

Utilities Services

ORDERING INSTRUCTIONS

COMPLETING AN ORDER FORM

- A Utility Service Order Form must be submitted to the Austin Convention Center, Utility Service Division. Orders may not be submitted over the phone. ACCD will not process incomplete order forms.
- Complete the “Exhibitor Information” and “Authorization” sections of the order form.
- Select the services you wish to order from the product listing.
- Enter the product numbers, descriptions, quantity, prices, and totals in the “Service Order” section of the order form.

SUBMITTING AN ORDER

- **Mail** completed order forms with payment to:
Austin Convention Center
Utility Service Division
500 E. Cesar Chavez Street
Austin, TX 78701
- **Fax** completed order forms with payment information to:
512.404.4220

PAYMENT METHOD

- Payment in full must accompany your order.
- Payment may be made by check, money order, credit card, or bank transfer. DO NOT SEND CASH. Make check or money order payable to “Austin Convention Center”, Order forms without payment will not be processed.
- Bank Transfers - For wire transfers, please contact Toni Fulton at 512-404-4229. Please reference Name of Event and Booth Number on all Bank Transfers so we may properly credit your account.

DEPOSITS

- ACCD requires a major credit card as security deposit for rental of designated equipment and for long distance telephone service.
- If you are ordering any services which requires a deposit, you must complete the credit card information portion of the “Payment Method” section.

DISCOUNTS

- ACCD offers an incentive price on designated equipment and services if your PRE-PAID order is postmarked or received via fax by the discount deadline.
- **Clients & Show Management**
Clients and Show Management qualify for the incentive rate when orders are submitted 31 days prior to the first contracted date of an event.
- **Exhibitors**
Exhibitors qualify for the incentive rate when order forms are faxed, emailed, or postmarked with full payment 14 days prior to first contracted date of an event.

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