

## BUSINESS SUPPORT, TECHNOLOGY AND

### COMMUNICATIONS ORDER FORM

Please complete and return this form no later than 7 business days prior to your event to [exservices@mcec.com.au](mailto:exservices@mcec.com.au). Any request received after this due date will be assessed on an individual basis as we may not be able to guarantee delivery of good and services after this deadline has past.

Once your order has been received and processed, you will be sent a Tax Invoice confirming your order details. **No services will be provided until payment is received.** All service charges are current and subject to change without notice.

#### **Event details**

Event name:	
Event date(s):	
Stand name:	Stand number:





#### **Contact Details**




Contact Name:			
Position:			
Company:		ABN / ACN:	
Address:			
	Suburb:	Postcode:	State:
Telephone:		Mobile:	
Email: <i>(required for payment)</i>			






#### **Bill to (if different to above)**

Contact Name:			
Position:			
Company:		ABN / ACN:	
Address:			
	Suburb:	Postcode:	State:
Telephone:		Mobile:	
Email: <i>(required for payment)</i>			

**Equipment and services**

		<b>1 day price</b>	<b>2 day price</b>	<b>3 day price</b>	<b>4 - 7 day price</b>	<b>Total</b>
<b>Laptop computer package (includes delivery and installation)</b>						
	15.6" Windows Laptop Computer i7 CPU, min 8Gb RAM	\$136.40 Qty: ____	\$185.50 Qty: ____	\$245.00 Qty: ____	\$344.00 Qty: ____	\$
<b>Printers (includes delivery and installation)</b>						
	B&W laser printer - 33ppm • Black and white copies – 8 cents per copy	\$105.00 Qty: ____	\$170.00 Qty: ____	\$234.00 Qty: ____	\$298.00 Qty: ____	\$
	Colour laser printer - 22ppm • Black and white copies – 8 cents per copy • Colour copies – 35 cents per copy	\$140.00 Qty: ____	\$238.00 Qty: ____	\$337.00 Qty: ____	\$436.00 Qty: ____	\$
<b>Multifunction units (includes delivery and installation)</b>						
	B&W multifunction – 26ppm (laser printer, scanner, fax and copier) Fax line is not included and must be ordered separately • Black and white copies – 8 cents per copy	\$125.00 Qty: ____	\$190.00 Qty: ____	\$240.00 Qty: ____	\$298.00 Qty: ____	\$
<b>Fax machines (includes delivery and installation)</b>						
	Laser fax machine Fax line is not included and must be ordered separately • Black and white copies – 8 cents per copy	\$90.00 Qty: ____	\$130.00 Qty: ____	\$150.00 Qty: ____	\$170.00 Qty: ____	\$

		<b>1 day price</b>	<b>2 day price</b>	<b>3 – 7 price</b>	<b>Amount</b>
<b>High volume photocopier (includes delivery and installation)</b>					
	Colour/black and white high volume copier – up to 45ppm (collating, sorting, stapler) <ul style="list-style-type: none"> <li>• Black and white copies – 8 cents per copy</li> <li>• Colour copies – 35 cents per copy</li> </ul>	\$528.00 Qty: ____	\$924.00 Qty: ____	\$1122.00 Qty: ____	\$
<b>Screens (includes delivery and installation)</b>					
	<b>26" LCD screen</b> (1366 X 768 pixels – 720p) <input type="checkbox"/> Table-top stand only	\$120.00 Qty: ____	\$225.00 Qty: ____	\$330.00 Qty: ____	\$
	<b>32" LCD screen</b> (1920 X 1080 pixels – 1080p) <input type="checkbox"/> Table-top stand or <input type="checkbox"/> Floor stand	\$140.00 Qty: ____	\$280.00 Qty: ____	\$420.00 Qty: ____	\$
	<b>40" LCD screen</b> (1920 X 1080 pixels – 1080p) <input type="checkbox"/> Table-top stand or <input type="checkbox"/> Floor stand	\$300.00 Qty: ____	\$495.00 Qty: ____	\$685.00 Qty: ____	\$
	<b>65" LCD screen</b> (1920 X 1080 pixels – 1080p) <input type="checkbox"/> Table-top stand or <input type="checkbox"/> Floor stand	\$554.15 Qty: ____	\$900.65 Qty: ____	\$1164.65 Qty: ____	\$
	<b>80" LCD Screen</b> (1920 x 1080 pixels – 1080p) <input type="checkbox"/> Floor stand	\$765.90 Qty: ____	\$1406.70 Qty: ____	\$2547.90 Qty: ____	\$

	<b>1 day price</b>	<b>2 day price</b>	<b>3 day price</b>	<b>4 - 7 day price</b>	<b>Total</b>	
<b>Peripherals (includes delivery and installation)</b>						
	DVD player (domestic) \$26.00 Qty: ___	\$33.00 Qty: ___	\$39.00 Qty: ___	\$39.81 Qty: ___	\$	
	IPTV service (digital free to air TV) Includes RCA / HDMI / remote control	\$148.00 per event			\$	
<b>Audio support (includes delivery and installation)</b>						
	Spruiker PA kit (240V and battery) Includes handheld radio microphone and speaker stand	\$90.00 Qty: ___	\$140.00 Qty: ___	\$190.00 Qty: ___	\$240.00 Qty: ___	\$
	Exhibitor PA Package Includes powered speakers, handheld radio microphone and compact mixer	\$242.00 Qty: ___	\$387.20 Qty: ___	\$465.30 Qty: ___	\$137.50 per additional day Qty: ___	
<b>Telephone, fax and EFTPOS lines (Local, STD and mobile access provided standard with every service)</b>						
	<b>International calls (tick if required)</b>	<b>Qty. required</b>	<b>Rate per event per line (inc GST)</b>	<b>Amount</b>		
Digital phone line and handset Phone lines are digital and will not work with standard analogue devices such as modems and EFTPOS	<input type="checkbox"/>		\$110.00	\$		
Analogue fax line	<input type="checkbox"/>		\$110.00	\$		
Analogue EFTPOS line	N/A		\$110.00	\$		
Analogue direct line (PSTN)	N/A		\$269.50	\$		
ISDN connection # (ONRAMP2)			\$693.00	\$		
<b>TOTAL</b>					<b>\$</b>	

# Exhibitors requiring ISDN connection (Onramp 2) services are required to book two weeks prior to the delivery date.

<b>Call rates (All calls made from MCEC are charged at the following rates)</b>	
<b>Call type</b>	<b>Call charges (inc GST)</b>
Local calls	44 cents flat rate
STD / mobile calls	44 cents per minute
IDD calls	44 cents per minute

<b>Broadband internet access</b> <i>(one cable for one computer and private IP address assigned as standard)</i>				
	<b>First day</b> <i>(Download allowance*)</i>	<b>Additional days</b> <i>(Download allowance*)</i>	<b>Number days required</b>	<b>Amount</b>
512 Kbps internet connection	\$72.00 (1 GB) <input type="checkbox"/>	\$35.00 (1 GB) <input type="checkbox"/>		\$
1 Mbps internet connection	\$89.50 (2 GB) <input type="checkbox"/>	\$53.50 (2 GB) <input type="checkbox"/>		\$
2 Mbps internet connection	\$108.00 (3 GB) <input type="checkbox"/>	\$72.00 (3 GB) <input type="checkbox"/>		\$
6 Mbps internet connection	\$150.00 (5 GB) <input type="checkbox"/>	\$115.00 (5 GB) <input type="checkbox"/>		\$
10 Mbps internet connection	\$211.50 (8 GB) <input type="checkbox"/>	\$175.50 (8 GB) <input type="checkbox"/>		\$
20 Mbps internet connection	\$315.00 (15 GB) <input type="checkbox"/>	\$277.00 (15 GB) <input type="checkbox"/>		\$
30 Mbps internet connection	\$415.00 (25 GB) <input type="checkbox"/>	\$380.00 (25 GB) <input type="checkbox"/>		\$
Higher bandwidth services are available	Price on application			
<b>TOTAL</b>				<b>\$</b>
<b>Peripheral broadband services</b>				
<b>Additional connection **</b> <i>(Required to connect an additional computer)</i>	<b>Cost per connection</b> <i>(Per each additional computer)</i>	<b>Number of connections</b>	<b>Amount</b>	
<u>Private</u> IP address with cable	\$22.00		\$	
<u>Public</u> IP address with cable	\$44.00		\$	
<b>Technical assistance</b>	<b>Cost per 30 minutes</b> <i>(Minimum 30 minute charge)</i>	<b>Duration of assistance</b>		
Computer configuration • I require assistance in configuring my computers/printers	\$44.00		\$	
<b>TOTAL</b>				<b>\$</b>

\*Additional IP's are required when more than one computer is to be connected to a broadband service. This is irrespective of whether you are providing your own hub/switch and cables.

\*\* Once the download allowance is reached, excess data is charged at \$0.05 per MB. The following address <http://internet.mecc.com.au:7011/myUsage> will allow you to periodically check your usage. Simply enter the address provided whilst you are connected to your MCEC broadband service.

**Connection and set up details**

Contact person on-site			
Contact number on-site			
Installation date:	/ /	Installation time	am/pm
Connection date:	/ /	Connection time:	am/pm
Disconnection/ collection date:	/ /	Disconnection/ collection time:	am/pm
Custom flooring	Yes <input type="checkbox"/> No <input type="checkbox"/>	Floor plan:	Attached <input type="checkbox"/> Drawn below <input type="checkbox"/>
<b>Floor plan:</b> Provide a representative plan of your stand and mark the location of your ordered services showing all solid walls.			
Key:	<i>Back of stand</i>		
P = Phone line F = Fax line E = EFTPOS line B = Broadband line D = Direct line I = ISDN line S = Screen C = Computer Pr = Printer	<i>Front of stand</i>		

## TERMS AND CONDITIONS

- Cancellations to service requests must be submitted in writing to [exservices@mcec.com.au](mailto:exservices@mcec.com.au) 72 hours prior to the event commencing. Failure to submit a request to cancel or for any cancellations received after the cut off period will result in full fees being charged.
- MCEC will not manage, monitor or support any third party devices connected to our network such as network switches, routers or wireless routers. Should it be discovered that these devices pose a security risk to the MCEC network or create network issues we will be forced to disconnect, remove or disable any such devices to ensure the integrity of the network for both the venue and for other customers relying upon the infrastructure (including MCEC wireless networks and M Connect).
- Wireless is a less secure service and download speeds vary depending on the number of users at any one time. Wireless signal strength can also vary depending on geographical location and other items interfering with the signal. For best results we recommend the use of 5GHz (IEEE 802.11n-2009 standard) wireless compatible devices. Previous standards are supported but results can vary in line with the limitations of these standards and associated devices. Customers who require a secure network to download continuous information over a longer period of time are advised to order a dedicated broadband (cabled) service.
- Consideration may need to be made in relation to access of peer-to-peer file sharing sites as excessive downloads and reduced bandwidth have been experienced at some events.
- Hire fee includes government stamp duty and damage waiver. Damage waiver does not include theft.
- All prices listed include GST.
- Images above are representative only,

### Telephone, fax and EFTPOS lines

All phone, fax and EFTPOS connections at MCEC require the user to dial "0" to obtain an outside line.

Exhibitors are required to arrange their own EFTPOS machine. This can be obtained from their bank or financial institution or alternatively they can provide their own.

Digital phone handsets and equipment are delivered to stands on the last day of event move-in or earlier by request of the exhibitor.

Digital phone handsets that are issued will not work if removed from the building. Handsets will be collected at the conclusion of the event. If you wish to leave before it has been collected please return it to Customer Service or call +613 9235 8302 for collection. Lost or damaged handsets will be charged at up to \$450.00.

After the conclusion of the event call charges will be calculated. Please note that the receipt of call charges may take up to three days post event and will be included on your final invoice.

Exhibitors are advised that the ISDN connection (Onramp 2) is inclusive of the network terminating unit but does not include an ISDN terminal adapter or router. Exhibitors wishing to use the Onramp 2 service are required to provide their own ISDN terminal adapter or router.

Phone lines are digital and will not work with standard analogue devices such as modems and EFTPOS machines

### Broadband internet connections

Please note for connection to our broadband internet you will need to have your computer set to obtain IP and DNS addresses automatically from our DHCP server. This is the standard operating system default. Administrator access is needed if you require MCEC to configure your computer with these settings. Ideally your administrator can configure these details for you.

Broadband internet access price includes the internet access itself through the supplied network cable for the nominated amount of downloads. We can help you configure your computer with the appropriate settings to access our broadband connection. For other computer related issues you should contact your administrator, computer vendor or IT support. We may be able to assist with some queries, however please note that a labour charge will be incurred and we do not take responsibility for problems with your computer.

Broadband services do not pass through any firewalls to allow maximum access to our end users, however, by default are private IP addresses which offer some protection from the outside world. Computer security and virus protection remains the responsibility of the client. We recommend that virus protection with the latest virus definitions be installed and that all operating systems patches and updates also be installed. MCEC accepts no responsibility for clients computers contracting viruses or having security compromised once connected to the internet. We will ensure that the internet connection is functioning correctly.

Broadband services provided are not for resale or sharing with other exhibitors. Offenders will be disconnected and further action may be taken.

MCEC can provide you computers that have a fresh install with the latest virus definitions and windows updates installed.

I have read and understand the above terms and conditions.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

#### ***Privacy Collection Statement***

The Melbourne Convention and Exhibition Trust (MCET) operates the Melbourne Convention and Exhibition Centre (MCEC) on behalf of the State Government of Victoria. MCET is collecting your personal information for the purposes of completing the enquiry above. MCET will use the personal information for the primary purpose or a directly related purpose. You understand that the personal information provided is for the purpose of this enquiry and shall otherwise remain private within MCET unless disclosure is required by law. You may apply to MCET for access to and/or amendment of the information. Request for access to and/or amendment of the information should be made to MCET's Privacy Officer ([privacy@mcec.com.au](mailto:privacy@mcec.com.au)). Our Privacy Policy is available by clicking [here](#).