# Technology and IT Services
## Effective Feb 2020

**Melbourne Showgrounds has over 200 Wireless Access points and the capability of delivering up to 1Gbps network speeds to pavilions over our fibre connections. Whatever your IT needs Melbourne Showgrounds is confident to provide a great experience.**

**All our plans have unlimited data allowance**

## Free WiFi

Melbourne Showground has over 200 WiFi Access Points providing 1-hour free WiFi at 1 Mb/s. This service is available all year round, either for use by your contractors, or patrons. Perfect for light Internet browsing and checking emails.

*How to:* When you onsite at Melbourne Showgrounds, use your device's WiFi settings login to Showgrounds Free WiFi, then accept the terms and conditions.

## Premium WiFi

Melbourne Showgrounds is proud to offer a premium WiFi service using our extensive WiFi infrastructure. This service is perfect for single pavilion functions, or your Exhibitors.

*Pricing*:

| Download Speed | Days | Price | Perfect For |
|---|---|---|---|
| 20 Mb/s | 1 | $50 | Browsing, checking emails, simple streaming services |
| 20 Mb/s | 3 | $120 | Browsing, checking emails, simple streaming services |
| 20 Mb/s | 14 | $350 | Browsing, checking emails, simple streaming services |
| 50 Mb/s | 3 | $250 | Heavy browsing, file downloads, 4K Video streaming |

*How to*: When you are onsite at Melbourne Showgrounds, use your device's WiFi settings to login to Showgrounds Premium WiFi. Follow the prompts to choose your plan and enter a credit card.

## Small Usage Plan

*Ideal for*: Clients that would like to offer WiFi to their Exhibitors, or WiFi to their Event Office.

| Connection | Number | Download Speed |
|---|---|---|
| WiFi | 50 Devices | 100 Mb/s shared |
| Hard line | None | |

*Pricing:*

| Setup | Per Day |
|---|---|
| $200 | $150 |

*How to*: Discuss with our sales team and then provide to Melbourne Showgrounds your requirements.

## Small Usage Hard Line Only Plan

*Ideal for*: Clients that need a single hard line Internet connection for a single PC or using your own network infrastructure to multiple PCs. An Internet hard line provides the most reliable connection for those that require high availability.

| Connection | Number | Download Speed |
|---|---|---|
| WiFi | None | |
| Hardliner | 1 hard line | 50 Mb/s |

*Pricing:*

| Setup | Per Day |
|---|---|
| $600 | $80 |

*How to*: Discuss with our sales team and then provide to Melbourne Showgrounds your requirements, including a layout of the event and where you require wiring, this must be provided at least 2 weeks prior to you requiring the hard line.

# Medium Usage Plan

*Ideal for*: Clients that need higher bandwidth, more devices, or an additional hard line. Perfect for Venue clients that have a registration desk, and an office that require hard lines, and WiFi for your Exhibitors.

| Connection | Number | Download Speed |
|---|---|---|
| WiFi | 200 Devices | 100 Mb/s shared |
| Hard line | 2 hard lines | 50 Mb/s each |

*Pricing:*

| Setup | Per Day |
|---|---|
| $1,000 | $300 |

*How to*: Discuss with our sales team and then provide to Melbourne Showgrounds your requirements, including a layout of the event and where you require wiring, this must be provided at least 2 weeks prior to you requiring the hard line.

# Medium Usage Hard Line Only Plan

*Ideal for*: Clients that need several hard lines to connect multiple PCs or for AV displays.  Hard lines provide the most reliable internet connection.

| Connection | Number | Download Speed |
|---|---|---|
| WiFi | None | |
| Hardliner | 4 hard lines | 20 Mb/s each |

*Pricing:*

| Setup | Per Day |
|---|---|
| $1,700 | $150 |

*How to*: Discuss with our sales team and then provide to Melbourne Showgrounds your requirements, including a layout of the event and where you require wiring, this must be provided at least 2 weeks prior to you requiring the hard line.

# Large Usage

*Ideal for*: Clients that have a need for Internet throughout multiple pavilions in the Showgrounds. Each pavilion can have its own hard line, while VIPs can have access to high speed WiFi.

| Connection | Number | Download Speed |
|---|---|---|
| WiFi | 400 Devices | 300 Mb/s shared |
| Hard line | 4 Lines | 50 Mb/s each |

*Pricing:*

| Setup | Per Day |
|---|---|
| $3,000 | $750 |

*How to*: Discuss with our sales team and then provide to Melbourne Showgrounds your requirements, including a layout of the event and where you require wiring, this must be provided at least 2 weeks prior to you requiring the hard line.

# Additions

Give your service an extra boost by adding one of our service additions.

| Support | Price | |
|---|---|---|
| Increase Hard Line Speed | $160 per day | An additional 100Mb/s for an existing hard line |
| Increase Number Hard Line | $450 setup | Existing Mb/s hard line allocation to be shared |
| VOIP Phone | $200 setup | Local, National and Mobile only. |
| Increase WiFi Capacity | $150 per day | An additional 100 Devices and 100Mb/s on existing WiFi |

# Hard Lire via 3rd party infrastructure

Melbourne Showgrounds can host your preferred end-to-end network provider. In this setup you work with your network provider (e.g. Telstra, TPG, Optus, etc) to provision a fibre connection to our primary server room racks which are then provisioned to your pavilion using Melbourne Showgrounds fibre network.

*How to:* Discuss with the Melbourne Showgrounds IT team your requirements. You will need to allow at least 2 months lead time for 3rd party infrastructure provisioning.

# Support

Our premium IT Support provides onsite piece of mind that your event's Melbourne Showgrounds infrastructure will be supported. Our support provides pre-diagnostics the day before you event to ensure success, and on-ground support in case an issue is experienced with the core infrastructure. We are unable to provide support of your devices or hardware.

| Support | Response Time | Price |
|---|---|---|
| Standard Telephone* | 4 hours | $0 |
| Premium Telephone* | 1 hour | $200 per 4 hour block |
| Premium Onsite | On site | $800 per 4 hour block |
| Cashless Event (x2 staff) | On site | $1800 per 4 hour block |

* support undertaken via telephone.

# Point of Sale "Cashless" Support

"Cashless" events that rely on our WiFi create unique challenges around high-availability for temporary build spaces. The risks increase for outdoor open space events where WiFi can experience issues with distance and interference.

To ensure you obtain the best performance, reduce your POS downtime and obtain the highest revenue, we strongly recommend that any "Cashless" event that is using Melbourne Showgrounds WiFi engage our "Cashless Event" support. This support includes 2 staff comprising a dedicated Onsite WiFi expert, and an additional Technology Specialist to ensure a seamless experience.

| Support | Response Time | Price |
|---|---|---|
| Cashless Event | On Site | $1800 per 4 hour block |

If you elect to not take this option, then we require you to acknowledge in writing that you understand the risks, and have your own fallback provisions, including offline mode.

# Service Level Agreement

Melbourne Showgrounds recommends that you undertake testing of infrastructure prior to your event. If a service is unavailable across an entire pavilion for more than 4 hours, you are entitled to a 50% discount on the Infrastructure Services for that day for that service. If the service is unavailable across an entire pavilion for more than 12 hours you are entitled to a 100% discount for that day for that service. No other service guarantees will be provided.

# Terms and Conditions

1, **GST:** All prices are GST inclusive.

2. **Provision timeframe:** Any applications received less than 2 weeks prior to the event will be reviewed at Melbourne Showgrounds discretion and if deliverable, will incur a late fee.

3. **Speed:** Speeds are theoretical network maximum speeds. Actual speeds may be less due to several factors including network configuration, line quality & length, equipment interference, traffic, hardware and software.

4. **Refunds:** No refunds if the internet access service is cancelled within 72 hours prior the event or if the service is not utilised.

5. **Service Assessment:** A request for service does not automatically guarantee services will be provided. Each application will be assessed, and the Applicant advised of the outcome.

6. **Third Party Devices:** The Melbourne Showgrounds will not manage or support any third-party devices connected to our networks such as network switches and routers. Should it be discovered that these devices pose a security risk or network issue to the Melbourne Showgrounds networks, action will be taken to disconnect, remove or disable such devices to ensure the integrity of the networks for both the venue and other customers.

7. **Security**: It is the responsibility of the client to ensure that appropriate internet safeguards (i.e. device firewall) are in place as we accept no responsibility for devices being compromised once connected to the Melbourne Showgrounds internet.

8. **Metered Data:** There is an unlimited data download allowance om all plans

9. **Support:** Melbourne Showgrounds support response time is when a call will be taken, recorded and effort on resolution commenced. There is no guarantee on service may be restored. Melbourne Showgrounds is unable to provide support to your equipment, we may be able to offer some basic assistance, but your IT equipment onsite is your responsibility. Any support does not include the configuration or setup of any of your routers or switches.

10. **WiFi:** In open spaces away from buildings WiFi connectivity may not be possible. If network connectivity is critical to the success of the event, we strongly recommend hardwiring devices, or investing in 4G capability. Hardwiring or 4G is an important consideration as temporary structures or other interference impacts WiFi performance and may not be experienced until your event. All WiFi clients are segregated from each other and unable to communicate between devices. Clients must have DHCP enabled in order to obtain an IP address. Content is filtered via a Firewall and some content especially streaming content is blocked. i.e. Netflix.

12. **WiFi Speed:** Regardless of your WiFi Plan, the Melbourne Showgrounds is operating at 20mhz Chanel Bandwidth, therefore 2x2 MIMO clients will have a theoretical maximum of 70Mbps download speed. The site operates at 3x3 MIMO, so can support higher speeds although only a small number of devices support this.

11. **Free WiFi notes**: The Free WiFi is available on the 2.4Ghz range only and is limited to 1Mb/s. After accepting the terms and conditions the session remains active for 1 hour, after one hour you need to re-accept the terms and conditions for subsequent 1 hour. As this uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.

12. **Premium WiFi notes**: The WiFi is available on the 5Ghz range can only be used by 1 device concurrently. As this uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.

13. **WiFi Plans**: A WiFi SSID is created limiting to the number of devices specified. By default, the WiFi will be 5Ghz only unless otherwise specified.

14. **BYO WiFi**: If you decide to install your own WiFi, we require you on the 5Ghz range to use Channel 149 only. This ensures that your WiFi does not impact the Melbourne Showgrounds WiFi.

15. **Hard Line Plans**: Melbourne Showgrounds can provide up to 1Gbps connection. For redundant internet connection the maximum supported speed is 800Mbps. Work is only permitted to be completed by Melbourne Showgrounds approved electrical contractors. Wired internet services provided are not for resale or sharing with other exhibitors. Cable runs are included, however where a cable run exceeds 20 metres, Melbourne Showgrounds will require to quote. Requirements around Public IP need to be discussed with the IT team and may incur additional costs.

16. **Hard Line via 3rd party infrastructure:** Melbourne Showgrounds is unable to offer any support of this configuration, and SLAs must be arranged with your 3rd party. We are unable to integrate 3rd party network infrastructure with our WiFi infrastructure. There will be no firewall provided for these connections and is your responsibility to secure devices.

17. **Expiry**: These prices may be updated at any time, so please ensure you have the latest version of this document prior to ordering. Effective until 31 December 2020, unless adjusted earlier.

# Technology Request
## Effective Feb 2020

By returning this form, you are agreeing to the services selected below, and the terms and conditions of those services.

| Service | Start Date<br>DD MM YYYY | End Date<br>DD MM YYYY | Total<br>Day(s) | Total<br>$AUD Incl GST |
|---|---|---|---|---|
| **Small Usage Plan**<br>Setup - $200 \| Per Day - $150 | | | | |
| **Small Usage Hard Line Only Plan**<br>Setup - $600 \| Per Day - $80 | | | | |
| **Medium Usage Plan**<br>Setup - $1,000 \| Per Day - $300 | | | | |
| **Medium Usage Hard Line Only Plan**<br>Setup - $1,700 \| Per Day - $150 | | | | |
| **Large Usage Plan**<br>Setup - $3,000 \| Per Day - $750 | | | | |
| **Other –** Describe service | | | | |

Stand holder request details

| | |
|---|---|
| **Event Name** | |
| **Stand Name** | |
| **Contact Name and Mobile at Bump-In** | Name        Mobile |

**Return this form to your Event Organiser, who will pass onto Melbourne Showgrounds Events team.**

Event Organiser Only

As the Event Organiser by submitting this form, you will be invoiced for the amount specified by the Melbourne Showgrounds. Invoicing the stand holder is the responsibility of the Event Organiser

| | |
|---|---|
| **Stand Number and Location** | Stand Number       Location |
| **Name and Signature of Authorised By** | Signature and Name      Date |