

# Wireless Performance Declaration

Center: Santa Clara - Hyatt Regency (071) - CA

Company Name: \_\_\_\_\_

Show: \_\_\_\_\_

Booth / Room #: \_\_\_\_\_

Customer / Ref #: 2010 - 071 -

## Overview

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a wireless 802.11 a / b / g system. The wireless service offers Internet access at speeds up to 256K servicing Customers as well as attendees. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time. Routers, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to accommodate such special requests. Please call for quote.

Wireless is an entry level service ideal for web surfing and checking web based email. Smart City's Wireless Network can be accessed throughout the Facility by using a Wi-Fi® compatible 802.11 a / b / g network card or one of our rental bridge units (limited quantity of bridge units, call for availability).

Wireless service is inherently vulnerable to interference from other devices that transmit similar radio frequency signals or that operate within the same frequency spectrum. Smart City cannot guarantee that interference will not occur. Smart City does **NOT** recommend wireless service for mission critical services such as product presentation or demonstrations. For demonstrations or to present products and other mission critical activity, via the Internet, Smart City highly recommends Customer(s) purchase hardwired services such as Shared Ethernet, Shared EtherNAT or T-1 service.

If you are unsure which of our products will best suit your needs please call our Customer Service Department at (888) 446-6911 and one of our Customer Service Representatives will be happy to assist you.

## Restrictions and Special Requests

Due to the extensive coverage Smart City provides for the Facility, **NO** Customer provided access points are authorized for use within the Facility without Smart City prior approval (wireless access points without adjustable power outputs can not be authorized under any circumstances). Customer(s) who attempt to set up their own wireless system can interfere with the Smart City Wireless Network. Smart City requires all Customers showcasing their wireless products to contact Smart City 21 days prior to the show move-in so that we may engineer a cohesive network operating without interference (all approvals will incur a site survey fee). Per our Terms and Conditions listed on Smart City's Customer Contract, misuse of any wireless service may result in service interruption to yourself or other Customers and can lead to disconnection of the Customer's equipment. **No service refunds will be given.**

**ALL WIRELESS ACCESS POINTS NOT AUTHORIZED BY SMART CITY ARE PROHIBITED.**

I hereby attest that I understand the limitations and vulnerabilities of the wireless service provided by Smart City. I also understand that if I use this service for any reason including, but not limited to, demonstrating, showcasing or presenting my product(s), Smart City will not be responsible for possible interference that I may experience. Refunds will not be given for service issues found not to be the fault of Smart City. Upon receipt of this form, Smart City Wireless Services and / or Customer(s) authorized wireless AP devices (with Smart City's approval) will be activated / available for your use.

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

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

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Phone #: \_\_\_\_\_

