

# Planning your internet and phone services



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).

## CONTACT DETAILS

|              |          |       |
|--------------|----------|-------|
| CONTACT NAME | POSITION |       |
| COMPANY      | ABN/ACN  |       |
| ADDRESS      |          |       |
| SUBURB       | POSTCODE | STATE |
| TELEPHONE    | MOBILE   |       |
| EMAIL        |          |       |

## EVENT DETAILS

|              |              |
|--------------|--------------|
| EVENT NAME   | EVENT DATES  |
| STAND NAME   | STAND NUMBER |
| CONTACT NAME | MOBILE       |

## NOW UNLIMITED DATA FOR A STRESS FREE EXPERIENCE, JUST CHOOSE YOUR SPEED

### WIRED INTERNET ACCESS

| BANDWIDTH | DAILY PRICE | DATES/TIMES REQUIRED | NUMBER OF CONNECTIONS | AMOUNT |
|-----------|-------------|----------------------|-----------------------|--------|
| 2Mbps     | \$90        |                      |                       | \$     |
| 6Mbps     | \$150       |                      |                       | \$     |
| 10Mbps    | \$200       |                      |                       | \$     |
| 20Mbps    | \$300       |                      |                       | \$     |
| 30Mbps    | \$400       |                      |                       | \$     |
| 50Mbps    | \$600       |                      |                       | \$     |
| 70Mbps    | \$800       |                      |                       | \$     |
| 100Mbps   | \$990       |                      |                       | \$     |
| 200Mbps   | \$1900      |                      |                       | \$     |
| 300Mbps   | \$2800      |                      |                       | \$     |
| 500Mbps   | \$4600      |                      |                       | \$     |

### WIRELESS INTERNET ACCESS

| BANDWIDTH                             | DAILY PRICE | DATES/TIMES REQUIRED | AMOUNT |
|---------------------------------------|-------------|----------------------|--------|
| 6Mbps (UP TO 10 CONCURRENT DEVICES)   | \$250       |                      | \$     |
| 10Mbps (UP TO 20 CONCURRENT DEVICES)  | \$350       |                      | \$     |
| 30Mbps (UP TO 100 CONCURRENT DEVICES) | \$700       |                      | \$     |

**PERIPHERAL WIRED SERVICES**

| <b>ADDITIONAL CONNECTION</b>  | <b>COST PER CONNECTION<br/>(PER EACH ADDITIONAL COMPUTER)</b> | <b>NUMBER OF<br/>CONNECTIONS</b> | <b>AMOUNT</b> |
|-------------------------------|---|----------------------------------|---------------|
| PRIVATE IP ADDRESS WITH CABLE | \$22.00   |                                  | \$            |
| PUBLIC IP ADDRESS WITH CABLE  | \$44.00   |                                  | \$            |

**TELEPHONE (LOCAL, STD AND MOBILE ACCESS PROVIDED STANDARD WITH EVERY SERVICE)**

|                                    | <b>INTERNATIONAL<br/>CALLS (TICK IF REQUIRED)</b> | <b>QTY.<br/>REQUIRED</b> | <b>RATE PER<br/>EVENT PER LINE</b> | <b>AMOUNT</b> |
|------------------------------------|---|--------------------------|------------------------------------|---------------|
| <b>STANDARD PHONE WITH HANDSET</b> |   |                          | \$110.00                           | \$            |
| <b>ANALOGUE LINE</b>               |   |                          | \$110.00                           | \$            |
| <b>ANALOGUE DIRECT LINE (PSTN)</b> | N/A   |                          | \$269.50                           | \$            |
| <b>TOTAL</b>                       |   |                          |                                    | \$            |

Analogue connections at MCEC require the user to dial "0" to obtain an outside line.

**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 NO PLEASE ATTACH STAND PLAN WHEN SENDING  
THROUGH EXHIBITOR SERVICES ORDER

For wireless orders, please provide a Username and Password.  
Please ensure the password is 8 characters minimum.

**USERNAME****PASSWORD**

## **WIRED INTERNET CONNECTIONS**

- Please note for connection to our wired 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.
- Wired internet access price includes the internet access itself through the supplied network cable. We can help you configure your computer with the appropriate settings to access our wired 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.
- Wired internet 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.
- Wired internet services provided are not for resale or sharing with other exhibitors. Offenders will be disconnected and further action may be taken.

## **WIRELESS INTERNET CONNECTIONS**

- 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.
- 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 wired service.
- Consideration may need to be made in relation to access of peer-to-peer.

## **TERMS AND CONDITIONS**

No services will be provided until payment is received. All service charges are current and subject to change without notice.

## **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 [here](#).

**I agree to MCEC privacy collection statement and Terms and Conditions**