



Network Service Order Form

Return this form to: Livewire Information Systems: IT Building
Phone (831) 643-9473 Email ap@livewireis.com Fax (831) 641-9473

Client Information

Company Name _____

Street Address _____

City _____ State/Country _____ Zip/postal code _____

E-Mail _____

Contact Name _____ Phone _____ Fax _____

Service Installation Information

Service Location at Facility _____

* Must be as specific as possible, please provide map and key if applicable

Connection Date/Time _____ Disconnection Date/Time _____

On-Site Contact Name _____ Mobile Phone _____

* Please be sure that the mobile phone provided is the best number to contact you on-site during event.

All Network Order Forms are due 3 weeks prior to the date connection is needed and qualify for Advanced Pricing. Orders received after the 3 week mark will be subject to Base Pricing. (See next page for price listing)

A 25% late fee will be added to all orders received any later than 1 week prior to connection date.

PAYMENT INSTRUCTIONS:

ALL order forms must be accompanied by a separate Credit Card Authorization form. Credit Card Authorization forms can be returned via email to ap@livewireis.com or by calling (831) 886-2645 to provide payment instructions.

TERMS AND CONDITIONS:

Credit card will be charged when the order is received. All orders are non-refundable once the order is placed.

See next page for service options and order form

Network Services

Description of Service

Qty

Price

Total

*Advanced Pricing applies when you place order 3 weeks or sooner prior to connection date requested

Internet Connectivity Options

Internet access is not guaranteed to support VoIP connections.

No video streaming without written pemision.

	Advanced	Base	
D. Wired Internet Connection Private IP address Space - 100 mb port 10 MB CIR - Ethernet/Long Range Ethernet LRE- \$129 additional charge for failure to return DSL appliance. - Public IP charge \$200 setup fee	\$595	\$695	
E. Wireless Internet Connection with appliance - \$129 additional charge for failure to return radio appliance	\$495	\$695	
F. Wireless SSID Service - First right to this service is given to the Event Sanctioning Body.	\$1500	\$1800	

Point to Point Connections

Advanced

Base

H. Dry Pair, VLAN, Higher Capacity Ethernet, and long range printer connections	Please contact for quote		
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This form contains a selection of the most popular services requested at Mazda Raceway Laguna Seca. If you do not see the service you are looking for please contact us and we will provide you with a price quote and more information.

Contact our IT Department at support@livewireis.com or (831) 643-9473 with these inquiries.

	Order Total	
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Terms of Network Service

PLEASE INITIAL EACH SECTION AND SIGN AND RETURN TO
Email - ap@livewireis.com

INITIAL

TERMS AND CONDITIONS

1. Order and payment in full must be received no later than 21 days prior to the first day of the event move-in. A 25% surcharge will apply to the order's total for orders received after the deadline. _____
2. Conditions for processing Service Order / On-time Installation:
 - a. Payment for service must accompany contract.
 - b. Incomplete contract forms will delay processing, please provide all information requested.
 - c. Location within the facility where the service is to be provided must be identified on face of form.
 - d. Orders/changes received within 3 days of event setup will be worked after other orders are complete.
3. Equipment Rented through Livewire (i.e modems, connection lines, etc.):
 - a. If not returned in condition it was given or at all, a \$129.95 fee will be collected
 - b. Clients should pick up rental equipment from the Mazda Raceway Laguna Seca (MRLS) IT Office.
 - c. The Client will be fully responsible for the protection and safekeeping of all rental equipment and will be responsible for returning all rental equipment to the MRLS IT Office by 5:00 p.m. the day following close of the event._____
5. Any problems should be reported to the Technical Services Manager (831) 643-9473 Option 2 _____
6. Claims will not be considered unless filed in writing by Client prior to close of Event. _____
7. Any additional cost incurred by Livewire to:
 - a. Assist in trouble diagnosis or problem resolution found not to be the fault of Livewire
 - b. Collect information required to complete the installation that customer fails to provide may be billed to the Client at the prevailing rate of \$150 per hour._____
10. There will be a \$40.00 service charge for all returned checks. _____
11. The number(s) assigned to you are for the duration of this event only. Service cannot be moved or transferred outside of the Center and intercept service cannot be provided. _____
12. Prices are based upon current rates and are subject to change without notice. _____
13. Use of Network Connection:
 - a. The network attachment to be provided by Livewire may be used only by the directors, officers and employees of the company, its guests and its agents and consultants while performing service for the company and cannot be resold or distributed to other companies. The services being provided by Livewire will facilitate communications between the Company's authorized users and the entities reachable through the Internet. Users of Livewire services shall use reasonable efforts to promote efficient use of the networks to minimize, and avoid if possible, unnecessary network traffic, the transfer of large files and interference with the work of other users of the interconnected networks.
 - b. Users of Livewire services shall not disrupt any of the Livewire or other associated networks as a whole or any equipment of system forming part of their systems, or any services provided over, or in connection with any of Livewire or other associated networks. Livewire services shall not be used to transmit any communication where the meaning of the message, or it's transmit distribution, would violate any applicable law or regulation or would likely be highly offensive to the recipient or recipients thereof.

14. Wireless Specific: The use of any wireless device that interferes with the facility wireless data frequency is prohibited. _____
15. Internet Performance Disclaimer: Livewire does not guarantee the performance, routing, or throughput, either expressed or implied, of any data circuit(s) connectivity with regards to the Internet and/or Internet backbones beyond any facility we service. _____
16. Internet Security Disclaimer: Livewire does not provide security, such as but not limited to firewalls etc. for any data circuit(s) we provide. It is the sole responsibility of the Client or customer to provide any necessary security. _____
17. VIRUS PROTECTION REQUIREMENT – WARNING – Livewire requires that all devices directly or indirectly accessing MAzda Raceway’s Network have the latest virus scan software, windows security updates, system patches, and any other technological precautions necessary to protect yourself and others from viruses, malicious programs and other disruptive applications. Any device, which adversely impacts Livewire’s Network, will be disconnected from the network with or without prior notice at Livewire’s discretion. The device(s) in question will remain disconnected from the network until all issues are proven to be adequately resolved. Additional charges will apply at the prevailing rate of \$150 per hour for trouble diagnosis and/or problem resolution. _____
18. The choice of Internet Service Provider (ISP) is at the sole discretion of Livewire. _____
19. CANCELLATION - There is a minimum \$500 Cancellation fee. Cancellations must be in writing. Additional cancellation charges will apply for orders that have already incurred labor, material, and / or engineering costs. Some broadband services and special circuits cannot be cancelled once ordered and will incur full charges listed / quoted. Credit will not be given for service installed and not used. _____

LIMITATION OF LIABILITY

Mazda Raceway Laguna Seca and Livewire Information Systems, its suppliers or subcontractors will not be liable for any special or consequential damages, or for loss, damage or expense directly or indirectly arising from customer’s use or inability to use the system either separately or in combination with other equipment or software, or for commercial loss of any kind (including loss of business profits) based upon breach of warranty, breach of contract, negligence, strict tort or any other legal theory whether or not Livewire or its suppliers or its subcontractors have been advised of the possibility of such damage or loss. In no event shall liability exceed a refund of amounts actually paid to Livewire by company for their network attachment.

- (1) All Client Contracts are solely between Livewire and the prospective Client;
- (2) The Facility is not a party to, nor shall it have any obligations or liabilities whatsoever to any Client, under any Client Contract, including without limitation, the obligation to provide any of the services covered by such Client Contract;
- (3) No representations or warranties are being made by the Facility with respect to any Client Contract or any Communications Services;
- (4) The right of the Client to receive any Communications Service will be terminated if this Agreement is terminated for any reason provided therein; and the Facility will have no obligation to continue providing such services unless the Facility elects in its sole discretion to continue to provide such services itself or through a third party;

The provisions of the Client Contract are separate and independent from the provisions of the Client’s lease space at the facility and shall not affect the Client’s obligations under such lease and without limiting the foregoing, in no event shall any default by Mazda Raceway Laguna Seca under the Client Contract or any failure with respect to any Communications Services have any effect on any Client’s obligations to the Facility under any lease or other occupancy agreement between such Client and the Facility.

I HAVE READ THE TERMS FOR ORDERING NETWORK SERVICE AT MAZDA RACEWAY LAGUNA SECA.

RENTER NAME/COMPANY

SIGNATURE

DATE

Credit Card Authorization Form

Name on the Card: _____

Type of Card: Visa ___ MC ___ AmEx ___ Discover ___ Other ___

Card number _____

Expiration Date _____

Security Code _____

Billing Address _____

City, State, Zip _____

Phone Number _____

Service Purchased _____

Amount to be Charged _____

By signing this form, you authorize Livewire Information Systems to charge your card for the amount listed above.

Signed: _____ Date: _____