



San Jose McEnergy Convention Center (SJCC)
High Speed Internet Access Service Order Form

Contact information:

Team San Jose Technology Services:

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Service Summary: The San Jose McEnergy Convention Center has deployed a start-of-the-art wired and wireless network for servicing clients with industry leading technology. The Convention Center internet connectivity is powered by two redundant 10 gigabit internet connections from Hurricane Electric and Cogent Communications. Shared or dedicated bandwidth up to 1 gigabit is available for both wired and wireless connectivity. In addition, dedicated bandwidth is also available up to 10gbps.

SJCC Tech Services – Description of Services – BYOG

Bring Your Own Geek	QTY	PRICE	TOTAL
SJCC Move In/Move Out For each move in and move out day – no additional charge if moved out on the final day of a live event – cost is per day (50% discount per day for partial move-in/IDF Buyout)		\$6000	
SJCC Live Show Dates For each live show day – cost is per day		\$30000	
SJCC IDF Buyout For small events – per day/per IDF		\$3000	
SJCC Repairs – Exhibit Hall Floorbox Damage of data ports will incur cost of repair – per floorbox		\$1200	
SJCC Repairs – Fiber Patch Panel Damage to fiber pairs in the MDF or IDF will incur cost of repair to the patch panel – cost is \$1200 per pair of fiber		\$1200	
SJCC Repairs – Cost of MDF or IDF Cleanup Please avoid this charge by having your team leave the network closet in the same state in which it was found – cost is per closet		\$500	
City National Civic Move In/Move Out For each move in and move out day – no additional charge if moved out on the final day of a live event – cost is per day		\$7500	
City National Civic Live Show Days Cost is per day		\$7500	
CPA & California Move In/Move Out For each move in and move out day – no additional charge if moved out on the final day of a live event – cost is per day		\$3000	
CPA & California Live Show Days Cost is per day		\$3000	
Dark Fiber Between Venues (SJCC, Civic, California, CPA, Marriott, Hilton) Connecting your network between venues via fiber – cost is per fiber pair		\$2000	
Class C IP Block		\$7500	
Internet Uplink – 100mbps Symmetrical – Available via copper. SM or MM fiber available for orders of 1gbps or above An uplink of at least 100mbps must be purchased for the 1 IDF and/or theater buyouts and a minimum of 500mbps must be purchased for a BYOG rental of the entire SJCC. For an additional charge of \$8500, uplinks can be provided in LAG from two separate ISPs for redundancy. See discounted bulk bandwidth rates below on page 2.		\$6500	
Network Engineer: Have a network engineer on site to assist during event hours – cost is per engineer/per hour		\$500	
Network Engineer: Have a network technician on site to assist before or during event hours – cost is per technician/per hour		\$150	
Custom (Administrative Use Only):		\$	
			Total

SJCC Bandwidth Prices:

Bandwidth Tier	2016-2021 Cost	2022 Cost
100mbps	\$29,700.00	\$6,500.00
500mbps	\$34,500.00	\$25,500.00
1 Gigabits	\$65,000.00	\$40,500.00
2 Gigabits	\$130,000.00	\$50,500.00
3 Gigabits	\$195,000.00	\$60,500.00
4 Gigabits	\$260,000.00	\$70,500.00
5 Gigabits	\$325,000.00	\$80,500.00
6 Gigabits	\$390,000.00	\$90,500.00
7 Gigabits	\$455,000.00	\$100,500.00
8 Gigabits	\$520,000.00	\$110,500.00
9 Gigabits	\$585,000.00	\$120,500.00
10 Gigabits	\$650,000.00	\$130,500.00

*Discounts will only be applied to the closest bandwidth tier with no fractional bandwidth discounts.

*Pricing is subject to change.

Video Services:

The Switch: <https://www.theswitch.tv>

Team San Jose is proud to partner with The Switch for video production and distribution. Video content can be produced and delivered to any of the The Switch locations from any of our venues. Team San Jose charges a flat fee of \$4,000 per event for connectivity within the Convention Center. Additional fiber cross-connect charges apply for outlying facilities.

Carrier Preference:

Team San Jose support client preferences for carriers and will assist in landing their preferred carriers to the facility. However, as the exclusive provider of bandwidth, any 3rd party circuits will incur charges in accordance to the rate schedule outlined above for bandwidth. These fees are in addition to any costs 3rd party circuit providers may charge.

Terms & Conditions for Infrastructure Buyout

1. **SJCC is the sole provider of bandwidth for the San Jose Convention Center and its theater venues (Center for the Performing Arts, City National Civic, Montgomery Theater, & California Theater).**
2. **SJCC does not offer BYOG pricing to third parties. Services must be billed to the first party.**
3. **The prices listed above do include Federal, State, Local, or Other Taxes and Tax Surcharges.**
4. Uplinks will be actively monitored, by TSJ tech services staff, during show hours and 24/7 via PRTG. All uplink-specific statistics and/or reports will be available upon request.
5. Client is responsible for providing their own UPS and/or power management or power cleaning equipment.
6. Fiber is specific to venue. Intra-building connections are included in the building contracted for the buyout. The use of inter-building fiber connections must be purchased by pair and according to venue-specific rates.
7. No un-patching of fiber or copper is allowed without SJCC approval.
8. No alterations, modifications, or changes to any part of the building's network infrastructure will be allowed unless approved by the SJCC and completed by SJCC's preferred contractor.
9. Equipment Management - The customer will be fully responsible for leaving all network closets, switches, patch panels, floorboxes, and other networking equipment in place and undamaged.
10. Service problems must be reported immediately. Service claims will not be considered unless filed in writing by customer prior to close of the show. In case of reported service issue:
 - SJCC Tech Services will check the physical link on our switch port.
 - We will verify no errors on port. (CRC and Input errors).
 - We will unplug end user device to test connectivity.
 - SJCC is not responsible for troubleshooting issues with client end devices.
 - SJCC's responsibility ends at our demarcation to the client, which is the SJCC switch port or SFP assigned.
 - Tickets will be opened with one or all ISPs for issues beyond TSJ infrastructure. Team San Jose is not responsible for quality of service or availability beyond its infrastructure.