

## Technology & IT Services

Effective June 2020

Melbourne Showgrounds has over 200 Wireless Access points and the capability of delivering up to 1Gbps network speeds to pavilions over our fibre connections.

Whatever your IT needs, Melbourne Showgrounds is confident to provide you with a great experience.

All our plans have unlimited data allowance.

### Free Wi-Fi

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

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

### Premium Wi-Fi

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

*Pricing:*

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

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

### Small Usage Plan

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

Connection	Number	Download Speed
Wi-Fi	50 Devices	100 Mb/s shared
Hard line	None	

*Pricing:*

Setup	Per Day
\$200	\$150

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

### Small Usage Hard Line Only Plan

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

Connection	Number	Download Speed
Wi-Fi	None	
Hardliner	1 hard line	50 Mb/s

*Pricing:*

Setup	Per Day
\$600	\$80

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

### Medium Usage Plan

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

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

*Pricing:*

Setup	Per Day
\$1,000	\$300

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

### Medium Usage Hard Line Only Plan

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

Connection	Number	Download Speed
Wi-Fi	None	
Hardliner	4 hard lines	20 Mb/s each

*Pricing:*

Setup	Per Day
\$1,700	\$150

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

### Large Usage

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

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

*Pricing:*

Setup	Per Day
\$3,000	\$750

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

### Additions

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

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

### Service Level Agreement

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

### Terms and Conditions

1. **GST:** All prices are GST inclusive.
2. **Provision timeframe:** Any applications received less than 2 weeks prior to the event will be reviewed at Melbourne Showgrounds discretion and if deliverable, will incur a late fee.
3. **Speed:** Speeds are theoretical network maximum speeds. Actual speeds may be less due to several factors including network configuration, line quality & length, equipment interference, traffic, hardware and software.
4. **Refunds:** No refunds if the internet access service is cancelled within 72 hours prior the event or if the service is not utilised.
5. **Service Assessment:** A request for service does not automatically guarantee services will be provided. Each application will be assessed, and the Applicant advised of the outcome.
6. **Third Party Devices:** The Melbourne Showgrounds will not manage or support any third-party devices connected to our networks such as network switches and routers. Should it be discovered that these devices pose a security risk or network issue to the Melbourne Showgrounds networks, action will be taken to disconnect, remove or disable such devices to ensure the integrity of the networks for both the venue and other customers.
7. **Security:** It is the responsibility of the client to ensure that appropriate internet safeguards (i.e. device firewall) are in place as we accept no responsibility for devices being compromised once connected to the Melbourne Showgrounds internet.
8. **Metered Data:** There is an unlimited data download allowance on all plans.
9. **Wi-Fi:** In open spaces away from buildings Wi-Fi connectivity may not be possible. If network connectivity is critical to the success of the event, we strongly recommend hardwiring devices, or investing in 4G capability. Hardwiring or 4G is an important consideration as temporary structures or other interference impacts Wi-Fi performance and may not be experienced until your event. All Wi-Fi clients are segregated from each other and unable to communicate between devices. Clients must have DHCP enabled in order to obtain an IP address. Content is filtered via a Firewall and some content especially streaming content is blocked. i.e. Netflix.
10. **Wi-Fi Speed:** Regardless of your Wi-Fi Plan, the Melbourne Showgrounds is operating at 20mhz Chanel Bandwidth, therefore 2x2 MIMO clients will have a theoretical maximum of 70Mbps download speed. The site operates at 3x3 MIMO, so can support higher speeds although only a small number of devices support this.
11. **Free Wi-Fi notes:** The Free Wi-Fi is available on the 2.4Ghz range only and is limited to 1Mb/s. After accepting the terms and conditions the session remains active for 1 hour, after one hour you need to re-accept the terms and conditions for subsequent 1 hour. As this uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.
12. **Premium Wi-Fi notes:** The Wi-Fi is available on the 5Ghz range can only be used by 1 device concurrently. As this uses a captive portal, it is unable to be used by devices that don't have a webpage capability. i.e. EFTPOS terminals.
13. **Wi-Fi Plans:** A Wi-Fi SSID is created limiting to the number of devices specified. By default, the Wi-Fi will be 5Ghz only unless otherwise specified.
14. **BYO Wi-Fi:** If you decide to install your own Wi-Fi, we require you on the 5Ghz range to use Channel 149 only. This ensures that your Wi-Fi does not impact the Melbourne Showgrounds Wi-Fi.
15. **Hard Line Plans:** Melbourne Showgrounds can provide up to 1Gbps connection. For redundant internet connection the maximum supported speed is 800Mbps. Work is only permitted to be completed by Melbourne Showgrounds approved electrical contractors. Wired internet services provided are not for resale or sharing with other exhibitors. Cable runs are included, however where a cable run exceeds 20 metres, Melbourne Showgrounds will require to quote. Requirements around Public IP need to be discussed with the IT team and may incur additional costs.
16. **Expiry:** These prices may be updated at any time, so please ensure you have the latest version of this document prior to ordering. Effective until 31 December 2021, unless adjusted earlier.

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

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

Stand holder request details

<b>Stand Name</b>		
<b>Contact Name and Mobile at Bump-In</b>	Name	Mobile

Please complete and return this form to the Royal Melbourne Show Sales team via [sales@rasv.com.au](mailto:sales@rasv.com.au) who will pass onto Melbourne Showgrounds IT team to coordinate.