Exhibitor Services

FREQUENTLY ASKED QUESTIONS (FAQs)

• GENERAL INFORMATION
• ELECTRICAL SERVICES
• TELEPHONE LINES
• INTERNET CONNECTIONS

GENERAL INFORMATION

Q WHERE ARE UTILITY SERVICES ACCESSED?
A All services are accessed from the floor and some sources are available along perimeter walls.

Q ARE EXHIBITOR SERVICES AVAILABLE FROM THE CEILING?
A Sources are generally not available from the ceiling. Please CONTACT US to see if we can make them available. Additional fees may apply.

Q CAN I ACCESS EXHIBITOR SOURCES FROM THE FLOOR DIRECTLY?
A No, services must be installed exclusively by ACCD staff.

Q WHERE WILL MY SERVICES BE LOCATED?
A Generally, services are installed at the rear center of a booth space, however, for peninsula and island booths, services will be installed in the location most convenient.

Q DO I NEED TO SUBMIT A FLOOR PLAN OR BOOTH GRID?
A If you require services to be installed in specific locations, especially with carpet installation, you will be required to submit a booth diagram/grid, booth orientation and services coordinates.

Q DO I NEED TO ADD LABOR CHARGES?
A Please see LABOR GUIDELINES for applicable fees.

Q CAN I ADD ANOTHER EXHIBITOR SHARE SERVICES?
A No, each exhibitor must order and pay for their own utility services separately.

Q CAN I CANCEL SERVICES ON-SITE?
A Refunds will not be considered for services cancelled on-site.

ELECTRICAL SERVICES

Q HOW DO I KNOW HOW MUCH POWER TO ORDER?
A Please see our ordering guidelines or see our list of power requirements for common office and household items.

Q WILL THE ELECTRICAL SERVICES BE TURNED ON WHEN I ARRIVE AT MY BOOTH?
A Yes, electrical services will be available for use immediately upon installation.

Q HOW MANY PLUGS DO I GET FOR EACH POWER SOURCE ORDERED?
A Each power source ordered and installed by the ACCD is a single receptacle capable of receiving a single device.

Q CAN I SUPPLEMENT THE SINGLE POWER SOURCE PROVIDED WITH EXTENSION CORDS AND MULTI-OUTLET FIXTURES?
A Yes, you can supplement your power source with a surge protector for additional outlets and extension cords to extend your power source. Cords and surge protectors are available at the Utility Service Desk for a fee.
ELECTRICAL SERVICES, contd.

Q. CAN I BRING MY OWN EXTENSION CORDS AND SURGE PROTECTORS?
A. Yes, customers are welcome to bring their own supplemental equipment.

Q. WHAT IS THE MINIMUM POWER I CAN ORDER?
A. The minimum power source available at ACCD is (1) 1000 watt receptacle.

Q. DOES THE POWER STAY ON FOR 24 HOURS?
A. Yes, power is available 24 hours.

Q. IS THERE AN ADDITIONAL CHARGE FOR 24 HOUR POWER?
A. No, there is not an additional charge for 24 hour power.

Q. HOW DO I KNOW WHICH SERVICES BELONG TO MY BOOTH?
A. All services will be identified with a LABEL/TAG indicating the show, booth name and booth number.

Q. WHAT HAPPENS IF I DID NOT ORDER ENOUGH POWER AND ACCIDENTALLY BLOW A CIRCUIT BREAKER?
A. If you blow a circuit breaker on a power strip, you can simply reset it from the unit. However, if you blow a circuit breaker to our distribution boxes, we will reset our box. You may be responsible for a resetting fee.

TELEPHONE LINES

Q. DO I NEED A LONG DISTANCE LINE TO CALL TOLL-FREE NUMBERS?
A. No, local phone lines are capable of calling toll-free phone numbers.

Q. DO I NEED A LONG DISTANCE PHONE LINE TO OPERATE A CREDIT CARD MACHINE?
A. No, most credit card terminals dial toll-free numbers for transactions. Customers will only require a local phone line.

Q. DO I HAVE TO DIAL A SPECIAL NUMBER TO ACCESS AN OUTSIDE LINE?
A. Yes, all phone lines are dial-9 to access outside lines.

Q. HOW MANY LINES ARE INCLUDED IN A MULTI-PHONE LINE ORDER?
A. Two call appearances are included for a multi-phone line order. Each additional line or call appearance must be ordered at a cost.

Q. ARE THERE SPECIAL PROGRAMMING FEATURES AVAILABLE?
A. Yes, ACCD can provide a variety of special telephone line features such as voice mail, nondial-9 service, rollovers and call transfer capabilities. CONTACT US to inquire about additional special programming features.

Q. ARE TELEPHONE HANDSETS AVAILABLE FOR PHONE ORDERS?
A. Yes, you can pick up handset at the Utility Service Desk on-site.

Q. WHAT ARE THE LONG DISTANCE CHARGES?
A. Long distance charges are the prevailing AT&T rates at time of usage.

INTERNET SERVICES

Q. HOW MANY DEVICES CAN OPERATE OFF A SINGLE INTERNET CONNECTION?
A. ACCD provides a single IP address per internet connection order. Individual IP address must be ordered for each device requiring connectivity.

Q. CAN I USE A HUB FOR MY INTERNET SERVICE?
A. Internet connections are locked to the number of IP addresses ordered.

Q. CAN I USE A ROUTER FOR MY INTERNET SERVICE?
A. Yes, you can utilize a router for the internet connection provided. ACCD does not provide any routers.
INTERNET SERVICES, contd.

Q  DO I NEED A STATIC IP ADDRESS FOR THE INTERNET CONNECTION PROVIDED?
A  No, all internet connections provided by ACCD are Dynamic Host Configuration Protocol or DHCP assigned IP addresses. CONTACT US if you require a Static IP address.

Q  IS THERE WIRELESS INTERNET SERVICE AVAILABLE?
A  Yes, a complimentary wireless internet service is available throughout the facilities. The wireless services has limited bandwidth and speed. CONTACT US for additional wireless service information.

Q  IS THERE A CHARGE FOR WIRELESS INTERNET SERVICES?
A  No, there is not a charge for the complementary wireless internet service.

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