

# Wireless Internet Pre Purchase Form

Melbourne Showgrounds offers a premium Wireless Internet Service (WiFi) throughout the site for all customers. All Plans include access for two devices. Download allowance is unlimited.

## Contact and Phone Service Request details

Event Name

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Company

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Contact Name

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Address

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Phone

Mobile

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Email

Stand No.

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Date Service is required (inclusive) From

To

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|                 | Access Time   | Quantity required | Unit Cost                                     | Total Cost<br>GST inc) |
|-----------------|---|-------------------|---|------------------------|
| Plan 1 (20Mbps) | 1 Day   |                   | \$11.00                                       |                        |
| Plan 2 (20Mbps) | 3 Days  |                   | \$33.00                                       |                        |
| Plan 3 (20Mbps) | 1 Week  |                   | \$55.00                                       |                        |
| Plan 4 (50Mbps) | 1 Day   |                   | \$33.00                                       |                        |
| Plan 5 (50Mbps) | 3 Days  |                   | \$55.00                                       |                        |
| Plan 6 (50Mbps) | 1 Week  |                   | \$110.00                                      |                        |
| Custom Plan     | For longer periods or multi login accounts, please contact our office on 9281 7444. |                   |   |                        |
|                 |   |                   | Admin Fee                                     | \$22.00                |
|                 |   |                   | <b>Wireless Services Total Cost (GST inc)</b> | <b>\$</b>              |

Personal information is only used to process this wireless internet pre purchase application form. For full details of our Privacy Policy please refer to [www.melbourneshowgrounds.com/privacy-policy/](http://www.melbourneshowgrounds.com/privacy-policy/)

The service information and Terms and Conditions of Use detailed overleaf form part of this application form. This form will not be processed until all information is complete on both pages and payment is made. All prices quoted on this document are inclusive of GST

### Service Information

The WiFi is available on the 5Ghz range only and is limited to 50Mbps and can only be used by 2 devices concurrently. There is an unlimited data download allowance. 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. Given the dynamic configuration of event spaces there may be time where WiFi does not perform to expectations. In open spaces away from buildings WiFi connectivity is not 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 WiFi performance and this may not be experienced until your event. All WiFi 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. The WiFi offered is not a secure network, except when initially signing onto our secure website for payment. It is the responsibility of the customer to provide their own equipment (laptops, computers, tablets) to access the internet. Melbourne Showgrounds recommends utilising the most up to date operating systems and anti-virus applications. It is the sole responsibility of the customer to ensure their system is up to date and support is provided by their own technical staff.

Melbourne Showgrounds does not provide on call IT support unless arranged prior to the event. Melbourne Showgrounds wireless internet service is used for basic internet browsing, sending and receiving emails. If continuous downloading or a Virtual Private Network setup is required, please refer to the Melbourne Showgrounds Wired Internet Application Form or contact Melbourne Showgrounds for further information.

### Terms and Conditions of Use

1. Payment is only accepted via credit card prior to the event.
2. 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. An administration fee applies to all pre-purchased order forms. The fee covers the associated costs of creating a WiFi account and invoicing and is payable on a per wireless plan basis.
4. Speeds are theoretical network maximum speeds. Actual speeds may be less due to a number of factors including network configuration, line quality & length, equipment interference, traffic, hardware and software.
5. No refunds if the internet access service is cancelled within 72 hours prior the event or if the service is not utilised.
6. A request for service does not automatically guarantee services will be provided. Each application will be assessed and the Applicant advised of the outcome. Payments will not be processed until acceptance of the application.
7. Please note the Melbourne Showgrounds will not manage, monitor 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.
8. Valid until December 2019.

I have read and understood the above terms and conditions and agree to abide by them.  
This document will be a tax invoice for GST when fully completed and you make a payment to Melbourne Showgrounds.

Name

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Signature

Date

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### Payment Details

Card Type:  Mastercard  VISA

Card Number:     /     /     /

Expiry Date:   /

Name of Cardholder:

Signature of Cardholder:

Please note: There is a handling and service fee for this service: Visa and Mastercard 1.5%

**Return form to:**  
Melbourne Showgrounds  
Fax: 03 9281 7581  
Email: [venue@rasv.com.au](mailto:venue@rasv.com.au)