



# CHATTANOOGA CONVENTION CENTER

## COMMUNICATION SERVICES

TERMS & REGULATIONS | PHONE & INTERNET SERVICES

### WIRELESS INTERNET INFORMATION:

Welcome to "Gig City!" Faster internet speeds mean greater productivity for you and your event attendees.

The Chattanooga Convention Center is equipped with high speed wireless internet connectivity at speeds averaging 5-10 megabytes per second. Wireless access is free and available throughout the facility. There's no password is required to access this service. This is an open network, internet speeds may vary depending on the amount of users in the building. This service prohibits downloading videos or other media content. If you have a greater need for a dedicated network a hardwire connection is ideal.

### HARDWARE INTERNET INFORMATION:

The Chattanooga Convention Center is the exclusive contractor for internet services. A dedicated high speed internet line averages 100 Mbits/s and is hooked-up through standard Ethernet cable (RJ-45), with CAT 5E Coupler, if needed. Exhibitors must provide all equipment, hardware and software necessary to receive internet service. Splitters are available for up to 5 devices. **Hardwire internet access is recommended for Multiple Device Usage, Interactive Kiosks, Streaming Videos, Web Content, Online Registration Forms, Digital Phone and Credit Card Machines.**

1. *Due to the nature of the internet, the Chattanooga Convention Center cannot guarantee performance or accessibility beyond our gateway.*
2. *Traffic is monitored and every effort is made to maintain an acceptable level of performance for all users.*
3. *Customer is responsible for the proper configuration of their own equipment and software.*
4. *Customer is responsible for all services outside of basic Internet connectivity, including e-mail services, FTP services, web services, etc.*
5. *The CCC provides no firewall security or anti-virus protection. Customers are responsible for providing their own firewall security and anti-virus software.*

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6. *Labor will be charged for installation of tails, hard wiring of equipment or installing cables in a specific location.*
7. *Internet users have full, unrestricted access to the Internet. Matters considered improper, offensive, or even unlawful by groups or individuals are not the responsibility of the Internet Service Provider(s) and/or CCC.*

## TELEPHONE & CREDIT CARD INFORMATION:

The Chattanooga Convention Center provides digital connection for telephone and credit card machines. Vendors are responsible to supply equipment compatible to standard Ethernet cable. It is recommended that exhibitors contact their merchant service provider, prior to your event, to verify if your machine is compliant for digital transactions. The CCC no longer provides analog services.

## APPLICABLE TO ALL EXHIBITORS:

1. Services installed but not used will not be refunded.
2. Repairs and non-standard hooks-ups could be charged an additional labor fee. See Exhibitor Services Manager for rates.
3. Specific placement of service might incur labor fee. See Exhibitor Services Manager for rates.
4. No refunds after installation of service.
5. All material and equipment furnished by the CCC shall remain the property of the CCC. Equipment may not be removed or relocated without the CCC approval or staff assistance.
6. Claims will not be considered unless filed by the exhibitor prior to the close of the exhibition.
7. Prices based upon current wage rates are subject to change without notice.
8. Lost, stolen or damaged equipment will be charged to the exhibitor's authorized credit card at prevailing rates.

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