



**MOUNTAIN  
AMERICA**

**EXPOSITION CENTER**

A SALT LAKE COUNTY FACILITY



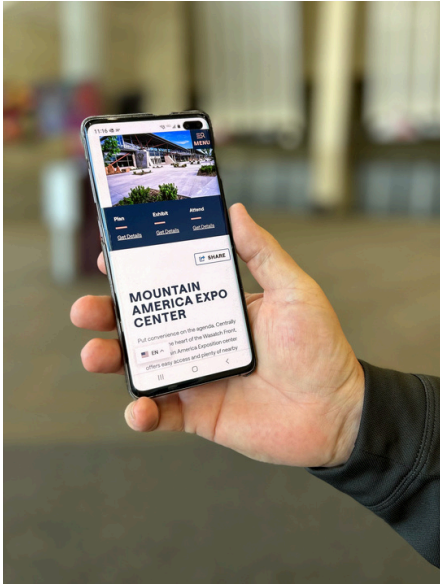
# EVENT TECHNOLOGY SERVICES

MOUNTAIN AMERICA EXPOSITION CENTER



## EVENT TECHNOLOGY SERVICES

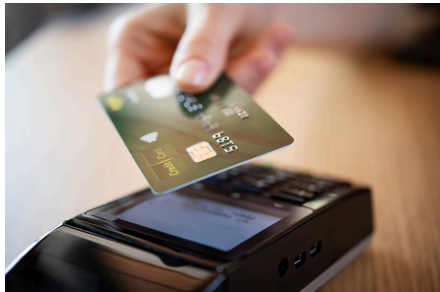
YOUR EXCLUSIVE INTERNET, TELEPHONE, AND ENGINEERING SERVICES PROVIDER AT THE MOUNTAIN AMERICA EXPO CENTER.



At the Mountain America Expo Center, we understand the crucial role that technology and engineering services play in the success of an event. With over 25 years of experience, we have been providing these essential services for meeting and conventions here in Sandy, Utah. Our proven solutions ensure your event runs smoothly, whether you are hosting a large conference, a tradeshow or a small meeting. Our state-of-the-art infrastructure delivers the speed, reliability and support you need to make your event a success.

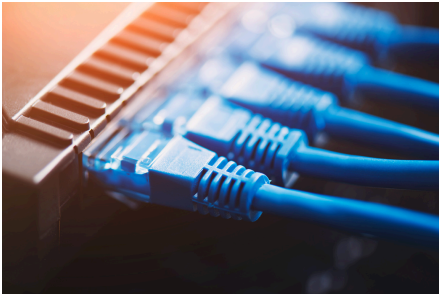
### OUR TECHNOLOGY HIGHLIGHTS

- **COMPLETE COVERAGE** - Facility-wide access for both wired and wireless internet services to ensure that your staff, exhibitors, and guests can always be connected.
- **COMPLIMENTARY WI-FI** - Free Wi-Fi is available in the lobby areas.
- **FLEXIBLE OPTIONS** - A versatile system that can be tailored to meet the individual needs of events, including custom networks, Wi-Fi buyouts, branded splash pages, high-density coverage, and more!
- **REDUNDANT INTERNET CONNECTIONS** - High-capacity infrastructure with multiple internet service providers to ensure reliability and sustained access during events.
- **ONSITE TECHNOLOGY EXPERTS** - A dedicated, in-house staff to assist you with all your technology services.



### ADDITIONAL SERVICES

- **VOICE SERVICES** - Analog and digital lines for voice and data service featuring Cisco VoIP technology. We offer multi-line digital handsets and conference phones.
- **ENGINEERING SERVICES** - Compressed air, Natural gas connections, and water services are available in our exhibit halls.



**MOUNTAIN AMERICA EXPO CENTER**  
**EVENT TECHNOLOGY SERVICES**

OFFICE: 385-468-2284 | EMAIL: IT-SUPPORT@MOUNTAINAMERICAEXPO.COM



## Price List for 2025: Internet Services

Wired Internet Services	Advance	Standard
Daily Internet: 20 Mbps, Shared	\$200.00 per day	\$220.00 per day
Dedicated Internet: 20 Mb to 1 Gb		Call for Quote
Private Network/VLAN: Dark, no Internet Service	\$500.00	\$550.00
8 Port Switch (10/100/1000):	\$85.00	\$100.00
Patch Cable, up to 50 feet (Cat 5e/6/6a)	\$40.00	\$50.00
Network Labor: cabling/connections		\$95.00 per hour
Dry Copper: 2-pair	\$400.00	\$475.00

Wireless Internet Services	Advance	Standard
Free Wi-Fi: <b>MAEC Free:</b> 3 Mbps. laptops/desktops, tablets and smartphones only		FREE
Premium Wi-Fi: <b>MAEC Premium:</b> 20 Mbps. laptops/desktops, tablets and smartphones only		\$60.00 per day
Smart Wi-Fi: 20 Mbps. for a non-browser device, smart TV, credit card terminal, etc.	\$300.00	\$330.00
Wi-Fi Hotspot: 20 Mb for one exhibit booth	\$1000.00	\$1100.00
Custom Wi-Fi Network, first location	\$1500.00	\$1650.00
Custom Wi-Fi Network, additional location	\$495.00	\$550.00
Splash Page	\$350.00	\$385.00

MAEC Free and Premium Wi-Fi services utilize a splash page. This allows for self-service access and on-site purchases. However, devices such as smart TV, streaming sticks, casting and credit card terminals cannot utilize a splash page. These devices will need to order any of our other Wi-Fi services.

### CUSTOM WI-FI NETWORK:

Provide your attendees with access to your mobile app, request audience responses online, have guest post to social media in real time and more! The Mountain America Expo Center's wireless network is built to provide everyone in the facility with fast and reliable internet connectivity.

A custom Wi-Fi network is designed according to your event requirements:

- your choice of network name and password (password must be at least 8 characters long).
- select locations (like offices or lounges) or all your contracted space (every exhibit hall\*, meeting room and lobby).
- speeds for a custom Wi-Fi network are not restricted. We usually see an average speed of 20 Mbps per user during busy events.
- Optional: Redirect your users to a Sponsor/Splash page. This is a great way to brand your event or promote an event sponsor!
- a flat rate based on the number of locations needed.



## INTERNET SERVICE DESCRIPTIONS

### WIRED INTERNET SERVICES:

- Daily Internet is a shared Internet service. This is a pre-deployed network available throughout the convention center. User will be on the same VLAN using the same IP pool. Recommended for e-mail access, social media, web demonstrations, online store sales, registration, etc.
- Dedicated Internet services are built on request. They include a set amount of bandwidth over a private VLAN. We offer connections with bandwidth of 20 Mbps to 1 Gb. Recommended for live streaming, video conferencing, and large file transfers and updates.
- Daily and Dedicated Internet service provides access for your first device. If you need access for additional devices, you can bring a switch and cables to split the line or you can rent these items from us.
- We can supply connectivity via point-to-point connections or VLAN's for private local area networks, speaker-ready rooms, video transfer, and more. Our facility is built to be flexible, and we can accommodate almost any custom event requirements. Call us to discuss your custom event needs.

### WIRELESS INTERNET SERVICES:

- MAEC Free is a complimentary Wi-Fi service available in the lobby. Provides speeds of up to 3 Mbps per user, in 1-hour sessions. Recommended for light web browsing, email, social media, etc.
- MAEC Premium is a business-class Wi-Fi network that provides speeds up to 20 Mbps per user and is available throughout the facility. Recommended for web demonstrations, on-line sales, registration, etc. You can order accounts in advance or purchase with a credit card on the splash page.

MAEC Free and MAEC Premium are for desktop computers, laptops, tablets and smartphones only.

Broadcast 5 GHz only. Network will not populate for older devices using 2.4 GHz only.

- "Smart" Wi-Fi is designed for devices that cannot use a web browser to access the Internet. Example: smart TVs, streaming sticks, credit card terminals, smart-home products and more. Smart Wi-Fi is a custom network built to meet the need of your devices.
- Wi-Fi Hotspots provide internet access all users and devices within an exhibit booth with a set amount of bandwidth. You choose the network name (SSID) and password.

## Price List for 2025: Telephone and Engineering Services

Telephone Service	Advance	Standard
Analog Telephone Line: no handset	\$235.00	\$270.00
Digital Telephone Line: includes handset	\$295.00	\$350.00
Digital Telephone Line: with conference set	\$375.00	\$435.00
Telephone Programming: Voicemail Box	\$120.00	\$150.00

Engineering Services	Advance	Standard
Water Fill / Empty: up to 100 gallons	\$126.00	\$198.00
Water Fill / Empty: up to 500 gallons	\$222.00	\$318.00
Water Fill / Empty: over 500 gallons	\$0.50 per gallon	\$0.55 per gallon
Top-off Service for Water Fill		\$95.00 per hour
Cold Water Connection	\$234.00	\$330.00
Drain Line	\$186.00	\$270.00
Compressed Air Connection	\$222.00	\$318.00
Natural Gas Connection, first connection	\$264.00	\$360.00
Natural Gas Connection, additional connection	\$132.00	\$180.00
Natural Gas Connection, labor for onsite orders		\$95.00 per hour



### TELEPHONE & ENGINEERING SERVICES

#### ANALOG LINE:

Our analog line provides basic dial-up access for credit card terminals, fax machines, media productions, etc.

#### DIGITAL LINE:

The digital line is an office-style telephone with calling features such as hold and forward. A Cisco brand handset or conference set is included. A voicemail box can be added on request.

\*all telephone lines require you to dial a "9" before the ten-digit phone number.

#### WATER FILL / EMPTY:

Water for a container such as a spa, pool, barrel, circulating fountain, etc. An engineer will fill the container during move-in and empty the container during move-out.

If additional water is needed during the event, a top-off service can be ordered.

#### COLD WATER CONNECTION:

Water for consumable products such as a soda fountain, coffee maker, or for watering plants. Also, for sinks and similar continuous water requirements. Can be paired with a drain line to drain the water used into a floor box.

#### CONNECTION DETAILS:

- Cold Water Connection: 3/4" garden hose fitting with a shut-off valve.
- Drain Line: Semi-rigid PVC in 1, 1.5 and 2". Slip-fit with hose clamp connection. Gravity flow to a floor box.
- Compressed Air: 100 PSI, 3/8" quick universal disconnect, and c/o valve.
- Natural Gas: 1/2" quick disconnect. 2 lb. regulator included. Equipment must have a 1/2" NPT male fitting on an adapter to fit.

## Frequently Asked Questions

**Q: Is there someone who can assist with placing my Internet order?**

A: Contact the Event Technology Department at 385-468-2284 or email [it-support@mountainamericaexpo.com](mailto:it-support@mountainamericaexpo.com)

**Q: I need a hardline. Should I choose Daily or Dedicated Internet?**

A: Choose Daily Internet for:

- normal internet browsing, checking email, web demonstrations, and online sales.

A: Choose Dedicated Internet for:

- live streaming, large uploads/downloads, PCI compliance/security requirements, or any high-bandwidth utilizing applications.

**Q: Can I bring a router?**

A: Yes, we allow the use of routers on any of our hardlines. However, we do not rent routers. We can rent an 8-port switch if you need to split your hardline between multiple devices.

**Q: What is the upload and download speed?**

A: All wired and wireless services are symmetrical. Upload and download speeds are the same. Example: A 20 Mbps service is 20 Mbps up and down.

**Q: How many people am I sharing the Daily Internet service with?**

A: Daily Internet services operate on the same VLAN across the facility and are shared amongst all customers who utilize the service. The number of users will vary by event.

**Q: I have several devices that will be connected via hardline. What should I order?**

A: Each internet service comes with an ethernet cable that can connect directly to one device. You will need a switch to split the line and an individual patch cable for each device. You can bring your own or rent this equipment from us.

**Q: I have cabling that needs to be run under my flooring. How do I order that?**

A: If you order network labor, we will lay the cabling in your booth. We must have a detailed drawing with measurements, showing where the lines are to be placed.

**Q: I need public IPs. What do I order?**

A: If you need a public IP, you'll require Dedicated Internet service. Dedicated Internet gives you the option to utilize DHCP/private IP or a public IP address.

**Q: How many devices can I connect to a Wi-Fi Hotspot?**

A: The bandwidth on a hotspot is shared and set at 20 Mbps. We recommend connecting no more than 10 users on a 20 Mb hotspot.

**Q: Can I stream on Wi-Fi?**

A: Yes, you can stream on Wi-Fi, but we do not recommend it. Wireless internet is inherently vulnerable to interference, noise and subject to the activity of others on the same network. A wired connection is always preferred if the streaming is critical to the success of your event.

**Q: Can I connect my printers to the Wi-Fi?**

A: Yes, you can connect printers to our Wi-Fi Hotspots and custom network services. Please let us know if you need to use wireless printing so we can allow this service on your network.



FAQ

**Q: I have a Smart TV. Can I connect it to the MAEC Premium Wi-Fi?**

A: No, a Smart TV does not utilize a web browser, which is required, as our Premium Wi-Fi service uses a splash page for access. We recommend our Smart Wi-Fi, Hotspot, or a Custom Wi-Fi network for smart TVs, credit card terminals, streaming/casting devices, and any other IoT devices that need Internet access.

**Q: Are there any additional labor costs?**

A: No, standard labor is included in the pricing of all services. Labor will only be charged if services outside the standard installation scope are required.

**Q: Help, my internet doesn't work!**

A: Check to make sure all cables are properly plugged in to the device and switch (if applicable). If you are using Wi-Fi, make sure your device is connected to the right network. If you are still experiencing issues, please call 385-468-2284, and we can dispatch a technician to assist.

**Q: What is the difference between an analog and a digital telephone line?**

A: Analog lines are recommended for credit card terminals, fax machines, and other services that do not require a handset. Digital lines are recommended for office-style settings. These lines come with a handset that can handle 1 or 2 lines and offer standard features like call waiting, call rollover, and voicemail.

**Q: What type of water service should I order?**

A: If you need a continuous source of water, order a Cold Water Connection. You can pair this with a drain line if needed. If you only need a container to be filled, such as a spa or water fountain, order the Water Fill & Empty service.

**Q: What type of connectors provide air, water, and gas services?**

- Cold Water Connection: 3/4" garden hose fitting with a shut-off valve.
- Drain Line: Semi-rigid PVC in 1, 1.5 and 2". Slip-fit with hose clamp connection. Gravity flow to a floor box.
- Compressed Air: 100 PSI, 3/8" quick universal disconnect, and c/o valve.

- Natural Gas: 1/2" quick disconnect. 2 lb. regulator included. Equipment must have a 1/2" NPT male fitting on an adapter to fit.

**Q: Can I have my water tank refilled during the event?**

A: Yes, we can supply a "top-off" service at \$95/hour (1 hour minimum)

**Q: What is the cancellation policy?**

A: Services can be cancelled any time before move-in begins. Once move-in has started, we can make changes and alterations to services, but we do not allow cancellations.

## Ordering Procedures and Contact Information

### PRICING:

Save money by ordering early. Advance rates are available for most services. Standard rates will apply starting 10 days before your event move-in. Quote must be signed and returned by that date to qualify for the advance rate. Additions and changes after this date will be charged at the standard rate.

### ORDERING:

To place an order, email your requirements to: Darren Satterwhite, [darrens@mountainamericaexpo.com](mailto:darrens@mountainamericaexpo.com)

A quote will be created for services for your event. We are happy to help you choose services that fit your event needs and budget.

### PAYMENTS:

Services are usually included on your final settlement invoice. Advance deposits may be required. Services can also be paid in advance, if preferred. Any balance due will be included on your final settlement invoice.

We accept company checks, ACH, or credit card payments (3.5% fee on credit card transactions).

### EXHIBITOR ORDER FORMS:



Exhibitor ordering is easy with our online order forms.

<https://www.visitsaltlake.com/mountain-america-expo-center/exhibit/order-services/>

### QUESTIONS AND ONSITE ASSISTANCE:

Darren Satterwhite, Event Technology Services Manager  
385-468-2284, office  
801-231-2765, cell  
[darrens@mountainamericaexpo.com](mailto:darrens@mountainamericaexpo.com)  
[it-support@mountainamericaexpo.com](mailto:it-support@mountainamericaexpo.com)

### ALTERNATE CONTACT:

Heidi Baird, Director of Event Technology  
801-673-5294, cell  
[hbaird@saltpalace.com](mailto:hbaird@saltpalace.com)

### TECHNICIAN AVAILABILITY:

Technicians will be onsite and available during move-in hours.

Technicians will be onsite for event days starting one hour before the first meeting, event or registration opening. They will remain onsite until one-half hour after the event is over for the day.

If you need to have a technician available outside these hours, a request can be submitted in writing to the Event Technology Services Manager.

