



**MEMPHIS COOK CONVENTION CENTER**  
 255 North Main Street ~ Memphis, Tennessee 38103  
 (901) 576-1200, EXT. 1222 ~FAX# (901) 576-1212  
**TELEPHONE/INTERNET SERVICE ORDER FORM**



Name of Exhibition or Show: \_\_\_\_\_ Booth No. \_\_\_\_\_  
 Firm/Booth Name: \_\_\_\_\_ Show Dates \_\_\_\_\_  
 Address: \_\_\_\_\_ Phone No. \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Ordered By: \_\_\_\_\_ Signature: \_\_\_\_\_ Date \_\_\_\_\_  
 (Print or Type)

\*PAYMENT: Cash \_\_\_ Check No. \_\_\_ Visa \_\_\_ Mastercard \_\_\_ Amex. \_\_\_ FAX NO. \_\_\_\_\_  
 CARD# \_\_\_\_\_ EXP. DATE \_\_\_\_\_  
 VERIFICATION CODE \_\_\_\_\_ (three digits on back of card, CVV2#)  
 NAME \_\_\_\_\_ SIGNATURE \_\_\_\_\_

Signature of requesting party on order form indicates acceptance of terms and conditions on reverse side.  
 PAYMENT NOTICE: Preorder rates apply only to orders paid in full and received twelve (12) days prior to the first move-in day of show.  
 ON-SITE RATES must be paid with cash, and/or credit card. NO EXCEPTIONS.  
**ALL ORDERS MUST BE PAID IN FULL BEFORE SERVICES ARE RENDERED**  
**ALL ORDERS MUST BE MAILED, FAXED OR PLACED ON-SITE**  
 (NO TELEPHONE ORDERS WILL BE ACCEPTED)

**TELEPHONE SERVICE**  
 LIMITED AVAILABILITY

TYPE OF SERVICE	PREORDER RATE	ON-SITE RATE	QUANTITY	TOTAL
HOUSE EXTENSION: <small>Single pair line routed through the MCCC main switch. You must dial 9 to access an outside line. All incoming calls are routed through the MCCC switchboard. To receive incoming calls they must dial (901) 576-1200 and then your extension number.</small>	\$200.00	\$250.00	\$ _____	\$ _____
DIRECT (DID) LINE: <small>This will accommodate most computer modems, faxes and credit card machines; however, data transmission rate is not guaranteed.</small>	\$200.00	\$250.00	\$ _____	\$ _____
TELEPHONE HAND SET RENTAL:	\$35.00	\$40.00	\$ _____	\$ _____
LONG DISTANCE ACCESS:	\$20.00+ (Carrier Charges)	\$25.00+ (Carrier Charges)	\$ _____	\$ _____
LONG DISTANCE SECURITY DEPOSIT: \$30.00 (SECURED WITH CREDIT CARD ONLY)			\$ _____	\$ _____

**INTERNET SERVICE**  
 LIMITED AVAILABILITY

TYPE OF SERVICE	PREORDER RATE	ON-SITE RATE	QUANTITY	TOTAL
WIRELESS INTERNET: <small>We provide a Linksys USB adapter plus software and code to access the Internet (good for one show only).</small>	\$500.00	\$600.00	\$ _____	\$ _____
DSL SINGLE PORT: <small>We provide DSL connection (good for one show only).</small>	\$500.00	NO ON-SITE ORDERS	\$ _____	\$ _____
DSL & ROUTER: <small>We provide Caymen router/4 port switch (good for one show only).</small>	\$600.00 + \$100.00 Per Connection	NO ON-SITE ORDERS	\$ _____	\$ _____
ISDN LINE CONNECTIVITY ONLY: <small>We provide the line only. <b>YOU MUST HAVE YOUR OWN MODEM.</b></small>	\$700.00	NO ON-SITE ORDERS	\$ _____	\$ _____

**YOU ARE RESPONSIBLE FOR RETURNING TO M.C.C.C. SERVICE DESK ALL EQUIPMENT THAT HAS BEEN PROVIDED TO YOUR BOOTH WITHIN ONE HOUR OF SHOW CLOSING TO BE RELIEVED OF ALL RESPONSIBILITY FOR SAID EQUIPMENT.**  
**ALL ORDERS MUST BE PAID IN FULL PRIOR TO THE OPENING OF THE FIRST DAY OF SHOW.**

**SEE REVERSE SIDE FOR CONDITIONS AND REGULATIONS**      **GRAND TOTAL DUE \$** \_\_\_\_\_  
 Revision Date 06/10/08      This form supersedes all previous forms.      Additional Terms & Conditions on Reverse Side

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255 North Main Street ~ Memphis, TN 38103  
(901) 576-1200 EXT. 1222 ~ FAX (901) 576-1212

**IMPORTANT CONDITIONS AND REGULATIONS**

**PAYMENT NOTICE:**

PRE-ORDER RATES apply only to orders received and paid in full twelve(12) days prior to the first move-in day of show.

ON – SITE RATES must be paid at the time of move-in for all other orders. **NO EXCEPTIONS.**

ALL ORDERS MUST BE PAID IN FULL PRIOR TO THE OPENING OF THE FIRST DAY OF THE SHOW.

**WE ACCEPT CASH, PRINTED CHECKS, VISA, AMEX AND MASTERCARD ONLY! ALL OTHER ORDERS SUBMITTED WITH ANY OTHER FORM OF PAYMENT WILL NOT BE CONSIDERED TO BE ORDERED.**

**All terms, conditions, and rates on this form are subject to change at any time without notice.**

**CONDITIONS FOR PROCESSING TELEPHONE/INTERNET ORDER FORMS:**

1. Payment in full must accompany service form to be considered.
2. All order form information must be completed in full for order to be processed. Incomplete forms could result in processing delay that may result in on-site rate or slow service installation.
3. No service will be installed until full payment is received.
4. Cancellations:
  - Refunds will be computed as follows
    - ∞ A written request for refund must be received a minimum of 12 (twelve) days prior to the first move-in day of show.
  - NO REFUNDS AFTER INSTALLATION!**
    - ∞ Refunds will be forwarded by mail or credited after being processed by the proper departments.
5. All returned checks will incur a \$25.00 Returned Check Fee.
6. Memphis Cook Convention Center is the exclusive provider of telecommunications services for the Memphis Cook Convention Center.
7. Credit will not be given for service installed and not used.
8. Incomplete ordering may delay processing and installation. Additional charges for upgrade in service and labor charges will be applied.
9. Exhibitors must sign for and pick up equipment at the MCCC Service Desk.
10. Exhibitors will be fully responsible for the protection and safekeeping of all equipment issued to them.
11. Exhibitors must return equipment to the MCCC Service Desk within one hour of show closing.  
If not returned exhibitor will be required to pay for replacement of said equipment.
12. Only Convention Center personnel are authorized to modify system wiring or cable or hubs.
13. Memphis Cook Convention Center is not responsible for any level fluctuations or circuit failure due to temporary or load telephone company conditions.
14. Malfunctions in equipment will not be considered unless filed in writing by exhibitor prior to show closing.
15. All equipment must comply with FCC regulations.
16. Work done after 5:00 p.m. and anytime on Saturdays, Sundays or holidays will be charged at the double time rate.  
Labor is charged in one hour increments.
17. Any changes in location after installation will incur a new order charge.
18. User of Internet Service shall not knowingly cause or permit (a) material disruptions of or interface with network systems, users, services or equipment or (b) use the Internet connection for fraudulent or illegal purpose. Users may send and receive both commercial and non-commercial traffic over the Internet connection.
19. MCCC shall not be liable to organization for any damage arising out of any event that is out of the control of MCCC. MCCC shall not be liable to user for any indirect, special, incidental, exemplary, consequential or any form of money damage, including but not limited to lost profits or damages for the loss of data or information, delay, nondelivery or misdelivery or service interruption of any kind; however caused, arising out of or in connection with the use or provision of the Internet connection, whether based in contract, tort or any legal theory, and whether MCCC has been made aware of the possibility of those damages. In no event shall MCCC be liable to the user for any amount in excess of refund of amounts actually paid by the user to MCCC.
20. Any customer that orders the Internet and participates in any fraudulent, illegal or illicit behavior will give up their rights to said service and all the monies that have been paid to the MCCC for said services. The MCCC will assist with any and all proceedings resulting from such behavior.

THE PARTIES AGREE THAT THE IMPLIED WARRANTIES OF MERCHANTABILITY AND THE FITNESS FOR A PARTICULAR PURPOSE AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE EXCLUDED FROM THIS AGREEMENT. SMG AND THE MEMPHIS COOK CONVENTION CENTER DO NOT ASSUME ANY LIABILITY FOR DAMAGES OF ANY TYPE WHATSOEVER OR LOSS OF ANTICIPATORY PROFITS RESULTING FROM THE USE OF EQUIPMENT OR SERVICES OR DELIVERY OR INSTALLATION OR DAMAGE OF ANY SORT WHATSOEVER TO USER'S GOODS OR EQUIPMENT ARISING FROM ANY CAUSE WHATSOEVER

