

## 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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