

## Planning your internet and phone services

Please complete and return this form  
no later than 7 business days prior to  
your event to [exservices@mcec.com.au](mailto:exservices@mcec.com.au)

### Contact details

---

Contact name

---

Position

---

Company

---

ABN/ACN

---

Address

---

Suburb

---

Postcode

---

State

---

Telephone

---

Mobile

---

Email

---

### Event details

---

Event name

---

Event dates

---

Stand name

---

Stand number

---

Contact name

---

Mobile

---

## Wired internet access

Bandwidth	Daily price inc GST (\$)	Dates/times required	Number of connections	Amount inc GST (\$)
10Mbps	71.50			
20Mbps	126.50			
30Mbps	170.50			
50Mbps	297			
70Mbps	385			
100Mbps	572			
200Mbps	990			
300Mbps	1,622.50			
500Mbps	2,249.50			

## Additional wired services

	Cost per connection inc GST (\$) (per each additional computer)	Number of connections	Amount inc GST (\$)
Additional connection	26.40		
Public IP address	49.50		
Infrastructure access port (no internet)	71.50		

## Wireless internet access

Concurrent devices (Wi-Fi Internet)	Daily price inc GST (\$)	Dates/times required	Amount inc GST (\$)
Up to 5 devices	90		
Up to 10 devices	167.20		
Up to 20 devices	244.20		
Up to 50 devices	456.50		
Up to 100 devices	561		
Up to 200 devices	698.50		

## Wireless access details

For wireless orders, please provide a Wi-Fi Name and Password. Please ensure the password is 8 characters minimum.

---

Wi-Fi Name (SSID)
Password

---

## Connection and set up details

Contact person (on-site)		
Contact number (on-site)		
Installation date (dd/mm/yy)		
Installation time (am/pm)		
Connection date (dd/mm/yy)		
Connection time (am/pm)		
Disconnection/collection date (dd/mm/yy)		
Disconnection/collection time (am/pm)		
Custom flooring	Yes	No

Please attach stand plan when sending through exhibitor services order.

## Technical support

Local, STD and mobile access provided standard with every service.

	Cost per 30 minutes inc GST (\$) (minimum 30 minute charge)	Duration of assistance	Amount inc GST (\$)
Computer configuration and wireless routers	53.90		
I require assistance in configuring my computers/printers			

## Wired internet connections

- Please note for connection to our wired internet you will need to have your computer set to obtain IP and DNS addresses automatically from our DHCP server. This is the standard operating system default. Administrator access is needed if you require MCEC to configure your computer with these settings. Ideally your administrator can configure these details for you.
- Wired internet access price includes the internet access itself through the supplied network cable. We can help you configure your computer with the appropriate settings to access our wired connection. For other computer related issues you should contact your administrator, computer vendor or IT support. We may be able to assist with some queries, however please note that a labour charge will be incurred and we do not take responsibility for problems with your computer.
- Wired internet services do not pass through any firewalls to allow maximum access to our end users, however, by default are private IP addresses which offer some protection from the outside world. Computer security and virus protection remains the responsibility of the client. We recommend that virus protection with the latest virus definitions be installed and that all operating systems patches and updates also be installed. MCEC accepts no responsibility for clients computers contracting viruses or having security compromised once connected to the internet. We will ensure that the internet connection is functioning correctly.
- Wired internet services provided are not for resale or sharing with other exhibitors. Offenders will be disconnected and further action may be taken.

## Wireless internet connections

- MCEC will not manage, monitor or support any third party devices connected to our network such as network switches, routers or wireless routers. Should it be discovered that these devices pose a security risk to the MCEC network or create network issues we will be forced to disconnect, remove or disable any such devices to ensure the integrity of the network for both the venue and for other customers relying upon the infrastructure.
- Wireless is a less secure service and download speeds vary depending on the number of users at any one time. Wireless signal strength can also vary depending on geographical location and other items interfering with the signal. For best results we recommend the use of 5GHz (IEEE 802.11n-2009 standard) wireless compatible devices. Previous standards are supported but results can vary in line with the limitations of these standards and associated devices. Customers who require a secure network to download continuous information over a longer period of time are advised to order a dedicated wired service.
- Consideration may need to be made in relation to access of peer-to-peer.

### Terms and conditions

No services will be provided until payment is received. All service charges are current and subject to change without notice.

### Privacy collection statement

The Melbourne Convention and Exhibition Trust (MCET) operates the Melbourne Convention and Exhibition Centre (MCEC) on behalf of the State Government of Victoria. MCET is collecting your personal information for the purposes of completing the enquiry above. MCET will use the personal information for the primary purpose or a directly related purpose. You understand that the personal information provided is for the purpose of this enquiry and shall otherwise remain private within MCET unless disclosure is required by law. You may apply to MCET for access to and/or amendment of the information. Request for access to and/or amendment of the information should be made to MCET's Privacy Officer ([privacy@mcec.com.au](mailto:privacy@mcec.com.au)). Our [Privacy Policy](#) is available here.

---

I agree to MCEC privacy collection statement and Terms and Conditions

---