



August 3-4, 2004
Doubletree Hotel
San Jose, CA

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**EXHIBITOR MANUAL PART 2-
FORMS TO BE RETURNED:
REGISTRATION FORMS & DETAILS FORMS FILE**



Dear Exhibitor:

Welcome to the VoIP Developer's Conference™!

On behalf of everyone at Technology Marketing Corporation, I would like to express our appreciation for your participation. We are looking forward to a busy, energetic and informative inaugural event and the DoubleTree in San Jose.

Please read each section of this exhibitor manual thoroughly. *Pay special attention to the event regulations, insurance requirements, shipping information and union rules.* If clarification is needed, please call me.

The drape color for each booth is green. Each 8x10 booth package is equipped with 8' high back drape, 3' high side drapes, ballroom carpeting, a 6'Lx42"H draped table, and a 1000 watt electrical drop. If you require internet connectivity, and/or other services refer to the UTILITIES section of this manual.

*****Please review the shipping and material handling guidelines today. Details are located in the SHIPPING pages. *It is your responsibility to read and understand these pages.* Show Management will not be responsible for returned freight or penalty fees.**

Contact me if I can be of assistance during your preparation for the event. I can be reached at 203-852-6800, ext. 225 or at alouria@tmcnet.com. I look forward to working with you to make the VoIP Developers Conference a success.

Best regards,

A handwritten signature in black ink, appearing to read "Amanda Louria". The signature is fluid and cursive.

Amanda Louria
Operations Director



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San Jose, CA

Booth Equipment

The equipment listed below will be provided per your contract, for each 8X10 space. If you should need any additional equipment please fill out the appropriate forms included in this manual.

- 6' Long x 42" High Draped Table with White Skirting
- 1000 Watt Electrical Drop
- Existing Ballroom Carpet
- Green Pipe and Drape
- 7"x44" Identification Sign limited to 25 characters (see sign order form within Teamwork Services pages)
- Garbage Can

Please see UTILITIES section in Teamwork Services pages to order:

- Phone lines
- Internet access

**Any questions please email:
Amanda Louria at alouria@tmcnet.com**



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Doubletree Hotel
San Jose, CA

OFFICIAL CONTRACTORS

SHOW MANAGEMENT

Technology Marketing Corporation
One Technology Plaza
Norwalk, CT 06854 USA
203-852-6800
Fax: 203-866-3326

Direct all exhibit related questions to Amanda Louria, Operations Director,
alouria@tmcnet.com

GENERAL CONTRACTOR/EXHIBIT SERVICES

LABOR/MATERIAL HANDLING/DECORATING/FURNISHINGS/SIGNS/RENTAL/BOOTH CLEANING

Teamwork Exhibit Services

23 Norfolk Ave

S. Easton, MA 02375

508.230.0397

Contact: Gina Martinez, gmartinez@teamwork-inc.com or Debbie McCormick,
dmccormick@teamwork-inc.com

AUDIO VISUAL & COMPUTER RENTALS

Insight Staging & Events

2911 S. Daimler

Santa Ana, CA 92705

www.Tradeshow@insightAV.com

800.722.8090

Fax: 888.383.5946

BUSINESS CENTER

DoubleTree Hotel

2050 Gateway Place

San Jose, CA 95110

408.453.4000

Fax: 408.437.2898

CATERING

Dana Lim

DoubleTree Hotel

dana_lim@hilton.com

408.437.2134

Fax: 408.437.2899

CLEANING

Teamwork Exhibit Services

508.230.0397

Fax: 508.230.5714

ELECTRICAL

DoubleTree Hotel

408.437.2134

Fax: 408.437.2899

**** One 1000 watt outlet is included in each 8'x10'
booth package.**

HOTEL

DoubleTree Hotel

2050 Gateway Place

San Jose, CA 95110

408.453.4000

Fax: 408.437.2898

INTERNET CONNECTIONS

Marcos Meza

DoubleTree Hotel

marcos_meza@hilton.com

408.453.4000

Official Contractors Continued:

LEAD RETRIEVAL	Technology Resource Corp PO Box 3165 Princeton, NJ 08543	888.601.0200 Fax: 212.784.1094
SHIPPING/DRAYAGE	Teamwork Exhibit Services	508.230.0397 Fax: 508.230.5714
TELECOMMUNICATIONS	Marcos Meza DoubleTree Hotel marcos_meza@hilton.com	408.453.4000

**If you require a service or product not listed in this manual,
please contact Amanda at alouria@tmcnet.com.**



August 3-4, 2004
Doubletree Hotel
2050 Gateway Place
San Jose, CA

Exhibitor Information

- *The Exhibit Hall is located off the Bayshore Foyer, level 1 of the DoubleTree Conference Center.*
- *Registration is located in the Bayshore Foyer.*
- *Booth drape is green.*
- *Carpet is multi-colored.*

EXHIBIT HALL OPEN

Tuesday, August 3	12:05 PM - 1:30 PM 5:30 PM - 7:00 PM
Wednesday, August 4	10:00 AM - 1:00 PM

EXHIBITOR MOVE-IN

Monday, August 2	Decorator Day Only
Tuesday, August 2	8:00 AM – Noon

Show Ready by NOON!!

EXHIBITOR MOVE-OUT

Wednesday, August 4	1:00 PM - 4:00 PM
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Bring preprinted labels and schedule a pickup with your carrier in advance!

CONFERENCE SESSIONS

Tuesday, August 3	8:30 AM – 5:30 PM
Wednesday, August 4	8:30 AM – 5:00 PM



August 3-4, 2004
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San Jose, CA

GENERAL SHOW INFORMATION & GUIDELINES

A. EXHIBITOR REGISTRATION / MOVE IN / MOVE OUT

To facilitate registration, please pre-register your booth staff with the Exhibitor Personnel Form in the FORMS section of this manual.

Personnel installing or dismantling an exhibit will be issued a Temporary Exhibitor Pass. These passes are available at Exhibitor Registration during Exhibitor Registration hours.

No one will be allowed into the exhibit area without a badge.

If you appoint an Exhibitor Appointed Contractor to install and/or dismantle your booth you must notify Show Management and Teamwork Exhibit Services by filling out the EAC forms in the **EAC Information** section. EACs will be issued a pass valid for set up and teardown. The pass will not provide Exhibit Area access during show hours.

Exhibitor Set Up and Dismantle

The Exhibit Room is located on Level One of the Conference Center

Move-In: Tuesday, August 3 – 8:00 AM-noon
Onsite freight will be accepted Monday, August 2

Move-Out: Wednesday, August 4, 1:00 PM-4:00 PM
Trucks must be checked in by 3:00 PM

1. Exhibitors who have not arrived or made set up plans by 11:00 AM, Tuesday will either have their exhibits erected by Show Management at prevailing labor rates, or their exhibits will be removed from the floor.
2. Dismantling of displays may begin immediately upon the close of the event on Wednesday at 1:00 PM- but no earlier. Any exhibitors dismantling or packing boxes, etc., prior to 1:00 PM will be in violation and will compromise their future at TMC events.

Important: The exhibit area must be clear of exhibitor freight by 4:00 PM. Any freight left after this time will be "FORCED" and will be shipped out via the most convenient method at the prevailing rates, at the Exhibitor's expense.

B. SHIPPING AND DELIVERY OF EXHIBIT MATERIALS

Refer to the **Shipping and Material Handling** pages for instructions and full information including on-site and advance shipping address information.

Summary: Advance Shipment

Teamwork will receive and store crated or boxed shipments beginning on Wednesday June 9. Freight shipped in advance will be placed in the Exhibit Area first. **Shipments must be received at the warehouse no later than 4:00 PM, July 28.**

*All shipments MUST be prepaid.

*Collect shipments will not be accepted.

*Uncrated or loose display shipments will be assessed special handling fees

Summary: Shipping Direct to Show Site

If you are shipping to show site, ship to arrive *Monday August 2 between 8:00 AM and 5:00 PM*. Freight arriving after 4:30 PM will incur overtime surcharges. Remind your freight company that trucks are unloaded, first come, first served at the hotel loading dock, and there may be wait time to be unloaded. *****THE HOTEL IS VERY STRICT ABOUT NOT ACCEPTING FREIGHT PRIOR TO THE MOVE IN DATE.**

Summary: Material Handling/Delivery of Materials

All materials are moved into and out of the Exhibit Area by Teamwork. The exception to the rule is an exhibitor in an 8x10 booth with a display that can be hand carried by one person in one trip WITHOUT use of a wheeled luggage cart, dolly or other wheeled device. Hotel bellman may NOT bring your freight into the hall!

C. STANDARD BOOTH

Booths--are designated as an 8' x 10' x 8' high space, unless otherwise noted and exhibitors are *not permitted to exceed these dimensions* either with design elements or a hard wall structure. Exhibitors may order furniture and use design elements to fit within the designated space. Nothing can be hung above the booth without the permission of Show Management.

D. FIRE REGULATIONS

Exhibit booths shall not interfere with access to any required exits or restrict visibility to any exit signs. Aisles and open spaces (e.g. lobbies, loading docks) must be kept free of all obstacles. Exhibitors may not display articles outside their exhibit booths, nor may exhibitors store crates or cartons behind curtains within an occupied exhibit or event area. No combustible materials, merchandise or signs shall be attached to, hung from or draped over flameproof side or rear divider draperies of booths, or attached to table skirting facing aisles. Literature, supplies, and handouts are permissible, but must be maintained in a neat and orderly manner within the booth. It is the exhibitor's responsibility to ensure proper exhibit booth construction. All fabric, carpet and plastic exhibit material must be fire-retardant.

E. ORDERING SERVICES

If you require a product or service not listed in this manual, please call Amanda Louria at 203-852-6800 ext 225.

Hints and Suggestions:

1. Identify your needs and order early—*this will SAVE YOU MONEY!*
2. Keep copies of all order forms (with payment information) and bring them to the show.
3. Upon arrival, go to your booth and confirm that all orders have been filled to your satisfaction.

F. SECURITY & LIABILITY

Show Management will provide 24-hour guard service to restrict access to the Exhibit Area from 2:00 PM on Monday, August 2 until 3:00 PM on Wednesday, August 4. *Security for each individual exhibit and its contents is the responsibility of each exhibitor.*

Hints and Suggestions:

1. Remove proprietary information, equipment and all computers on a nightly basis.
2. Hire a private-duty security guard.
3. Have replacements available either on-site, at a local distributor or on stand-by at your office for overnight shipment.
4. Do not list contents on outside of boxes (e.g., Box 1 - Personal Computer).
5. Carry a detailed list of what you ship and what each box contains. Repack each box the way it was packed originally. Keep a copy of your list in your office and check your shipment when it returns.
6. **DO NOT LEAVE CAMERAS, NOTEBOOK COMPUTERS, VIDEORECORDERS, PURSES OR OTHER VALUABLES UNATTENDED AT ANY TIME!**

All exhibitors and booth personnel must have Exhibitor Badges in order to have access to the Exhibit Area during set up. *Please do not schedule any meetings or appointments during set up or before the Exhibit Area opens each day with anyone other than properly badged exhibitor personnel.*

G. INSURANCE

Each exhibitor is required to carry liability insurance naming TMC and the DoubleTree San Jose, Hilton Hotels and Resorts as additional insured. Insurance certificates MUST be submitted to Show Management prior to the opening of the show. Additionally, it is the exhibitor's responsibility to secure adequate insurance protection against loss of or damage to equipment, personal items or display materials from any cause, and against loss due to personal injury to exhibitor, exhibitor's employees, or visitors to exhibitor's exhibit. See **Insurance Certificate** page.

H. LITERATURE DISTRIBUTION

Canvassing in any part of the Exhibit Area, adjacent lobbies, or corridors is prohibited. Printed or product promotion materials may be distributed **only** at the exhibitor's booth unless by prior arrangement with Show Management. Any unauthorized solicitation anywhere in or around the conference, exhibits or general show areas, whether by an exhibitor or attendee, should be brought to the attention of Show Management. Exhibitors violating this policy may be removed from the Exhibit Area at the discretion of Show Management and may be charged by the Hotel for removal and disposal of printed solicitations.

I. NOISY APPARATUS AND SOUND EQUIPMENT

The operation of any equipment, apparatus, game, etc., that produces noise levels that are disturbing to neighboring exhibitors or attendees, or that impedes aisle traffic **is prohibited**. *Show Management reserves the right to make any decision regarding the continuation of any activity which infringes on the rights of others or otherwise interferes with the operation of the event.*

J. SHOW RULES AND REGULATIONS

Exhibitors agree to abide by all rules and regulations of Show Management by virtue of signing the exhibitor contract. *A copy of the Rules & Regulations is detailed on the pages following this section.*

K. UNION REGULATIONS

Summary: Installation and Dismantling

Union labor may be required for certain aspects of your Installation/Dismantling.

Summary: Freight Handling

Teamwork Exhibit Services has the responsibility for receiving and handling all exhibit materials and storing empty boxes and crates. It is their responsibility to manage the dock, schedule vehicles, and transport freight in and out of the hall. See the pages in this manual which detail shipping information and material handling regulations.

Gratuities

Teamwork does not allow the tipping of laborers. Any attempts made by any union laborer to solicit a gratuity for any service should be reported immediately Show Management.

In General

Union personnel at all levels are instructed to refrain from expressing any grievances or directly challenging the practices of any exhibitor. It is recommended that any questions arising with regard to union jurisdictions or practices be directed to a management representative of Teamwork.

L. EXHIBITOR SERVICES - OFFICIAL CONTRACTORS

Teamwork is the official contractor handling decorating and material handling. All services and rentals facilitated through Teamwork are detailed in this Exhibitor Service Kit. Other contractors can be found in the ancillary services pages.

Any non-official supplier, including audio visual, I&D or others, must comply with EAC (exhibitor appointed contractor/non-official contractor) regulations.

M. BOOTH CLEANING

In order for individual exhibit booths to be cleaned, exhibitors must order Cleaning Service through Teamwork. The form is available within the **Teamwork Services** pages.

N. DRAPE COLORS

Both the 8' back wall and 3' side walls of your booth are draped in GREEN. The 6' table provided to you is draped in WHITE.

O. STAFFING YOUR BOOTH

All exhibits must be kept intact and staffed during all show hours until the official closing of the Exhibit Area. Failure to comply will jeopardize your participation in future TMC events. **Persons under the age of 18 will not be permitted to act as booth personnel during set-up, show hours or during tear down.**

P. CONFERENCE REGISTRATION

For conference information or a conference brochure please contact a Conference Sales Manager at 203-852-6800x0. Each 8x10 booth is entitled to 1 conference pass. This pass must be used by company personnel.

Q. FOOD SERVICE

Exhibitors planning to serve food and drink items as part of their exhibit are required to contract from The Hotel. No food or beverages can be brought in from outside the hotel.

R. PAYMENTS FOR SERVICES

It is the policy for most companies providing equipment or services to exhibitors that **all charges be settled prior to leaving the show site. You may be able to arrange billing, but this must be handled directly with the supplier BEFORE coming to the show.**

Advance rates SAVE you money, but full payment is required before the cutoff date.



RULES & REGULATIONS

1. SHOW MANAGEMENT

The words "Show Management" as used herein shall mean TMC. The enforcement and interpretation of the following rules and regulations is the responsibility of TMC.

2. ELIGIBLE EXHIBITORS

All firms that regularly manufacture or sell products or services designed for the internet telephony industry are eligible to exhibit, subject to space availability and show rules and regulations.

3. DISTRIBUTION & SOLICITATION RESTRICTIONS

TMC does not allow distribution of materials and/or solicitation by exhibitors or attendees. Also not allowed are booth sales, advertising sales or solicitation for any competitive trade show, conference, magazine or newspaper, or any other promotional solicitation not expressly approved by TMC. Violators may be removed from the show floor at the discretion of TMC.

4. SERVICES

In the best interest of the exhibitors, TMC has appointed an official service contractor, for such services as material handling and shipping, furniture, booth rental and I&D, audio visual, skilled labor, and other services. *If exhibitor desires to use other than said contractor, permission must be obtained in writing from TMC 30 days prior to the show. Proof of liability insurance is required by all contractors.* Exhibitors must abide by the policies of the appointed service contractors.

5. TYPES OF EXHIBITS

Show Management has approved the following types of exhibits. Any deviation from them must be submitted for approval. Approval may be denied in the sole discretion of the operations manager or Show Management.

Standard In-Line Booth -Background and end sections, including signs, must not exceed 8' in height. Do not extend end sections out from the back line more than 4' at maximum 8' height limit or higher than 36" the remainder of the distance to the aisle.

The above descriptions depict almost any situation. If your exhibit plans are not defined by these examples, contact Amanda Louria at alouria@tmcnet.com for clarification. Show Management will not approve unsafe exhibit construction or any that encroaches upon the aisles, other exhibit areas or obstruct the visibility of other exhibitors. All booth dividers must be finished on both sides unless neighboring exhibitor agrees to decorate the area exposed. PLEASE BE SURE TO MAKE THESE FACTS KNOWN TO YOUR DECORATOR OR DISPLAY BUILDER.

NOTE: *Where an exhibitor's display is built beyond the limitations or restrictions as set forth in this contract, Show Management reserves the right to correct such display violations by having the exhibitor alter, remove, or rearrange any or all of the display so that it will comply with regulations. If the exhibitor is not available to make corrections, or fails to do so for any reason, then he agrees as a part of this contract that Show Management may, but need not, make any and all necessary corrections it deems appropriate at the exhibitor's expense.*

Standard Booth Continued—

Cubic-Content Rule

All display fixtures which are over 4' in height must be confined to the area of the booth that is at least 5' from the aisle line, to provide all exhibitors with a reasonable sightline from the aisle.

6. INSTALLATION-SHOWING-DISMANTLING

Dates and hours for installation, showing and dismantling will be as specified in this Exhibitor Service Kit. Show Management reserves the right to alter the show hours in any manner whatsoever; if in its sole discretion such alteration is in the best interest of the show. Any booth with a crated display remaining unattended two hours prior to the opening of the show will be erected or placed in storage at the discretion of Show Management unless otherwise agreed upon beforehand. All charges for labor, etc., will be applied to the exhibitor of record. No exhibitor will be permitted to commence dismantling any portion of the exhibit, to commence packing, or to abandon his display prior to official show closing. Failure to comply with this stipulation of the contract will result in the exhibitor being barred from future participation in TMC events. All storage and handling charges for failure to remove exhibit material from the exhibit floor at the conclusion of the move-out period are the responsibility of the exhibitor. Exhibitors requesting the scrapping of any exhibit material, crates, etc., will pay for any expenses involved thereby.

7. LIABILITY AND INSURANCE

Neither TMC nor any of their officers, directors, agents or employees, nor the owners, employees or representatives of the DoubleTree Hotel San Jose will be responsible for any injury, loss or damage that may occur to the exhibitor or to the exhibitor's employees or property prior, during or subsequent to the period covered by the exhibit contract. The exhibitor, on signing the exhibitor contract, expressly releases the foregoing individuals and firms from liability, and agrees to indemnify same against any and all claims for such loss, damage, or injury. Exhibitors desiring to carry insurance on their exhibits will place it at their own expense. Exhibitors desiring special security precautions should arrange for private guard service, if desired, or should make arrangements to have locked facilities for the storage of display materials or products.

SUMMARY OF CERTIFICATE OF LIABILITY INSURANCE PROVIDED BY YOU

See Insurance section for complete details!!

- Exhibitors will carry worker's compensation (as required by state law), commercial general liability including products and completed operations, independent contractors, personal injury and blanket contractual liability insurance of at least \$100,000 per occurrence, \$500,000 aggregate.
- TMC and the VoIP Developers Conference™, DoubleTree San Jose and Hilton Hotels and Resorts are to be named as additional insured with respect to business operations performed while participating at the show.
- Certificates are **due by July 12th** and must carry a 30-day notice of cancellation provision.

8. NOISE AND OFFENSIVE ODORS

Exhibitors will take every reasonable precaution to minimize the noise of operating exhibits. Each exhibit will be operated in a dignified manner so as not to constitute an annoyance to adjoining exhibitors. Show Management shall have the sole authority in enforcing this regulation.

9. DAMAGE TO PROPERTY

Exhibitors are liable for any damage caused to building floors, walls, columns, or to standard booth equipment or to other exhibitors' property. Exhibitors may not apply paint, lacquer, adhesive or any other coating to building columns and floors, or to standard booth equipment. Exhibitors may not affix ANYTHING to walls or air walls.

10. REJECTION

The exhibitor agrees that his exhibit shall be admitted and shall remain from day to day solely in strict compliance with the rules and regulations herein laid down. Show Management reserves the right to reject, eject or prohibit any exhibit in whole or in part, or any exhibitor, or his representatives, with or without giving cause. If cause is not given, liability shall be limited to the return to the exhibitor of the amount of rental unearned at the time of ejection. If any exhibit or exhibitor is ejected for violation of these rules and regulations, or for any other stated reason, no return of rental shall be made.

11. UNOCCUPIED SPACE

Show Management reserves the right, should any rented exhibitors' space remain unoccupied on the opening day, or should the right to occupy any space be forfeited due to failure to make payment in full by specified date in contract or space rental invoice, to rent said space to any other exhibitor or use said space for such purposes as it may see fit without any liability on its part, but this clause shall not be construed as affecting the obligation of the exhibitor to pay the full amount specified in his space rental invoice.

12. FIRE, SAFETY AND HEALTH

The exhibitor agrees to accept full responsibility for compliance with local, city and state fire, safety and health ordinances regarding the installation and operation of equipment or otherwise relating to the exhibitor or its booth. All exhibit materials and equipment must further be reasonably located within the booth and protected by safety guards and devices where necessary to prevent personal accident to spectators or to other exhibitors. Only fireproof materials can be used in displays and the necessary fire precautions will be a responsibility of the exhibitor.

13. SIGNS/BANNERS

Show Management reserves the right to limit the size, height, and type of signs that may be placed in the exhibits. Electric and/or flashing signs are not permitted, unless approved by Show Management in advance in writing. Hanging banners are not permitted at this event. No sign may extend above the 8' height limit without prior approval. Please contact Amanda Louria at 203-852-6800 ext. 225 or alouria@tmcnet.com.

14. REGISTRATION AND ADMISSION

Admission to the show for Exhibitor Personnel will be by badge obtained upon registration, entitling the individual to unlimited attendance during designated hours. The badge is not transferable. Show Management shall have sole control of admission policies at all times. If for any reason an exhibitor or his representative desire to enter the exhibit area in advance of the prescribed times, or after closing hours, a request specifying the reason and giving all names of persons who will enter the exhibit area shall be presented to Show Management for approval.

15. ALCOHOLIC BEVERAGES

The serving of alcoholic beverages by exhibitors in the exhibit area is prohibited without written approval from Show Management.

16. FAILURE TO HOLD SHOW

Should any contingency prevent holding of the show, Show Management may retain such part of exhibitor's rental as shall be required to recompense it for expenses incurred up to the time such contingency should have occurred. The exhibitor waives all claims for damages or recovery of payments made except the return of the prorated amount paid for exhibit space fewer expenses incurred by the Show Management.

17. EXHIBITOR RESPONSIBILITY

Exhibitor agrees to indemnify Show Management against and hold it harmless from any claims arising out of the negligent acts of omissions or any act of exhibitor, his agents or employees or invitees. Such exhibitor must keep exhibit intact and manned during all show hours.

18. FLOOR LOAD

Under no circumstances may the weight of any equipment or exhibit material of any exhibitor exceed the show site maximum floor load. Exhibitors accept full and sole responsibility for any injury, damage or accident to property or person, resulting from their failure, knowingly or otherwise, to distribute the load of their exhibit material in conformity with the maximum floor load specifications.

19. SUBLEASING

Exhibitors may not sublease, reassign or apportion a whole or any part of the space assigned, or assign his rental contract without the prior written consent of Show Management, which consent may be conditioned upon the payment of such fees as Show Management determines.

20. RELOCATION OF EXHIBITS

Show Management reserves the right to alter locations of exhibits as shown on the official floor plan, if deemed advisable in the sole discretion of Show Management, in the best interests of the show.

21. SOLICITATION IN THE EXHIBIT HALL

The aisles and other spaces in the exhibit hall not leased to exhibitors shall be under the control of Show Management. All displays, interviews, conferences, distribution of literature, lectures and the transactions of business of any nature shall be made inside the space contracted. Standing in the aisles or in front of exhibit booths of other exhibitors, or the intercepting of those in attendance for advertising purposes is strictly prohibited. Persons connected with non-exhibiting concerns are prohibited from any dealing, exhibiting or soliciting within the exhibit hall. Exhibitors are urged to report immediately violations of this rule to the operations manager.

22. SPACE RESTRICTIONS

Exhibits must be confined to the exact space allocated. Circulars, publications, advertising matter and all kinds of promotional giveaways may be distributed only within booth spaces. Nothing can be posted on, tacked, nailed, screwed, or otherwise attached to columns, walls, floors or other parts of the building or furniture. Signs, rails, etc., will not be permitted to intrude into or over aisles.

23. AMENDMENTS

All matters not specifically covered by these rules and regulations are subject to the decision of Show Management. Show Management may amend these rules and regulations at any time and all amendments so made shall be binding on exhibitors equally with the original rules and regulations.

24. PROJECTION OF PICTURES

Showings of projected pictures (motion picture, slides, transparencies, opaque materials, etc.) will only be permitted within the confines of the exhibitor's booth.

25. HOSPITALITY ROOMS

Only approved exhibitors are authorized to rent hospitality suites and suite hours shall not conflict with show functions.

26. LIABILITY OF TMC

In no event shall TMC, any of its officers, directors, agents or employees be liable to an exhibitor for any amount in excess of the booth rental fee actually paid by the exhibitor for this show, or for any indirect, incidental, consequential or other damages (including, but not limited to, claims for lost profits) arising out of or relating to the show, the rental of booth space, any breach of contract, or any other act or omission.

27. SPACE ASSIGNMENT

All space will be assigned on a first-come, first-served basis.

28. BALLOONS

Show Management must approve the use of helium balloons.

29. LIVE ANIMALS

No live animals are permitted on the exhibit floor.

**30. NO ONE UNDER 18 PERMITTED ON THE EXHIBIT FLOOR OR IN
CONFERENCE SESSIONS AT ANY TIME**



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San Jose, CA

Exhibitor Liability Insurance **REQUIRED**

- As an exhibitor, and in accordance with the Terms and Conditions of your space contract, you agree to provide proof of adequate insurance coverage which protects Show Management, the DoubleTree Hotel San Jose and Hilton Hotels and Resorts from any claims arising from exhibitor's activities including but not limited to the installation, operation and dismantling of you exhibit/display.
- Exhibitors must carry worker's compensation as required by individual state law as well as commercial general liability, to include products and operations, independent contractors, personal injury and blanket contractual liability insurance of at least \$100,000 per occurrence, \$500,000 aggregate.
- You must provide a certificate of liability insurance from your business insurer which names TMC, the DoubleTree Hotel San Jose and Hilton Hotels and Resorts as additional insured with respect to your operations during set up, the show and dismantle, August 2-4.
- To obtain this certificate, simply provide this page to the supplier of your business insurance. Most insurance companies provide this certificate free of charge. Some may charge a nominal processing fee. **The address for the certificate is: TMC, 1 Technology Plaza, Norwalk, CT, 06854.**
- All certificates are due July 12 and must carry a 30-day notice of cancellation provision.
- TMC recommends that each exhibitor carry insurance to cover loss of or damage to any property of the exhibitor, its agents, employees, or contractors whether attributable to accident, fire, theft, or any cause whatsoever.

Fax to: Amanda Louria
FAX: 203.866.3326
Due July 12

Fire Department Regulations For Exhibitions, Displays & Trade Shows

Booth Construction:

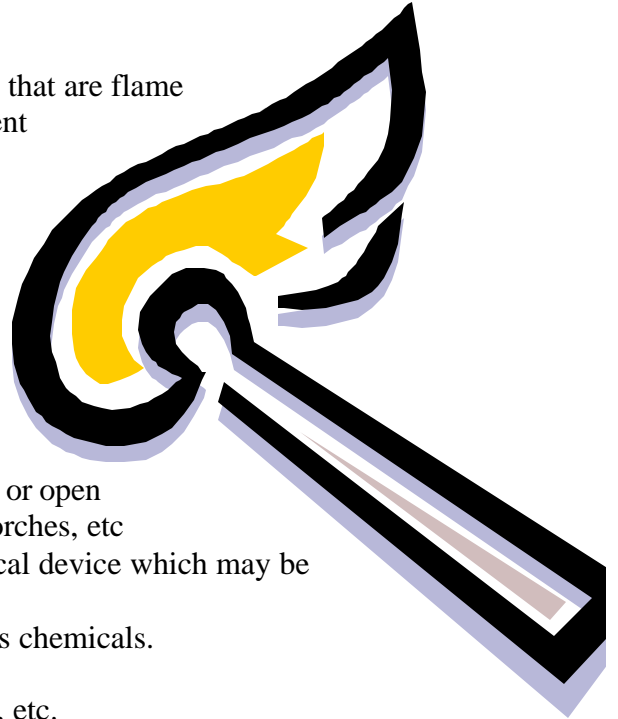
Booths, platforms and space dividers shall be of materials that are flame retardant or rendered so, satisfactory to the Fire Department representatives.

Covering for counters or tables used within or as a part of the booth will be flame retardant.

All electrical wiring and apparatuses shall be of a wire UL type approved.

The Following Are Prohibited In This Show:

- A Operation of any heater, barbecue, heat producing or open flame device including candles, lamps, lanterns, torches, etc
- B Operations of any electrical, mechanical or chemical device which may be deemed hazardous by the Fire Department.
- C Use or storage of flammable liquids and dangerous chemicals.
- D Display of an internal combustion engine.
- E Use of compressed gases-propane, butane, helium, etc.



Obstruction

Aisles and exits, as designated on approved show plans, shall be kept clean, clear and free of obstacles including signs, easels, design elements, booth structure, etc.

Fire-Retardant Treatment

All decorations, drapes, signs, banners and all booth construction and design elements used shall be flame retardant unless smaller than 28"x44" and separated from other combustibles by a minimum of 12" horizontally and 24" vertically. Oilcloth, tar paper, nylon and certain other materials cannot be made flame-retardant and their use is prohibited.

Combustibles

Literature on display shall be limited to reasonable quantities equal to no more than a one day supply. Reserve supplies shall be kept in closed containers and stored in a location approved by the Fire Department. All exhibit and display empty cartons must be stored in an approved drayage area.



[Shipping & Drayage—Frequently Asked Questions](#)

What is “drayage” or “material handling?”

Drayage/material handling is the moving of materials. Drayage/material handling also includes the storage of your materials for up to 30 days prior to the event, and/or storage of empty crates and boxes and the returning of the crates and boxes to your booth at the event. You may send your materials to either the advance receiving warehouse, or directly to show site. Either way, your materials need to get to your booth after they are dropped off at the loading dock and returned to the loading dock, and loaded onto your preferred carrier. Advanced shipping to the warehouse includes moving the materials from your carrier, into the warehouse, back on to a truck, transporting to the event location, unloading and transporting the materials to your booth.

How are drayage rates determined?

The loading docks in most major cities are controlled by union labor. Union labor rates vary from city to city. The union regulations and rates, combined with the weight of your materials and the time at which the shipment is received or moved out, and the costs associated with managing this function of the event, combine to determine drayage rates.

Why is shipping in advance desirable rather than shipping to show site?

Shipping in advance allows you to confirm receipt of your shipment before the show and materials sent to the warehouse are unloaded prior to exhibitor move in. Onsite freight is not guaranteed to be unloaded upon arrival of the truck. A truck that arrives at 3pm may not be unloaded until 5pm due to other trucks in front of it or venue shipments which take precedence. You run the risk of overtime drayage charges and not having your materials in your booth when you arrive to set up.

What can I carry into my booth?

The general rule is that you can bring in yourself, whatever you can carry in one trip. You cannot use the loading dock or assistance from union labor, or hotel/venue personnel.

Money Saving Tips:

- Pay attention to deadline dates to avoid surcharges and/or overtime charges.
- Package and send your materials in ONE shipment to take advantage of the drayage minimum. Every shipment is based on the drayage minimum of 200lbs, therefore 3 shipments of 50 pounds each will be charged 3 x the minimum.
- Crates and pallets require less actual handling to load and unload and are therefore charged less than loose shipments of boxes. Shrink wrapping your materials onto a pallet also ensures that your shipment stays together.

Outbound Shipping Information

- Schedule your outbound pickup for the appropriate time.
- Prepay your shipment with your preferred carrier.
- Settle your show invoice with the decorator.
- Fill out the “official show” bill of lading and return to the decorator.
- A bill of lading is required for every different destination that you are sending to.
- Fed-Ex, UPS, DHL and other overnight carriers do not pick up at the freight dock. You must arrange your overnight shipments via the business center. If handled through the business center, these types of shipments do not require an official decorator bill of lading.
- If you have any questions on shipping out, consult the decorator before the show closes.

Important Shipping & Labor



Notes

SHIPPING

To avoid having your shipment refused or re-routed for delivery, please send advance materials to the warehouse as indicated in the Teamwork Services section of this manual.

The hotel will accept small boxes addressed to guests at the hotel. There may be delivery fees associated with receiving boxes.

Hotel bellmen are not authorized to deliver your materials to the exhibit hall. Any attempt to have a hotel employee perform duties normally performed by Teamwork Exhibit Services will result in a service charge from the hotel as well as a service charge from Teamwork.

Permissible: one person, one trip, no dollies or carts.

Show Management will not be responsible for disputes resulting from failure to comply with this guideline.

LABOR

Guideline to determine whether you need to hire labor:
If the display can be hand carried in one trip by one person, is for a booth no larger than 8'x10', and can be assembled within 30 minutes using non-electric tools (hammer, wrench, screwdriver) then you do not need to hire labor.

HANDTRUCKS ARE NOT BE AVAILABLE FOR EXHIBITOR USE.

On-Site Receiving Hours: Monday, August 2

8:00 AM- 5:00 PM

Please contact Teamwork Exhibit Services should you have any additional shipping questions after reviewing this information and the information within the Teamwork Exhibit Services pages.



August 3-4, 2004
Doubletree Hotel
San Jose, CA

HOTEL & TRAVEL

DoubleTree Hotel San Jose

2050 Gateway Place
San Jose, CA 95110
408.453-4000
408.437.2898 fax

Hotel Information:

AAA Four Diamond Hotel
¼ mile from San Jose International Airport
40 minutes from San Francisco International Airport
Fitness center
Jacuzzi
Outdoor pool
Spencer's Steak House and other in-hotel restaurants
24 hour room service
Wireless Internet available in common areas
In-room high speed Internet access
Executive Business Center and 24-hour Self Service Business Center

Reservations:

www.doubletreesanjose.com, use promotional code "voi"
Or, call **408.453.4000** and identify yourself as a VoIP Developer Conference™ participant.

TMC has reserved a LIMITED number of rooms at the rate of \$129 single or double. This rate is first come first served, until July 12th only and your reservation must be guaranteed with a credit card.

Transportation from San Jose Airport:

The DoubleTree provides complimentary shuttle transportation to/from the airport. Call the hotel directly for information.

Rental Cars:

We recommend shopping the online travel site such as expedia.com or [hotwire](http://hotwire.com) for rental car deals.

Parking:

The DoubleTree Hotel provides ample complimentary parking.

LEAD CAPTURE ORDER FORM

VoIP Developers Conference
 DoubleTree Hotel
 San Jose, CA
 August 3-4, 2004
 Show code: 18985



Technology Resource Corporation
 29 Emmons Drive Suite E-10
 Princeton, NJ 08540
 Ph: 888-601-0200 Fx: 212-784-1094

LEAD CAPTURE SOLUTION:	IF ORDERED BY: July 20, 2004	ORDERED BEFORE: July 27, 2004	ORDERED AFTER: July 27, 2004	QUANTITY	TOTAL PRICE
Lead Retrieval Terminal System includes scanner, display, standard qualifiers, hard copy printout and diskette of attendee information saved as a text file.	\$220.00	\$250.00	\$300.00		
Lead Capture Handheld Portable battery (battery comes with the handheld) powered system includes built-in scanner, touch display, qualifiers and note capabilities. Diskette provided within 5-7 business days.	\$220.00	\$250.00	\$300.00		
Accessories:					
<i>Additional Roll of Paper</i>	\$10.00	\$15.00	\$20.00		
<i>Custom Qualifiers</i>	\$75.00	\$85.00	\$95.00		
*Optional Booth Delivery & Setup	\$50.00	\$75.00	\$95.00		
Optional Loss/Damage Waiver equal to 10.8% of equipment sub-total					
Please make certain you receive an email confirmation of your order				Tax: 8.25%	
				TOTAL	

Delivered units must be returned to the TRC Service Desk by exhibitor at the end of the event. All equipment must be picked up from the TRC service desk unless the delivery option is chosen

TERMS & CONDITIONS/CREDIT CARD CHARGE AUTHORIZATION

1. To ensure your order is processed, please sign and fax this Authorized Order Form to the number listed above. Orders must be cancelled at least 1 week prior to delivery to avoid a cancellation fee. **The cancellation fee is 50% of the total charge for orders cancelled 5-7 days prior to the show and 100% of the total charge for orders cancelled within 5 days of the show.** Delivery charges apply to all cancellations.





2. The total rental amount will be processed 3-15 business days prior to delivery.

I hereby authorize TRC to charge my credit card account (identified below) for: the total rental amount (identified above); any applicable cancellation fees; and, any other amounts due to TRC. Further, I hereby authorize TRC to charge my credit card account (identified below) for the repair or replacement cost (as applicable) of any damaged and/or lost or destroyed equipment unless optional loss/damage waiver is purchased.

EXHIBITOR INFORMATION:

CREDIT CARD INFORMATION:

Ordered by: _____
 Company Name: _____
 Address: _____
 City: _____ State _____ Zip Code: _____
 Phone: _____
 Fax: _____
 Email Address: _____
 Show Contact: _____
 Mobile Phone Number: _____
 Booth Number: _____

Visa  MC  AMEX  Discover 
 Cardholder's Name: _____
 Credit Card #: _____ Exp. _____
 Cardholder's Signature: _____
 Cardholder's Address: _____
 City: _____ State _____ Zip Code: _____
 Cardholder's Phone: _____



Please Print Legibly



24B Norfolk Avenue
South Easton, MA 02375
P. 508 230-0397 F. 609 569-1997

VOIP DEVELOPER CONFERENCE
DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

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- ◆ Teamwork Services Order Forms
 - ◆ Credit Card Authorization (ALL EXHIBITORS MUST COMPLETE THIS FORM)
 - ◆ Third Party Payment Agreement
 - ◆ Order Form – Rental Exhibit
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ANCILLARY SHOW SERVICES

- ◆ **DoubleTree Hotel** Telephone, Internet, Electrical Service Order Forms
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IMPORTANT INFORMATION ABOUT LABOR, MATERIAL HANDLING & SHIPPING

- ◆ Union Rules and Regulations
- ◆ Move - Out Information
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VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

EXHIBITION

Dear Exhibitor:

Teamwork Event Specialists is pleased to be the official service contractor for **VoIP Developer Conference**. We recognize that your participation in this event is a vital part of your firm's marketing program, and we want to do everything possible to make it profitable and rewarding for you. We look forward to assisting you in planning for this event.

Your Exhibitor Services Manual provides you with general information about the show, and includes the various forms for booth furnishings and services that you may require for your exhibit. There are several different vendors providing services for **VoIP Developer Conference**. Please read each order form carefully, and be sure to submit your orders to the proper vendors.

To order Teamwork services and products, please follow these steps:

- ◆ Look through the forms in this manual to find the products that best meet your needs. Teamwork offers a hard wall modular exhibit system that you can customize to fit your exhibition requirements. You will find prices for these rental products on the **Rental Exhibit Order Form**.
- ◆ Locate the **Labor and Freight Order Form** to compute charges for Material Handling (drayage) and labor.
- ◆ All Exhibitors must complete the **Payment Policies and Credit Card Information** section of the Order Form. Complete the other parts of the order form for the services you order. Compute your total charges on the **Order Recap Form** and submit that form along with your order to our Exhibitor Service Department for processing. Please be sure to complete and return the Order Confirmation section of the Order Form so that we can confirm receipt of your order.

Please review our payment policy carefully. Teamwork Event Specialists requires payment in full at the time you place your order. In addition, you must provide a credit card authorization to cover any additional costs incurred at show site. For your convenience, we accept credit card orders via fax (508-230-5714). If you wish to pay by check, please mail your order, along with payment, in plenty of time to take advantage of discount prices. Discount prices apply only to those orders received and paid for in full by **Friday, July 23, 2004**, the Discount Deadline Date.

If you have questions about placing your order, please call our Exhibitor Service Department at 508-230-0397.

Thank you and we look forward to working with you.

Sincerely,

Exhibitor Service Department
Teamwork Event Specialists



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VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

GENERAL INFORMATION

LOCATION & DATES

Show Location(s): **DoubleTree Hotel**
2050 Gateway Place
San Jose, CA 95110

Show Dates: **Tuesday, August 3 - 4, 2004**

EXHIBITOR MOVE-IN

Exhibitors may begin moving in according to the following date(s) and time(s):

Tuesday, August 3, 2004 8:00 AM to 12Noon

PLEASE NOTE: Overtime rates apply after 4:30 PM on Friday and all day Saturday and Sunday. Please refer to the Material Handling & Labor Price list in this Manual for rates and budget accordingly.

SHOW HOURS

Tuesday, August 3, 2004 12:05 PM to 1:30 PM
5:30 PM to 7:00 PM

Wednesday, August 4, 2004 10:00 AM to 1:00 PM

EXHIBITOR MOVE-OUT

Exhibitors may begin moving out according to the following date(s) and time(s):

Wednesday, August 4, 2004 1:00 PM to 4:00 PM

Outside carriers must be checked in by **Wednesday, August 4, 2004 by 1:00 PM**. Please see the Move-Out Information sheet in this Manual for more details.

PLEASE NOTE: Overtime rates apply after 4:30 PM on Friday and all day Saturday and Sunday. Please refer to the Material Handling & Labor Price list in this Manual for rates and budget accordingly.

STANDARD BOOTH EQUIPMENT

Each **8' x 10'** booth includes the following standard equipment:

- 8' High **Backwall** – Color(s): **Green**
- 3' High **Siderails** – Color: **Green**
- 1 -Wastebasket**
- 1 – 7" x 44" ID sign with Company Name and Booth Number**
- 1- 6ft Draped Table, 42" High**

The aisles **ARE** carpeted. Aisle Carpet Color: **YES (Multi-colored)**



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VOIP DEVELOPER CONFERENCE
DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

GENERAL INFORMATION

ADVANCE SHIPPING

Advance shipping begins **Wednesday, June 9, 2004 at 8:00 AM** and ends **Wednesday, July 28, 2004 at 4:00PM.**

Advance shipping address:

**Teamwork Event Specialists
c/o (Your Company Name & Booth Number)
VoIP Developer Conference
Yellow Transportation
201 Haskins Way
South San Francisco, CA 94080**

DIRECT SHIPPING

Direct shipping will begin on **Monday, August 2, 2004 from 8:00AM to 5:00 PM** and ends **Tuesday, August 3, 2004 from 8:00 AM to 11:00 AM.**

Direct shipping address:

**Teamwork Event Specialists
(Your Company Name & Booth Number)
VoIP Developer Conference
c/o DoubleTree Hotel
2050 Gateway Place
San Jose, CA 95110**

TEAMWORK EVENT SPECIALISTS ADVANCE ORDER DISCOUNT DEADLINE

Discount prices apply to those orders received with payment in full no later than:

Friday, July 23, 2004

For additional information, please contact our Exhibitor Service Department at 508-230-0397.



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VOIP DEVELOPER CONFERENCE
DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

ORDERING PROCEDURES & HELPFUL HINTS

The Order Form for services provided by Teamwork Event Specialists consists of several forms. Please complete the parts of each section that apply to your order, and return the completed pages to Teamwork Event Specialists for processing. It is not necessary to return pages for services you did not order.

PAYMENT POLICIES AND CREDIT CARD AUTHORIZATION

All Exhibitors or third parties responsible for payment for services ordered must complete this section. A credit card authorization must be on file with Teamwork Event Specialists prior to move-in to cover any additional charges incurred at show site. Orders will not be processed without this information.

Early order discounts are available to all exhibitors who place their orders prior to the discount deadline shown on the order form.

- ❖ Orders cancelled prior to move-in will be refunded at 100%. Cancellations after move-in begins are invoiced at 100% of original price.
- ❖ No adjustments will be made after the close of the show.

BOOTH FURNISHINGS AND SERVICES

- ❖ Rental items not ordered, yet found in booths, are invoiced at "Standard-Floor" pricing.
- ❖ All prices are in U.S. dollars (\$).
- ❖ All rental items are subject to applicable taxes.
- ❖ All rental items remain the property of Teamwork Event Specialists.

MATERIAL HANDLING AND LABOR

Exhibitors are required to follow local labor jurisdictions. Most trade show labor is unionized, and therefore, Teamwork is required to go through the local unions for labor used for show set up and dismantle.

Drayage, or material handling, is the movement of show materials from the shipping dock to you booth for show set up and from your booth back to dock for return shipment at the end of the show.

ORDER RECAP AND CONFIRMATION

The Order Recap Form gives you the opportunity to double-check your order - proactive planning can save you valuable time and money on the show floor.

Our Exhibitor Service Representatives will gladly confirm your order – be sure to complete the Order Confirmation Request Form and return it to Teamwork Event Specialists along with your order.



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VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

CREDIT CARD AUTHORIZATION

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

Company Name: _____ Contact: _____

Address: _____
 (STREET) (PO BOX) (CITY) (STATE/ZIP)

Phone: _____ Ext.: _____ Fax: _____ Email: _____

Payment Policy: Payment in full must accompany your order. Purchase orders are not considered payment. For your convenience, we accept payment by company check (U.S. dollars drawn on a U.S. bank) Visa, MasterCard and American Express. Tax-exempt If tax exempt, a copy of your tax exempt certificate must accompany your order. This is not a resale certificate.

NOTE: YOU MUST COMPLETE THE FOLLOWING SECTION. A CREDIT CARD AUTHORIZATION MUST BE PLACED ON FILE WITH TEAMWORK EVENT SPECIALISTS TO COVER ANY ADDITIONAL EXPENSES INCURRED AT SHOW SITE.

CREDIT CARD AUTHORIZATION

Visa MasterCard American Express

Credit Card Number: **

	Exp.
--	-------------

Cardholder's Billing Address: For purposes of bank validation, please provide the cardholder's complete billing address, if different from the above address:

_____ **Number and Street**

_____ **City, State and Zip Code**

Cardholder: _____ **PRINT NAME** _____ **SIGNATURE**

****FOR YOUR CONVENIENCE, ANY SHOW SITE BALANCES OR CHARGES FOR OUTBOUND LABOR, FREIGHT OR MISCELLANEOUS ITEMS NOT PAID BEFORE SHOW CLOSING WILL BE CHARGED TO YOUR CREDIT CARD AT THE CLOSE OF THE SHOW. BE SURE TO PICK UP AND REVIEW YOUR STATEMENT OF CHARGES AT THE TEAMWORK SERVICE CENTER PRIOR TO MOVE-OUT. ADJUSTMENTS TO YOUR ACCOUNT WILL NOT BE MADE AFTER SHOW CLOSING.**

Order Payment Method:

Check # _____ Dated ___/___/___ Enclosed **OR** Charge the above listed credit card.

Third-Party Payment: If you have arranged for an exhibit house to handle payment of your bill, the Third-Party Payment Information Page of this Order Form must be completed. As the exhibitor, you are responsible for all charges incurred at the show should your display house fail to meet the required payment terms explained above. Please provide the information requested regarding the third party handling payment of your bill on page two of this section.

PLEASE COMPLETE THE INFORMATION REQUESTED AND RETURN THIS FORM WITH YOUR ORDERS. YOU MAY CHOOSE TO PAY BY CREDIT CARD, CHECK, CASH, MONEY ORDER OR TRAVELERS CHECKS, HOWEVER, **WE REQUIRE YOUR CREDIT CARD AUTHORIZATION TO BE ON FILE WITH TEAMWORK.**



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VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

THIRD PARTY PAYMENT AGREEMENT

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

As an Exhibitor electing to use third-party billing, I understand and hereby agree that the ultimate responsibility for payment of all charges is mine. Further, I agree to be bound by all terms and conditions as described on the Order Form in this manual. In the event that the named third party does not discharge payment of the invoice prior to the last day of the show, charges will revert back to them, the exhibiting company. All invoices are due and payable upon receipt, by either party. By completing this form or allowing your third party to complete it, you are agreeing to all terms mentioned.

THE ITEMS CHECKED BELOW ARE TO BE INVOICED TO THE THIRD PARTY:

- ALL SERVICES
- BOOTH CLEANING
- FURNITURE/CARPET
- LABOR: (I&D Forklift Hanging Sign)
- MATERIAL HANDLING (ROUND TRIP)
- SIGNS

Exhibiting Company Name:	_____			
Third-Party Name:	_____			
Third-Party Contact:	_____			
Third-Party Contact Info:	Street Address	City	State	Zip
(No P.O. Boxes, Please)	Phone ()	Fax ()	Email	

Payment Policy: Payment in full must accompany your order. Purchase orders are not considered payment. For your convenience, we accept payment by company check (U.S. dollars drawn on a U.S. bank) Visa, MasterCard and American Express. Tax-exempt If tax exempt, a copy of your tax exempt certificate must accompany your order. This is not a resale certificate.

THIRD PARTY PAYMENT - CREDIT CARD AUTHORIZATION

- Visa MasterCard American Express

Credit Card Number: **

	Exp.
--	-------------

Cardholder's Billing Address: For purposes of bank validation, please provide the cardholder's complete billing address, if different from the above address:

Number and Street

City, State and Zip Code

Cardholder: _____

PRINT NAME **SIGNATURE**

**** FOR YOUR CONVENIENCE, TEAMWORK EVENT SPECIALISTS WILL APPLY ALL CHARGES INCURRED AT SHOW SITE TO THIS CARD.**

Order Payment Method:

- Check # _____ Dated ___/___/___ Enclosed **OR** Charge the above listed credit card.

PLEASE COMPLETE THE INFORMATION REQUESTED AND RETURN THIS FORM WITH YOUR ORDERS. YOU MAY CHOOSE TO PAY BY CREDIT CARD, CHECK, CASH, MONEY ORDER OR TRAVELERS CHECKS, HOWEVER, **WE REQUIRE YOUR CREDIT CARD AUTHORIZATION TO BE ON FILE WITH TEAMWORK.**



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DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

ORDER FORM – RENTAL UNITS

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

STEP 1 – Choose Your Exhibit

STEP 5 – Choose your Accessories

Qty	Description	Disc Price	Std Price	Qty	Description	Disc Price	Std Price
	Option 1A	\$ 635.00	\$795.00		40”h x 18”d x 39”w Counter	\$225.00	\$280.00
	Option 1B	\$ 695.00	\$865.00		40”h x 18”d x 78”w Counter	\$425.00	\$530.00
	Option 2A	\$ 970.00	\$1,210.00		40”h x 18”d x 39”radCounter	\$350.00	\$435.00
	Option 2B	\$1,190.00	\$1,490.00		40”hx18”d x 39”w TV Stand	\$625.00	\$780.00
	Option 3	\$ 949.00	\$1,185.00		40”hx43”dx96”w 45 Counter	\$550.00	\$685.00
	Option 4	\$1,310.00	\$1,635.00		Longarm Spotlights	\$ 35.00	\$ 45.00
	Option 5	\$1,695.00	\$2,120.00		Clip on Spotlights	\$ 20.00	\$ 25.00
	Option 6	\$3,640.00	\$4,400.00		8’ Track Light w/2 Heads	\$ 70.00	\$ 88.00
	Option 7A	\$3,925.00	\$4,725.00		Additional Track Heads	\$ 30.00	\$ 38.00
	Option 7B	\$5,220.00	\$6,265.00		Power Strips	\$ 15.00	\$ 19.00
	Option 8	\$9,350.00	\$11,220.00		Flat Extension Cords	\$ 15.00	\$ 19.00
					39”l x 12”w Angled Shelf	\$ 30.00	\$ 38.00
					39”l x 12”w Flat Shelf	\$ 30.00	\$ 38.00
					Velcro Adhesive Brochure Holder	\$ 15.00	\$ 19.00

Rental Unit Total ... \$ _____

Accessories Total \$ _____

GRAND TOTAL \$ _____

STEP 2 – CHOOSE YOUR SINTRA PANEL COLORS

Check ONE (1) COLOR line below

_____ WHITE _____ GREY

STEP 3 – CHOOSE YOUR CARPET COLOR

_____ Blue _____ Red _____ Black _____ Grey _____ Burgundy _____ Green

STEP 4 – CLEARLY INDICATE YOUR HEADER COPY

Please Check Letter Color

_____ Blue _____ Green _____ Grey _____ Red _____ Burgundy _____ Black

Special Artwork, logos or colors will be quoted upon request. Please include samples and comments with this order.

PAYMENT POLICY:

- In order to receive discount price, your orders must include payment in full and be received 14 days prior to move-in.
- Orders cancelled prior to the show move-in will be charged 50% of original price.
- Orders cancelled after installation on show site will be charged at 100% of original price
- Equipment is on a rental basis only and remains property of Teamwork Inc Exhibit Services
- No credit will be issued after close of show
- If you claim Tax Exempt Status you must include a Tax Exempt Certificate
- If color selection is not indicated where specified, show colors will be provided
- NO TELEPHONE ORDERS ACCEPTED

PAYMENT IN FULL MUST ACCOMPANY YOUR ORDER – For your convenience, MASTERCARD, VISA, & AMEX cards are accepted.

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

ORDER FORM – STANDARD BOOTH FURNISHINGS

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

TABLES	QTY	DISC. RATE	STANDARD RATE	TOTAL
--------	-----	------------	---------------	-------

DRAPED DISPLAY TABLES

Draping includes white vinyl top & 3 sides
 choose table size & color

30" High

Circle color: **Blue-Black-Burgundy-Hunter Green-Gray-Red-White**

2' x 4' x 30"	()	\$67.25	\$84.00	
2' x 6' x 30"	()	\$115.00	\$150.00	
2' x 8' x 30"	()	\$134.00	\$174.00	
4th side of table draped	()	\$41.00	\$53.00	

42" High

Circle color: **Blue-Black-Burgundy-Hunter Green-Gray-Red-White**

2' x 4' x 42"	()	\$89.25	\$107.75	
2' x 6' x 42"	()	\$97.75	\$122.25	
2' x 8' x 42"	()	\$110.25	\$138.00	
4th side of table draped	()	\$48.00	\$62.00	

UNDRAPED DISPLAY TABLES

30" High

2' x 4' x 30"	()	\$60.00	\$77.25	
2' x 6' x 30"	()	\$70.00	\$90.50	
2' x 8' x 30"	()	\$80.00	\$102.50	

42" High

2' x 4' x 42"	()	\$63.00	\$81.50	
2' x 6' x 42"	()	\$84.00	\$108.50	
2' x 8' x 42"	()	\$92.00	\$119.00	

DRAPED RISERS (white vinyl)

4' One Step	()	\$29.50	\$36.75	
6' One Step	()	\$35.75	\$44.75	

UNDRAPED RISERS

4' One Step	()	\$17.00	\$21.00	
6' One Step	()	\$20.00	\$25.00	

RENTAL PRICE INCLUDES DELIVERY TO & REMOVAL FROM BOOTH.

SEATING	QTY	DISC. RATE	STD. RATE	TOTAL
Upholstered Arm Chair	()	\$64.00	\$83.25	
Side chair	()	\$34.00	\$42.00	
Padded Stool	()	\$71.00	\$92.25	

ACCESSORIES	QTY	DISC. RATE	STD. RATE	TOTAL
Cocktail Table	()	\$42.00	\$52.50	
Round Pedestal-30" H	()	\$96.00	\$124.75	
Round Pedestal-42" H	()	\$104.25	\$135.50	
Wastebasket	()	\$19.50	\$25.75	
Easel	()	\$27.30	\$35.75	
8' Stanchion	()	\$19.00	\$23.50	
Crossbar	()	\$19.00	\$23.50	
Chrome Sign Frame	()	\$65.00	\$84.50	

(22" x 28")

PAYMENT POLICY: Payment in full of rental charges including applicable tax, must accompany advance order and must be received by Deadline Date

In order to qualify for discount rates.

All orders placed at the Service Desk will be charged at standard rates.

All charges subject to CA Sales Tax (8.25%)

Full payment must accompany order

Total items ordered and enter on recap sheet/ payment form.

CANCELLATION POLICY: Items cancelled prior to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 100% of original price to cover labor involved.

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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VOIP DEVELOPER CONFERENCE
DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

ORDER FORM – CARPET

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

STANDARD CARPET	QTY	DISC. RATE	STANDARD RATE	TOTAL
-----------------	-----	------------	---------------	-------

Price includes installation & taping front edge.
 No guarantee of color match when ordering multiple carpets.

Circle color: **Blue - Burgundy - Gray - Red - Hunter Green- Black**

10' x 10'	()	\$138.00	\$183.00	<input type="text"/>
10' x 20'	()	\$276.00	\$366.00	<input type="text"/>
10' x 30'	()	\$414.00	\$549.00	<input type="text"/>
10' x 40'	()	\$552.00	\$732.00	<input type="text"/>

CUSTOM CARPETING	DISC. RATE	STANDARD RATE	TOTAL
	per sq ft	per sq ft	

Circle color: **Blue - Burgundy - Gray - Red - Hunter Green - Black**

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft. \$4.60 \$6.50
 (100 sq ft minimum)

CARPET PADDING	DISC. RATE	STANDARD RATE	TOTAL
----------------	------------	---------------	-------

Price includes installation

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft. \$1.40 \$2.00
 (100 sq ft minimum)

VISQUEEN (poly covering)	DISC. RATE	STANDARD RATE	TOTAL
--------------------------	------------	---------------	-------

Price includes installation

BOOTH SIZE:

_____ ft. x _____ ft. = _____ sq ft. \$1.30 \$1.55
 (100 sq ft minimum)

COMPANY NAME _____ **TELEPHONE:** _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ **TITLE:** _____



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ORDER FORM –BOOTH CLEANING

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

ALL VACUUMING, GENERAL CLEANING AND SHAMPOOING ORDERS ARE COMPUTED BASED ON THE GROSS SQUARE FOOTAGE OF YOUR BOOTH.

INDICATE YOUR REQUIREMENTS	Discount per sq foot	Standard per sq foot
----------------------------	----------------------	----------------------

Daily Vacuuming	\$0.30	\$0.32
One-time only before show opening	\$0.37	\$0.39
Shampoo (available upon request)		

PAYMENT POLICY:

Payment in full of rental charges including applicable tax must accompany advance order and must be received by the Deadline Date in order to qualify for discount rates.

All orders placed at the service desk will be charged at standard rates. All balances must be settled at the Service desk prior to Show closing. All charges are payable in U.S. Funds only. Check, Cash, Traveler's Checks, Visa, MasterCard and American Express are accepted.

BOOTH SIZE:

_____ ft. X _____ ft. = _____ Total Square Footage

Total Sq Ft _____ X _____ Rate X # of Days _____ =
 \$ _____

All charges subject to CA Sales Tax (8.25%)

Full payment must accompany order

Total items ordered

Attach to Order Recap Form

Enter Total on Order Recap Form

CANCELLATION POLICY: *Items cancelled prior to move-in will be refunded 100%. Items cancelled after move-in begins will be charged 100% of the original price to cover labor involved.*

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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ORDER FORM –STANDARD I.D. SIGN

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

7” X 44” IDENTIFICATION SIGN

Each Exhibitor will be furnished with a standard 7” x 44” booth identification sign which will have the exhibitor’s name, booth number, city and state, as specified below.

Sign orders are filled immediately upon receipt; therefore, no refunds are issued once your order has been received in our office. Signs ordered at show site will be charged double the published standard price.

PRINT the wording for your sign here:

COMPANY NAME: _____

CITY, STATE: _____

BOOTH NUMBER: _____

PLEASE NOTE: IF YOUR SIGN REQUIRES MORE THAN 25 CHARACTERS, YOU MUST ORDER YOUR SIGN ON THE SPECIAL SIGNS ORDER FORM

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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Discount Deadline: Friday, July 23, 2004

ORDER FORM – SPECIAL SIGNS

BOOTH NUMBER _____

PRICE LIST & INFORMATION

SIZE	10 WORDS OR LESS	
7" x 11"	\$39.25	1. Copy exceeding 10 words will be charged the rate of \$.75 per word.
11" x 14"	\$33.25	2. Cardboard easel backs - \$2.25 each.
14" x 22"	\$40.00	3. Sales Tax will be added where applicable.
22" x 28"	\$59.00	4. When a card is to be done with special care such as color card and paint, glitter, trademarks or logos duplicated, an additional charge will be made. Advance quotations will be sent upon request.
28" x 44"	\$95.25	

For all other sizes, please call for quote

5. Signs ordered after Deadline Date (see payment policy below) or at Show Site are subject to **Overtime Charge of 75%**.

INDICATE SIGN COPY BELOW

SIZE
VERTICAL:
HORIZONTAL:
CARD COLOR:
LETTERING COLOR:
EASEL BACK:

PAYMENT POLICY:

Payment in full of charges including applicable tax, must accompany advance order and must be received by the deadline date to qualify for discount rates. All orders placed at the service desk will be charged at standard rates. All balances must be settled at the Service Desk prior to show closing. All charges are payable in Checks, Cash, Money Orders, Traveler's Checks, Visa, MasterCard and American Express are accepted. All charges are subject to CA Sales Tax (8.25%).

COMPANY NAME _____ **TELEPHONE:** _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ **TITLE:** _____



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ORDER FORM - HANGING SIGNS

BOOTH NUMBER _____

RATES FOR HANGING NON-ELECTRICAL SIGNS

If Sign requires assembly, dismantle, installation of supporting devices or hoisting cable, work will be done on a Time & Material basis.

There will be a minimum charge of 1 hr. per Crew on Installation and 1 hr. minimum charge per Crew on dismantle.

HIGH LIFT & CARPENTERS TWO (2) MAN CREW REQUIRED
 Straight Time \$350.00 per hr. - 2 Man Crew & Lift
 8:00 AM to 4:30 PM - Weekdays

Overtime \$425.00 per hr. - 2 Man Crew & Lift
 Before 8:00 AM & after 4:30 PM
 Weekdays & all hours on Saturday

Double Time \$475.00 per hr. - 2 Man Crew & Lift
 Sunday & Holidays

THE FOLLOWING INFORMATION IS REQUIRED FOR ACCURATE HANGING OF YOUR SIGN:

Description of Sign/banner:

- Cloth/vinyl Wood Metal
- Other _____
- 1 sided 2-sided pockets grommets

- Shape:** Square Rectangle Triangle
 Circular
 Other: _____

Dimensions:
 Height _____ Width _____ Length _____
 Approximate weight _____

Truss Structure: _____ Yes _____ No
 If yes, please send detailed assembly instructions.

Number of feet from rear of booth _____
 Number of feet from left side of booth _____
 Number of feet from right side of booth _____
 Number of feet from front of booth: _____
 Number of Feet from floor to bottom of sign _____

ALL HANGING SIGNS MUST CONFORM TO SHOW MANAGEMENT AND FACILITY REGULATIONS PRIOR TO HANGING.

Teamwork Event Specialists and Facility Management reserve the right to assemble, install, and dismantle "Hanging Signs", non-electrical, with approved devices and type of cable to safely hang sign.

***All Sign Orders must be received in Advance of Deadline Date. Orders received at the Service Desk are subject to availability and 50% surcharge.**

Complete plans must be provided and forwarded to Teamwork Event Specialists together with the completed Sign Hanging Order Form.

PAYMENT POLICY: All invoices must be settled at the Service desk prior to Show closing. All charges are payable in U.S. Funds only. Checks, Cash, Traveler's Checks, Visa, MasterCard and American Express are accepted.

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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ORDER FORM – FORKLIFT SERVICE

BOOTH NUMBER _____

THIS ORDER FORM IS FOR LABOR AND EQUIPMENT THAT MAY BE REQUIRED AFTER YOUR SHIPMENT HAS BEEN DELIVERED TO YOUR BOOTH. THIS SERVICE IS AVAILABLE FOR ASSEMBLY OF EXHIBITS, SPOTTING SKIDDED MATERIALS, AND ANY WORK THAT REQUIRES LIFTING OF HEAVY OR BULKY ITEMS. THIS ORDER MUST BE CONFIRMED WITH A SIGNED WORK ORDER FROM THE TEAMWORK SERVICE DESK AT SHOW SITE. "NO-SHOWS" WILL BE BILLED AT THE MINIMUM PER MAN RATE.

ONE HOUR MINIMUM ON LIFT ORDERS

NUMBER	TYPE OF LABOR	STRAIGHT TIME	OVERTIME
	Forklift – 5000 lb. capacity w/operator	\$132.50 per hour	\$198.50 per hour
	Forklift – 10,000 lb. Capacity w/operator	\$152.50 per hour	\$207.00 per hour
	Scissor Lift w/operator & 3 riggers	\$346.50 per hour	\$492.50 per hour

ADDITIONAL CREW LABOR

	Supervisor	\$ 88.00 per hour	\$148.00 per hour
	Rigger	\$ 68.00 per hour	\$114.50 per hour

	# OF FORKLIFTS (W/OPERATORS)	WEIGHT OF HEAVIEST PIECE	# OF HELPERS	DATE	TIME	APPROX. HOURS
INSTALL						
DISMANTLE						

ADD 20% FOR FLOOR ORDERS

STRAIGHT TIME: MONDAY THROUGH FRIDAY, 8:00AM TO 4:30PM
OVERTIME: MONDAY THROUGH FRIDAY AFTER 4:30 PM, SATURDAYS, SUNDAYS AND HOLIDAYS

All rates are based on current wage scales and are subject to change in accordance with existing wage scales at the time of exposition.

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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ORDER FORM – LABOR
 BOOTH NUMBER _____

LABOR RATES FOR INSTALLATION & DISMANTLING OF EXHIBITS

EXHIBITOR MUST COME TO SERVICE DESK TO SIGN IN AND OUT FOR MEN REQUIRED.

Straight Time - \$92.00 per hour

8:00 AM to 4:30 PM - Monday thru Friday
 One hour minimum per worker, thereafter,
 1/2 hour increments

Overtime - \$155.00 per hour

Before 8:00 AM and after 4:30 PM - Monday thru Friday
 All hours on Saturday
 One hour minimum per worker, thereafter,
 1/2 hour increments

Please check service required:

Exhibitor Supervision:

All work performed must be under the supervision of the exhibitor.

	# of Men	Date	Time	Hrs.
SET-UP				
DISMANTLE				

Teamwork Event Specialists Supervision

Hourly rate plus 30% Supervision Charge/Minimum \$30.00

NOTE:

8:00 AM is the only guaranteed starting time. All other orders will be filled as labor is available. All labor must be signed in/out at the Service Desk. Exhibitors not checked in by their requesting starting times are subject to a one hour minimum charge per man ordered, unless written cancellation is received 24 hours prior to starting time.

Teamwork shall not be responsible for Damage, Loss or Theft of display installed and/or dismantled under our Supervision. Teamwork shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the show.

PAYMENT POLICY: All invoices must be settled at the Service desk prior to Show closing. All charges are payable in U.S. Funds only. Checks, Cash, Traveler's Checks, Visa, MasterCard and American Express are accepted. Subject to 8.25% CA Sales Tax.

Orders received after the deadline date or show site orders, will incur a surcharge of 20% of the labor rate.

PLEASE INCLUDE SET-UP PLANS WITH ORDER

Name of Carrier _____

Shipped to:

Warehouse

#Crates _____ #Cartons _____ # Skids _____

Display Includes Carpet

Teamwork Rental Carpet



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ORDER FORM – LABOR
BOOTH NUMBER _____

PLEASE COMPLETE THIS FORM AND RETURN IT TO TEAMWORK EVENT SPECIALISTS IF YOUR DISPLAY IS TO BE SET-UP AND/OR DISMANTLED BY TEAMWORK EVENT SPECIALISTS AND THERE WILL NOT BE A SUPERVISOR PRESENT.

INBOUND SHIPPING INFORMATION

Carrier: _____ Carrier Phone #: _____
 Shipped to: Warehouse Show Site Date Shipped: _____
 From (city & state): _____
 Total Number of: Crates: Cartons: Cases: Other:

SET UP INFORMATION

A photo/sketch of my exhibit is enclosed with my order. Yes No
 A photo/sketch of my exhibit is packed inside my display case. Yes No
 Special set-up instructions are provided with my order. Yes No
 Special set-up instructions are packed inside my display case. Yes No
 Carpet: With Exhibit Rented from Teamwork Color: _____ Size: _____
 Electrical Placement: Drawing Attached Drawing with Exhibit Installed under carpet: Yes No
 My exhibit has a key, Yes No If "Yes", the key is located in:
 Comments: _____

 In case of emergency, please call: _____ At: _____

OUTBOUND SHIPPING INFORMATION

At show close, please ship my exhibit to:
 NAME: _____ PHONE: _____
 STREET/CITY: _____ STATE: _____ ZIP: _____
 IF SHOW CARRIER: AIR OVERNIGHT AIR 2 DAY AIR DEFERRED GROUND

SHIPPING CHARGES

COLLECT: PREPAID:
 IF EXHIBITOR-DESIGNATED CARRIER, PROVIDE NAME & PHONE #: _____ DATE & TIME (pick-up scheduled): _____

IF CARRIER FAILS TO SHOW UP, SHOULD WE:
 RE-ROUTE ON A SIMILAR CARRIER – OR –
 RETURN SHIPMENT TO THE WAREHOUSE AT YOUR COMPANY'S EXPENSE

NOTE: EXHIBITOR IS RESPONSIBLE FOR CONTACTING ANY CARRIER EXCEPT THOSE RECOMMENDED IN THIS MANUAL. TEAMWORK WILL NOT BE RESPONSIBLE FOR LITERATURE/PRODUCT NOT PROPERLY PACKED AND LABELED BY EXHIBIT PERSONNEL.

DISMANTLE DISCLAIMER NON-TEAMWORK PRODUCTS: Please be advised that Teamwork Event Specialists will not be responsible for dismantle of any non-Teamwork material (this includes ALL electronic equipment such as computers, television, audio-visual components, etc). In the instance that Teamwork Event Specialists is requested to dismantle non-material, Teamwork Event Specialists will not be held responsible for any damage or improper dismantle of said material. Since this equipment is not our standard product, there may be additional charges if more time is needed in the set-up or takedown than originally estimated.



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Discount Deadline: Friday, July 23, 2004

ORDER FORM – FREIGHT

BOOTH NUMBER _____

Description	# of Pieces	Carrier	# of CWTs.	Price per CWT	Total Price
				Sub-Total	
				Tax	
				TOTAL	

AUTHORIZATION TO PROVIDE MATERIAL HANDLING

We hereby authorize Teamwork Event Specialists to handle our shipment(s) in accordance with the information provided in this service kit and we have read and agree to the terms and provisions hereof. We agree that Teamwork will provide its services as our agent, and not as bailee or shipper, and if any employee of Teamwork shall sign a delivery receipt, bill-of-lading, or other documents, we agree that they will do so as our agent and we accept the responsibility therefore. We agree, in the event of a dispute with Teamwork relative to any loss or damage to any of our materials or equipment that we will not withhold payment of any amount due to them for drayage or any other services provided by Teamwork as an offset against the amount of the alleged loss or damage. Instead, we agree to pay Teamwork for the full amount of the invoice for all such charges, and we further agree that any claim we have against Teamwork shall be pursued independently by us as a completely separate transaction to be resolved on its own merits.

COMPANY NAME _____ **TELEPHONE:** _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ **TITLE:** _____



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FREIGHT - RATES AND SHIPPING INSTRUCTIONS

Teamwork Event Specialists has been designated as the official drayage contractor with the responsibility for the unloading, delivery, reloading and processing of all exhibitors' freight shipments.

ALL SHIPMENTS MUST BE SENT PREPAID and all shipments must have a bill-of-lading showing number of pieces, weight, and description of merchandise. For trucks without a bill-of-lading or documented weight, estimated weights will prevail. Estimated weights will be binding on both parties.

WHEN TO SHIP: SHIPMENTS CONSIGNED TO THE WAREHOUSE MUST ARRIVE NOT LATER THAN Wednesday, July 28, 2004 at 4:00 PM. SHIPMENTS CONSIGNED TO THE SHOW SITE SHOULD BE TIMED TO ARRIVE NOT EARLIER THAN Monday, August 2, 2004 at 8:00 AM or Tuesday, August 3, 2004 at 8:00 AM.

WHERE TO SHIP:

Advance Shipments – Deadline Wednesday, July 28, 2004 at 4:00 PM	Direct Shipments – 1st Day to Receive Monday, August 2, 2004 at 8:00 AM
c/o (Your Company Name & Booth Number) VoIP Developer Conference 201 Haskins Way South San Francisco, CA 94080	(Your Company Name & Booth Number) VoIP Developer Conference c/o DoubleTree Hotel 2050 Gateway Place San Jose, CA 95110

RATE SCHEDULE:

A. WAREHOUSE ADVANCE RECEIVING - Roundtrip - CRATED MATERIALS

ST/OT Rate: \$69.50 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments only at our warehouse 30 days prior to show.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier
- Shipments of loose or uncrated materials will not be received at warehouse.

B. DIRECT SHIPMENT TO SHOW SITE - Roundtrip - CRATED MATERIALS

ST Rate: \$79.75 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments at show site on move-in dates.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier

C. DIRECT SHIPMENT TO SHOW SITE - Roundtrip - UNCRATED AND LOOSE MATERIALS

Add 25% to regular per cwt. charge - 200# Minimum

The above rate includes the following:

- Receive shipments at show site on move-in dates.
- Deliver to booth space
- Removal, storage, return of empty containers
- Pick-up at the booth and load onto outboard carrier

D. OVERTIME RATE: Add 25% if handled IN or OUT on overtime

Add 50% if handled IN and OUT on overtime

All shipments handled on Saturday, Sunday and Holidays and before 8:00 AM or checked in after 3:00 PM on weekdays will be charged at the overtime rate.



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FREIGHT - RATES AND SHIPPING INSTRUCTIONS

E. OFF TARGET CHARGE: Freight received after the deadline date- add 25% off target charge

F. SURCHARGE: Freight left in booth without Bill of Lading will be charged \$7.00 per cwt surcharge

Rates are based on incoming weight only. All weights are rounded off to the next cwt. Each shipment received is considered separately. Freight handling charges are the responsibility of the exhibitor.

Exhibitors are urged to carry all-risk floater insurance covering their materials against damage loss, and all other hazards from the time shipment is made prior to the show until shipments are received back after the show. This can generally be done by adding "riders" to existing insurance policies, often at no additional cost.

Empty container labels will be available at the Service Desk. Affixing the labels is the sole responsibility of the exhibitor or his representative. Teamwork assumes no responsibility for removal of containers with old empty labels, mislabeled or valuables stored inside containers while containers are in storage.

Outbound shipping labels and bills-of-lading will be available at the Service Desk. Exhibitor or his representative must pack and label their exhibit material, turn in bill-of lading for each shipment at the Service Desk before leaving the Show. Teamwork will route all shipments unless a designated carrier has been assigned. If the designated carrier fails to pick-up by the removal date of the Show, Teamwork reserves the right to route exhibit material by an alternate carrier. As a result of re-routing or handling no liability will be assumed by Teamwork.

LIMITS OF LIABILITY AND RESPONSIBILITY

- A. Teamwork Event Specialists shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
- B. Teamwork Event Specialists shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same has been delivered to exhibitor's booth.
- C. Teamwork Event Specialists shall not be responsible for loss, theft, or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bill-of-lading covering outgoing shipments, which are furnished by Teamwork Event Specialists to exhibitor, will be checked at time of actual pick-up from booth and corrections made where discrepancies occur.
- D. Teamwork Event Specialists shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
- E. Teamwork Event Specialists shall be limited to the physical loss or damage to the specific article which is lost or damaged, and in any event Teamwork Event Specialists maximum liability shall be limited to \$.30 per pound per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
- F. Teamwork Event Specialists shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to any exhibitor's materials which may make it impossible or impractical to exhibit same.
- G. The consignment or delivery of a shipment to Teamwork Event Specialists by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.



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FREIGHT FAQs & HANDLING HINTS

Delivery of your bills of lading to Teamwork Event Specialists does not signify that Teamwork Event Specialists has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your bills of lading to the Exhibitor Service Desk. Do not leave bills of lading in your booth.

The information below is an outline of the most commonly asked questions regarding freight handling, often referred to as drayage. This can be the most costly part of exhibiting at conventions. We will try to explain what drayage is and how rates are established, which will help you save money by avoiding unnecessary surcharges.

What is "Freight Handling/Drayage"? - The term drayage is the moving of exhibit materials from one location to another. Whether you ship to Teamwork's warehouse or directly to show site, your materials still need to get to your booth location. Drayage services include the accepting of your material either at our warehouse or on show site, delivery to your booth, storage of empty containers during the show, returning empty containers at the close of the show, picking up your packaged materials, returning them to the dock and loading on the carrier of your choice.

Can I carry my own materials to my booth? - Any exhibitor may bring in his own materials providing that they can be hand carried by one person in one trip, without the use of dollies, hand trucks or any other equipment. If you choose to hand carry your exhibit you would not be permitted access to the loading dock area.

How are rates determined? - Drayage charges are based on a number of factors including Union labor rates, facility dock access, and the show schedule, to name just a few. Teamwork Event Specialists is a Union company and therefore must use Union labor to move freight. These rates can vary from city to city.

Tips on how you can save money - Read the Freight Handling section of your service kit carefully. Be aware of any surcharges that may be assessed for special handling or late shipments. Pay special attention to deadline dates. If you ship in advance to our warehouse and your shipment arrives after the published deadline date, you may be assessed a surcharge. Crated materials are the easiest to unload, therefore, have the least expensive drayage charge. Loose, pad wrapped and uncrated materials require more labor time and therefore may be assessed a special handling fee. It may be cost effective for you to build crates for any portion of your exhibit that is not crated.

How is the weight of my shipment determined? All drivers should attain certified weight tickets for materials prior to arriving at the dock either at the warehouse or at show site. Teamwork Event Specialists reserves the right to determine weights for all shipments for which weight tickets are not provided at the time of delivery. In cases where Teamwork Event Specialists weighs the shipment, the exhibitor will be charged for double handling.

Small shipments versus large shipments. - Most all Service Contractors have a minimum of 200 lbs. per shipment. It is best to send your freight as one large shipment versus several small shipments. For instance, if you send one 45 lb. and one 55 lb. package separately, you are charged the minimum on each shipment. If you are planning to ship items from various locations you may want to ship them all to a central location then forward them to the Service Contractor's warehouse and/or show site. If you ship your materials in one shipment and the carrier makes multiple deliveries to Teamwork, you will be charged for each delivery to our dock, regardless of whether or not the materials were shipped together as one shipment.

Advance shipments versus show site shipments. - In general it is best to ship your materials in advance to the "advance shipment" address. The charge for this may be slightly higher than shipping direct to show site but the benefit far outweighs the cost. You can (and should) confirm that we have received your materials well in advance of the show installation. If there is a problem it can be solved prior to the show. When shipping direct, if there is a problem there is seldom time to solve the problem prior to show opening.

Another advantage to advance shipments is that your materials will be in your booth when you arrive and you can begin installation immediately, thus saving you time and frustration at show site.

Should I insure my exhibit? - The answer is YES! It is your responsibility to make sure your freight is insured from the time that it leaves your office until it returns. A rider to your existing policy can usually do this. Check with your insurance carrier for details.

Two of the most expensive mistakes made by exhibitors are: 1) shipping materials in several shipments, or 2) shipping via UPS or similar carriers that split a single shipment into several deliveries to our dock. Both can be very costly. Remember, each delivery incurs a minimum charge.

Always be aware of freight receiving deadlines. You will be assessed a late charge if your shipment arrives after the deadline date. Inform your shipper that all items must arrive prior to a specific date.

Always ship your materials crated – Loose or pad wrapped items are assessed special handling fees.

Make sure all materials are labeled properly to avoid any delivery delays. All pieces should have the recipient's name and address, the show name, your company name, and your booth number. Remove old labels after every show to avoid any future confusion. If you are shipping multiple pieces, label them as such: 1 of 4; 2 of 4; 3 of 4; 4 of 4, etc. We hope this helps you in budgeting for your material handling costs.



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VOIP DEVELOPER CONFERENCE

ORDER FORM – ORDER RECAP & CONFIRMATION

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

- Please complete the information requested and return payment in full with this form and your order.
- You may choose to pay by credit card or check. You must complete Page 1 of the six-page Order Form in this Manual regardless of payment method. If you are paying by check, please make check payable to **Teamwork Event Specialists**
- Mail your check and all applicable forms to:

**Teamwork Event Specialists
 24B Norfolk Avenue
 South Easton, MA 02375**

CALCULATION OF ORDERS (total from each Teamwork Event Specialists order form):

STANDARD BOOTH FURNISHINGS *	\$
CARPET ORDER FORM*	\$
LABOR ORDER FORM*	\$
SIGN HANGING ORDER FORM*	\$
FORKLIFT SERVICE ORDER FORM*	\$
FREIGHT ORDER FORM*	\$
BOOTH CLEANING ORDER FORM	\$
SPECIAL SIGNS ORDER FORM *	\$
RENTAL EXHIBIT ORDER FORM *	\$
PLANT & FLORAL ORDER FORM *	\$
Sub Total		\$
8.25% CA Sales Tax	8.25%	
Line items marked with an * are subject to CA Sales Tax		
TOTAL DUE TO TEAMWORK EVENT SPECIALISTS		\$

PAYMENT METHOD:

- Credit Card: VISA MASTERCARD AMERICAN EXPRESS
 Check: # _____ Dated ____ / ____ / ____ in the amount of \$ _____

EXHIBITORS PAYING BY CHECK ARE STILL REQUIRED TO PROVIDE A CREDIT CARD AUTHORIZATION AS GUARANTEE OF PAYMENT FOR ADDITIONAL CHARGES.

COMPANY:		BOOTH #:	
ADDRESS:		CONTACT NAME:	
CITY:		SIGNATURE:	
STATE:		PHONE #:	
ZIP:		FAX #:	

RETURN TO TEAMWORK EVENT SPECIALISTS



24B Norfolk Avenue
South Easton, MA 02375
P. 508 230-0397 F. 508 230-5714

VOIP DEVELOPER CONFERENCE

ORDER FORM – ORDER RECAP & CONFIRMATION

Discount Deadline: Friday, July 23, 2004

BOOTH NUMBER _____

PLEASE COMPLETE THE INFORMATION REQUESTED BELOW:

CONTACT NAME: _____

COMPANY NAME: _____

TELEPHONE NUMBER: (_____) _____ - _____

FAX NUMBER: (_____) _____ - _____

EMAIL ADDRESS _____

PLEASE CHECK THE BOX INDICATING HOW YOU WOULD LIKE YOUR ORDER CONFIRMED:

BY TELEPHONE BY FAX BY EMAIL

NOTE: TO QUALIFY FOR DISCOUNT PRICES YOU **MUST** SEND YOUR ORDER AND PAYMENT-IN-FULL PRIOR TO THE DISCOUNT DEADLINE DATE SPECIFIED IN THIS MANUAL.

FAX CONFIRMATION

WE HAVE RECEIVED THE FOLLOWING ORDERS FOR YOUR BOOTH:

- | | | | |
|----------------------------|--------------------------|--------------------------------|--------------------------|
| PAYMENT INFORMATION | <input type="checkbox"/> | FREIGHT * | <input type="checkbox"/> |
| STANDARD BOOTH FURNISHINGS | <input type="checkbox"/> | BOOTH CLEANING | <input type="checkbox"/> |
| CARPET | <input type="checkbox"/> | SPECIAL SIGNS * | <input type="checkbox"/> |
| LABOR | <input type="checkbox"/> | RENTAL EXHIBIT | <input type="checkbox"/> |
| SIGN HANGING | <input type="checkbox"/> | PLANT & FLORAL | <input type="checkbox"/> |
| FORKLIFT SERVICE | <input type="checkbox"/> | EXHIBITOR APPOINTED CONTRACTOR | <input type="checkbox"/> |

ADDITIONAL INFORMATION NEEDED TO PROCESS YOUR ORDER:

Thank you for your order. If we can be of further assistance, or for additional information, please contact our Exhibitor Service Department at 508-230-0397.



24B Norfolk Avenue
 South Easton, MA 02375
 P. 508 230-0397 F. 508 230-5714

VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

EXHIBITOR MANUAL SURVEY

The unpacking, erection, assembling, dismantling, and packing of displays and equipment must be done by the correct type of Union labor. Teamwork Event Specialists, the official contractor, will have skilled craftsmen available to assist Exhibitors. Arrangement for labor should be made through Teamwork Event Specialists, in advance whenever possible. Official labor forms are included in this Exhibitor Service Manual.

Exceptions to the foregoing will be considered only in cases where permission has been requested in writing by the Exhibitor and received by Teamwork Event Specialists no later than **Friday, July 23, 2004**. An exception will not be granted if it is inconsistent with the commitments made and obligations assumed by Management in any contract with service contractors of its lease with the **DoubleTree Hotel**. For services such as electrical, plumbing, telephone, drayage, rigging and booth cleaning, no exception will be made, and the contractor designated by Management will be used.

All agents representing the Exhibitor must be fully identified by the official Management badge. All agents or representatives who are performing services other than the Exhibitor's own employees must provide Teamwork Event Specialists with **Certificates of Insurance naming Teamwork Event Specialists, "Show Management" and the DoubleTree Hotel as additional insured's** at the time that a request for an exception is made. These Certificates of Insurance must include public liability and property damage insurance for at least \$1,000,000, and workmen's compensation insurance in accordance with local law.

Exhibitors wishing to use a contractor other than Teamwork Event Specialists to set up and dismantle their exhibits must fill out this form and return to us no later than the date shown above. If this form and the original certificate of insurance from the non-official contractor are not received by Friday, July 23, 2004, your non-official contractor will be allowed to supervise only. All labor must then be hired from Teamwork Event Specialists for installation and dismantling of the exhibit. There are NO exceptions after the deadline date.

We urge that you require your EAC to send their certificate of insurance certified by Priority Mail, Federal Express, UPS, etc. to obtain proof of delivery.

ORIGINAL CERTIFICATES ONLY
PHOTOSTATS OR FACSIMILES WILL NOT BE ACCEPTED

EVENT OR SHOW:				
NAME OF EXHIBITING COMPANY				
CONTRACTING COMPANY				
CONTRACTING COMPANY ADDRESS				
CITY	STATE	ZIP	TEL NO:	FAX:
ESTIMATE ARRIVAL AT SHOW			# OF WORKERS	
AUTHORIZED BY:			TITLE:	



24B Norfolk Avenue
 South Easton, MA 02375
 P. 508 230-0397 F. 508 230-5714

VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

EXHIBITOR MANUAL SURVEY

OVERALL APPEARANCE OF MANUAL	1	2	3	4	5
ORGANIZATION OF MANUAL	1	2	3	4	5
COMPLETENESS OF INFORMATION	1	2	3	4	5
CLARITY OF INFORMATION	1	2	3	4	5
QUALITY OF MATERIALS	1	2	3	4	5
OVERALL USEFULNESS	1	2	3	4	5

DID YOU RECEIVE YOUR MANUAL IN A TIMELY MANNER?	YES	NO
--	------------	-----------

Suggestions to improve the Exhibitor Manual:

Your Company Name: _____ Booth #: _____

Your Name: _____ Date: _____

Please return this form to Teamwork Event Specialists, attention: Exhibitor Service Department



24B Norfolk Avenue
South Easton, MA 02375
P. 508 230-0397 F. 508 230-5714

VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

EXHIBITOR SAFETY & SECURITY

EXHIBITOR SAFETY

Standing on chairs, tables or other rental furniture is prohibited. This furniture is not engineered to support your standing weight. Teamwork Event Specialists cannot be responsible for injuries, falls or damage caused by the improper use of rental furniture or equipment. If assistance is required in assembling your booth, please order labor on the Teamwork Order Form and the necessary ladders and tools will be provided. Please assist in our efforts to provide a SAFE WORKING ENVIRONMENT for everyone.

All exhibitors must set up their displays within their booth boundaries. Booths extending into the aisle are subject to fire marshal jurisdiction and an exhibitor may be fined for aisle encroachment. The booth sizes stated are outside measurements. Allow a six inch leeway when installing hardwall displays.

Any person involved in moving equipment, supplies, or goods into or out of the facility is prohibited from consuming alcohol or being under the influence of alcohol.

Booth construction must conform to applicable building codes including electrical, plumbing etc. All work carried out on booths on-site must conform to facility regulations. Please contact the event's On-Site Safety Representative through your Show Manager for further information.

In the event of an emergency evacuation, security staff will help direct you to the nearest emergency exit, so be sure to familiarize yourself with the layout of the facility.

Use extreme caution if you are in show areas where forklifts and vehicle traffic are operating during move-in and move-out.

EXHIBITOR SECURITY

- Do not assume the exhibit hall is secure. Each exhibitor must take responsibility for the security of all the items in his or her booth. Teamwork Event Specialists, Show Management, facility personnel and the security contractor try to guard against theft and damage, but the ultimate burden falls on the exhibitor. Move-in and move-out are particularly vulnerable times. Be sure to carefully safeguard your exhibit materials.
- Do not list the contents of crates and cartons on your shipping labels. A label that reads "27" color monitor" is an open invitation for thieves.
- Never display "one-of-a-kind" items or irreplaceable samples unless someone is present at all times to keep an eye on them. For example, plasma screens are a high theft item. Teamwork strongly recommends that you insure plasma screens, as **NO** liability for theft is assumed by show management, the facility or Teamwork Event Specialists. We also recommend that the shipping containers are not marked 'PLASMA SCREEN'.
- Do not leave your booth unattended during the hectic and heavily populated move-in and move-out times.
- Consider covering your exhibit with some sort of cloth at the close of each day. The psychological deterrent makes it more difficult for people to handle merchandise. Criminals often look for the easy mark first.
- Business tools such as laptop computers, recorders, calculators, and give-away items are the things most often stolen. They should be guarded and stored safely at night.
- Thieves will also take personal items such as purses, suit coats, and toolboxes. Do not leave personal items unprotected in your booth.
- Never store items in containers marked "Empty".
- Show management provides a 24-hour security system to prevent entry to the exhibit area by anyone not authorized. This security service does not guarantee exhibitors against loss. Nor does it imply an assumption of liability for an exhibitor's property by Teamwork Event Specialists, Show Management, or their agents.
- **INSURE YOUR BOOTH!** Your exhibit materials should be insured from the time they leave your facility until the time they return. Consult with your insurance agency about adding a rider to your existing policy.



TELECOMMUNICATIONS REQUEST FORM

Today's Date _____ **Email** _____
Meeting Title VoIP Developer Conference _____ **Phone Number** _____
Company Name _____ **Fax Number** _____
Contact Name _____ **Meeting Room / Booth #** Siskayou/Cascade/Sierra BOOTH #____
Street Address _____ **Install Date/Time** **Tuesday, August 3 by 8am**
City, State, ZIP _____ **Disconnect Date/Time** Wednesday, August 4 after 1pm

Method of Payment _____ **Credit Card Type** _____ **Expiration Date** _____
Master Account _____ **Credit Card #** _____

<u>Type of Service/Equipment Rental</u>	<u>Price</u>	<u># of Days</u>	<u># of Connections</u>	<u>Cost</u>
Analog Line (Incoming/Outgoing)	\$225 one time installation fee (Calls Billed separately)	N/A		
House Line	\$25 one time installation fee	N/A		
High Speed Internet using DHCP (Dynamic Host Configuration Protocol)	\$300 per device per day \$150 for ea additional device per day			
High Speed Internet using static IP's	\$450 per device per day \$150 for ea additional device per day			
Wireless Connectivity	1-51 users \$1,000 per day 51+ users \$2,500 per day			
Polycom Speakerphone (phone line additional)	\$125 per day			
Speakerphone (phone line additional)	\$35 per day			
Telephone (phone line additional)	\$25 per day			
Total Cost: (++) All rates subject to 20% Service Charge 8.25% Sales Tax)				

48-hour notice required for any service cancellation, full rate charged thereafter.

Please feel free to contact Marcos Meza at marcos.meza@hilton.com for additional questions or quotes.

Signature _____ **Date** _____

Note: Please return this completed form to the attention of Telecommunications Department c/o Doubletree Hotel San Jose. This form must be received 10 days prior to the installation date in order to guarantee availability. Any telephone requests received after the required date may not be accommodated and will be subject to a late fee. Prepayment for all services is required before installation is started. Make checks payable to the Doubletree Hotel San Jose and enclose with this form. All telephone calls are charged at the prevailing hotel rate. In the event of loss or damage to equipment, a replacement cost will be applied.

HOTEL USE ONLY	
TOTAL POSTED	_____
CHECKED OUT	_____
SERVICE MANAGER	_____



Description of Services and Equipment

Type of Service	Description
Analog Line (Incoming/Outgoing)	Supports telephone service, modems and fax machines. The line may be dialed directly from outside the hotel (DID) and will dial outside lines as well as internal extensions. Single Line set included – Local & Long Distance calls billed separately
House Line	The line can be dialed directly from the outside, but will dial hotel extensions only.
High Speed Internet using DHCP (Dynamic Host Configuration Protocol)	High Speed Internet provided over a shared T-1 line
High Speed Internet using static IP's	Address that is dedicated to one user.
Wireless Connectivity	Group to provide wireless access points and users must provide their own wireless access cards.
Polycom Speakerphone (phone line additional)	Allowing several people to hear and speak clearly with another party.
Speakerphone (phone line additional)	Basic desk telephone with speaker & voicemail capabilities.
Telephone (phone line additional)	Basic desk telephone



BEO# : _____

CONVENTION OR EXHIBIT NAME: _____ VoIP Developer Conference

MEETING ROOM NAME: _____ Siskiyou/Cascade/Sierra

Time: _____

BALLROOM ENGINEER LABOR RATES:

REGULAR TIME: (0-8 HOURS) \$55.00 PER HOUR

OVERTIME: (OVER 8 HOURS) \$82.50 PER HOUR

DOUBLETIME: (OVER 12 HOURS) \$110.00 PER HOUR

Date: _____
 Time: _____
 BOOTH NUMBER: _____

ALL HOLIDAY LABOR STARTS AT OVERTIME RATE

EQUIPMENT RENTAL CHARGES:	PRICE EACH/DAY	# Days	AMOUNT USED	TOTAL PRICE
EXTENSION CORD	\$ 20.00	PER DAY		\$ -
QUAD BOX EXTENSION CORD	\$ 30.00	PER DAY		\$ -
POWER STRIPS	\$ 25.00	PER DAY		\$ -
DISCONNECT SWITCH (0-50 AMP 3) ***	\$ 150.00	PER DAY		\$ -
100 AMP 3PH, 5 CONDUCTORS (12 Plugs)	\$ 300.00	PER DAY		\$ -
200 AMP 3PH, 5 CONDUCTORS (12 Plugs)	\$ 600.00	PER DAY		\$ -
RE-KEY SPECIFIC MEETING ROOM DOOR	\$ 150.00	PER LOCK/DAY		\$ -
GENIE LIFT (WITH OPERATOR)	\$ 85.00	HOURLY		\$ -
BANNERS	\$ 50.00	PER		\$ -
TV CHANNEL REQUEST (PER CHANNEL)	\$ 500.00	PER DAY		\$ -
1 CHANNEL	\$ 150.00	PER CH. PER DAY		\$ -
TOTAL EQUIPMENT CHARGES				\$ -
TOTAL LABOR CHARGES				\$ -
TOTAL EQUIPMENT, LABOR AND LAST MINUTE CHARGES				\$ -
(I.B.R- PREMIUM SOUND SYSTEM REQUIRES A HOTEL ENGINEER)				\$ -

*** \$1 PER LEG PER AMP PER DAY

THIS IS NOT A FINAL BILL ADDITIONAL CHARGES MAY APPLY

NOTE:

1. An Outlet is defined as a connection terminating a single electrical unit
2. All wiring and other electrical installation must be approved by their chief engineer to prevent overloadin of circuits.
3. All Orders for electrical services and equipment must be received at least ten (10) working days before set up date.
4. There will be a 100% late charge for orders received 10days prior to show.
5. The Hotel reserves the right to turn off electrical services ½ hour after exhibit hours each day, unless 24 hour service is arranged.

Clients Signature: _____

Date: _____

Convention Services: _____

Ballroom Engineer: _____

On Site Contact _____

**** Please complete Billing Form Attached. Orders will be not processed without this completed form.**

Fax Order Directly Back to: 408-437-2899
 Attn: Convention Service Manager
 Order is Not Confirmed Unless You Receive Email Receipt

Last Name: _____

First Name: _____

Address: _____

City, State, Zip: _____

Phone #: _____

Fax, E-mail: _____



24B Norfolk Avenue
 South Easton, MA 02375
 P. 508 230-0397 F. 508 230-5714

VOIP DEVELOPER CONFERENCE

Discount Deadline: Friday, July 23, 2004

PLANT & FLORAL ORDER FORM

Booth Number: _____

<i>Floral Arrangements – Plants – Miscellaneous Items</i>				
QTY.	ITEM		Advance Price	TOTAL
	Floral Arrangement (Approx. 12" in Diameter)		\$45.00 - \$55.00	
	Floral Arrangement (Approx. 18" in Diameter)		\$60.00 - \$75.00	
	Custom Floral Arrangement (call for assistance)		75.00 & up	
	Glass Bowl (10") for Business Cards (yours to keep)		\$30.00	
	Seasonal Flowering Plants: Mums, Azaleas, Poinsettia, Cyclamen			
	Small-\$20.00 Med.-\$27.50 Large-\$40.00 (circle size)	enter price	\$	
	Medium Plant: Fern Ivy Pothos (circle type)		\$22.00	
	Large Plant: Fern Ivy Pothos (circle type)		\$31.00	
	3 Foot Foliage Plant		\$40.00	
	4 Foot Foliage Plant		\$50.00	
	5 Foot Foliage Plant		\$60.00	
	6 Foot Foliage Plant		\$75.00	
	Park Bench (6 foot)		\$100.00	
			Sub-Total	
			Sales Tax 8.25%	
			TOTAL DUE	

All prices are for advance orders only. Please add 25% for orders received after deadline date.

Rental Price includes decorative containers, top dressing, delivery, installation and removal at end of show.

All green plants and rental items are the property of Teamwork Event Specialists

**In order to qualify for discount rate, order must be received by deadline date
 Full payment must accompany order**

Total all items ordered

Attach to Order Recap Form and Enter Total

Order is subject to the terms of Teamwork payment policy

If order is to be delivered to a location other than Exhibiting Companies booth space, please indicate:

Deliver to: _____

COMPANY NAME _____ **TELEPHONE:** _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ **TITLE:** _____



24B Norfolk Avenue
South Easton, MA 02375
P. 508 230-0397 F. 508 230-5714

VOIP DEVELOPER CONFERENCE
DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

UNION RULES & REGULATIONS

Trade show labor is completely unionized. Practically all the building trades -- carpenters, riggers, plumbers, electricians, stagehands, teamsters and others, serve it. The general contractors and all sub-contractors must work under union contracts. Therefore, union labor is required for all work in the exhibit area. Failure to recognize this relationship in every phase of exhibit planning can be irritating and expensive to exhibitors.

Union jurisdictions change from time to time, but in most cases the following applies:

- Position and leveling of all machinery and equipment - Teamsters
- Un-skidding/re-skidding and re-banding of machinery - Carpenters
- Un-crating and re-crating of machinery - Carpenters
- Display erection, dismantling and floor covering - Carpenters
- Draping and cloth installation - Carpenters
- Plumbing installation - Plumbers
- Material handling in and out of the building - Teamsters operate fork lifts for unloading and reloading of all display material, machinery and equipment
- Sweeping, cleaning, dusting - Porters
- Electrical installation - Electricians

It will be necessary for all exhibitors to use qualified union carpenters for exhibit work if the exhibit contains materials, which are subject to the jurisdiction of the carpenters. Carpenter labor has jurisdiction over the following:

- Erection and dismantling of exhibits, including simple fold-open displays requiring more than one (1) man, one (1) hour or two (2) men, one (1) hour total to set-up and/or dismantle.
- Installation and removal of floor covering, including carpet.
- Crating and re-crating of exhibit materials.

EXHIBITOR RIGHTS

Exhibitors have specified rights. For example, they are permitted to arrange their own manufactured products for display and related sales literature.

One (1) or two (2) full-time employees of the exhibiting company may work up to a total of one (1) hour erecting and/or dismantling their company's exhibit without the use of power tools. If this cannot be done in that amount of time, union labor must be used.

Any exhibitor may move material that can be hand carried by one person in one trip, without the use of dollies, hand trucks, or other mechanical equipment. When exhibitors choose to hand carry in accordance with the foregoing, they will not be permitted access to loading dock area(s). This means that if you cannot hand-carry your materials and must use the loading dock, you will be charged the specified material handling rates to have your vehicle unloaded and the materials delivered to your booth.

If you choose this option, the fee that you pay will cover your materials round-trip, and they will be delivered to the loading dock and loaded into your vehicle at the close of the show.

Generally, if an exhibitor's employees are members of the appropriate union, they are permitted to perform specified duties at the show; however, they must first register for permission with the local headquarters having jurisdiction in the New Jersey area. Secure clearances well in advance.



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VOIP DEVELOPER CONFERENCE
DOUBLE TREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

MOVE OUT INFORMATION

To increase the efficiency of exhibitor move-out, Teamwork Event Specialists has instituted the following Move-Out Schedule for this show.

Wednesday, August 4, 2004 at 1:00 PM – Exhibitor Move-Out officially begins.

Exhibitors may begin to dismantle their booths at this time. Immediately after the close of the show, we will return empty containers. You can help us with this process by keeping the aisles clear during this time. If you have ordered labor to dismantle your booth, be sure to confirm the start time of your workers by checking with the Teamwork Service Center.

Wednesday, August 4, 2004 at 3:00 PM – Deadline for driver check-in.

Exhibitors who wish to ship materials by any carrier other than the official carriers should advise their carrier(s) to be checked in with the Teamwork Dock Supervisor by **Wednesday, August 4, 2004 at 3:00 PM**. Drivers are placed in line for loading on a first-come, first-serve basis, provided the exhibitor is completely packed and a Bill of Lading has been turned in to the Teamwork Service Center. Drivers whose Bills of Lading have not been turned in will be placed in a holding queue until the booth is packed and the Bill of Lading is turned in. Should your carrier fail to check in at the loading dock by **Wednesday, August 4, 2004 at 3:00 PM**, Teamwork Event Specialists reserves the right to re-route the shipment via the official show carrier as necessary. Neither Teamwork nor Show Management assumes any liability as a result of such re-routing.

Wednesday, August 4, 2004 at 3:00 PM – Exhibits packed and Bills of Lading turned in to Teamwork.

All Bills of Lading must be turned in to the Teamwork Service Center to be validated. Do not leave Bill of Lading in your booth, and do not turn in your Bill of Lading until your shipment is packed and ready to be loaded. Bills of Lading and additional labels will be available at the Teamwork Service Center at your convenience. No Bills of Lading will be issued until your balance is paid in full.

Delivery of your bills of lading to Teamwork Event Specialists does not signify that Teamwork Event Specialists has assumed responsibility for your shipments. Whenever possible, a member of your staff should remain with your shipment until it is actually picked up for removal from the loading dock, at which time the trucker assumes responsibility for your merchandise. In every case, be sure to turn in your bills of lading to the Exhibitor Service Desk. Do not leave bills of lading in your booth.

Final Payments

For your convenience, any show site balances or charges for outbound labor, freight or miscellaneous items not paid before show closing will be charged to your credit card at the close of the show. Be sure to pick up and review your statement of charges at the Teamwork Service Center prior to move-out. Adjustments to your account will NOT be made beyond 45 days after show closing.

Wednesday, August 4, 2004 at 4:00 PM– Final clean up, Exhibitor Move-Out ends.



24B Norfolk Avenue
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VOIP DEVELOPER CONFERENCE
DOUBLETREE HOTEL, SAN JOSE, CA
AUGUST 3 - 4, 2004

LIMITS OF LIABILITY

1. Teamwork Event Specialists shall not be responsible for damage to uncrated materials, material improperly packed, or concealed damage.
2. Teamwork Event Specialists shall not be responsible for loss, theft, or disappearance of exhibitor's material after same has been delivered to exhibitor's booth.
3. Teamwork Event Specialists shall not be responsible for loss, theft or disappearance of materials before they are picked up from exhibitor's booth for reloading after the Show. Bills-of-lading covering outgoing shipments, which are furnished by Teamwork Event Specialists to exhibitor, will be checked at time of actual pick-up from the booth, and corrections made where discrepancies occur.
4. Teamwork Event Specialists shall not be responsible for any loss, damage, or delay due to fire, Acts of God, strikes, lockouts or work stoppages of any kind or to any causes beyond its control.
5. Teamwork Event Specialists liability shall be limited to the physical loss or damage to the specific article that is lost or damaged. In any event, Teamwork's maximum liability shall be limited to \$.30 per pound, per article with a maximum liability of \$50.00 per item, or \$1,000.00 per shipment, whichever is less.
6. Teamwork Event Specialists shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues, or for any collateral costs, which may result from any loss or damage to an exhibitor's materials which may make it impossible or impractical to exhibit same.
7. The consignment or delivery of a shipment to Teamwork Event Specialists, by an exhibitor, or by any shipper to or on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth.

PROTECTION OF ALL MATERIALS BELONGING TO THE EXHIBITOR IS THE SOLE RESPONSIBILITY OF THE EXHIBITOR. REMEMBER TO INSURE YOUR EXHIBIT AND ALL COLLATERAL MATERIAL FROM THE TIME IT LEAVES YOUR FIRM UNTIL THEY ARE RETURNED AFTER THE SHOW. A "RIDER" TO AN EXISTING INSURANCE POLICY CAN USUALLY DO THIS.

EXHIBIT SERVICES

THE SHOW MUST GO ON. AND WE'LL MAKE SURE IT DOES.



Teamwork Event Specialists

has selected **Yellow**® as the recommended **Ground and Air Transportation Provider** for your Trade Show. To insure prompt handling of your exhibit shipments both *to* and *from* the Trade Show, please route all Ground shipments via **Yellow** and all Air shipments via **Yellow Exact Express**™.

Shipping Your Trade Show Exhibit

- Specify the name of your Trade Show and Booth Number on your shipping documents and labels.
- Ship prepaid to the Trade Show as the show contractor does not accept collect shipments.
- When you are ready to ship to your Trade Show, call the Yellow Customer Service Center at 1-800-610-6500 to arrange your pick-up via **Yellow Exact Express**, **Definite Delivery**™, or **Standard Ground**™.

When the Trade Show is Over

- Specify on your shipping documents which service you prefer: **Yellow Exact Express**, **Definite Delivery**, or **Standard Ground** to deliver your exhibit to its next destination.

We Get Your

Show On The Road.

Or In The Air.

Your Choice.



YELLOW

The recommended **Ground and Air Transportation Provider** for your Trade Show

Yellow Exhibit Services

We get your show on the road. Or in the air. Your choice.

Single Source Provider

It's our job to make your job easier and to make sure your Trade Show is a success. Wherever your Trade Show materials need to be and whenever they need to be there, Yellow offers a wide range of services to satisfy all your shipping needs, including air and ground, expedited and guaranteed.

On-Site Representation

Yellow Exhibit Services has on-site representation available at most major Shows to ensure your special shipping needs are handled efficiently.

Award Winning Customer Service Center And Web Site – Keeping You On Track

We understand that Trade Show management isn't a Monday through Friday job – you work on the weekends and we do too. Both our Customer Service Center and Yellow web site have been recognized for their leading edge technology. They provide you the flexibility to track your Trade Show shipments – both ground and air – from pickup to delivery, 24 hours a day, 7 days a week. Simply call Yellow Customer Service at 1-800-610-6500 or log on to www.myyellow.com to schedule pickups, get rate quotes and proof of delivery, and to get answers to your Trade Show transportation questions.

Everywhere You Need To Be

The Yellow network of terminal locations throughout the U.S., Canada, and Mexico provides prioritized handling of your valuable Trade Show shipments. Anywhere and Any Time – Yellow Exhibit Services delivers for you.

Caravan Service

We can transport your Trade Show materials directly from Show to Show. Whether it's two Shows or twenty, Yellow Exhibit Services can manage your Show on the road or in the air.

Specializing In Expedited Solutions

Exact Express™

Our **Expedited** and **Day-Specific Delivery** service for your critical shipments throughout the U.S. and Canada – to, from, and between Trade Shows. Yellow Exact Express provides you with the peace of mind knowing that your Trade Show shipments will arrive exactly when you need them – Next Day, Second Day, Any Day Service, even on Saturday and Sunday.

- **100% Satisfaction Guarantee**
Yellow Exact Express is backed up with our industry-leading 100% Customer Satisfaction Guarantee.
- **Proactive Notification**
If there is a chance your Yellow Exact Express shipment won't make your requested delivery time, our Exact Express Service Coordinators will contact you immediately and offer options to satisfy your needs.

Definite Delivery™

Guaranteed delivery of your Trade Show shipments on or before our standard transit day. Yellow also provides 24/7 tracking and proactive notification.

Standard Ground™

Our Standard Ground service sets the standard for quality, reliability, and speed by offering the fastest, most reliable service of all national carriers. And now with **Standard Ground Regional Advantage**, Yellow provides 2 and 3 day service to targeted metropolitan areas. You can trust Yellow Exhibit Services for on-time deliveries.

Any Size Shipment

Yellow can handle any size shipment you may have – small to full truckloads. Anywhere, Any Time, Any Size – Yellow Exhibit Services says Yes We Can.

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ESCA



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ADVANCE SHIPPING LABEL		ADVANCE SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS	TO:	TEAMWORK EVENT SPECIALISTS
VoIP Developer Conference C/o Yellow Transportation 201 Haskins Way South San Francisco, CA 94080		VoIP Developer Conference C/o Yellow Transportation 201 Haskins Way South San Francisco, CA 94080	
COMPANY: _____		COMPANY: _____	
BOOTH #: _____ PIECE ____ OF _____		BOOTH #: _____ PIECE ____ OF _____	
MUST BE RECEIVED BY: Wednesday, July 28, 2004 at 4:00 PM		MUST BE RECEIVED BY: Wednesday, July 28, 2004 at 4:00 PM	

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PLEASE MAKE COPIES OF ADVANCE SHIPPING LABELS IF MORE ARE NEEDED

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o VoIP Developer Conference	TO:	TEAMWORK EVENT SPECIALISTS c/o VoIP Developer Conference
<p style="text-align: center;">DoubleTree Hotel 2050 Gateway Place San Jose, CA 95110</p>		<p style="text-align: center;">DoubleTree Hotel 2050 Gateway Place San Jose, CA 95110</p>	
COMPANY: _____		COMPANY: _____	
BOOTH #: _____ PIECE _____ OF _____		BOOTH #: _____ PIECE _____ OF _____	
<p style="text-align: center;">NO SHIPMENTS ACCEPTED BEFORE: Monday, August 2, 2004 from 8:00 AM to 5:00PM and Ends Tuesday, August 3, 2004 from 8:00 AM to 11:00 AM</p>		<p style="text-align: center;">NO SHIPMENTS ACCEPTED BEFORE: Monday, August 2, 2004 from 8:00 AM to 5:00PM and Ends Tuesday, August 3, 2004 from 8:00 AM to 11:00 AM</p>	

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