CONVENTION CENTER

EXHIBITOR ORDERING GUIDE

YOUR ROADMAP TO A SUCCESSFUL EVENT

SmartCity NETWORKS

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EXPERTISE

WE HAVE DESIGNED & INSTALLED MORE NETWORKS FOR MAJOR TRADESHOWS THAN ANY OTHER ORGANIZATION

FIRST CLASS CUSTOMER SERVICE

Leading up to the start of your event, our **customer service team will work with you** to ensure all the required information needed to install services is collected prior to your arrival. These items include; verifying your order, providing all pertinent IP and wireless information, collecting a floor plan, advanced payment, and confirmation of all required signatures. We understand **there are a lot of moving parts** when planning to exhibit at a convention and our mission to make this process as easy as possible.

It's our goal to make our team as accessible as possible. All our events are staffed with local team members for you to utilize, helping **ensure network reliability and the delivery of the services you need.** During move-in and show days, our team is available to assist you with your ordered services.

KNOWLEDGEABLE TECHNICAL SUPPORT

Our experienced technicians are **readily available** to perform troubleshooting, installation of additional services, relocations and much more.

Our team will be available **throughout the entire event** to provide you with the show experience you've always envisioned.

REDUNDANCY OF EQUIPMENT

We always have spares on-hand and are network ready. Smart City always keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we can replace it immediately with **little to no downtime**.

24/7 NETWORK MONITORING

All ports on the Smart City network are **polled every minute for network stability**. Certified network engineers are on staff in our Network Operations Center during event hours and on call 24/7.

Order online at:
https://orders.smartcitynetworks.com
or call 888.446.6911

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Is the exclusive provider of the following services:

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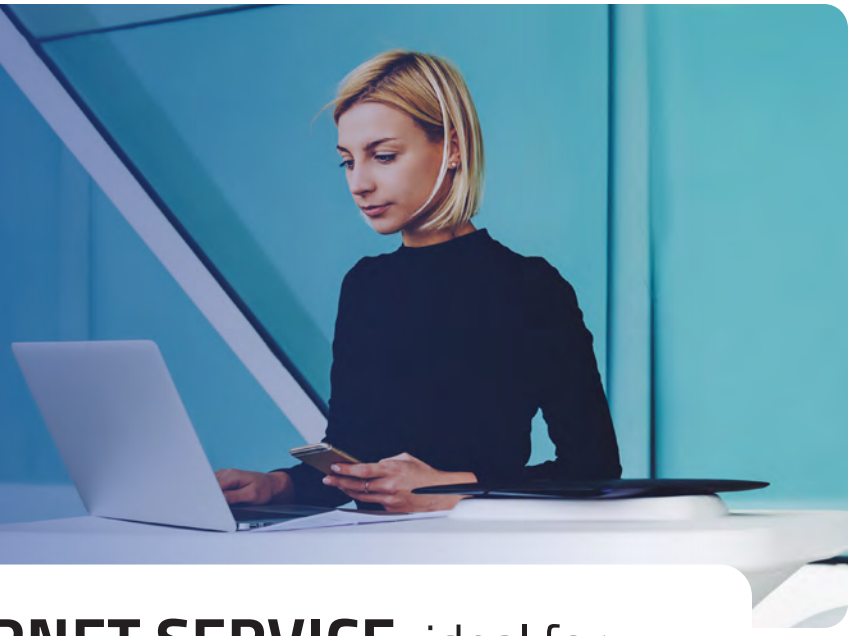
Need just a BASIC CONNECTION?



Our **PREMIUM INTERNET SERVICE**, ideal for **LIGHT INTERNET USAGE** such as web browsing and checking email via a wired connection.

SERVICE	INCENTIVE**	BASE	ON-SITE
Premium Internet	**$1,095**	$1,395	$1,674
Additional Device	**$150**	$185	$222
Upgrade to Public IP Address	**$199**	$299	$358
EQUIPMENT & LABOR	**INCENTIVE****	**BASE**	**ON-SITE**
Switch Rental	**$185**	$225	$270
Patch Cables	**$50**	$62	$74
Labor (Floor Work)	**$125**	$125	$125

***NOT FOR STREAMING.**
****ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Premium Internet Includes:

- Connection speeds vary based on a shared 10 Mbps connection, intended for light usage.
- **Routers are not permitted on this service and will not work**
- Each device includes (1) Private IP Address
- Ethernet RJ45 Hardline drop and is DHCP (plug and play)

To connect multiple devices to this service a Switch Rental, Patch Cables and Floor Work are required.

ORDER NOW

SmartCity NETWORKS

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or call 888.446.6911

Orlando
Orange County Convention Center
The Center of Hospitality

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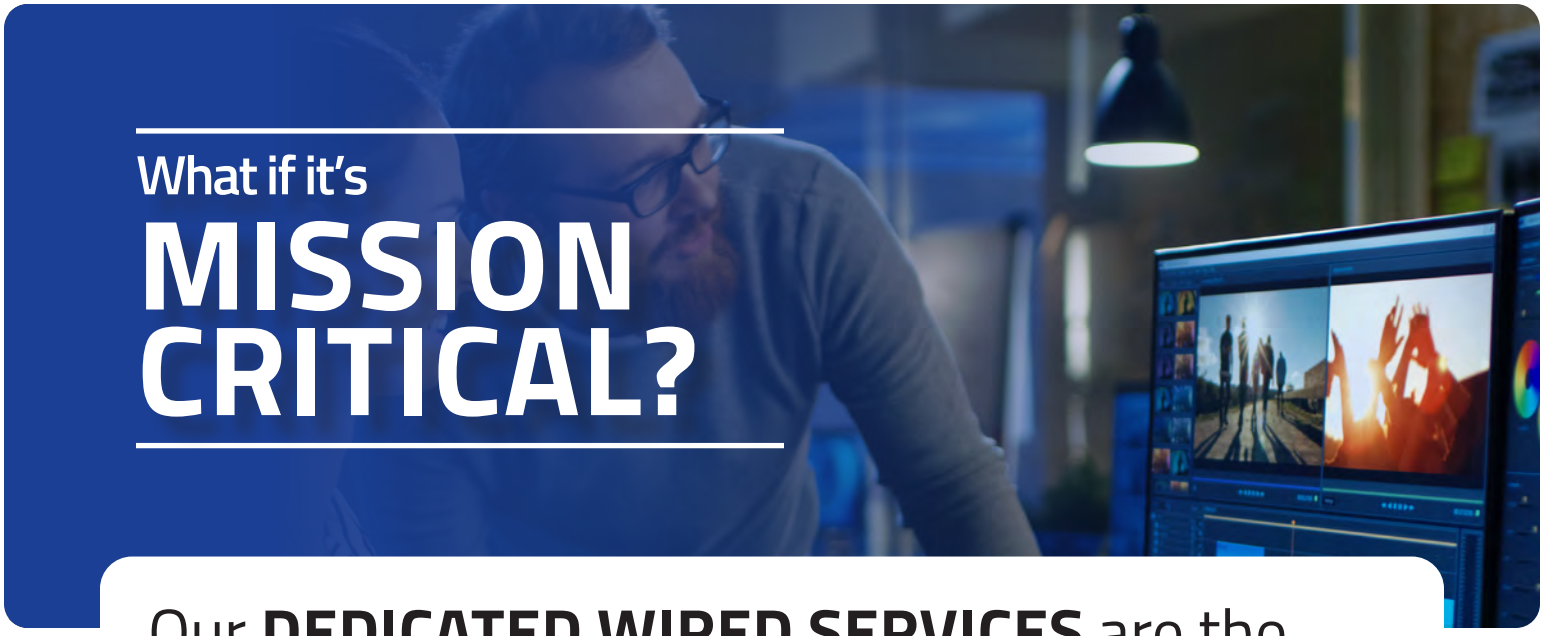

What if it's

MISSION CRITICAL?

Our **DEDICATED WIRED SERVICES** are the **FASTEST AND MOST RELIABLE** way to deliver high quality experiences at your event.

DEDICATED SERVICES	STREAMING SD	or HD	or UHD	INCENTIVE*	BASE	ON-SITE
3 Mbps Dedicated	1	N/A	N/A	**$3,495**	$4,370	$5,244
6 Mbps Dedicated	2	1	N/A	**$5,900**	$7,375	$8,850
10 Mbps Dedicated	3	2	N/A	**$7,850**	$9,810	$11,772
15 Mbps Dedicated	5	3	N/A	**$11,700**	$14,630	$17,556
25 Mbps Dedicated	6	4	1	**$19,250**	$24,060	$28,872

***ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

Whether you are setting up your own booth Wi-Fi, Webcasting, HD Streaming, Gaming or require Point to Point connectivity, Dedicated Internet is the way to go!

Dedicated Services Include:

- Ethernet (1) RJ45 Hardline drop with VLAN
- **Wireless and Hardline routers are permitted**
- (5) Static Public IP addresses
- Speeds up to 1 Gbps available
- Additional Static IP addresses available for purchase

ORDER NOW

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NEED WIRELESS CONNECTIVITY?

Our **STANDARD HOTSPOT** provides

SIMPLE & SECURE WIRELESS

connectivity ideal for checking emails, browsing the web, processing payments, and light website demonstrations.

STANDARD HOTSPOT PROVIDES 1.5 Mbps PER DEVICE*			
DEVICE LIMIT	INCENTIVE**	BASE	ON-SITE
5 Device Limit	**$2,339**	$2,807	$3,368
15 Device Limit	**$4,133**	$4,960	$5,952
30 Device Limit	**$6,762**	$8,114	$9,737
Additional Access Point Rental	**$750**	$750	$750

***NOT FOR STREAMING.**

****ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

All Hotspots broadcast on the **5 Ghz frequency only** and include:

- (1) Custom network name or SSID
- (1) Password (8 character minimum)
- (1) Access Point - booth size may require additional Access Point rental

ORDER NOW

Order online at:
https://orders.smartcitynetworks.com
or call 888.446.6911

Wi-Fi Splash Page services starting at $250
https://orders.smartcitynetworks.com/wifi-splash-page-design

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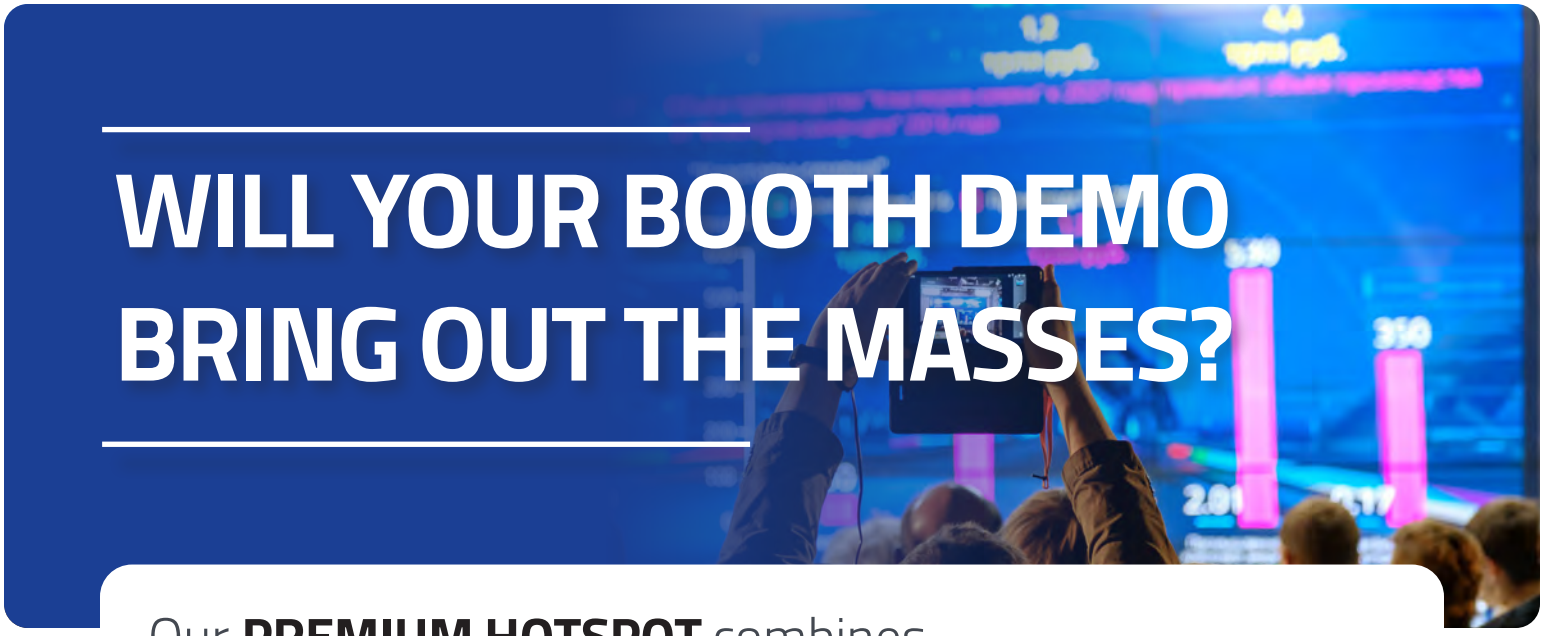

WILL YOUR BOOTH DEMO BRING OUT THE MASSES?

Our **PREMIUM HOTSPOT** combines

HIGH BANDWIDTH WIRELESS

with greater flexibility and customization options that generate smoother product demos, quicker remote connectivity and superior video streaming quality.

PREMIUM HOTSPOTS ARE NOT RATE LIMITED PER DEVICE

BANDWIDTH ALLOCATION	STREAMING SD	or HD	or UHD	**INCENTIVE***	BASE	ON-SITE
10 Mbps	3	N/A	N/A	**$8,800**	$10,560	$12,672
20 Mbps	6	4	N/A	**$16,600**	$19,920	$23,904
30 Mbps	10	6	1	**$24,200**	$29,040	$34,848
40 Mbps	13	8	1	**$31,550**	$37,860	$45,434
50 Mbps	16	10	2	**$39,050**	$46,860	$56,232
Additional Access Point Rental	N/A	N/A	N/A	**$750**	$750	$750

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All Hotspots broadcast on the **5 Ghz frequency only** and include:

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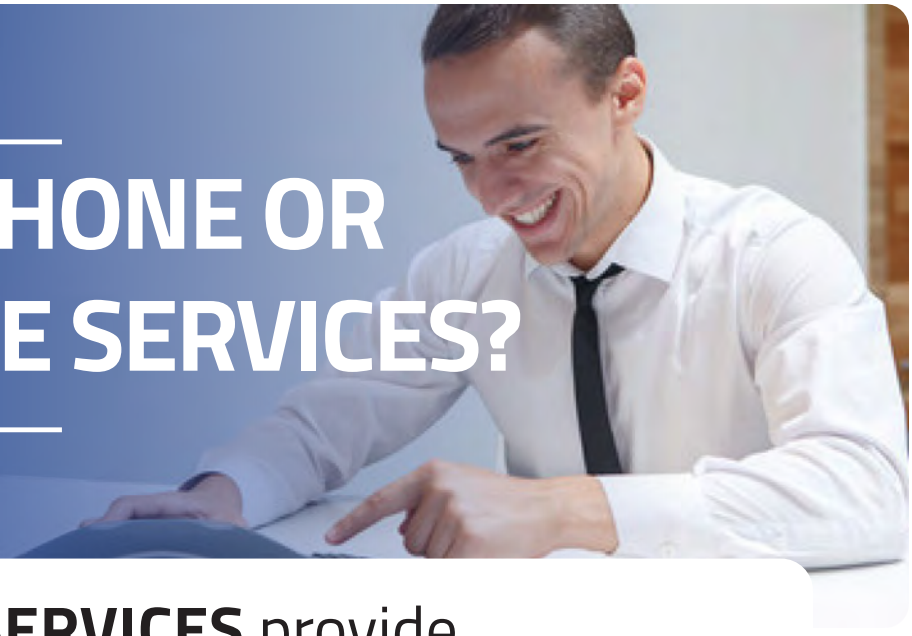
NEED TELEPHONE OR CONFERENCE SERVICES?



Our **TELEPHONE SERVICES** provide reliable **VOICE SERVICE** solutions for Single Line, Multi Line, and Conference calls.

VOICE SERVICES	INCENTIVE*	BASE	ON-SITE
Single Line Telephone - With or Without Device	**$275**	$345	$414
Multi Line Telephone	**$415**	$520	$624
Polycom Speaker Phone	**$465**	$575	$690

***ORDER 21 DAYS PRIOR TO FIRST DAY OF MOVE-IN TO GET THE INCENTIVE RATE!**

We have specialized in telephone services for over 30 years. Smart City provides reliable phone services with crystal clear connections. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card processing machines.

Telephone Service Information:

- Multi Line telephones include (1) Main number and (1) rollover line
- Polycom speakerphones require power source, **electrical** services may need to be ordered separately
- Domestic Long Distance is included
- International calling is billed separately

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FAQ Frequently Asked Questions

DOES SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI?

Yes! Smart City Networks provides complimentary Wi-Fi in most designated public areas of the facility, such as the concourse lobbies and food courts. Check with your specific venue for locations. This service is made available to approximately 30 million guests, visitors, and attendees at our convention centers throughout the country. There is no requirement to purchase a Smart City Networks service in order to take advantage of the complimentary Wi-Fi.

WHY DOESN'T SMART CITY NETWORKS PROVIDE COMPLIMENTARY WI-FI IN THE EXHIBIT HALLS?

Exhibit halls are not public areas since this space is typically licensed to a company, government agency, or trade association for a private event. The space license agreement governs the availability of a range of services for the event and the license may or may not call for complimentary Wi-Fi services.

WILL MY PERSONAL HOTSPOT (MI-FI) WORK IN YOUR BUILDING?

Yes – however, the capability of your personal mobile hotspot is limited by your cellular carrier by the spectrum and Internet bandwidth capacity they have made available. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). It is important to remember that your personal mobile hotspot is obtaining a wireless signal from a shared cellular network, so service may be disrupted or become unreliable due to user density and demand on the carrier's network. In all cases, you have the option to take advantage of the complimentary Wi-Fi throughout the public areas, or if you choose, you can purchase an upgraded package based on your service requirements.

WHAT MUST BE IDENTIFIED ON MY FLOORPLANS?

Floor plans should include the surrounding booth numbers for orientation, measurements and easy identification of all required end location(s). Be sure to distinguish your main distribution line (MDL) and additional patch cables. Please reference Smart City's Communications Floorplan Worksheet.

TIP: Most of our venue's data jacks originate from a floor pocket. Be sure to submit a completed floorplan prior to the first day show move-in to avoid any additional labor charges.

Order online at:
https://orders.smartcitynetworks.com
or call 888.446.6911

DO YOU OFFER INCENTIVE RATES?

Yes! Orders received along with payment by the incentive deadline date will receive our early incentive pricing.

WHY ARE ROUTERS NOT ALLOWED ON A SHARED NETWORK?

Many times, Smart City has found that routers on a shared network are installed incorrectly, which can cause problems for other users of the network. Additionally, an accurate count of the number of devices on the network is required to determine the appropriate network size and bandwidth available to the network. For more information and to request the build-out of a special system to meet your needs, contact our team today for a quote.

CAN I PROVIDE MY OWN SWITCH AND/OR CABLING?

Yes, you can provide your own switch and patch cables for in booth cabling. Unless otherwise mandated by the venue.

Please Note: Connectivity can be guaranteed only to the point where Smart City Networks' services originate in the booth. Smart City Networks cannot guarantee service on customer/exhibitor-provided cable(s) and/or equipment. Any request for trouble diagnosis or problem resolution found not to be the fault of Smart City Networks (such as faulty equipment or damaged cable) may be billed to the exhibitor at the prevailing labor rate.

HOW MUCH BANDWIDTH DO I NEED?

To identify how much bandwidth you should require, please reach out to a technical representative in your organization, review your program specifications listed with any demonstrations or downloads you plan to run.

WHAT DOES SD, HD, AND UHD STAND FOR?

SD, HD, and UHD are the abbreviated names of three video streaming formats. The basic difference between each of the formats is the number of pixels comprising the video image. The greater the pixel count the sharper and more detailed your video will be.

FORMAT	RESOLUTION	BANDWIDTH REQUIRED
Standard Definition **(SD)**	720x480	3.0-5.0 Mbps
High Definition **(HD)**	1280x720 & 1920x1080	5.0-8.0 Mbps
Ultra High Definition **(UHD)**	3840x2160	25 Mbps

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Where TECHNOLOGY Meets HOSPITALITY

Our Promise ★★★★★

Smart City Networks is "Where Technology Meets Hospitality". By anticipating and responding to our clients' needs, we continue to lead the nation in providing quality advanced technology and telecommunication solutions to the trade show and event industry. We work to build personal relationships with our clients because excellent service requires an exceptional and long-lasting commitment.

"IN A HECTIC WORLD, WE PROVIDE PEACE OF MIND."

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***INCENTIVE RATE APPLIES TO ORDERS RECEIVED WITH PAYMENT 21 DAYS PRIOR TO 1ST DAY OF SHOW MOVE-IN**

INTERNET SERVICE CONTRACT
ORANGE COUNTY CONVENTION CENTER

Exhibitor Company Name:	Booth/Room#:	Show Name: IAAPA Expo 2021	
Billing Company Name:		Show Start Date: November 16, 2021	Show End Date: November 19, 2021
Billing Company Address:		INCENTIVE ORDER DEADLINE: October 27, 2021	
City, State, Zip:	Country:	On-site Authorized Contact	On-site Cell Number:
Contact Name:	Phone Number:	Contact Email:	Cell Number:

SHARED INTERNET, NOT FOR STREAMING	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
Includes: 1 DHCP private IP, **ROUTERS PROHIBITED and will not work**. Connection speeds vary based on a shared 10 Mbps connection, intended for light usage.					
Premium Internet Service		**$1095**	$1,395	$1,674	
Additional devices for premium service		**$150**	$185	$222	
Upgrade to Public IP Address for Premium Internet Service		**$199**	$299	$358	
DEDICATED INTERNET, FOR STREAMING, GAMING & WEBCAST	**QTY**	**INCENTIVE***	**BASE**	**ON-SITE**	**TOTAL**
Includes: *5 Public IP Addresses,* **Routers SUPPORTED**					
Dedicated 3 Mbps		**$3,495**	$4,370	$5,244	
Dedicated 6 Mbps		**$5,900**	$7,375	$8,850	
Dedicated 10 Mbps		**$7,850**	$9,810	$11,772	
Dedicated 15 Mbps		**$11,700**	$14,630	$17,556	
Dedicated 20 Mbps		**$15,500**	$19,380	$23,256	
Upgrade to 29 Public Static IP Addresses		**$995**	$1,194	$1,433	
Higher bandwidth services available for uhd streaming					
INTERNET EQUIPMENT & LABOR	**QTY**	**INCENTIVE***	**BASE**	**ON-SITE**	**TOTAL**
Switch Rental – up to 24 ports		**$185**	$225	$270	
Patch Cable (up to 100') – Cat5e		**$50**	$62	$74	
Labor / Floor Work – four lines per hour		**$125**	$125	$125	
Distance Fee for each Internet line delivered outside the facility		**$500**	$500	$500	

WIRELESS INTERNET, Full products catalog available online

SPECIAL QUOTE, Attachment A or Statement of Work (if applicable)

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions.

SUBTOTAL	
ESTIMATED 10% TAX/FEES	
GRAND TOTAL	

ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER

Printed Name:	Signature:	Date:
(X) _____	(X) _____	____/____/____

PAYMENT IN FULL IS REQUIRED PRIOR TO THE EVENT

When your order is processed, you will receive an email with a link to Smart City Networks payment portal where you can **pay via credit card.**

Make checks payable to SMART CITY NETWORKS

Send completed form(s) with payment to: 5795 W. Badura Avenue, Suite 110
Las Vegas, NV 89118

You may reach us with questions at:
Call (888) 446-6911 • Email: customerservice@smartcitynetworks.com
Order online at: https://orders.smartcitynetworks.com
Or fax order to (702) 943-6001

ORDER NOW

Customer Number: 2021-075-343

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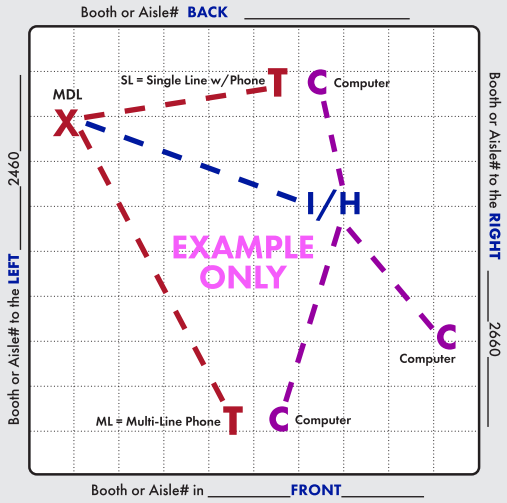
Effective August 09, 2021 – December 31, 2022- V080921A

"COMMUNICATIONS" FLOORPLAN WORKSHEET

Company Name:	Show: IAAPA Expo 2021	Booth/Room #:
Center: **Orange County Convention Center**	Customer / Ref #: 2021-075-343	



SPECIFY YOUR DESIRED LOCATION OF SERVICES

X = MAIN DISTRIBUTION LOCATION (MDL)

The originating line(s) for service, whether overhead, a floor pocket or a column, will be delivered to a **"MDL"** before booth distribution. Example: Storage area, back of booth, etc. Unless specified, the default for the "MDL" will be the back of the booth or where Smart City deems the most convenient. All distribution of services to their final destination within the booth will originate from the Main Distribution Location "MDL". A per line move fee will apply to relocate services within your booth after they have been engineered and/or installed.

T = TELEPHONE/FAX

I = INTERNET SERVICE

H = HUBS

PC = PATCH CABLES

C = COMPUTERS

Location of primary **Internet Service "I", Hubs "H", Patch Cables "PC" and / or Computers "C".** For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

Voice and Data communications cabling. Smart City is the exclusive installer of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6) and all other data and telecommunication cable fall under Smart City's area of expertise.

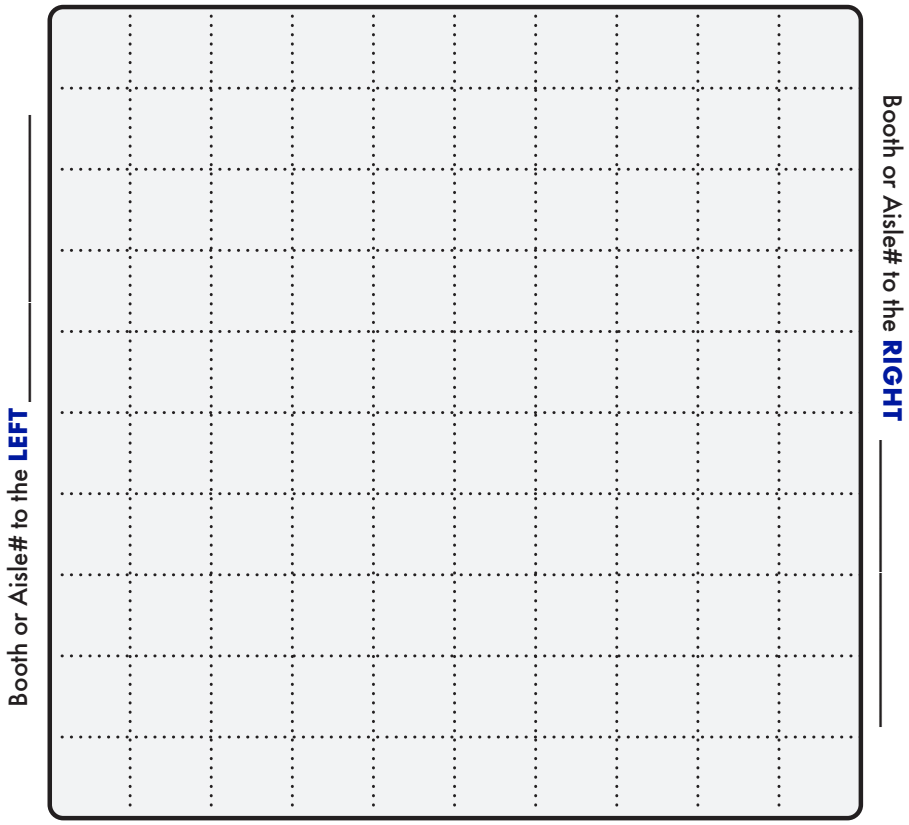
IMPORTANT! Prior to installation of service, a complete Floorplan is required. Please utilize this grid should you not have your own Floorplan to send us. You may use a different Floorplan for each service group (Telephone, Internet, etc.) or combine all services on one Floorplan. For a Floorplan to be considered complete it must include all the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).

Booth Orientation: For Smart City to accurately install services a minimum of one surrounding Booth or Aisle # is required, two or more is best.

BOOTH SIZE _____ft x _____ft **SCALE:** 1 BOX IS = TO _____ft

BOOTH TYPE ❑ Island ❑ Inline

Booth or Aisle# **BACK**_____



Booth or Aisle# in **FRONT**_____

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Order online at: https://orders.smartcitynetworks.com
Or fax order to (702) 943-6001

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WIRELESS PERFORMANCE AGREEMENT

Company Name:	Show: IAAPA Expo 2021	Booth/Room #:
Center: **Orange County Convention Center**	Customer / Ref #: 2021-075-343	

OVERVIEW

Smart City is the exclusive provider for wired and wireless services for the Facility and has in operation a comprehensive wireless 802.11 network. The actual maximum bandwidth available depends on how many users are accessing the network simultaneously at any given time dependent upon the type of service purchased. Router, Streaming Applications, VoIP, DHCP, NAT or Proxy Servers are not allowed with this connection. Smart City can engineer custom dedicated network(s) to achieve your company objectives. Please contact us at (888) 446-6911 to discuss your network design.

CUSTOM WIRELESS NETWORKS

If you require wireless 5 GHz access for application demonstrations, Smart City is able to build a custom 5 GHz wireless network in your booth. Please call Smart City at (888) 446-6911 for a custom wireless quote.

INTERNAL NETWORKS

Smart City is the exclusive provider of all voice, wired and wireless data services. Wireless Devices not authorized by Smart City are strictly prohibited. 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 Wireless Engineering Management Fee). Please provide Smart City with the make and model of your wireless router for network approval (wireless access points without adjustable power outputs cannot be authorized under any circumstances). Wireless devices need to be programmed on-site following Smart City guidelines.

CUSTOMER ACCEPTANCE

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 does NOT recommend wireless service for mission critical services such as presentations or product demonstrations that can accept a wired connection. 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. Upon receipt of the completed Smart City Contract, Smart City Services will be activated / available for your use.

Printed Name: _____ Signature: _____ Date: _____

Title: _____ Email: _____ Phone #: _____

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TELEPHONE SERVICE CONTRACT
ORANGE COUNTY CONVENTION CENTER

Exhibitor Company Name:	Booth/Room#:	Show Name: IAAPA Expo 2021	
Billing Company Name:		Show Start Date: November 16, 2021	Show End Date: November 19, 2021
Billing Company Address:		INCENTIVE ORDER DEADLINE: October 27, 2021	
City, State, Zip:	Country:	On-site Authorized Contact	On-site Cell Number:
Contact Name:	Phone Number:	Contact Email:	Cell Number:

VOICE SERVICES, PBX Service – Domestic Long Distance Included	QTY	INCENTIVE*	BASE	ON-SITE	TOTAL
Single Line ❑ Instrument ❑ Non Dial 9 ❑ International Long Distance		**$275**	$345	$414	
Multi Line Phone with (1) main number and (1) rollover line		**$415**	$520	$624	
Speaker Phone Line with Polycom Instrument		**$465**	$575	$690	
Distance Fee for each Telephone line delivered outside the facility		**$100**	$100	$100	

SPECIAL QUOTE, Attachment A or Statement of Work (if applicable)

I hereby acknowledge the above listed on-site authorized contact is permitted to make on-site changes to my order. I also acknowledge any change to my order could result in the credit card on file being charged. Upon execution of this document the Customer hereby authorizes Smart City Networks to provide services as requested herein, is authorized to request such services and acknowledges full and complete understanding of the Terms and Conditions.

SUBTOTAL	
ESTIMATED 10% TAX/FEES	
GRAND TOTAL	

ACCEPTANCE OF TERMS AND CONDITIONS AND AUTHORIZATION OF ORDER

Printed Name:	Signature:	Date:
(X) _____	(X) _____	____/____/____

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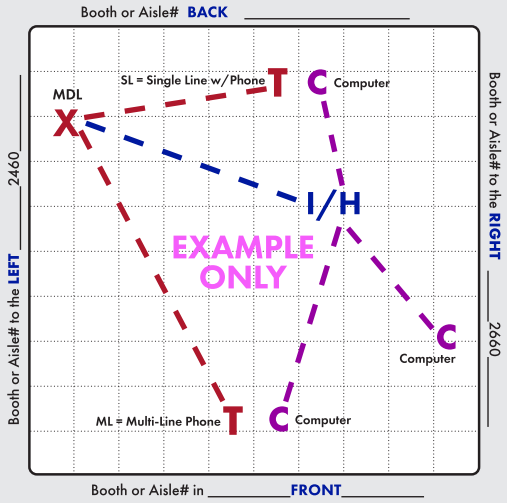
Center: **Orange County Convention Center**	Customer / Ref #: 2021-075-343	



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I = INTERNET SERVICE

H = HUBS

PC = PATCH CABLES

C = COMPUTERS

Location of primary **Internet Service "I", Hubs "H", Patch Cables "PC" and / or Computers "C".** For Smart City to perform your floor work, you will need to indicate the location of each item you want cabled. Make sure to order your floor work, hubs, and patch cables early and in advance of the show moving in.

Voice and Data communications cabling. Smart City is the exclusive installer of Voice and Data communications cabling. Smart City provides cabling to booths, within booths (under carpet and flooring) and from booth-to-booth. Fiber Optic, twisted pair (Category 3, 5 and 6) and all other data and telecommunication cable fall under Smart City's area of expertise.

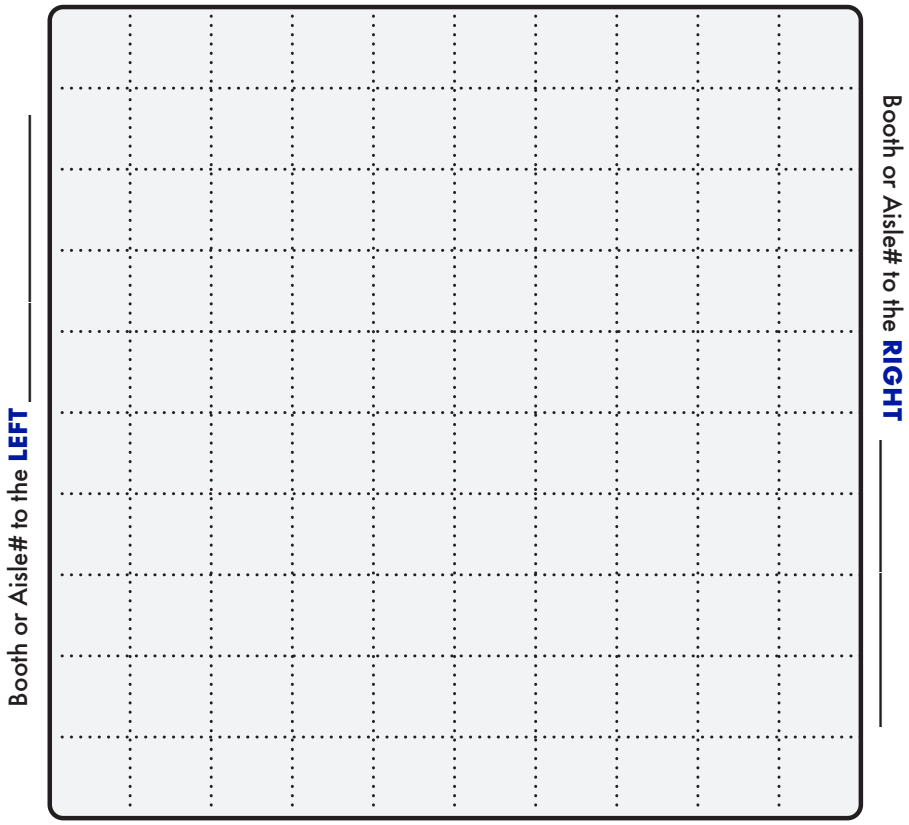
IMPORTANT! Prior to installation of service, a complete Floorplan is required. Please utilize this grid should you not have your own Floorplan to send us. You may use a different Floorplan for each service group (Telephone, Internet, etc.) or combine all services on one Floorplan. For a Floorplan to be considered complete it must include all the information listed below (Main Distribution Location "MDL", designated location of items within the booth, surrounding booths, scale-length and width).

Booth Orientation: For Smart City to accurately install services a minimum of one surrounding Booth or Aisle # is required, two or more is best.

BOOTH SIZE _____ft x _____ft **SCALE:** 1 BOX IS = TO _____ft

BOOTH TYPE ❑ Island ❑ Inline

Booth or Aisle# **BACK**_____



Booth or Aisle# in **FRONT**_____

You may reach us with questions at:
Call (888) 446-6911 • Email: customerservice@smartcitynetworks.com
Order online at: https://orders.smartcitynetworks.com
Or fax order to (702) 943-6001

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