



# Exhibitor Ordering Guide: **Communication Services**





# NETWORKS MONITORED 24/7/365 FOR ALWAYS-ON CONNECTIVITY

## First-class customer service

We understand there are a lot of moving parts when planning to exhibit at a convention, and our mission is to make this process as easy as possible.

Leading up to 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.

Our goal is 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 expect.

## Redundancy of equipment

We always have spares on-hand and are network ready. Boldyn Networks (Boldyn) keeps network switches and wireless access points on-hand and connected to the network. If a piece of equipment fails, we will replace it immediately with little to no downtime.

## 24/7 Network monitoring

All ports on the 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.





# OPTIONS TAILORED TO YOUR NEEDS

Boldyn is the exclusive provider of communication services at the Los Angeles Convention Center.



- Premium personal wireless access point service
- Standard personal wireless access point service



- Dedicated wired internet service
- Light wired internet service



- Standard telephone voice service





# PREMIUM PERSONAL WIRELESS ACCESS POINT SERVICE



**UP TO 50 Mbps** PER DEVICE  
**UNLIMITED** DEVICES

**Top-tier service. Maximum bandwidth and customizations. Seamless product demos. Fast remote connections. Superior video streaming.**

## Details

- Up to 50 Mbps per device on unlimited devices
- Customizable options configured to the unique needs of your demo
- Broadcast on 5 GHz frequency
- Custom network name or SSID and custom password
- One access point. Booths larger than 30x30 will require additional access points.

## Rates

	<b>Early Rate</b> Order 30 days before event move in	<b>Standard Rate</b> Order within 30-7 days before event move in	<b>Last Call Rate</b> Ordered 6 days to event move-in
<b>UP TO 50 Mbps</b>	\$39,050	\$46,860	\$56,232
<b>UP TO 40 Mbps</b>	\$31,550	\$37,860	\$45,434
<b>UP TO 30 Mbps</b>	\$24,200	\$29,040	\$34,848
<b>UP TO 20 Mbps</b>	\$16,600	\$19,920	\$23,904
<b>UP TO 10 Mbps</b>	\$8,800	\$10,560	\$12,672
<b>Add. Access Point Rental</b>	\$750	\$750	\$750

To place an order please go to our website:

<https://go.boldyn.com/LAorders>

For questions call (213) 765-4647 or

email [internetsales@boldyn.com](mailto:internetsales@boldyn.com)



# STANDARD PERSONAL WIRELESS ACCESS POINT SERVICE



**UP TO 5 Mbps PER DEVICE**  
**10-40 DEVICES**

**Simple and secure connectivity.**  
**Check emails. Browse the web. Process payments. Present light web demos.**

## Details

- Up to 5 Mbps per device. Reliable basic connection; not for streaming
- Custom network name or SSID and one custom password
- Broadcasts on 5 Ghz frequency
- Includes 1 access point. Booths larger than 30x30 will require additional access points.

## Rates

	<b>Early Rate</b> Order 30 days before event move in	<b>Standard Rate</b> Order within 30-7 days before event move in	<b>Last Call Rate</b> Ordered 6 days to event move-in
<b>UP TO 40 Devices</b>	\$6,762	\$8,114	\$9,737
<b>UP TO 20 Devices</b>	\$4,133	\$4,960	\$5,952
<b>UP TO 10 Devices</b>	\$2,339	\$2,807	\$3,368
<b>Add. Access Point Rental</b>	\$750	\$750	\$750

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# DEDICATED WIRED INTERNET SERVICE

**Connectivity for individual booths. Wi-Fi. Light web browsing. Checking email. Web casting. HD Streaming. Gaming. Point-to-point connectivity.**

## Details

- Custom network for routers and servers. Wireless and hardline routers permitted
- Dedicated service, meaning reliable, secure internet that's not subject to speed variability
- Dynamic Addresses (DHCP) plug and play automatically enabled for simplicity. Each connection comes with 5 private IP's. Additional IP's available for purchase.
- To connect multiple devices to this service, a switch, patch cables, and labor are required. Please note bandwidth between all connected devices is shared.
- Includes 1 network drop (ethernet cable with RJ45 hardline connection) with VLAN for enhanced security, simplicity, and traffic efficiency
- Higher speeds available for purchase

## Rates

	<b>Early Rate</b> Order 30 days before event move in	<b>Standard Rate</b> Order within 30-7 days before event move in	<b>Last Call Rate</b> Ordered 6 days to event move-in
UP TO <b>40 Mbps</b>	\$27,180	\$33,975	\$40,770
UP TO <b>30 Mbps</b>	\$20,655	\$25,819	\$30,983
UP TO <b>20 Mbps</b>	\$13,950	\$17,438	\$20,926
UP TO <b>15 Mbps</b>	\$10,530	\$13,163	\$15,796
UP TO <b>10 Mbps</b>	\$7,065	\$8,831	\$10,598
UP TO <b>5 Mbps</b>	\$3,495	\$4,369	\$5,243

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# LIGHT WIRED INTERNET SERVICE



**2 Mbps BURSTABLE TO 3 Mbps PER DEVICE**  
**1-10 DEVICES**

**Light internet usage. Web browsing. Email.**

## Details

- Basic connection shared with other customers at facility. 2 Mbps burstable to 3 Mbps per device. Not compatible with streaming
- Includes 1 network drop and 1 private IP or connectivity for 1 device (ethernet cable with RJ45 hardline connection)
- Up to 9 additional private IPs (connected devices) may be purchased separately.
- To connect multiple devices to this service, a switch rental, patch cables, and floor work are required (see Misc. Services page)
- DHC protocol automatically assigns private IP addresses to all devices. Translation: Instant plug and play for each device
- Routers not permitted and will not work

## Rates

	<b>Early Rate</b> Order 30 days before event move in	<b>Standard Rate</b> Order within 30-7 days before event move in	<b>Last Call Rate</b> Ordered 6 days to event move-in
<b>Light Wired Internet</b>	\$895	\$1,119	\$1,343
<b>Additional Private IP's (Connected Devices)</b>	\$185	\$231	\$278

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# STANDARD TELEPHONE VOICE SERVICE



**SINGLE, MULTI, & POLYCOM**

**Crystal clear connections for single line, multi-line, and conference calls.**

## Details

- Best used for visitor check-in, conference calls, and credit card processing machines
- Includes 1 phone and 1 cable
- 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 included. International calling billed separately

## Rates

	<b>Early Rate</b> Order 30 days before event move in	<b>Standard Rate</b> Order within 30-7 days before event move in	<b>Last Call Rate</b> Ordered 6 days to event move-in
<b>Polycom Speaker Phone</b>	\$465	\$575	\$690
<b>Multi-Line Telephone</b>	\$415	\$520	\$624
<b>Single Line Telephone</b> With or without device	\$275	\$345	\$414

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# MISCELLANEOUS SERVICES

Rates	Early Rate Order 30 days before event move in	Standard Rate Order within 30-7 days before event move in	Last Call Rate Ordered 6 days to event move-in
<b>Custom Network Services</b> Enabling peer to peer sharing, any other special configurations. Per hour	\$300	\$375	\$450
<b>Additional Network Drops</b> With RJ45 hardline connection	\$795	\$795	\$795
<b>Patch Cable</b> Up to 50ft - Cat5e	\$50	\$62	\$75
<b>Switch Rental</b> Up to 24 ports	\$185	\$225	\$270
<b>Labor/Floor Work/Relocation Fee</b> Floor work-4 patch cables per 1 hour	\$125	\$125	\$125
<b>Additional SSID and password</b>	\$995	\$995	\$995
<b>Lost or damaged equipment fee</b> (phones, switches)	\$250	\$250	\$250
<b>Additional Access Point</b>	\$750	\$750	\$750
<b>IP 30</b>	\$995	\$995	\$995

Additional fees will apply for services extended outdoors.

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## FAQ's

### **Does Boldyn provide complimentary Wi-Fi?**

Yes! Boldyn 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 the 1.6 million people who visit the convention center every year. There is no requirement to purchase a Boldyn service in order to take advantage of the complimentary Wi-Fi.

### **Why is there no 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.

### **Do you offer early bird rates?**

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

### **Will my personal hotspot (Mi-Fi) work in your building?**

Yes. However, the capability of your personal mobile hotspot is limited by your carrier's spectrum and internet bandwidth. Cellular carrier signals penetrate into a facility either from a nearby cellular tower or via an in-building Distributed Antenna System (DAS). This signal comes 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 you can purchase an upgraded package based on your service requirements.

### **How much bandwidth do I need?**

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



## What must be identified on my floor plans?

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

If no location or floor plan is provided, the drop will be installed within that space, to the most convenient location for our technicians. Relocation fees will apply if the line(s) needs to be moved.

A relocation fee will apply to any line(s) that need to be relocated after installed; 1 hour labor per line relocation.

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

## Why are routers not allowed on a shared network?

Incorrectly installed routers on a shared network 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 patch cabling?

Yes, you can bring your own switch. Please bring the item with you, as we do not handle any shipping. All under carpet/pre-installed cables must be purchased through Boldyn. Exhibitors may bring their own cables. However, additional fees/labor may be applied for replacement and/or troubleshooting.

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

## What is your cancellation policy?

There is a 10% Cancellation Fee plus any applicable taxes and surcharges that may apply. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and / or engineering costs. Canceled services within an order will not incur cancellation charges if other services are ordered from Boldyn provided the canceled services have not already incurred any costs. Some broadband services and special circuits cannot be canceled once ordered and will incur full charges listed/quoted. Credit will not be given for service(s) installed and not used.

## What is your payment policy?

The payment policy requires full payment to be received prior to first day of event move in to install or activate services. If payment is not received, services will not be installed or activated until it is received. Orders that have not been paid prior to first day of event move in are also subject to additional labor charges.



# TERMS OF USE

## 1. Introduction

Welcome to the Internet service operated by the subsidiaries and their affiliates of BOLDYN NETWORKS. This Internet service offers a wide variety of information regarding BOLDYN NETWORKS products and services, some or all of which may be accessed through a variety of means (all of which are collectively called our “Service”). The term “you” or “your” includes any of your subsidiaries, affiliates, employees, and parent or legal guardian.

PLEASE READ THESE TERMS OF USE CAREFULLY. By accessing or using our Service in any way you are agreeing to comply with these Terms of Use, including any documents, policies, and guidelines incorporated by reference (referred to collectively as the “Terms”). Certain services available through our Service, especially services for which you can subscribe or pay for online, may have their own terms and conditions that apply to your use of that service. The Terms do not alter in any way the terms or conditions of any of these other written or online terms and conditions or agreements you may have or will have with BOLDYN NETWORKS, including any other website terms of use with a BOLDYN NETWORKS subsidiary and/or their affiliates. To the extent that there is any conflict between these Terms and any terms and conditions or agreements relating to services you have purchased or online tools you use or to which you subscribe, those other terms and conditions or agreements will govern.

## 2. Authority

By using our Service, you represent that you are at least 13 years old. Persons who are at least 13 years of age but under the age of 18 may only use our Services with legal parental or guardian consent. Accordingly, you agree that you are at least 18 years of age or older or possess legal parental or guardian consent and are fully able and competent to enter the terms, conditions, representations, and warranties set forth in the Terms; otherwise, please exit the Service.





### 3. Changes to the terms or service

BOLDYN NETWORKS may change or modify the Terms from time-to-time without notice other than posting the amended Terms on the Service. The amended Terms will automatically be effective when posted on our Service. Your continued use of our Service after any changes in these Terms shall constitute your consent to such changes. BOLDYN NETWORKS reserves the right to change, modify, or discontinue, temporarily or permanently, the Service (or any portion thereof), including all content contained on the Service, at any time without notice. You agree that BOLDYN NETWORKS shall not be liable to you or to any third party for any modification, suspension, or discontinuance of the Service or any portion thereof.

### 4. Acceptable use

You agree to use our Service and the Content (whether provided by us or others) in a manner consistent with all applicable laws and regulations. Additionally, you will not take any of the following actions with respect to our Service or Content, nor will you use our Service to upload, post, email, distribute, transmit, link, solicit, or otherwise make available any Content or use our Service in any manner that:

- Is unlawful, harmful to minors, threatening, harassing, abusive, defamatory, slanderous, vulgar, gratuitously violent, obscene, pornographic, indecent, lewd, libelous, invasive of another's privacy, or racially, ethnically, or otherwise offensive, hateful, or abusive.
- Infringes on someone else's patent, trademark, trade secret, copyright, or other intellectual property or other rights.
- Removes any proprietary notices or labels on the Content.
- Advocates or solicits violence, criminal conduct, or the violation of any local, state, national, or international law or the rights of any third party.
- Is deceptive in any way, such as an offer to sell fraudulent goods, or contains an impersonation of any person or entity or misrepresents an affiliation with a person or entity.
- Specifically advertises firearms or ammunition, tobacco, alcohol, illegal drugs, or other contraband.
- Constitutes unsolicited or unauthorized advertising, junk, or bulk e-mail (SPAM), chain letters, or any other unsolicited commercial or non-commercial communication.
- Interferes with others using the Services.
- Is off topic according to the description of the group, forum, or webpage.
- Contains software viruses, worms, time bombs, corrupted files, Trojan horses, or any other computer code, files, or programs that are designed or intended to disrupt, damage, overburden, impair, or limit the functioning of any software, hardware, network, server, or communications systems or equipment.
- Contains a charity request, petitions for signatures, chain letters, or letters relating to a pyramid scheme.
- Disrupts, interferes, or inhibits any other user from enjoying the Services or other affiliated or linked websites, material, contents, products, and/or services.
- Uses any robot, spider, or other such programmatic or automatic device, including but not limited to automated dial-in or inquiry devices, to obtain information from the Service or otherwise monitor or copy any portion of the Service, products, and/or services.
- Creates a false identity for the purpose of misleading others.
- Prepares, compiles, uses, downloads, or otherwise copies any user information and/or usage information for any portion thereof, or transmits, provides, or otherwise distributes (whether for a fee) such information to any third party.
- Uses any BOLDYN NETWORKS domain name as a pseudonymous return email address.



- Contains any offer for unsolicited goods or services or any advertising or promotional materials, except in those areas specifically designated for such purposes (e.g., classified bulletin board).
- Provides material support or resources (or conceals or disguises the nature, location, source, or ownership of material support or resources) to any organization(s) designated by the United States government as a foreign terrorist organization pursuant to section 219 of the Immigration and Nationality Act.
- Attempts to disable, bypass, modify, defeat, or otherwise circumvent any of the digital rights management or other security related tools incorporated into the software or any Content or the Services.
- Reproduces, duplicates, copies, sells, trades, resells, or exploits for any commercial purposes, any portion of the Services or Content, use of the Services, or access to the Services.
- Publishes, publicly performs, or displays, or distributes to any third party any Content, including reproduction on any computer network or broadcast or publications media.
- Systematically collects and uses any Content, including the use of any data mining or similar data gathering and extraction methods.
- Makes derivative uses of the Services or the Content.
- Uses, frames, or utilizes framing techniques to enclose any portion of the Services (including the images found at the Services or any text or the layout/design of any page or form contained on a page); and/or
- Modifies, translates, decompiles, disassembles, uses reverse engineering, or otherwise attempts to derive the source code for the computer systems and other technology that operate our Service. For purposes of these Terms, "reverse engineering" shall include the examination or analysis of the Service to determine the source code, structure, organization, internal design, algorithms, or encryption devices of our Service's underlying technology.
- Unless you are participating in an area of the Service that requires or encourages anonymity, use of the Service will require your real name.

## 5. Termination/suspension

You agree that BOLDYN NETWORKS may immediately terminate or suspend your account, any associated email address, and access to all or any part of the Services or change your password without notice. Cause for such termination, suspension, or change shall include, but not be limited to, (a) breaches or violations of these Terms or other incorporated agreements or guidelines, (b) requests by law enforcement or other government agencies, (c) a request by you (self-initiated account deletions), (d) discontinuance or material modification to the Service (or any part thereof), (e) unexpected technical or security issues or problems, (f) extended periods of inactivity, and/or (g) engagement by you in fraudulent or illegal activities. Termination of your account includes (or, if BOLDYN NETWORKS elects instead to suspend your account, may include any one or more of the following): (a) removal of access to all offerings within the Services; (b) deletion of your password and all related information, files, and other Content associated with or inside your account (or any part thereof); and (c) barring of further use of the Service. You agree that all terminations and suspensions for cause shall be made in BOLDYN NETWORKS's sole discretion and that BOLDYN NETWORKS shall not be liable to you or any: (i) third party for any termination or suspension of your account, (ii) loss of storage, (iii) loss of any associated email address, or (iv) loss of access to the Service. Further, BOLDYN NETWORKS reserves the right, in its sole discretion, to immediately terminate or suspend your account, any associated email address, and access to the Service at any time for any reason and without notice to you.



#### **THE BOLDYN ADVANTAGE**

Boldyn Networks builds advanced, shared network infrastructure to deliver consistent coverage and capacity for every guest and application – while reducing energy costs and emissions. Our reliable, high-speed and low-latency solutions offer best-in-class networking experiences, while our national Network Operations Center (NOC) monitors network performance 24/7/365 to ensure always-on connectivity.

To learn more visit **[boldyn.com](https://boldyn.com)**