## TECHNICAL SUPPORT LINK SOLUTION

(+55) 21 9104-8824 / 6845-7158 - evento@linksolution.com.br

### Services Installation Value Daily Value

<table>
<thead>
<tr>
<th>Services</th>
<th>Installation Value</th>
<th>Daily Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone line + Simple Phone*</td>
<td>R$ 195,00</td>
<td></td>
</tr>
<tr>
<td>Phone line to use with credit card machine*</td>
<td>R$ 195,00</td>
<td>R$ 55,00/pd</td>
</tr>
<tr>
<td>Phone line + Cordless phone*</td>
<td>R$ 195,00</td>
<td>R$ 70,00/pd</td>
</tr>
<tr>
<td>Phone line + Fax machine*</td>
<td>R$ 195,00</td>
<td>R$ 100,00/pd</td>
</tr>
<tr>
<td>Call restrictions (international, long distance, local, mobile)</td>
<td>R$ 65,00</td>
<td></td>
</tr>
<tr>
<td>Broad band 512kb - individual - Wi-Fi</td>
<td>R$ 190,00</td>
<td>R$ 70,00/pd</td>
</tr>
<tr>
<td>Broad band 1024kb - individual - Wi-Fi</td>
<td>R$ 190,00</td>
<td>R$ 135,00/pd</td>
</tr>
<tr>
<td>Broad band 512kb - individual - Cabled</td>
<td>R$ 390,00</td>
<td>R$ 70,00/pd</td>
</tr>
<tr>
<td>Broad band 1024kb - individual - Cabled</td>
<td>R$ 390,00</td>
<td>R$ 135,00/pd</td>
</tr>
<tr>
<td>USB antenna adaptor for Wi-Fi on PC's (desktops)</td>
<td>R$ 55,00</td>
<td></td>
</tr>
<tr>
<td>Cable internet - 512kb FULL (for public IP, ask at this very form)**</td>
<td>R$ 1.800,00</td>
<td>R$ 390,00/pd</td>
</tr>
<tr>
<td>Cable internet - 1Mb FULL (for public IP, ask at this very form)**</td>
<td>R$ 1.800,00</td>
<td>R$ 650,00/pd</td>
</tr>
<tr>
<td>Cable internet - 2Mb FULL (for public IP, ask at this very form)**</td>
<td>R$ 1.800,00</td>
<td>R$ 1.100,00/pd</td>
</tr>
<tr>
<td>Cable internet - 5Mb FULL (for public IP, ask at this very form)**</td>
<td>R$ 3.000,00</td>
<td>R$ 2.200,00/pd</td>
</tr>
<tr>
<td>Cable internet - 10Mb FULL (for public IP, ask at this very form)**</td>
<td>R$ 3.000,00</td>
<td>R$ 3.500,00/pd</td>
</tr>
<tr>
<td>1 wireless AP (30m²) (up to 20 users). Requires a FULL link to work</td>
<td>R$ 1.000,00</td>
<td>R$ 100,00/pd</td>
</tr>
</tbody>
</table>

** Extra Technical Support (1 technician for a 10 hour period, allocated as Customer’s will)**

### Discounts for advanced hiring below the chart

<table>
<thead>
<tr>
<th>DISCOUNT FOR ADVANCED HIRING</th>
<th>DISCOUNT</th>
<th>OBSERVATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hiring until 15 days before installation</td>
<td>30%</td>
<td>Discount valid over INSTALLATION only</td>
</tr>
<tr>
<td>Hiring until 7 days before installation</td>
<td>15%</td>
<td>Discount valid over INSTALLATION only</td>
</tr>
</tbody>
</table>

### Phone (prices per minute)

<table>
<thead>
<tr>
<th>TYPE OF CALL</th>
<th>FIXO</th>
<th>MOVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local</td>
<td>R$ 0,15</td>
<td>R$ 0,89</td>
</tr>
<tr>
<td>Long distance in Brazil</td>
<td>R$ 0,52</td>
<td></td>
</tr>
<tr>
<td>Long distance international</td>
<td>R$ 1,00</td>
<td></td>
</tr>
</tbody>
</table>

** Technical Support must be requested through (+55) 21 9104-8824 / 6845-7158.**

** Assembly Period (work days from 9am to 6pm) / Exhibition Period (days and time of exhibition):**

### CALL RESTRICTIONS

- USA and Europe. For other countries please consult.
- Broad band 512kb - individual - Wi-Fi
- Broad band 1024kb - individual - Wi-Fi
- Broad band 512kb - individual - Cabled
- Broad band 1024kb - individual - Cabled
- USB antenna adaptor for Wi-Fi on PC's
- Cable internet - 512kb FULL (PUBLIC IP? ( ) yes ( ) no) - Minimum of 2 days
- 1 wireless AP (30m²) (Up to 20 users). Requires a FULL link to work

### Technical Support (standard)

Technical support must be requested through (+55) 21 9104-8824 / 6845-7158. Our technicians will be moved immediately and solve the problem as soon as possible. However we need the time specified above for more complex/specific cases.

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I agree with the price chart above and the payment method on the next page.

** DATE: ** / / 

** SIGNATURE: **

** COMPLETE NAME: **
1. SERVICE ORDERING

1.1. In order to guarantee the service, every order must be done at least 6 days before the installation date, as well as providing LINK SOLUTION with a map of the exact installation point;

1.2. In order to guarantee "out of chart" services, ordering must be done until 15 days before installation date;

1.3. Order confirmation will be set when LINK SOLUTION send this form, filled by the EXHIBITOR, with the LINK SOLUTION stamp;

1.4. Attending time: Work days from 9am to 6pm;

2. SERVICE ACTIVATION AND TECHNICAL FEATURES

2.1. So that interference will not occur on the LINK SOLUTION Wi-Fi network, no wireless network is permitted without prior formal authorization. In case of instance, the EXHIBITOR may have immediate cancellation of contracted services, in addition to no refund of the amount paid. LINK SOLUTION does not take any responsibility for problems motivated by other Wi-Fi networks interference;

2.2. As a network security measure, EXHIBITORS who wish to have an internal Wi-Fi network MUST hire a configured router from LINK SOLUTION;

2.3. Until 2 days from the exhibition, installation and testing will be scheduled. The equipments will be installed and tested by LINK SOLUTION, in the presence of someone pointed out by the EXHIBITOR. If at the date scheduled no one representing the EXHIBITOR arrives or if there is a lack of infrastructure (ex: electricity, furniture), the installation will be moved to the end of the line. In this case, the EXHIBITOR may not have the service installed at the hired date, in addition to not having the right for a refund of the amount paid. If the EXHIBITOR does not have someone to follow the installation, he can also collect the equipment straight from LINK SOLUTION at any time and install it by himself;

2.4. If facing technical problems, motivated by internal issues, LINK SOLUTION will have a maximum “problem solving” time of 2 hours. If the problem is not fixed on time, the EXHIBITOR has the right to a proportional refund, corresponding to the period (hours) in which the service was not available;

2.5. The broadband internet links have a 20% bandwidth warranty and they don’t have public IP's. If a public IP is necessary, a FULL link must be hired;

2.6. Every hired service will be delivered at one single point, pointed out by the EXHIBITOR, inside each area. A map of the stand specifying this point must be delivered by the EXHIBITOR to LINK SOLUTION, at the time of the order. If there is no definition by the EXHIBITOR, our technical department will find a appropriate point to deliver the cable. Internal cabling is the EXHIBITOR’s responsibility. In case of Wi-Fi services, LINK SOLUTION won’t be held responsible for signal quality loss when equipment are installed inside closed recipients (rooms, lockers) or installed near other equipment that work on the same frequency (microwave oven, 2.4 GHz cordless phone).

2.7. The EXHIBITOR must provide every infrastructure necessary (installation point, outlet when necessary) for the well functioning of LINK SOLUTION’s equipment;

2.8. Cancellations or alterations in orders will only be accepted until 48 hours from the installation date, if no service has been indicated by LINK SOLUTION (ex: cabling). After this period, the EXHIBITOR won’t have the right for a full refund on previously paid services. Refunds will suffer a 20% fine over the total amount paid;

2.9. If certain application has a special need (Ex: VPN or destiny IP), LINK SOLUTION must be notified at the time of the order. If such notice is given later, a fee of R$ 50,00 will be charged for the reconfiguration;

3. COMMERCIAL CONDITIONS

3.1. In order to guarantee the service, payment must be done until 48 hours before the installation date. The EXHIBITOR must contact LINK SOLUTION for payment options;

3.2. Prices on chart are only for services inside the exhibition center;

3.3. Prices are directly related to the order date. See chart above;

3.4. The pricing date is the date when the equipment is available, based on chart above;

3.5. The EXHIBITOR takes total responsibility for the equipment left at his stand. Damaged or missing equipment gives LINK SOLUTION the right to immediate charge the EXHIBITOR, based on chart above;

3.6. LINK SOLUTION takes no responsibility over phone calls made from the EXHIBITOR’s hired phone;

DO NOT FILL - INTERNAL ORDERING CONTROL

COMPANY: ____________________________

INSTALLATION DATE: _________/_______/_______. (Installation time: _________/_______/_______.)

Within the assembly period set by the Exhibition’s Organization)

QTY TOTAL DAYS R$ ORDERED-SERVICE

Phone line + Simple Phone
Phone line to use with credit card machine
Phone line + Cordless phone
Phone line + Fax machine
Calls Restrictions - Block:
Broad band 512Kb - individual - Wi-Fi
Broad band 1024Kb - individual - Wi-Fi
Broad band 512Kb - individual - Cabled
Broad band 1024Kb - individual - Cabled
USB antenna adaptor for Wi-Fi on Pc’s
Cable internet - _______Mb FULL - Minimum of 2 days
1 wireless AP (30m²) (Up to 20 users).
Extra Technical Support

TOTAL: R$ _______________________. Sending the PAYMENT RECEIPT is necessary