



# Internet Access

## TERMS AND CONDITIONS

**TRADEX**  
Big on space, people and events



**PLEASE READ THESE TERMS AND CONDITIONS COMPLETELY. BY PROVIDING AN AUTHORIZED SIGNATURE ON THE SERVICE ORDER FORM YOU ARE AGREEING TO THE FOLLOWING TERMS AND CONDITIONS.**

### 1. PROCESSING THE SERVICE ORDER FORM requires:

- A. Payment with authorized credit card for ALL services ordered in Canadian funds.
- B. All information on the Service Order Form to be completed. Missing information will delay processing.
- C. Placement instructions for data lines in your booth or room should be attached to the Service Order Form. A floor plan with desired locations should also be provided. (Default placement is in rear of booths that are in rows, in the center of island booths, and in the front of meeting rooms.)

### 2. EQUIPMENT PROCEDURES:

- A. Customer is responsible for returning all equipment issued by or rented from OPTI-FI in good condition.
- B. Lost, stolen or damaged equipment will be charged to the customer's authorized credit card at prevailing rates.

### 3. PAYMENTS AND REFUNDS:

- A. Payment in full is required 14 days before service date.
- B. The "Payment" section on the Service Order Form must be completed on every service order. By providing an authorized signature on the front of this form you authorize OPTI-FI to charge the amount due as pre-payment for services ordered, as well as any charges incurred for additional services ordered during the event, to the authorized credit card.
- C. Refunds in full will be granted (except on special order items\*) if requested more than 10 days prior to the event start date. A \$150 charge per each Ethernet line cancelled will be applied when request for cancellation is made less than 10 days prior to the event start date. (\*Specially ordered services must be paid for in full, including all installation fees, once the order is placed by OPTI-FI. No refunds will be given.)
- D. Services installed but not used will not be refunded.
- E. Customer service issues must be reported to OPTI-FI during the event. In order for a refund to be considered, all claims must be filed in writing with OPTI-FI prior to the close of the event.
- F. A monthly service charge of 1.5% will be added to invoices 30 days past due.

### 4. OPTI-FI INTERNET/DATA SERVICES RESPONSIBILITIES:

- A. Wired service will be delivered over a standard RJ45 cable.
- B. Wired/Wireless service is 10/100Mbps.
- C. Customers will be issued an IP address for each wired connection purchased.
- D. Due to the nature of the Internet OPTI-FI cannot guarantee any level of performance or accessibility beyond our gateway. The internet gateway has the capabilities to monitor traffic and bandwidth usage in order to maintain an acceptable level of performance from the Ethernet network for all users.
- E. The choice of the Internet Service Provider (ISP) is at the sole discretion of OPTI-FI. If the customer requires that a specific vendor provide these services, arrangements must be made 12 (twelve) weeks prior to the move in date.
- F. OPTI-FI does not guarantee the safety or security of equipment, software, or proprietary information connected to or carried over services installed by OPTI-FI and/or its sub-contractors.
- G. OPTI-FI PROVIDES LIMITED FIREWALL SECURITY AND NO ANTI-VIRUS PROTECTION ON OUR NETWORK. CUSTOMER IS RESPONSIBLE FOR PROVIDING THEIR OWN FIREWALL SECURITY AND ANTI-VIRUS SOFTWARE. As is consistent with other service providers, OPTI-FI is not responsible in any way for damage to equipment or software, loss of proprietary information or network delays or interruptions caused by unauthorized security breaches or intrusions. CUSTOMER MAY BE HELD LIABLE FOR ANY DAMAGES TO EQUIPMENT, SOFTWARE, OR PROPRIETARY INFORMATION, OR ANY DAMAGES DUE TO NETWORK DELAYS, INTERRUPTIONS, TROUBLESHOOTING AND/OR REPAIR IF THE ORIGIN OF A SECURITY BREACH OR INTRUSION IS DETERMINED TO HAVE ORIGINATED FROM THEIR DEVICE
- H. WIRELESS SPECIFIC: The use of any wireless device that interferes with the facility wireless data frequency is prohibited. Non-Opti-Fi provided wireless routers/hubs are not allowed to be connected to Opti-Fi Wired/Wireless Internet Services.

**OPTI-FI NETWORKS – OFFICIAL PROVIDER OF INTERNET SERVICES FOR TRADEX**



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