

**Exhibitor IT Services**  
**FREQUENTLY ASKED QUESTIONS (FAQs)**

- **GENERAL INFORMATION**
- **INTERNET SERVICES**

**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 IT SERVICES 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.

**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 SWITCH OR ROUTER FOR MY INTERNET SERVICE?

**A** ACCD only rents small unmanaged switches, but client can bring their own switch or a router. A switch will require the purchase of additional IP addresses, while a router will not. If you need assistance to find what the best solution is for your booth, please contact your IT coordinator.

**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. We do not sell wireless services to exhibitors. 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 complimentary wireless Internet service.

