



## Client Utility Service Information

### Incentive Rate Deadlines

The Austin Convention Center Department (ACCD) offers an incentive rate to customers who order services in advance.

### Clients / Show Management

Clients / Show Management qualify for the incentive rate when orders are submitted 31 days prior to the first contracted date of the event.

### Exhibitors

Exhibitors qualify for the incentive rate when order forms are faxed, emailed or postmarked with full payment 14 days prior to first contracted date of the event.

### Exhibit Utility Service Requirements:

- Utility services require a 10x10 space for staff to operate during all event times
- Thirty-one (31) days prior to the first contracted date of the event, Utility Services requires a schedule with event move-in, show and move-out times.
- Updated diagrams marked with ACCD floor pockets
- Updated booth assignment / exhibitor list

### Questions to Think About

- How many exhibitors are expected to participate in the event?
- Who will be the general service contractor?
- Who will distribute the exhibitor kits? Please provide contact information.

### Electrical

#### 120 Volt Power

Electrical cords provided by the ACCD are single receptacles (one plug). Power sources can be supplemented with surge protectors for additional outlets. Customers may supply their own surge protectors or purchase surge protectors from ACCD.

#### 208 Volt Power

ACCD requires electrical services to be installed, operated and maintained in a manner that does not create a hazard to life or property.

- Connecting ACCD wires directly to exhibitor equipment is prohibited
  - **Examples include, but are not limited to: hot tubs, stoves and RVs**
- Electrical rates include bringing the service to the booth from the nearest floor pockets.
- Electrical rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, the exhibitor must provide the wiring schematics with required connectors (male & female).
- If adaptors or plugs are not provided, the exhibitor must provide bare-end tails for hardwiring to our disconnect boxes.
- Customers are responsible for labor charges incurred to connect and disconnect wires and/or adaptors.

## **Electrical for Audio/Visual Equipment**

Wall outlets in the ACCD meeting rooms (excluding ballrooms) are complimentary for general audiovisual (AV) equipment use. Equipment requiring additional or special electrical services can be added per service rate.

### **Questions to Think About**

- Who will be the contracted AV provider?
- Are there AV requirements for the meeting rooms, ballrooms and/or exhibit halls?

## **Telephones**

All telephone lines are “dial 9” lines unless requested otherwise.

### **Questions to Think About**

- Will you need any telephone lines for your event?
- Do you need assigned phone numbers in advance?
- Do you require special features such as voicemail, rollover or multi-phone line, etc?

## **Internet Service**

The ACCD has complimentary limited wireless network accessible to all attendees and clients. The bandwidth for the wireless network is slower compared to the wired network connections sold to clients and exhibitors. The wireless network is best for simple web browsing and checking email. For secure, speedy and reliable service, please contact your ACCD Exhibitor Service Representative to purchase a hard-wired connection.

## **Timeline of Important Deadlines**

The timeline below is recommended to ensure timely distribution of information.

### **6 months to one year prior to first contracted date of event:**

- Receipt of Event Utility Information from assigned ACCD Exhibitor Service Representative
- Client Information Packet
- Condensed Rate Sheet
- Incentive Rate Deadline Dates
- Exhibitor Packet

### **90 days prior to first contracted date of event:**

- Client provides ACCD Exhibitor Service Representative with information for Utility Order Form inclusion in Exhibitor Manual

### **31 days prior to first contracted date of event:**

- Final client information due to qualify for incentive rates:
- Client signs utility service estimate
- Client provides utility service desk schedule with move-in, show, and move-out times
- Client provides up to date booth assignment list
- Client provides up to date floor plan marked with ACCD floor pockets

### **14 days prior to first contracted date of event:**

- Exhibitor incentive rate deadline

### **First day of show:**

Audit of exhibitor and client utility services

### **Final day of show:**

ACCD Exhibitor Service Representative provides client with invoice



## Condensed Price Schedule

<b>Service Description</b>	<b>Base Rate</b>	<b>Incentive Rate</b>
<b>120 Volt electrical Services</b>		
120 Volt, 8 Amp outlet	\$90.	\$68.00
120 Volt 15 Amp outlet	\$100	\$75.00
120 Volt 20 Amp outlet	\$110.00	\$83.00
120 Volt 30 Amp outlet	\$135	\$101.00
<b>208 Volt Power Single Phase</b>		
30 Amp Service	\$225.00	\$169.00
60 Amp Service	\$350.00	\$263.00
100 Amp Service	\$550.00	\$413.00
<b>208 Volt Power 3 Phase</b>		
30 Amp Service	\$350.00	\$263.00
60 Amp Service	\$580.00	\$435.00
100 Amp Service	\$900.00	\$675.00
200 Amp Service	\$1325.00	\$994.00
400 Amp Service	\$2750.00	\$2063.00
<b>Technical &amp; Telecommunications</b>		
Standard Local Phone Lines	\$200.00	\$150.00
Standard Long Distance Phone Line	\$250.00	\$188.00
Multi -Phone Line (2 Call appearances)	\$350.00	\$263.00
Specialty Programming (per feature)	\$50.00	\$50.00
Premium Internet Service - includes (1) IP Address	\$995.00	\$750.00
<b>Supplemental &amp; Labor</b>		
Power Strip	\$25.00	\$25.00
Extension Cords	\$25.00	\$25.00
Maintenance Standard Labor	\$45.00	\$45.00
Maintenance Holiday Labor	\$60.00	\$60.00
Technical Holiday Labor	\$125.00	\$125.00

## **Installation Notice**

**Effective October 1, 2010**

This notice applies to customers ordering 208/220 Volts electrical services.  
This notice does not apply to standard 120 Volt electrical services.

- Connecting ACCD wires directly to exhibitor equipment is prohibited. Examples include, but are not limited to, hot tubs, stoves and RVs.
- Connection rates include bringing service to the booth from the floor pocket.
- Connection rates do not include adaptors or special wiring.
- If special electrical adaptors or plugs are required, exhibitor must provide the wiring schematics with required connectors (male & female).
- If adaptors or plugs are not provided, exhibitor must provide bare-end tails for hardwiring to disconnect boxes.
- Customers are responsible for labor charges required to connect and disconnect wires and/or adaptors.

ACCD requires electrical services to be installed, operated and maintained in a manner which does not create a hazard to life or property.

Please contact ACCD Exhibitor Services with questions, 512-404-4200.

Thank You,  
Exhibitor Services Division  
Austin Convention Center Department



## Wi-Fi Operating Guidelines

Effective October 2011

The Austin Convention Center Department [ACCD] is the exclusive provider for wired and wireless [Wi-Fi] services for the Austin Convention Center and Palmer Events Center. The ACCD Wi-Fi service offers internet access at speeds of up to 2 Mbps servicing clients, exhibitors and attendees.

Wireless internet service is vulnerable to interference from other wireless devices such as Wi-Fi routers, wireless cameras, cordless phones and personal Wi-Fi hotspots. Wireless users in the Exhibit Halls may experience higher levels of interference due to the nature of the event and any electronics/equipment that may be a part of a product demonstration or display. If you are conducting a product demonstration, presentation or streaming video over the internet, we strongly recommend the purchase of a wired internet connection.

ACCD requests your cooperation in eliminating/minimizing the use of these devices to improve the quality of wireless services in our facilities.

For additional information regarding our Wireless (Wi-Fi) Operating Guidelines, please contact the ACCD Exhibitor Services Division at 512-404-4000.

Thank You,  
Exhibitor Services Division  
Austin Convention Center Department