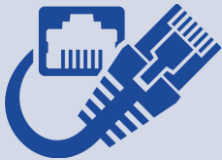Order 14 days prior to the 1st day of the event move-in for <u>incentive rate.</u>

Smart City is the exclusive telecommunications and television service provider for the San Diego Convention Center.

Hardwired Internet Service

- Shared or Dedicated Bandwidth Services

Wireless Internet Service

- Custom Hot Spot
- On-Site / On-Demand Services

Order Services Online

To review and order our services visit
https://orders.smartcitynetworks.com

Telephone Service

- Single-Line
- Multi-Line
- Conference Telephone Services

Television Service

- HD Service

Questions? Contact us at (888) 446•6911 or csr@smartcity.com.

SAN DIEGO
convention center
CORPORATION

SmartCity
NETWORKS ®

Exhibitor Guidebook

Key Services and Support for San Diego Convention Center

Where
TECHNOLOGY
Meets HOSPITALITY

As the nation's largest provider of event telecommunications and technology in the convention industry, and the contracted San Diego Convention Center partner for all of your internet, telephone and cable TV needs, Smart City welcomes you to the San Diego Convention Center.

Smart City provides technology services to over 3,000 conventions and meetings at more than 39 convention centers annually and offers the following services to ensure all of your event technology needs are met.

- Network Design and Installation
- Wired and Wireless Internet Data Services
- Network Cabling and Switch Installation
- Voice/Phone Services
- Cable TV
- Data Network Engineering to Connect Your Exhibit Space & Home Office
- Network Security and Monitoring

If you have any questions regarding our service offerings and what we can do to ensure all of your event technology needs are met or you have any questions regarding your order please contact us at 619-525-5500.

We look forward to working with you.

Smart City Onsite Customer Service Team
619-525-5500

IN A HECTIC WORLD, WE PROVIDE
Peace of Mind®

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

| Smart City Commitment Letter | 1

Key Services & Support

Maintaining The Highest Level of Connectivity

Smart City is proud to provide products and services that allow our customers to maintain the highest level of connectivity. These are what we provide to our partners: high-bandwidth data circuit; high-speed internet access; temporary LAN, WAN, and VPN construction; point-to-point networking; wireless hotspots; custom security solutions; dedicated network performance monitoring; network design and engineering solutions; and complete voice services.

NETWORK DESIGN, INSTALLATION & SPECIAL SERVICES

WIRELESS INTERNET SERVICE
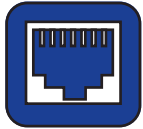
WIRED INTERNET SERVICE

NETWORK OPERATIONS MANAGEMENT

TELEPHONE SERVICES

CABLE TV SERVICES

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

| Key Services & Support | 3

NETWORK DESIGN INSTALLATION AND MONITORING:
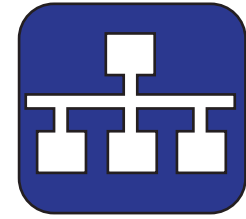
Utilizing the right technology to support your event is more important than ever and having Smart City engineers who have designed and installed more networks for major tradeshows and conferences in convention centers across the United States than any other organization is the best way to ensure all your event technology objectives are achieved.

NETWORK DESIGN:

Utilizing the right technology begins with creating the right network design. Our team of event staff and technical engineers work with you, understanding and verifying your technical requirements, then applying best practices and technology strategies in order to achieve your business goals. The end result is a technical structure that is robust, secure, reliable and scalable.

NETWORK INSTALLATION:

Our team of skilled technicians at the San Diego Convention Center manage more than 100 events per year, each with dozens of unique needs. Servicing over 1M attendees annually, Smart City technicians install thousands of miles of cable and fiber optic cable, and fill wireless air space with high speed internet access.

NETWORK MONITORING & OPERATIONS MANAGEMENT:

Once an event begins, Smart City monitors all network activity 24/7. Our centralized Network Operations Center (NOC) is dedicated to supporting all event networks in tandem with our local team. As the event progresses, we provide regular updates to the show manager on network activity and make adjustments as needed. After the event, usage reports are available to assist in planning for future events.

SPECIAL SERVICES:

Let our certified network engineers develop a secure and reliable network for your event. Big and small events alike can benefit through the array of technological options Smart City offers. Our engineers can build your network and stay on-site throughout the event to ensure your data system runs smoothly. Our specialized services include, but are not limited to:

- Data Networking & Wireless Local Area Networks
- Virtual Private Networks and Wireless Hotspots
- Booth to booth and intranetworking & networking your booth to a hotel or other location outside the facility
- 10 Gb redundant circuit availability
- High Density Wi-Fi Networks
- Virtual Private Networks & Wireless Hotspots
- Network Security
- Routing, Switching, and Firewalls
- Cisco Backbone - point to point copper and fiber

### WIRED & WIRELESS INTERNET, TELEPHONE AND CABLE TV SERVICES:

Whether you are looking for simple high-speed wired internet connectivity or the build-out of a high-density wireless network for your attendees and event team, Smart City has the services you need. At Smart City, we offer wired and wireless internet and cable TV solutions for you.

WIRED INTERNET SERVICE:

Our hardwire internet connection is the fastest and most secure method of delivering internet service for your event. Smart City provides two tiers of hardwire internet services to fit every need – from Broadband Internet Service with one IP address and upload/download bandwidth at 1.5 Mbps burstable to 3 Mbps, to Dedicated Internet Service with multiple IP addresses and speeds up to 1 Gbps. We can provide switch rentals, patch cables, and custom floor work, along with the ability to develop custom solutions, based on each event, such as registration services, media centers, show offices, and speaker networks.
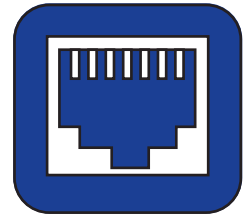
WIRELESS INTERNET SERVICE:

Smart City deploys customized wireless networks every day in each of our 39 facilities across the country. Routinely configuring wireless networks for 10, 100, 10,000 or more users, our systems are robust and reliable, providing the highest quality Wi-Fi experience *anywhere*. Our continual testing and monitoring of systems maintains peak performance show after show.

TELEPHONE SERVICES:

We have specialized in telephone services for over 30 years. Customers in our facilities can get a Single, Multi-, or Conference Phone line with calling features including intercom, speaker phones, call restrictions, call waiting, call forward no answer, call forwarding, hunt groups, and voice mail. Our telephone services can be used for reception check-in, conference calls in meeting rooms and for credit card machine order processing.

CABLE TV SERVICES:

Customers at the San Diego Convention Center can purchase Digital Premium or HDTV Cable TV Service. Our cable services deliver high-definition channels with clear and crisp picture quality to satisfy even the most discerning viewers.

Providing Industry Service and Standards For Over 30 Years

Founded more than 30 years ago, Smart City Networks is the nation's largest provider of event telecommunications and technology in the convention industry. Smart City Networks can provide wired and wireless internet services, phone services and digital signage solutions at convention centers and meeting facilities of any size. Smart City Networks designs, installs and maintains data, voice, electrical and utility platforms, coupled with voice, video and data network engineering, security and monitoring. Providing technology services to over 3,000 conventions and meetings annually, Smart City Networks currently serves 39 convention and meeting facilities across the U.S., totaling over 20million square feet of exhibit space.
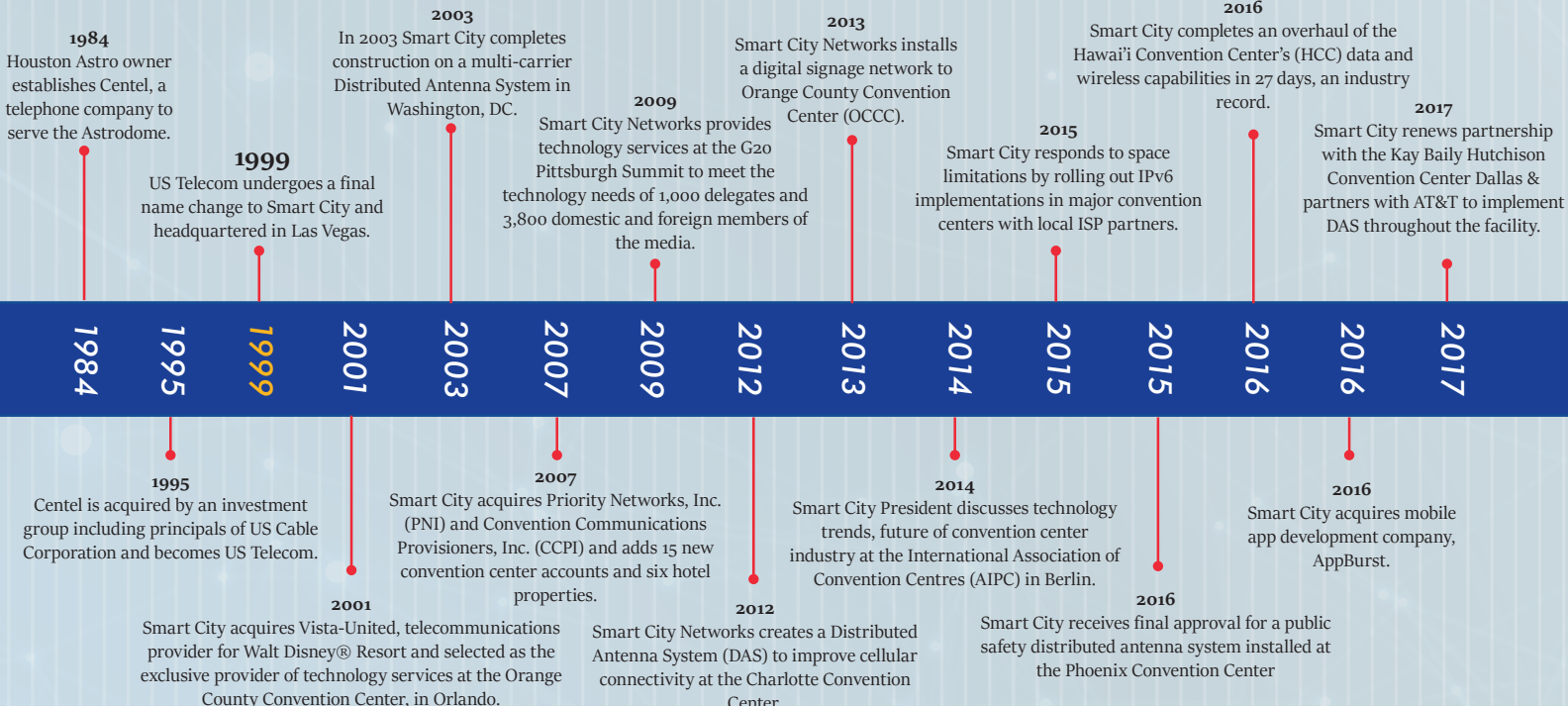
30+ YEARS OF EXPERIENCE

A HISTORY OF INNOVATION

Smart City has deep roots in telephone service and broadband delivery, with a significant presence in the convention, hospitality and planned community markets. Our story is the story of two pasts.

1984
Houston Astro owner establishes Centel, a telephone company to serve the Astrodome.

1999
US Telecom undergoes a final name change to Smart City and headquartered in Las Vegas.

2003
In 2003 Smart City completes construction on a multi-carrier Distributed Antenna System in Washington, DC.

2009
Smart City Networks provides technology services at the G20 Pittsburgh Summit to meet the technology needs of 1,000 delegates and 3,800 domestic and foreign members of the media.

2013
Smart City Networks installs a digital signage network to Orange County Convention Center (OCCC).

2015
Smart City responds to space limitations by rolling out IPv6 implementations in major convention centers with local ISP partners.

2016
Smart City completes an overhaul of the Hawai'i Convention Center's (HCC) data and wireless capabilities in 27 days, an industry record.

2017
Smart City renews partnership with the Kay Baily Hutchison Convention Center Dallas & partners with AT&T to implement DAS throughout the facility.

Timeline: 1984 | 1995 | 1999 | 2001 | 2003 | 2007 | 2009 | 2012 | 2013 | 2014 | 2015 | 2015 | 2016 | 2016 | 2017

1995
Centel is acquired by an investment group including principals of US Cable Corporation and becomes US Telecom.

2001
Smart City acquires Vista-United, telecommunications provider for Walt Disney® Resort and selected as the exclusive provider of technology services at the Orange County Convention Center, in Orlando.

2007
Smart City acquires Priority Networks, Inc. (PNI) and Convention Communications Provisioners, Inc. (CCPI) and adds 15 new convention center accounts and six hotel properties.

2012
Smart City Networks creates a Distributed Antenna System (DAS) to improve cellular connectivity at the Charlotte Convention Center.

2014
Smart City President discusses technology trends, future of convention center industry at the International Association of Convention Centres (AIPC) in Berlin.

2016
Smart City receives final approval for a public safety distributed antenna system installed at the Phoenix Convention Center

2016
Smart City acquires mobile app development company, AppBurst.

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

SAN DIEGO convention center CORPORATION | SmartCity®

NUMBERS
AND BEYOND

30+ YEARS
OF EXPERIENCE

MORE THAN
12,500
ACCESS POINTS

Wi-Fi

20+ MILLION
SQUARE FEET
OF EXHIBITION & MEETING SPACE

39
CONVENTION, MEETING &

PUBLIC VENUES

UNDER CONTRACT

3,000 +
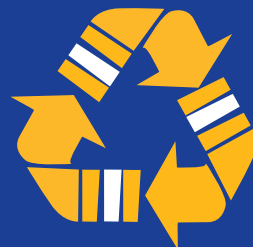### EVENTS ANNUALLY

OVER 201Gbps OF BANDWIDTH CAPACITY ACROSS THE COUNTRY

RECYCLED OVER 21 TONS OF COPPER IN 2016

75,000 AND INCREASING
CUSTOMERS IN OUR DATABASE

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

SAN DIEGO convention center CORPORATION | SmartCity®

Well-Known WiFi Interference Devices

(commonly found devices on the exhibit floor)

- 3rd party access points of all kinds
- Ad-hoc Networks
- Tablets
- Personal Computers
- Devices utilizing personal Hotspots
- Smart Phones
- Notebooks

Additional Devices That May Cause WiFi Signal Interference

- Baby monitors
- Bluetooth devices
- Cordless phones (2.4 GHz and 5 GHz)
- Medical devices
- Microwave ovens
- Portable two-way radios
- Remote car starters
- Remote controls utilizing radio frequencies
- Select sewing machines
- Smart appliances
- Video senders
- Wireless keyboard and mouse
- Wireless printers
- Wireless security cameras
- Wireless speakers
- Zigbee networks

Questions? Call Us

For questions regarding wireless services or any of the other wired Internet and telephone services we provide, please call Smart City at 619-525-5500 or visit us online at www.smartcitynetworks.com

What You Should Know...

WiFi Broadcasts on the unlicensed wireless spectrum utilizing 802.11 standard and is not regulated by the Federal Communications Commission (FCC). Unlike licensed wireless cell phone carriers which operate on an exclusive broadcast spectrum, there are many external devices that can interfere with the WiFi that is broadcast in this facility.

Smart City Strives to Provide Seamless WiFi Coverage but there are unique physical and security challenges for conventions and large meeting facilities. Users may experience some difference in connectivity compared to a private home WiFi network or public unsecured.

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

| Understanding WiFi Interference | 8

Smart City Peace Of Mind Promise

We design our networks to be redundant.
This enables our customers to never experience a network outage if the primary circuit was to be cut at any time. Our "Always Up" policy means that we have spare equipment configured, tested and ready to be deployed if a component was to fail.

On-Site Support

We have a 24/7 technical support team.
To reach a technical support team member call us at 619-525-5500 or for our corporate support team call 888-446-6911.

Special Services

Let Smart City's certified network engineers develop a secure and reliable network for your event. Big and small events alike can benefit through the array of technological options Smart City offers. Whether you need data networking within your booth, require large bandwidth or need to network multiple locations within the building, our engineers can build your network and stay on-site throughout the event to ensure your data system runs smoothly. Our specialized services include, but are not limited to:

- Data Networking
- Wireless Local Area Networks
- Virtual Private Networks
- Wireless Hotspots

Network Operation Center

Our network operations center provides 24/7 monitoring of all our network equipment. Smart City has over 3600 devices and 63,000 ports deployed in the field that are monitored on a continuous basis. Stats are polled every 3-5 minutes, 24 hours a day, 7 days a week.

- Booth-to-booth and intranetworking
- Custom Bandwidth
- Equipment Rentals
- Networking your booth to a hotel or other location outside the facility

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

10 Technology Saving Tips

How To Keep Your Show Running Smoothly

1   Plan Ahead And Order Early. Many technology providers, including Smart City, offer incentive rates if you place your order before specific deadlines.

2   Know Your Technology Needs. Take the time to truly evaluate what technology you'll need at your event to make it a success. You'll want to have the speed and access necessary to accomplish all of your goals, and having this secured before the show starts is going to give you the best value.

3   Stay In Touch With Customer Service Representatives. Customer service teams know the products you need inside and out, and are ready to help you bring your event together. Contact these individuals early and often to plan for the best technology order based on your needs.

4   Know Your Attendees' Expectations. The success of your event depends on your attendees, so it is critical to think of their needs as you plan out your event. You'll want to ensure all of the services you order meet their expectations and help them deliver on their own goals.

5   Know The Capabilities Of Your Facility. Every facility is different, and you'll want to do research ahead of time to determine which services will be necessary to make your event a success. By planning ahead, you'll be able to adjust your specific needs before you ever set foot in the facility.

6   Wired Or Wireless: Choose Early. Wired and wireless services each have their own advantage and meet specific technology needs. Wired Internet is going to be more reliable, but wireless will give you the freedom to move around the facility. You'll want to weigh out your options ahead of time so you can quickly make your decision before you even walk through the door.

Your show is your business, and in the world of business, efficiency is key.

At Smart City, we understand the importance of everything running smoothly, and we're here to do everything we can to make your event a success. To help, we've assembled a list of 10 steps anyone in the meetings and conventions industry can take to reduce a show's technology expenses.

7   Know Where And When You Need To Connect. Depending on your needs, you may only need Internet service for a short time. However, you'll still want to make sure that short time is the right time, and the right type of service. Check with the facility to see where you can connect and if there is a daily rate so you can be sure to have the connectivity you need at the time and place you need it.

8   Shared Or Dedicated: Know What You Need. The more people using the shared Internet, the slower it's going to be for everyone else. If you're planning to use a significant amount of bandwidth, a dedicated Internet source may be the right choice for your needs.

9   Additional Services. When it comes to technology, there's much more than just Internet. Will you be streaming a live video feed? Will you be hosting a web conference? Make sure your facility offers the services you need, and plan ahead to have everything in place before the event happens.

10   Make Your Expenditures Work For You. There are many different technology services out there, but not all of them are necessary for your show or event. Make sure every service you purchase is one that you'll actually need. This way you can make a splash at your next event without breaking the bank.

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

Partner Facilites And Keeping Good Company

Smart City believes the involvement with show management and exhibitors extends beyond the event floor, which is why Smart City plays an active role in trade industry associations and events. Over the years, we have sponsored events and have spoken on emerging technologies to audiences of industry partners. Within the past two years, Smart City joined the Association Internationale Des Palais de Congrés, an association of more than 170 convention centers around the world. We believe it is important to take a global view of our industry due to an influx of international visitors to our venues. In our second year of participation Smart City was asked to present its views on the challenges of delivering connectivity in meeting venues. **We have a long history of Leadership in the event industry and are proud to be an active member in these associations:**

AIPC
EXCELLENCE IN CONVENTION CENTRE MANAGEMENT

PROUD PARTNER EXHIBITION INDUSTRY FOUNDATION

MPI
MEETING PROFESSIONALS INTERNATIONAL

MCCSN
Multi-Cultural Convention Services Network

asae & the center for association leadership

CSPI Convention Sales Professionals International

IAVM
International Association of Venue Managers, Inc.

IAEE International Association of Exhibitions and Events™

pcma Individual Member Professional Convention Management Association

Questions? Call Us 619-525-5500 or visit smartcitynetworks.com

| Industry Participation
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