

Exhibitor Services

FREQUENTLY ASKED QUESTIONS (FAQ)

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

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 sources 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 service desk for a fee.

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 one (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 have to reset our box. You will be responsible for a resetting fee.

GENERAL INFORMATION

Q DO I NEED TO CHECK IN WITH THE SERVICE DESK TO SAY I AM READY FOR MY SERVICES?

A We do not require exhibitors to check-in at the service desk for their exhibitor services unless you have ordered a 208 volt service that requires hard-wire or special receptacles.

Q WHERE ARE UTILITY SERVICES ACCESSED?

A All services are accessed from the floor and some sources are available along perimeter walls.

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GENERAL INFORMATION, contd.

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 CHARGES for applicable fees.

Q CAN I AND 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 installed on-site.

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 phones lines are dial-9 lines 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 program features.

Q ARE TELEPHONE HANDSETS AVAILABLE FOR PHONE ORDERS?

A Yes, you can pick up a handset at the Utility Service Desk on-site.

Q IS THERE A CHARGE FOR HANDSETS?

A No, there is no charge for telephone handsets, however, we do require a credit card number as a deposit for unreturned equipment.

Q WHAT ARE THE LONG DISTANCE CHARGES?

A Long distance charges are the prevailing AT&T rates at time of usage.

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INTERNET SERVICES

Q HOW MANY DEVICES CAN OPERATE OFF A SINGLE INTERNET CONNECTION?

A ACCD provides a single IP 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.

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, complimentary wireless internet services 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 complimentary wireless internet service.

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