

# Internet & Technical Services

*The MCCA offers a variety of Internet and Technical services through our experienced in-house team of technicians.*

## Wired Internet Connections

Exhibitors who order wired internet drops are provided with one internet connection and assistance, as needed, from our internal IT Support Services staff. All MCCA Internet services include one initial line regardless of how many IPs are ordered with the service. To have more than one computer connected at one time, exhibitors may bring their own switch or hub device and cables, or they may purchase a switch from the MCCA. Exhibitors are asked to read through the following service descriptions closely to ensure that the purchased service level is sufficient to meet their bandwidth requirements during the entirety of the show. Below are basic guidelines for ordering wired Internet services.

All services are delivered DHCP. Public IP addresses are available upon request with all of our managed services listed below. Public IP addresses are not available with our Basic Service Package. Managed Services requesting public IP addresses require manual configuration to each machine.

Custom orders for bandwidth above listed service levels below can be ordered on a case-by-case basis through the MCCA's Exhibitor Services Department at **617-954-2230** or **exhibitorservices@signatureboston.com**.

<b>MANAGED SERVICES</b> Manually configured services require entry of IP addresses into the device before the device may access the internet.	<b>DISCOUNT</b>	<b>STANDARD</b>
<b>Basic Service Package</b> The Basic Service Package includes a private VLAN and subnet. This level is sufficient if the main use is for a basic internet connection, such as for e-mail or internet browsing. The Basic Service package may not be fast enough for streaming video or multi-purpose use. Public IP addresses are not available with this service.	\$935.00	\$1,000.00
<b>3 Mbps Managed Service</b> The 3 Mbps has more bandwidth than the Basic service and includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for basic e-mail and web browsing, standard definition video streaming, or can accommodate multiple Internet connections.	\$4,620.00	\$5,300.00
<b>6 Mbps Managed Service</b> The 6 Mbps has more bandwidth than the 3 Mbps service and includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 4 standard definition video streams, or a single HD video stream, or can accommodate multiple Internet connections.	\$7,810.00	\$9,000.00
<b>10 Mbps Managed Service</b> The 10 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 6 standard definition video streams, a single HD video stream, or can accommodate multiple Internet connections.	\$10,450.00	\$12,000.00
<b>15 Mbps Managed Service</b> The 15 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 2 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$15,400.00	\$17,700.00

<b>20 Mbps Managed Service</b> The 20 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 3 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$20,460.00	\$23,530.00
<b>25 Mbps Managed Service</b> The 25 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 4 HD video streams, or a single 4K stream, or can accommodate multiple Internet connections.	\$25,410.00	\$29,250.00
<b>30 Mbps Managed Service</b> The 30 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 5 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.	\$30,250.00	\$34,800.00
<b>35 Mbps Managed Service</b> The 35 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 5 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.	\$35,200.00	\$40,500.00
<b>40 Mbps Managed Service</b> The 40 Mbps service includes a private VLAN and subnet. Public IP addresses are available upon request. This level is sufficient for 6 HD video streams, or up to two 4K video streams, or can accommodate multiple Internet connections.	\$39,820.00	\$45,800.00

ADDITIONAL INTERNET SERVICES & EQUIPMENT	DISCOUNT	STANDARD
<b>Copper Patch/ Booth to Booth Connection</b> Copper Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Copper patches can transmit data, audio, and video. This is not available with the shared service.	\$336.00	\$420.00
<b>Fiber Patch/ Booth to Booth Connection</b> Fiber Patch is a method of connecting computers or network equipment that may be in different locations in the facility. Fiber patches can transmit data, audio, and video.	\$470.00	\$588.00
<b>Switch-8 Port</b> This switch can connect up to 7 computers or devices together, giving all access to the internet service ordered.	\$104.00	\$130.00
<b>Switch-24 Port</b> This switch can connect up to 23 computers or devices together, giving all access to the internet service ordered.	\$355.00	\$444.00
25' CAT 5e Cable	\$45.00	\$56.00
50' CAT 5e Cable	\$61.00	\$78.00
100' CAT 5e Cable	\$96.00	\$120.00
Coupler	-	\$20.00

TECHNICAL SERVICES *	DISCOUNT	STANDARD
<b>Cable TV Service</b> Cable TV service is basic business cable service provided by Comcast cable. Service is provided to booth from floor boxes or columns.	\$245.00	\$307.00
<b>CATV Tuner Rental (Only available at the BCEC)</b> For TVs that are not cable ready (including some plasmas) the CATV Tuner interprets the signal and allows you to tune the signal. It functions similar to your cable box at home. Equipment must be returned at the close of the event, otherwise a replacement fee will be charged.	\$56.00	\$70.00
<b>CATV Tap Box Rental</b> A distribution box which allows up to 16 CATV feeds from a single cable tap. Equipment must be returned at the close of the event, otherwise a replacement fee will be charged.	\$200.00	\$250.00

\* For advanced Technical Service offerings, consult the online ordering site or contact MCCA Exhibitor Services.

## INSTALLATION & CONNECTIONS

- MCCA technicians will provide one initial network cable.
- Internet Service is brought from the nearest column or floor port into the booth.
- All MCCA internet services come with one initial line regardless of how many IPs are ordered with the service. To have more than one computer connected at one time, exhibitors may bring their own routing device and cables or may purchase a switch and purchase cables from the MCCA.
- Exhibitors are required to distribute their own internet cables.
- Exhibitors may choose to:
  - » Hire labor from the General Service Contractor or;
  - » Hire a third-party Installation & Dismantle (I&D) team to perform the distribution work.

## Terms & Conditions

- The MCCA is the exclusive provider of internet services.
- All services listed include labor to install and remove said service. Services do not include connecting of equipment, tracing of malfunctions, special wiring, or repairs. If an exhibitor requires additional internet labor outside of the standard service, services will be billed at an hourly rate with a minimum of one hour. Labor rates are based on current wage and benefit rates and are subject to change without notice:
  - » Tech Rep Monday-Friday 8am-4pm (except holidays) \$100.00
  - » Tech Rep All other times, including holidays \$150.00
  - » Network Engineer Monday-Friday 8am-4pm (except holidays) \$130.00
  - » Network Engineer All other times, including holidays \$195.00
- The MCCA will provide an Ethernet connection to a shared data network attachment for the use of Exhibitor's directors, officers, employees and guests during the official dates of specified show.
- Exhibitor will be responsible for providing all hardware, software and other equipment and facilities needed to connect to the Ethernet and to use network attachment.
- The network attachment provided by the MCCA may be used only by the Exhibitor's directors, officers, employees and guest, agents, or consultants. The MCCA network will facilitate communications between the company's authorized users and entities reachable through the national internet.
- The Exhibitor will promote efficient use of provided networks to minimize and avoid unnecessary network traffic and interference with the work of other users on interconnected networks.
- Users of MCCA networks shall not disrupt any of the MCCA networks or any other MCCA associated networks.
- MCCA networks shall not be used to transmit any communication where the meaning of the message, or its transmission or distribution, would violate any applicable law or regulation or would be highly offensive to the recipient or recipients thereof. Mass distribution of any message, including advertising, may not be broadcast or otherwise sent on an intrusive basis to any user of the MCCA network or any directly or indirectly attached network. When requested by a user of the networks, product information and other commercial messages are permitted to be transmitted. Discussion of a product's relative advantages and disadvantages by users of the product and vendors' response to those who pose questions about their products may be made available over the MCCA networks. Interpretation application and possible modification shall be within the sole discretion of MCCA.
- MCCA does not make any express of implied warranty of any kind specifically. There is no express or implied warranty of merchantability or fitness for a particular purpose for the services to be provided. The protocol used on the MCCA network call for end to end verification of the accuracy of any message and such verification is the sole responsibility of the purchasing company. Similarly, these protocols provide for end to end verification of the receipt of all the data that is transmitted. MCCA will not be responsible for any loss of data from delays, non-deliveries, incorrect deliveries, service interruptions, including those caused by the negligence, errors or omissions of the MCCA, or other losses or damages. Use of information obtained via the

services provided hereunder is at purchasing company's own risk. Exhibitor is responsible for (a) the accuracy and/or quality of the information obtained or data transmitted through the MCCA network and (b) assuring that each message purchasing company sends or receives has been received.

- MCCA shall not be liable to Exhibitor for any damage arising from any event that is out of the control of the MCCA. Neither shall the MCCA be liable to Exhibitor for indirect, special, incidental, exemplary, consequential or any other form of money damage, including, but not limited to, lost profits, or of the loss of data or information of any kind, however caused, and arising out of or in connection with the performance of MCCA, or the provision of services or performance hereunder, whether based in contract, tort, or any other legal theory, and whether or not MCCA has been made aware of the possibility of such damages.
- In no event shall liability exceed a refund of amounts actually paid to MCCA by Exhibitor for this network attachment.
- The network attachment shall be made available to Exhibitor by MCCA before the beginning through the end of the specified conference.
- The MCCA will provide a network attachment via an Ethernet connection at the Exhibitor's booth. At its own expense, the Exhibitor is responsible for providing the computer, attachment to Ethernet, electric power and all other hardware and software required to use the network attachment.

## FREQUENTLY ASKED QUESTIONS

### **I ordered a Managed Service that required IP Addresses.**

#### **How and when do I receive this information?**

When you are onsite and ready to configure your computers, please visit the Exhibitor Services desk to retrieve your IP Information.

### **Do you have wireless internet?**

The MCCA offers free wireless internet service throughout meeting rooms, lobbies, and expo halls; just open your internet browser and look for the BCEC Wireless Network. This service is designed for casual users and not guaranteed. If you are relying on the internet to showcase your product or services we strongly recommend a wired internet connection for guaranteed service.

### **I see that you don't offer hubs for sale. What is the difference between a hub and a switch? Can I bring my own hub or switch?**

The MCCA offers switch devices for sale instead of hubs because switches are known to provide better performance with a lower failure rate. Exhibitors are welcome to provide their own hub or switch for all internet services.

### **What is bandwidth and how do I know how much I need?**

Bandwidth is the "size of the pipe" that data can traverse. The bigger the bandwidth, the faster data can be transferred. To find out how much bandwidth you require, please consult with a technical representative in your company or look for program specifications listed with any demonstrations or downloads you plan to run.

### **I need to access my company's network while I'm exhibiting at your facility. Which service will allow me to do this?**

Exhibitors who need to connect remotely to their company's network using a VPN (Virtual Private Network) with authentication information like passwords, certificates, or "tokens" can do so with any of our services, however they should confirm with their IT department for the use of DHCP or public IP address requirements.

### **What is a VLAN?**

A VLAN (Virtual Local Area Network) allows a network of computers to behave as if they are connected to the same service even though they may actually be physically located in different areas around the facility. One of the biggest advantages of a VLAN is that when a computer is physically moved to a different location, it can stay on the same VLAN without any hardware reconfiguration.

### **I ordered a switch and cables, how and when do I get them?**

When you are ready for your switch and internet cables, please visit the Exhibitor Services Desk.