



[Guide to this Exhibitor Manual](#)

2. Welcome
3. To Do List
4. Booth Package
5. Drape Change Request Form
6. Exhibitor Quick Reference Sheet
- 7.-8. Official Contractor List
- 9.-12. **General Information and Guidelines**
- 13.-17. **Show Management Rules and Regulations**
18. **INSURANCE REQUIREMENTS**
19. Fire Department Regulations
20. Material Handling FAQs
21. Shipping and Labor Note
- 22.-23. Hotel & Travel Information
24. Exhibitor Appointed Contractor Form (EAC)
25. Lead Retrieval Order Form
- 26.-27. Audio Visual Order Form
28. Additional IP Address Order Form
- 29.-31. Judy Venn & Associates Temporary Services
- 32.-63. Teamwork Exhibit Services Section
 - o Timeline and Ordering Procedures
 - o Authorization Forms
 - o Rental and Services Order Forms
 - o Labor
 - o Shipping/Freight
 - o EAC
 - o Ancillary Services (Electrical, Telecom, Floral)
 - o Union Rules
 - o Move Out
 - o Yellow Freight
 - o Liability Limits
 - o **SHIPPING LABELS**



Dear Internet Telephony Exhibitor:

On behalf of everyone at TMC, I express our appreciation for your participation in the upcoming Internet Telephony Conference & Expo®. We are looking forward to an amazing event at the exclusive, four diamond, Biltmore Hotel in LA.

Please read each page of this exhibitor manual thoroughly. *Pay close attention to show regulations, insurance requirements, shipping information and union rules.* If clarification is needed, call me.

MOST IMPORTANT TO BE AWARE OF:

- ❖ There are two exhibit hall locations—the Regency Room and the Biltmore Bowl, please be aware of which hall you are in, and label your shipments appropriately.
- ❖ Make your hotel reservations today! We have an amazing room rate at the Biltmore. Our reserved room block is limited, and, it WILL sell out quickly.
- ❖ Move out will be fast and furious due to another event moving in. The exhibit halls will be cleared of all attendees PROMPTLY at 2pm on Thursday.
- ❖ Shipping and material handling guidelines--*It is your responsibility to read and understand the policies and procedures.* Show Management will not be responsible for returned freight or penalty fees for incorrect material handling.

Contact me if you have any questions about your participation. I can be reached most easily via email at alouria@tmcnet.com or, call 203-852-6800 ext 225. I look forward to working with you to make the event a success.

Best regards,

Amanda Louria
Operations Director



TO DO LIST

- ✓ ___ Read this manual thoroughly!
- ✓ ___ Make Hotel and Travel arrangements TODAY!
- ✓ ___ Submit Directory Listing description via the online Exhibitor Resource Center, TODAY!!
<http://www.tmcnet.com/itexpo/ca04/rc.htm>
- ✓ ___ Submit Exhibit Personnel list by August 16.
<http://www.tmcnet.com/scripts/itexpo/f04/itfall04reg.aspx?theplan=X>
- ✓ ___ Submit Conference Pass order form by August 16.
<http://www.tmcnet.com/scripts/itexpo/f04/itfall04reg.aspx?theplan=E>
- ✓ ___ Send Certificate of Liability Insurance to TMC by September 13.
- ✓ ___ If you have purchased a sponsorship that includes TMC producing a banner for you, artwork must be received by September 10. Email a scalable eps file with artwork to Mike Genaro at mgenaro@tmcnet.com.
- ✓ ___ If hiring an Exhibit Appointed Contractor, forms must be submitted by September 14.
- ✓ ___ Arrange shipping. Warehouse deadline is September 28.
Onsite shipments to arrive no earlier than October 4.
- ✓ ___ Order services/rentals from Teamwork by September 28.
- ✓ ___ If you have purchased a sponsorship that includes inserts into the attendee bag, send inserts
ATT: A. LOURIA/SHOW MANAGEMENT/BAG INSERTS to THE ADVANCE RECEIVING WAREHOUSE by September 28.
- ✓ ___ Order Lead Retrieval Unit by September 28.
- ✓ ___ Submit "Best of Show" application (available online in August).
<http://www.tmcnet.com/itexpo/ca04/rc.htm>
- ✓ ___ Order a/v, additional electrical, phones, temp assistance.



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

Standard Booth Package

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.

- (1) 6' L x 42" H Table Draped with White Skirting
- Booth ID Sign with Company Name (*optional customization available. See form within Teamwork Services pages.*)
- (1) 1000 Watt Electrical Drop
- (1) Internet Connection with (1) IP Address (shared t1)
- (1) Garbage Can
- Existing Ballroom Carpet
- Green Pipe and Drape

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



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

Drape Change Request

Deadline: September 28

The table included in your booth package is draped in WHITE.

If you wish to change the color of the table drape, please complete this form and fax with your payment summary sheet by September 28, 2004.

Color change is \$30 and is at your expense.

Reminder: the official show colors are green and white.

Exhibitor Name: _____

Booth # : _____

Please change the drape color from white to _____
(Drape change is at exhibitor's expense)

Authorized by (print): _____

Signature: _____

**FAX FORM, ALONG WITH TEAMWORK PAYMENT AUTHORIZATION
FORM BY SEPTEMBER 28 TO:**

508-230-5714



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

Exhibitor Information

- The Exhibit Halls are located in the Regency Room and the Biltmore Bowl.
- Registration is located in the South Galeria.
- Drape color is green.

EXHIBIT HALL OPEN

Tuesday, October 5 6:15 PM – 8:00 PM
Wednesday, October 6 11:00 AM - 5:00 PM
Thursday, October 7 10:30 AM - 2:00 PM

Exhibitors and EACs ONLY are allowed in the hall during set up. Exhibitors ONLY are permitted to enter the exhibit halls one hour prior to opening on Wednesday and Thursday.

EXHIBITOR REGISTRATION

AVOID LINES by pre-registering your staff TODAY! Registration will be open Monday afternoon, 3:00 PM – 6:00 PM for badge holder pickup and onsite registration. Registration will re-open at 7:00 AM on Tuesday.

EXHIBITOR MOVE-IN

Monday, October 4 is DECORATOR day only. No Exhibitor Set Up!
However: Freight sent direct to the Hotel will be accepted Monday between 8:00 AM and 5:00 PM and Tuesday between 8:00 AM and 3:00 PM.

Tuesday, October 5 8:30 AM - 5:00 PM
Show ready by 5:00 PM

EXHIBITOR MOVE-OUT

Thursday, October 7 2:00 PM - 5:00 PM

- *Due to the extremely short duration of move out, the exhibit floor will be cleared of attendees **PROMPTLY** at 2:00 PM.*
- *Bring preprinted labels and schedule a pickup with your carrier in advance! All trucks must be checked in by 4:00 PM!!*
- *Any freight remaining on the floor after 5:00 PM will be "forced" on available carriers at prevailing rates, or, rerouted through the Teamwork warehouse, at the exhibitors expense.*

CONFERENCE SEMINARS

Monday, October 4 -Thursday, October 7

KEYNOTE ADDRESSES

Tuesday, October 5 8:30 AM - 10:00 AM & 4:00 PM - 6:15 PM
Wednesday, October 6 9:15 AM - 11:00 AM & 4:45 PM - 6:30 PM
Thursday, October 7 9:00 AM - 10:30 AM

RECEPTIONS

Tuesday, October 5 6:15 PM - in the exhibit halls
Wednesday, October 6 6:30 PM - Gold Room



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

Official Contractors

SHOW MANAGEMENT

Technology Marketing Corporation
One Technology Plaza
Norwalk, CT 06854 USA
203-852-6800 / 800-243-6002
Fax: 203-295-0172 or 203-866 3326 for Operations

OPERATIONS

Operations and Logistics: Amanda Louria, Ext. 225

EXHIBIT SALES, SPEAKER RECRUITMENT

Director, Expositions and Conferences, Dave Rodriguez, Ext. 146

GENERAL CONTRACTOR

LABOR/MATERIAL HANDLING/DECORATING/FURNISHINGS/SIGNS/RENTAL/BOOTH CLEANING
Teamwork Exhibit Services
23 Norfolk Ave
S. Easton, MA 02375
Ph: 508-230-0397

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

Millennium Biltmore Hotel

213-624-1011
Fax: 213-612-1545

CATERING

Millennium Biltmore
Contact: Monica Kim
mkim@mill-usa.com

213-612-1549;
Fax: 213-612-1671

CLEANING

Teamwork Exhibit Services
Contact: Debbie McCormick
dmccormick@teamwork-inc.com

508-230-0397
Fax: 508-230-5714

ELECTRICAL

Millennium Biltmore

213-624-1011
Fax: 213-612-1645

****One 1000 watt outlet is included in each 8'x10' booth package. See Utilities section for the order form to order additional power.**

Official Contractors, continued

HOTEL	Millennium Biltmore 506 South Grand Ave Los Angeles, CA 90071-2607	213-624-1011 Fax: 213-612-1545
INTERNET CONNECTIONS	TMC Contact: Amanda Louria alouria@tmcnet.com <i>**One connection (shared t1) with 1 IP address is included in each 8x10 booth package. See Utilities section to order additional connections.</i>	203-852-6800 x225
LEAD RETRIEVAL	Technology Resource Corp Contact: Amy Magdalin amagdalin@trcrent.com	888-601-0200 Fax: 212-784-1094
SHIPPING/DRAYAGE	Teamwork Exhibit Services Contact: Debbie McCormick dmccormick@teamwork-inc.com	508-230-0397 Fax: 508-230-5714
TELECOMMUNICATIONS	Millennium Biltmore Hotel	213-624-1011 Fax: 213-612-1545

If you require a service or product not listed in this manual,
please email Amanda Louria, alouria@tmcnet.com
or call 203-852-6800 x 225



[General Information and Guidelines](#)

A. EXHIBITOR REGISTRATION / MOVE IN / MOVE OUT

To avoid registration lines onsite, please pre-register your booth staff with the Exhibitor Personnel Form located in this manual or online under the exhibitor resource area <http://www.tmcnet.com/itexpo/ca04/rc.htm> Badges will be mailed for registrations received by the deadline date specified.

Personnel installing or dismantling an exhibit will be issued a Temporary Exhibitor Pass. These passes are available at Exhibitor Registration during Exhibitor Registration hours on Tuesday. **No one will be allowed on the exhibit floor without a badge.**

If you choose a contractor other than those appointed as "official" by Show Management, you must notify Show Management and Teamwork Exhibit Services by filling out the EAC forms in this manual. EACs will be issued a pass valid for set up and teardown. The pass will not provide exhibit hall access during show hours.

Exhibitor Set Up and Dismantle

The Exhibit Halls are located in the Regency Room AND Biltmore Bowl.

Move-In: Tuesday, October 5 8:30 AM-5:00 PM
Onsite shipments will be accepted on Monday from 8:00 AM-5:00 PM and Tuesday, from 8:00 AM-3:00 PM.

Move-Out: Thursday, October 7 2:00 PM-5:00 PM
Due to the extremely short move out time, both exhibit halls will close promptly at 2:00 PM and immediately be cleared of attendees.
Trucks must be checked in by 4:00 PM.

1. Exhibitors who have not arrived or made set up plans by **3:00 PM on Tuesday** will either have their exhibits erected by Show Management at prevailing labor rates, or their exhibits will be removed from the floor.
2. The Opening Reception begins at 5:00 PM on Tuesday evening in the Exhibit Halls.
3. Dismantling of displays may begin immediately upon the close of the show on Thursday - **but no earlier**. Any exhibitors dismantling or packing boxes, etc. prior to 2:00 PM on Thursday will be in violation and will compromise their future at TMC events.
4. Due to the extremely short move out, both Exhibit Halls will be cleared of attendees promptly at 2:00 PM. Any unfinished business must be taken OUT OF THE EXHIBIT HALL.

Important: The exhibit hall must be clear of exhibitor freight by 4:00 PM. Any freight left on the show floor after this time will be "FORCED" and will be shipped out via the official show carrier at the prevailing rates, or re-routed through the Teamwork warehouse, at the Exhibitor's expense.

General Information and Guidelines, continued

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 at their warehouse beginning on September 2nd. Freight shipped in advance will be placed in the Exhibit Hall first. **Shipments must be received at the warehouse no later than 4pm, Tuesday, September 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, October 4 between 8:00 AM and 5:00 PM or Tuesday, October 5 between 8:00 AM and 3:00 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 WILL NOT ACCEPT FREIGHT ADDRESSED TO GUESTS. Small boxes may be sent to the attention of a hotel guest. All freight will be transferred from the hotel to Teamwork Exhibit Services.**

Summary: Material Handling/Delivery of Materials

All materials are moved into and out of the exhibit hall 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 device (fiber cases allowed). Exhibitors violating this rule will be assessed a penalty equal to the minimum 200lb onsite freight charge.

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. Nothing can be hung on walls, AT ANY TIME.**

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 email Amanda Louria at alouria@tmcnet.com or call 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.
4. Report any missing items immediately to the appropriate vendor.

General Information and Guidelines, continued

F. SECURITY & LIABILITY

Show Management will provide 24-hour guard service to monitor access to the exhibit halls from move-in of exhibitor freight until the removal of all crates and materials. **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 Hall during set up. *Please do not schedule any meetings or appointments during set up or before the show opens each day with anyone other than properly badged exhibitor personnel.*

G. INSURANCE

Each exhibitor is required to carry liability insurance naming TMC, the Biltmore and Millennium Hotels and 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 Hall, 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 show floor 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 show.*

J. SHOW RULES AND REGULATIONS

Exhibitors agree to abide by all rules and regulations of Show Management by virtue of signing the exhibitor contract.

General Information and Guidelines, continued

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. Pay special attention to "hand carry" rules as discussed in section B of this General Information section, as well as in the Teamwork exhibitor information pages.

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. 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 at any time.**

P. CONFERENCE REGISTRATION

Each 8x10 booth is entitled to one conference. This pass must be used by company personnel. Register at <http://www.tmcnet.com/itexpo/ca04/rc.htm> or use the form in this manual.

Q. FOOD SERVICE

Exhibitors planning to serve food and drink items as part of their exhibit are required to contract from the Millennium. 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.**



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

Show Management 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 Show Management. Violators may be removed from the show floor at the discretion of show management.

4. SERVICES

In the best interest of the exhibitors, Show Management has appointed official service contractors, for such services as cartage, handling of exhibits, furniture, booths, audio visual, skilled labor, and other services. *If exhibitor desires to use other than said contractors, permission must be obtained in writing from Show Management 30 days prior to the show. Proof of liability insurance is required by all contractors.* Exhibitors and EACS must abide by the policies of the official service contractors.

5. TYPES OF EXHIBITS

Show Management has approved the following types of exhibits. Any deviation from these specs must be submitted for approval. Approval may be denied at 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.

If your exhibit plans are not defined by these examples, contact the operations manager. Show Management will not approve unsafe exhibit construction or any that encroaches upon the aisles or 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.

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 by virtue of the signed exhibitor contract, that Show Management may make any and all necessary corrections it deems appropriate at the exhibitor's expense.*

Rules and Regulations-Continued

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 sight line from the aisle regardless of the size of exhibit.

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 working hours prior to the opening of the show will be erected or placed in storage at the discretion of Show Management unless otherwise notified by the exhibitor 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 whatsoever, to begin packing crates or cartons or to abandon his display prior to official show closing. Failure to comply with this stipulation will result in the exhibitor being barred from future participation in TMC exhibitions. All storage and handling charges for failure to remove exhibit material from the exhibit floor at the conclusion of the move-out period shall be a responsibility of the exhibitor. Exhibitors requesting the scrapping of any exhibit material, crates, etc., shall pay for any expenses involved thereby.

7. LIABILITY AND INSURANCE

Neither Technology Marketing Corporation nor any of their officers, directors, agents or employees, nor the owners, employees or representatives of the Millennium Biltmore 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. When convenient, a security room may be made available for the storage of small items. Exhibitors who utilize this room will do so at their own risk.

SUMMARY OF CERTIFICATE OF LIABILITY INSURANCE PROVIDED BY YOU

See Insurance pages 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.
- Technology Marketing Corporation, Internet Telephony Conference & Expo®, Millennium Biltmore and Millennium Hotels are to be named as additional insured with respect to business operations performed during/at the show.
- Certificates are **due by September 13** and must carry a 30-day notice of cancellation provision.

Rules and Regulations-Continued

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, tape, tacks, staples or any other coating to building columns and floors, or to standard booth equipment.

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. 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. Banners may not be hung without prior approval from Show Management. 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.

Rules and Regulations-Continued

14. REGISTRATION AND ADMISSION

Admission to the show for Exhibitor Personnel will be by official badge obtained upon registration, entitling the wearer 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 parts 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.

Rules and Regulations-Continued

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 TECHNOLOGY MARKETING CORPORATION

In no event shall Technology Marketing Corporation, 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 on the exhibit floor.

29. LIVE ANIMALS

No live animals are permitted on the exhibit floors.

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



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

Exhibitor Liability Insurance REQUIRED

- As an exhibitor at Internet Telephony Conference & Expo® 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 Millennium Biltmore and Millennium Hotels 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 naming Technology Marketing Corporation, the Millennium Biltmore and Millennium Hotels as additional insured with respect to your operations during set up, the show and dismantle.
- To obtain this certificate, simply provide this page to your normal business insurer. Most insurance companies provide this certificate free of charge. Some may charge a nominal processing fee. **The address for the certificate is: Technology Marketing Corporation, 1 Technology Plaza, Norwalk, CT, 06854.**
- All certificates are due September 3 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 September 3

Fire Department Regulations For Exhibitions, Displays & Trade Shows

Booth Construction:

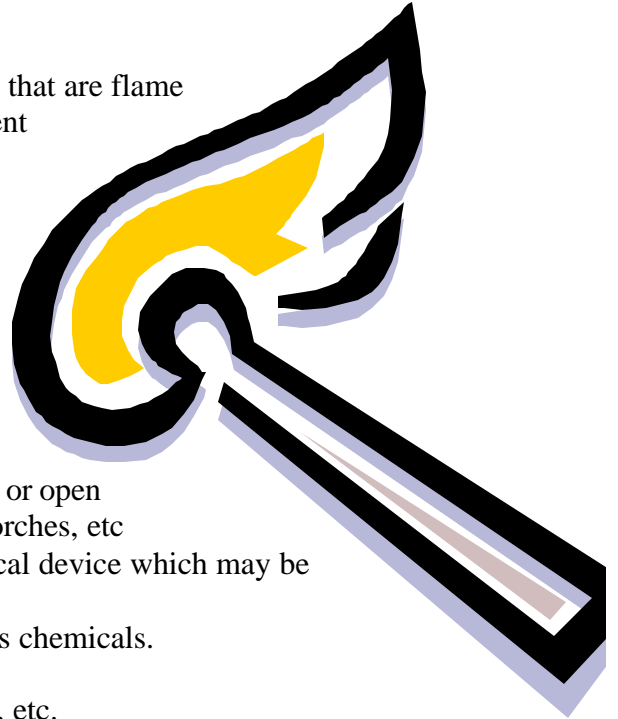
Booths, platforms and space dividers shall be of materials that are flame retardant or rendered so, satisfactory to the Fire Department representatives.

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

Note

To avoid having your shipment refused or re-routed for delivery, please send advance materials to the warehouse (instructions and address in Teamwork services section).

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

Please consult the Drayage/Material Handling FAQs and the rules and regulations pages regarding “hand carry” rules.

Do you need to hire Labor? If the display is for an 8'x10' booth, and can be assembled by one person within 30 minutes using non-electric tools (hammer, wrench, screwdriver) then you do not need to hire labor. If you are unsure whether you need to hire labor, call Teamwork Exhibit Services.



On-Site Receiving Hours: Monday, October 4, 8am- 5pm

Tuesday, October 5, 8am-3pm

Please contact Teamwork Exhibit Services should you have any additional shipping or labor questions after reviewing this information and the information contained in the Teamwork section of this manual.



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

[HOTEL](#)

Millennium Biltmore

506 South Grand Ave
Los Angeles, CA 90071-2607
213.624.1011
Fax: 213.612.1545

Hotel Information:

AAA Four Diamond Rated
Historical cultural landmark-historical tours available
The hotel of choice for government dignitaries, celebrities and international travelers
Most frequently filmed hotel, including "The West Wing," "Daredevil," "True Lies," "Beverly Hills Cop" and many others
20 minutes from LAX
Health spa with fitness center, steam room, Jacuzzi, sauna, indoor pool
Beauty salon, specialty and retail shops on premise
State of the art business center
24 hour room service
In-room high speed Internet access
Sai-Sai Japanese Restaurant
Smeraldi's Restaurant (casual, full service)
Rendezvous Court (light, casual)
Gallery Bar and Cognac Room
Grand Avenue Sports Bar

Reservations:

Call **800-245-8673** or **866-866-8086** and identify yourself as an Internet Telephony Conference™ participant. You may also book online at www.millenniumhotels.com using the code 12547.

TMC has reserved a LIMITED number of rooms at the rate of \$149 single or double. **These specially discounted rooms are first come first served, until September 3 or until these reserved rooms are sold out.** Your reservation must be guaranteed with a credit card.



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

[TRAVEL](#)

Transportation:

FROM LAX: Cab from LAX will cost \$41 (flat rate) plus tip.

SUPERSHUTTLE: \$13.75 one way.

SUBWAY: A Red Line Subway stop is 1 block away. The Red Line goes directly to/from Hollywood, Universal Studios and North Hollywood and Union Station.

Rental Cars:

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

Parking:

There is limited valet parking at the Millennium Biltmore at a cost of \$22 for overnight guests and \$12 a day for non-guests. There are many parking lots immediately surrounding the Hotel. The closest lot is at Pershing Square which costs approximately \$9 day.



Exhibitor Appointed/Unofficial Contractor Request

DEADLINE: September 14

Technology Marketing Corporation has appointed suppliers for various services and negotiated equitable rates for the geographical area. Should you contract with other than the Official Contractors listed in this manual, you must:

1. Complete and return this form to TMC by **9/14/04.**
2. Notify your contractor of the rules governing exhibitor appointed contractors.
3. Make sure your contractor provides a certificate of liability insurance to TMC by **9/14/04.**
4. Provide Teamwork Exhibit Services with the required documentation.

I certify that I have authorized the EAC named below to perform services and/or provide products. Knowing that the EAC is my official representative, I further certify that he/she will adhere to all show, facility, and union rules and regulations. I WILL INFORM THE EAC THAT HE/SHE IS REQUIRED TO PROVIDE TMC WITH A **CERTIFICATE OF LIABILITY INSURANCE (minimum liability coverage: \$500,000) and comply with all Teamwork Exhibit Services requirements.** I understand that my organization is ultimately responsible for the actions of this contractor while he/she works on this assignment. The EAC may not solicit or accept new business on the show floor.

I understand that all exhibitors, contractors and suppliers must adhere to the exhibit badge system and a request for a badge must be submitted using the Exhibit Personnel Form. I acknowledge that I am responsible for supplying the exhibitor kit to my appointed EAC.

Exhibitor Signature: _____ Date: _____

Exhibiting Company: _____

Exhibit Contact (Pre-planning): _____ Phone: _____

Exhibit Contact (On-site): _____ Booth Number: _____

EXHIBITOR-APPOINTED CONTRACTOR (EAC) INFORMATION:

Company: _____

City: _____ State: _____ ZIP: _____

Contact: _____ Phone: _____

Services Provided by the Contractor: _____

**Fax to: Amanda Louria
FAX: (203) 866-3326
Due September 14**

LEAD CAPTURE ORDER FORM

Internet Telephony Conference & Expo
 Millennium Biltmore Hotel
 Los Angeles, CA
 October 5-7, 2004
 Show code: 18982



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: September 21, 2004	ORDERED BEFORE: September 28, 2004	ORDERED AFTER: September 28, 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



October 4 - 7 2004
Los Angeles, CA



AUDIO VIDEO & COMPUTER RENTAL FORM

OFFICIAL AUDIO VIDEO CONTRACTOR

Advanced Rate pricing effective until September 17 2004 * Pricing is for the entire length of show



PLASMA DISPLAY (include Table Top stand and Wall Mount)	Qty	Advanced Rate	Show Rate	Totals
37" Gas Plasma Display 4:3 Ratio 1024 x768		\$ 600.00	\$ 700.00	\$ -
40" Gas Plasma Display 4:3 Ratio 640x480		\$ 500.00	\$ 600.00	\$ -
42" Gas Plasma Display 852x480** SHOW SPECIAL **		\$ 500.00	\$ 600.00	\$ -
42" Gas Plasma Display 16:9 Ratio1024x1024		\$ 600.00	\$ 700.00	\$ -
50" Gas Plasma Display 16:9 1280x768 SHOW SPECIAL		\$ 700.00	\$ 800.00	\$ -
60" PLASMA Display 16:9 1280x720 (Limited Quantities)		\$ 1,000.00	\$ 1,100.00	\$ -
Side Mounted Speakers for Plasma		\$ 100.00	\$ 150.00	\$ -
Plasma Stands (Cobra or PSD 7')		\$ 100.00	\$ 100.00	\$ -

LCD DISPLAYS	Qty	Advanced Rate	Show Rate	Totals
20" LCD FLAT PANEL HI-DEF TV/ VIDEO & DATA				
Scanning Format (480p, 720p, 1080i)				
ASPECT RATIO 4:3 1024x768				
Video Playback: TV, NTSC, PAL, SECAM				
PC Signal 800 x 600 (native) up to 1024 x768				
WOW SRS SURROUND SYSTEM				
			SHOW SPECIAL	
			350.00 Show Rate	
			Qty	Totals

COMPUTER MONITORS CRT & LCD	Qty	Advanced Rate	Show Rate	Totals
CRT 21" SVGA 1600 x 1200		\$ 125.00	\$ 150.00	\$ -
CRT 29" SVGA 1600 x 1200		\$ 400.00	\$ 500.00	\$ -
LCD 15" SVGA 1280 x 1024		\$ 100.00	\$ 125.00	\$ -
LCD NEC 18" **SHOW SPECIAL**		\$ 200.00	\$ 250.00	\$ -
LCD NEC 20" **SHOW SPECIAL**		\$ 250.00	\$ 300.00	\$ -

AUDIO EQUIPMENT	Qty	Advanced Rate	Show Rate	Totals
CD Player		\$ 50.00	\$ 75.00	\$ -
Shure 4 Channel Mixer		\$ 50.00	\$ 75.00	\$ -
Mackie 12 Channel Mixer		\$ 100.00	\$ 150.00	\$ -
Powered Speaker w/stand (OEN 10" or 15" 250 Watts)		\$ 75.00	\$ 100.00	\$ -
Powered Speaker w/stand Anchor 75 Watts		\$ 50.00	\$ 75.00	\$ -
Wired Microphone: Handheld or Lavalier		\$ 100.00	\$ 150.00	\$ -
UHF Wireless Microphone: Handheld or Lavalier or Headset		\$ 150.00	\$ 200.00	\$ -

Internet Telephony 2k4

VIDEO MONITORS		Qty	Advanced Rate	Show Rate	Totals
8" Sony PVM-8042Q			\$ 100.00	\$ 125.00	\$ -
19" Video Monitor TV VCR Combo			\$ 150.00	\$ 200.00	\$ -
20" Sony WEGA Flat (Not for Computer Use)			\$ 200.00	\$ 250.00	\$ -
27" Sony WEGA Flat (Not for Computer Use)			\$ 250.00	\$ 300.00	\$ -
27" Video Monitor (Not for Computer Use)			\$ 150.00	\$ 200.00	\$ -
35" Video Monitor (Not for Computer Use)			\$ 300.00	\$ 350.00	\$ -
VIDEO EQUIPMENT		Qty	Advanced Rate	Show Rate	Totals
DVD Player			\$ 50.00	\$ 75.00	\$ -
DVD Code Free Player			\$ 150.00	\$ 200.00	\$ -
Beta Deck Sony UVW-1800 Betacam SP			\$ 250.00	\$ 350.00	\$ -
Beta Deck Sony UVW-2800 Betacam SP			\$ 350.00	\$ 450.00	\$ -
Digital Scan Converter Sony DSC-1024G			\$ 300.00	\$ 375.00	\$ -
DATA/VIDEO INTERFACE		Qty	Advanced Rate	Show rate	Totals
RGB Switcher - 6-In x 1-Out			\$ 100.00	\$ 150.00	\$ -
Video Distribution Amplifier - 1-In x 4-Out			\$ 100.00	\$ 150.00	\$ -
VGA Switcher - 4-In x 1-Out			\$ 80.00	\$ 100.00	\$ -
VGA Distribution Amplifier - 1-In x 4-Out			\$ 80.00	\$ 100.00	\$ -
PROJECTORS & SCREENS			Daily	Show Rate	
Portable Projector 800 to 1500 Lumens			\$ 250.00	\$ 450.00	
Portable Projector 1500 to 3000 Lumens			\$ 325.00	\$ 550.00	
6' Tripod Projection Screen			\$ 50.00	\$ 150.00	
8' Tripod Projection screen			\$ 75.00	\$ 225.00	
IMPORTANT INFORMATION		ORDER SUMMARY			TOTALS
Payment : Insight Staging & Events requires pre payment on all orders.				Equipment Total	\$ -
Cancellations: All orders must be cancelled 48 hours prior to delivery in order to avoid					
a one day rental charge. On-Site cancellations will be charged at 100 %		8.50%		Sales Tax 8.50 %	\$ -
Drayage and Union cost, if applicable, are not included.				Sub Total	\$ -
Install & Dismantle is 15% of the Equipment Total or a minimum of 75.00		15%		Install & Dismantle	
Requested delivery times are subject to change based on drayage schedules.				GRAND TOTAL	\$ -
COMPANY INFORMATION		Method of Payment			
Company name					
Address		Credit Card Number			
City, State, Zip		Exp.		Name on Card	
Phone Number		Billing Address			
Fax Number		City, State, Zip			
By signing below, you agree to allow ISE to use the indicated credit card number for all audio visual charges for your event (s) from 10/04/2004 to 10/07/2004					
Email		Authorized Signature			
TRADE SHOW INFORMATION					
Delivery Date & Time:		Pick Up Date & Time:			
Booth # and Hall:		On-Site Contact name and Number (Fill out below)			
Order Comments:					
<p>Office locations: Las Vegas, Los Angeles, Anaheim and San Diego.</p> <p>Call Angelo (800) 722-8090 x 103 Fax: (949) 756-5506 or angelo@InsightAV.com</p>					



October 4-7, 2004
Millennium Biltmore
506 South Grand Ave
Los Angeles, CA

ADDITIONAL IP ADDRESS REQUEST

DEADLINE: September 13, 2004

As part of your standard booth package*, you receive (1) internet connection (shared t1) with one static IP address.

- The cost per additional IP address is \$500. Fill out this form ONLY if you require an additional IP address.
- Additional inventory of IP addresses is limited and requests are not guaranteed.

**If you have a double booth, you receive 2 IP addresses as part of your standard package.*

CREDIT CARD AUTHORIZATION

Please reserve ___ additional IP address(es) and charge the card below at a cost of \$500 each for a total charge of \$_____.

Booth Number: _____

Exhibiting Company Name: _____

Billing Address: _____

City, State, Zip _____

Phone Number: _____

Fax Number: _____

Credit Card: VISA Mastercard American Express

Credit Card Number: _____

Exact Name as it appears on the credit card: _____

Amount to be charged: \$_____ Expiration Date: _____

Signature _____

Order may be cancelled by September 13 for a full refund. Cancellations received after September 13 are not eligible for refunds.

**Please fax this form by September 13 to
203-866-3326
Att: Amanda Louria**



Judy Venn & Associates, Inc.
Corporate Headquarters

3186 Airway Avenue, Suite H
 Costa Mesa, California 92626
 (714) 957-8300 ■ Fax (714) 957-8301
 Email: info@judyvenn.com

Las Vegas

3401 West Charleston Blvd.
 Las Vegas, Nevada 89102
 (702) 259-4494 ■ (800) 553-8855
 Email: LVinfo@judyvenn.com

- | | |
|------------------------|----------------------|
| Atlanta | Chicago |
| Dallas | Nashville |
| New Orleans | New York |
| Orlando | San Francisco |
| Washington D.C. | |

- Baltimore ■ Boston ■ Denver
- Detroit ■ Hawaii ■ Houston
- Los Angeles ■ Philadelphia
- San Diego



NATIONWIDE CONVENTION SERVICES

(800) 553-8855 ■ www.judyvenn.com

- Hostesses/Hosts ■ Narrators ■ Demonstrators
- Crowd Gatherers ■ Interpreters ■ Special Talent
- Chair Massage Therapists ■ Shoe Shine Services

PRODUCTION DIVISION *(Request production order form.)*

- Entertainment ■ Presentations ■ Videos
- Script Writing ■ Audio Brochures



*Providing the
 Perfect Balance of
 Service, Experience
 & Solutions...
 Since 1971!*

ORDER FORM/CONTRACT

PLEASE PRINT OR TYPE
(Signature required on reverse side.)

Date _____

Company _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

Email _____

Contact _____

Name of Event _____

City _____

Facility _____ Booth # _____

On-Site Contact Person _____

On-Site Phone _____

Dates Services Required:

_____ From _____ am to _____ pm

_____ From _____ am to _____ pm

_____ From _____ am to _____ pm

_____ From _____ am to _____ pm

TOTAL PAYMENT DUE 7 DAYS PRIOR TO FIRST DAY OF SHOW.

Indicate Number of People Needed:

- | | |
|------------------------------------|--------------------------------------|
| _____ Exhibit Hostess/Host | _____ Hospitality Suite Hostess/Host |
| _____ Narrator/Spokesperson | _____ Interpreter |
| _____ Demonstrator/Sales Assistant | _____ Costumed Character |
| _____ Crowd Gatherer | _____ Other |

Special Talent/Qualifications _____

- Type of Apparel Business Cocktail Costume
- Other _____

METHOD OF PAYMENT

Check, payable to **Judy Venn & Associates** *(Mail to Corporate Headquarters.)*

AMEX MasterCard Visa Diners Club

Account # _____ Exp. Date _____

Name on Card _____

Authorized Signature _____

Use credit card for guarantee only

Charge 50% deposit to credit card Charge total to credit card

P.O. # _____ Authorized by _____

A credit card guarantee and a 50% deposit are required to confirm an order. Balance is due 7 days prior to first day of show.

Cancellation Charges

If cancelled 46 or more days before show No Charge

If cancelled 15-45 days before show 50% of Total Bill

If cancelled 14 days or less before show 100% of Total Bill



2004 Rate Schedule

(Rates subject to change)

Hostess/Host	\$325.00 per day* \$200.00* 3 hours or less
Crowd Gatherer	\$350.00 per day*
Demonstrator/Sales Assistant	\$350.00 per day and up*
Narrator/Presenter	\$450.00 to \$1,800.00 per day*
Hospitality Suite Hostess/Host	\$75.00 per hour (3 hour minimum)*
Print	\$175.00 per hour and up (3-hour minimum)*
Interpreter (French, Spanish, Italian, German, Dutch, Japanese, Korean, Russian, Portuguese, Chinese)	\$375.00 per day and up*
Costume Character	\$325.00 per day and up*
Specialty acts (musicians, magicians, singers & dancers etc.)	Rates available upon request*

Costumes - Any time spent shopping for costumes/uniforms will be billed at the rate of \$35.00 per hour (3-hour minimum)

Meals & breaks - Please see our Talent Break Schedule Agreement.

Overtime rates - Charged at time and a half (over 8 hours per day).

*Brokers Fee - 10% Brokers fee will be added to all invoices.

Payment Policy: A Credit Card Guarantee and a 50% deposit are required on all orders and may be paid for by cash, check, wire transfer or credit card. The balance is due 7 days prior to the first day of the show. If your company does not utilize a credit card, we require full payment with a completed order form prior to booking talent.

TERMS AND CONDITIONS

1. Agreement: The terms and conditions set forth herein, the Order Form, and the Rate Sheet constitute an Agreement between Judy Venn & Associates, Inc. ("JVA") and you the client ("Client").
2. Independent Contractors: JVA is an independent broker of convention services. JVA is not employed by the Client. In the performance of its Agreement with the Client, JVA will make its best efforts to obtain the services of subcontractors ("Talent") to fulfill the requirements of the Client, which may include, but are not limited to, exhibit hostesses/hosts, demonstrators/sales assistants, costumed characters, hospitality suite hostesses/hosts, narrators/presenters, interpreters or crowd gatherers. JVA does not employ the aforesaid persons, but retains their services as independent subcontractors.
3. Authority of Signatory: In the event the services of JVA are requested on behalf of the Client by an agent or third party representative, such as a producer or production house ("Agent"), the Agent, and any other signatory who executes this Agreement on behalf of the Client, represents and warrants that it/he/she has all due express or implied authority necessary to execute this Agreement on behalf of the Client, and to bind the Client hereto. Any Agent or other signatory that executes this Agreement acknowledges and agrees to be jointly and severally liable with Client for any and all financial obligations incurred under this Agreement by the Client or on the Client's behalf.
4. Cancellation by Client: (a) Client acknowledges and agrees to the CANCELLATION CHARGES set forth on the Order Form in the event Client, or Agent on behalf of Client, cancels its order prior to the event subject to this Agreement. Upon such cancellation, Client/Agent excuse JVA and the Talent from further performance under the terms of this Agreement. (b) Client acknowledges and agrees that the Client or its Agent may only terminate or cancel Talent after commencement of the event subject to the Agreement, upon a showing of good cause. "Good cause" is defined as a willful breach of duty by the Talent in the course of his or her performance, or in the case of the Talent's habitual neglect of duty or continued incapacity to perform that duty. In the event of good cause as defined above, prior to terminating or canceling the Talent, Client must provide JVA with a reasonable opportunity to cure the inadequate performance of the Talent by allowing JVA to notify the Talent of the alleged breach of duty and/or replacing the Talent with an alternate in order to rectify any performance inadequacies. In the event Client terminates or cancels Talent without providing JVA with the aforesaid opportunity to cure, Client agrees to pay the entire fee due and owing as if Client and Talent had fully performed under the Agreement.
5. Cancellation by the Talent: Sometimes unexpected events occur beyond our control. When such unexpected events do occur, to ensure that our Client's needs are met we have established the following policy where Talent cancellation occurs: (a) In the event JVA is informed of a cancellation by the Talent it scheduled for the event subject to this Agreement seven (7) days or more prior to the start date of the subcontractor's services: (1) Where the canceling Talent was specifically identified and requested by the Client for services to be performed at the event subject to this Agreement, and where JVA is able to communicate the cancellation to the Client in a timely fashion, the Client will have the option of canceling the Agreement with regard to that Talent without incurring charges for that specific Talent. (This cancellation option, if exercised, is limited only to the canceling Talent and the remainder of the Agreement will remain intact and in full force and effect). If JVA is unable to successfully communicate the cancellation to the Client or does not receive a responsive instruction from the Client at least four (4) days prior to the scheduled event, JVA will make its best efforts to select, at its option, replacement Talent that most closely fulfills the Client's requirements; (2) Where the canceling Talent was NOT specifically identified and requested by the Client for services to be performed at the event subject to this Agreement, JVA will make its best efforts to select, at its option, a replacement subcontractor that most closely fulfills the Client's requirements. (b) In the event JVA is informed of a cancellation by the Talent it scheduled for the event subject to this Agreement less than seven (7) days prior to the start date of the subcontractor's services, JVA will make its best efforts to select, at its option, replacement Talent that most closely fulfills the Client's requirements. (c) Any cost variance due to selection of different Talent arising out of (a) or (b) above will be the responsibility of the Client and/or its Agent.
6. Client authorization: Client expressly authorizes JVA and its affiliates and subsidiaries to use, for its marketing, promotional, and advertising materials, any photographs, videotape, or other recordings or reproductions of Client's trademarks, copyrighted materials, or other intellectual property, derived from Client's participation at events at which JVA has provided Talent, products, or services, on behalf of Client. This also includes authorization for JVA to use the photograph, videotape, or likeness of Client and/or its employees, by whatever means recorded, for the same purposes. JVA shall have no ownership rights or interest in Client's trademarks, copyrighted materials, or other intellectual property, or in the likeness of Client or its employees, by virtue of this authorization or any use arising from this authorization. Such use by JVA, if any, shall not constitute a waiver of Client's rights or interest in any of its trademarks, copyrighted materials, or intellectual property.
7. Intellectual Property Rights: JVA is the sole and exclusive owner of all intellectual property rights, including copyrights, in the finished product, performance, or services of JVA and its affiliates and subsidiaries. This includes, without limitation, all recordings of any performance or services procured or provided by JVA, its affiliates, subsidiaries, and/or its Talent by any means, electronic or otherwise. Recordings or reproductions of the finished product, performance, or services by any means, electronic or otherwise, may be used only by express written authorization from JVA. Reproductions of products, performances, or services may be obtained from JVA on request when available.
8. Governing Law: This Agreement has been negotiated and entered into in the State of California, County of Orange, and shall be governed by, construed and enforced in accordance with the laws of the State of California. If any term of this Agreement is held to be invalid, void, or unenforceable in whole or in part, the remainder of the provision(s) shall remain in full force and effect and shall in no way be affected, impaired, or invalidated.
9. This Agreement constitutes the entire Agreement between the parties hereto concerning the subject matter of the Agreement, and supercedes all prior and contemporaneous Agreements between the parties. The Agreement may be amended only by a writing signed by JVA and the party to be charged which expressly refers to this Agreement and specifically states that it is intended to amend it. No party is relying on any warranties, representations or inducements not set forth herein, on the Order Form, or on JVA's Rate Sheet. This clause may not be waived. I, the Client and/or the Client's authorized agent, do acknowledge that I have read these Terms and Conditions, the Order Form, and the Rate Sheet provided by Judy Venn & Associates, Inc., and that I understand, acknowledge and agree to all of the foregoing.

Authorized Signature: _____

Date: _____

Print Name & Title: _____

NOTICE: The Terms and Conditions and the Order Form bearing original signatures must be returned to Judy Venn & Associates, Inc. prior to commencement of the event subject to this Agreement.

Mail to: 3186 Airway Avenue, Suite H, Costa Mesa, CA 92626



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

INTERNET TELEPHONY
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

TABLE OF CONTENTS

TEAMWORK EVENT SPECIALISTS

- ◆ Introduction Letter From Teamwork Event Specialists
- ◆ General Information (Move-In, Show Hours, and Move-Out Information)
- ◆ Ordering Procedures & Helpful Hints: Discount Deadline: Tuesday, September 28, 2004
- ◆ Teamwork Services Order Forms
 - ◆ Credit Card Authorization (ALL EXHIBITORS MUST COMPLETE THIS FORM)
 - ◆ Third Party Payment Agreement
 - ◆ Order Form – Rental Exhibit
 - ◆ Order Form – Standard Booth Furnishings
 - ◆ Order Form – Carpet
 - ◆ Order Form – Booth Cleaning
 - ◆ Order Form – Customized I.D. Sign
 - ◆ Order Form – Special Signs
 - ◆ Order Form – Forklift Service
 - ◆ Order Form – Labor
 - ◆ Teamwork Supervision Information Sheet
 - ◆ Order Form – Freight
 - ◆ Freight Rates and Shipping Instructions
 - ◆ Freight FAQs & Handling Hints
 - ◆ Order Form - Order Recap and Confirmation
- ◆ Exhibitor Appointed Contractor Form – Deadline for Submission: Tuesday, September 14, 2004
- ◆ Exhibitor Manual Survey
- ◆ Exhibitor Safety & Security

ANCILLARY SHOW SERVICES

- ◆ **Millennium Biltmore Hotel** Telephone, Internet, Electrical Service Order Forms

IMPORTANT INFORMATION ABOUT LABOR, MATERIAL HANDLING & SHIPPING

- ◆ Move - Out Information
- ◆ Limits of Liability
- ◆ **Yellow** Freight – Air and Ground Shipping Services and Information
- ◆ Advance Shipping Labels
- ◆ Direct Shipping Labels



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

INTERNET TELEPHONY
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

EXHIBITION

Dear Exhibitor:

Teamwork Event Specialists is pleased to be the official service contractor for **Internet Telephony Conference and Expo**. 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 **Internet Telephony Conference and Expo**. 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 though the forms in this manual to find the products that best meet your needs.
- ◆ 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.
- ◆ 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**.

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 **Tuesday, September 28, 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



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

GENERAL INFORMATION

LOCATION & DATES

Show Location(s): **Millennium Biltmore Hotel
506 South Grand Avenue
Los Angeles, CA 90071**

Show Dates: **October 4 - 7, 2004**

EXHIBITOR MOVE-IN

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

Tuesday, October 5, 2004 8:30 AM to 5:00 PM
Show ready by 5:00 PM

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, October 5, 2004 6:15 PM - 8:00 PM
Wednesday, October 6, 2004 11:00 AM - 5:00 PM
Thursday, October 7, 2004 10:30 AM - 2:00 PM

EXHIBITOR MOVE-OUT

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

Thursday, October 7, 2004 2:00 PM to 5:00 PM

Outside carriers must be checked in by **Thursday, October 7, 2004 by 4:00 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 x 42" high Draped Table**

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



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

GENERAL INFORMATION

ADVANCE SHIPPING

Advance shipping begins **Wednesday, September 1, 2004 at 8:00 AM** and ends **Tuesday, September 28, 2004 at 4:00PM.**

Advance shipping address:

**Teamwork Event Specialists
c/o (Your Company Name & Booth Number)
Internet Telephony
Yellow Transportation
9933 East Beverly Blvd
Pico Rivera, CA 90660**

DIRECT SHIPPING

Direct shipping will begin on **Monday, October 4, 2004 from 8:00AM to 5:00 PM** and ends **Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.**

Direct shipping address:

**Teamwork Event Specialists
(Your Company Name & Booth Number)
Internet Telephony
c/o Millennium Biltmore Hotel
506 South Grand Avenue
Los Angeles, CA 90071**

TEAMWORK EVENT SPECIALISTS ADVANCE ORDER DISCOUNT DEADLINE

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

Tuesday, September 28, 2004

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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 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.



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

CREDIT CARD AUTHORIZATION

Discount Deadline: Tuesday, September 28, 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.**



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

THIRD PARTY PAYMENT AGREEMENT

Discount Deadline: Tuesday, September 28, 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:

- | | |
|---|---|
| <input type="checkbox"/> ALL SERVICES | <input type="checkbox"/> LABOR: (<input type="checkbox"/> I&D <input type="checkbox"/> Forklift <input type="checkbox"/> Hanging Sign) |
| <input type="checkbox"/> BOOTH CLEANING | <input type="checkbox"/> MATERIAL HANDLING (ROUND TRIP) |
| <input type="checkbox"/> FURNITURE/CARPET | <input type="checkbox"/> 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.**



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

ORDER FORM – RENTAL UNITS

Discount Deadline: Tuesday, September 28, 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:** _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

ORDER FORM – STANDARD BOOTH FURNISHINGS

Discount Deadline: Tuesday, September 28, 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"	()	\$98.00	\$141.00	
2' x 8' x 30"	()	\$121.00	\$169.50	
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"	()	\$108.00	\$151.00	
2' x 8' x 42"	()	\$121.00	\$169.50	
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	()	\$50.50	\$72.75	
Side chair	()	\$34.00	\$42.00	
Padded Stool	()	\$71.00	\$92.25	

ACCESSORIES	QTY	DISC. RATE	STD. RATE	TOTAL
Cocktail Table	()	\$135.00	\$175.00	
Round Pedestal-30" H	()	\$96.00	\$124.75	
Round Pedestal-42" H	()	\$104.25	\$135.50	
Wastebasket	()	\$15.00	\$20.00	
Easel	()	\$25.00	\$35.00	
8' Stanchion	()	\$19.00	\$23.50	
Crossbar	()	\$19.00	\$23.50	
Chrome Sign Frame (22" x 28")	()	\$65.00	\$84.50	

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: _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

ORDER FORM – CARPET

Discount Deadline: Tuesday, September 28, 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: _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

ORDER FORM –BOOTH CLEANING

Discount Deadline: Tuesday, September 28, 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)		

BOOTH SIZE:

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

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

Full payment must accompany order

Total items ordered

Attach to Order Recap Form

Enter Total on Order Recap Form

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.

All charges subject to CA Sales Tax (8.25%)

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: _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

ORDER FORM –STANDARD I.D. SIGN

Discount Deadline: Tuesday, September 28, 2004

BOOTH NUMBER _____

7” X 44” IDENTIFICATION SIGN

An ID sign with your company name will be provided for you unless you return this form, indicating customization. Your complimentary sign is limited to 25 characters.

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 (ADDITIONAL CHARGES APPLY)

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.

COMPANY NAME _____ TELEPHONE: _____

AUTHORIZED BY (PLEASE PRINT) _____

SIGNATURE: _____ TITLE: _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

Discount Deadline: Tuesday, September 28, 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:** _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

Discount Deadline: Tuesday, September 28, 2004

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: _____



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

INTERNET TELEPHONY CONFERENCE AND EXPO
 MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
 OCTOBER 4 - 7, 2004

Discount Deadline: Tuesday, September 28, 2004

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 - \$78.00 per hour

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

Overtime - \$135.00 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:

8:30 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

Show site



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

Discount Deadline: Tuesday, September 28, 2004

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.



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

Discount Deadline: Tuesday, September 28, 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:** _____



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

**INTERNET TELEPHONY CONFERENCE AND EXPO
 MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
 OCTOBER 4 - 7, 2004**

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 Tuesday, September 28, 2004 at 4:00 PM. SHIPMENTS CONSIGNED TO THE SHOW SITE SHOULD BE TIMED TO ARRIVE NOT EARLIER THAN Monday, October 4, 2004 at 8:00 AM

WHERE TO SHIP:

Advance Shipments – Deadline Tuesday, September 28, 2004 at 4:00 PM	Direct Shipments – 1st Day to Receive for Regency Room & Biltmore Bowl Monday, October 4, 2004 from 8:00AM to 5:00 PM
(Your Company Name & Booth Number) Internet Telephony c/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660	(Your Company Name & Booth Number) Internet Telephony c/o Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071

RATE SCHEDULE:

A. CRATED MATERIALS via Common Carrier

ST Rate: \$65.25 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments at our warehouse as well as 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
- Shipments of loose or uncrated materials will not be received at warehouse.

B. CRATED MATERIALS via Specialized Carrier

ST Rate: \$70.75 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments at our warehouse as well as 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. UNCRATED AND LOOSE MATERIALS via Specialized Carrier

ST Rate: \$73.25 per cwt. - 200# Minimum

The above rate includes the following:

- Receive crated shipments at our warehouse as well as 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 30% 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.



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

**INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004**

FREIGHT - RATES AND SHIPPING INSTRUCTIONS

E. SMALL PACKAGE: A \$25.00 fee per package will be applied

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

G 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.



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

**INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004**

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.



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

INTERNET TELEPHONY CONFERENCE AND EXPO
 MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
 OCTOBER 4 - 7, 2004

**ORDER FORM – ORDER RECAP &
 CONFIRMATION**

Discount Deadline: Tuesday, September 28, 2004

BOOTH NUMBER _____

1. Please complete the information requested and return payment in full with this form and your order.
2. 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**
3. 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*	\$
FORKLIFT SERVICE ORDER FORM*	\$
FREIGHT ORDER FORM*	\$
BOOTH CLEANING ORDER FORM	\$
SPECIAL SIGNS ORDER FORM *	\$
RENTAL EXHIBIT ORDER FORM *	\$
	\$
Sub Total	\$
8.25% CA Sales Tax	
Line items marked with an * are subject to CA Sales Tax 8.25%	
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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

**ORDER FORM – ORDER RECAP &
 CONFIRMATION**

Discount Deadline: Tuesday, September 28, 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"/> | EXHIBITOR APPOINTED CONTRACTOR | <input type="checkbox"/> |
| FORKLIFT SERVICE | <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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 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 **Tuesday, September 28, 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 **Millennium Biltmore 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 Millennium Biltmore 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 Tuesday, September 28, 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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 2004

UNION RULES & REGULATIONS

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.



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

INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 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.

Thursday, August 7, 2004 at 2:00 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.

Thursday, August 7, 2004 at 4:00 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 **Thursday, August 7, 2004 at 4:00 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 **Thursday, August 7, 2004 at 5:00 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.

Thursday, August 7, 2004 at 4:00 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.

Thursday, August 7, 2004 at 5:00 PM– Final clean up, Exhibitor Move-Out ends.



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

**INTERNET TELEPHONY CONFERENCE AND EXPO
MILLENNIUM BILTMORE HOTEL, LOS ANGELES, CA
OCTOBER 4 - 7, 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.



YELLOW
EXHIBIT SERVICES

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
YES WE CAN.®

Exact Express
Expedited Air & Ground Delivery
Exactly when you need it.™

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.**

Proud to be members of:



www.myyellow.com



ADVANCE SHIPPING LABEL		ADVANCE SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS	TO:	TEAMWORK EVENT SPECIALISTS
Internet Telephony C/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660 COMPANY: _____ BOOTH #: _____ PIECE _____ OF _____ MUST BE RECEIVED BY: Tuesday, September 28, 2004 at 4:00 PM		Internet Telephony C/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660 COMPANY: _____ BOOTH #: _____ PIECE _____ OF _____ MUST BE RECEIVED BY: Tuesday, September 28, 2004 at 4:00 PM	

ADVANCE SHIPPING LABEL		ADVANCE SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS	TO:	TEAMWORK EVENT SPECIALISTS
Internet Telephony C/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660 COMPANY: _____ BOOTH #: _____ PIECE _____ OF _____ MUST BE RECEIVED BY: Tuesday, September 28, 2004 at 4:00 PM		Internet Telephony C/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660 COMPANY: _____ BOOTH #: _____ PIECE _____ OF _____ MUST BE RECEIVED BY: Tuesday, September 28, 2004 at 4:00 PM	

ADVANCE SHIPPING LABEL		ADVANCE SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS	TO:	TEAMWORK EVENT SPECIALISTS
Internet Telephony C/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660 COMPANY: _____ BOOTH #: _____ PIECE _____ OF _____ MUST BE RECEIVED BY: Tuesday, September 28, 2004 at 4:00 PM		Internet Telephony C/o Yellow Transportation 9933 East Beverly Blvd Pico Rivera, CA 90660 COMPANY: _____ BOOTH #: _____ PIECE _____ OF _____ MUST BE RECEIVED BY: Tuesday, September 28, 2004 at 4:00 PM	

PLEASE MAKE COPIES OF ADVANCE SHIPPING LABELS IF MORE ARE NEEDED

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - REGENCY ROOM	TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - REGENCY ROOM
<p align="center">Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071</p> <p>COMPANY: _____</p> <p>BOOTH #: _____ PIECE _____ OF _____</p> <p align="center">NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.</p>		<p align="center">Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071</p> <p>COMPANY: _____</p> <p>BOOTH #: _____ PIECE _____ OF _____</p> <p align="center">NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.</p>	

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - REGENCY ROOM	TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - REGENCY ROOM
<p align="center">Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071</p> <p>COMPANY: _____</p> <p>BOOTH #: _____ PIECE _____ OF _____</p> <p align="center">NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.</p>		<p align="center">Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071</p> <p>COMPANY: _____</p> <p>BOOTH #: _____ PIECE _____ OF _____</p> <p align="center">NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.</p>	

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - REGENCY ROOM	TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - REGENCY ROOM
<p align="center">Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071</p> <p>COMPANY: _____</p> <p>BOOTH #: _____ PIECE _____ OF _____</p> <p align="center">NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.</p>		<p align="center">Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071</p> <p>COMPANY: _____</p> <p>BOOTH #: _____ PIECE _____ OF _____</p> <p align="center">NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.</p>	

PLEASE MAKE COPIES OF DIRECT SHIPPING LABELS IF MORE ARE NEEDED

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - BILTMORE BOWL	TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - BILTMORE BOWL
Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071		Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071	
COMPANY: _____		COMPANY: _____	
BOOTH #: _____ PIECE _____ OF _____		BOOTH #: _____ PIECE _____ OF _____	
NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.		NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.	

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - BILTMORE BOWL	TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - BILTMORE BOWL
Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071		Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071	
COMPANY: _____		COMPANY: _____	
BOOTH #: _____ PIECE _____ OF _____		BOOTH #: _____ PIECE _____ OF _____	
NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.		NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.	

DIRECT SHIPPING LABEL		DIRECT SHIPPING LABEL	
TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - BILTMORE BOWL	TO:	TEAMWORK EVENT SPECIALISTS c/o Internet Telephony - BILTMORE BOWL
Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071		Millennium Biltmore Hotel 506 South Grand Avenue Los Angeles, CA 90071	
COMPANY: _____		COMPANY: _____	
BOOTH #: _____ PIECE _____ OF _____		BOOTH #: _____ PIECE _____ OF _____	
NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.		NO SHIPMENTS ACCEPTED BEFORE: Monday, October 4, 2004 from 8:00AM to 5:00 PM and ends Tuesday, October 5, 2004 from 8:00 AM to 3:00 PM.	