

Terms and Conditions for Fiber-Optic Internet Service and Communication Lines at INTEX Osaka (November 2024)

These Terms and Conditions (hereinafter referred to as "these Terms") govern the use of the fiber-optic internet services (hereinafter referred to as "the Service") provided by Sakura International Inc. (hereinafter referred to as "the company") at INTEX Osaka. By using the Service, you agree to comply with these Terms.

1. Consultation Window and Tentative Application Deadline

Contact Point for Inquiries and Applications:

To ensure seamless communication for exhibitions at INTEX Osaka, all technical inquiries and applications must be directed to Sakura International Inc., INTEX Office (Communication & Internet Line Services Team).

Application Deadlines:

- **Fiber-optic internet service:** Applications must be submitted at least **four weeks** before the start date of use.
- **FLET'S dedicated external internet lines (NTT West) or telephone lines:** Applications must be submitted at least **two months** in advance.

Contact Information:

- **Tel:** +81 06 06264 3900
- **Email:** intex_i@sakurain.co.jp

Application Process for Complex Cases:

For complex cases, please provide as much detailed information as possible in the inquiry form or email. Include specific details and additional documents (if necessary).

- Once your request is reviewed, we will create a plan and send you a quotation.
- Please sign the signature field on the quotation's order form and return it via email to confirm your application.

2. Line Arrangement

2.1. Installation of Lines:

Based on your application, we will arrange the temporary communication lines. This includes:

- Wiring, provider, and router within INTEX Osaka to the specified location.
- Provision of one UTP cable (RJ-45).
- Dedicated router setup for Local 5G users (if applicable).

2.2. Additional Provisions:

- One free 8-port hub can be provided upon request.
- Power supply work is **not included** and must be arranged separately if required.

2.3. Additional Wiring Work within Booths:

- For additional secondary wiring within booths, please provide detailed diagrams and layout plans indicating specific requirements.
- A separate quotation will be provided based on the details submitted.

2.4. Notification to the Venue:

Our company will submit the required "Installation Work Notification" to INTEX Osaka (the venue) on your behalf, as part of the arrangement process.

3. Service Menu

3.1. INTEX Osaka Fiber-Optic Internet Service (Recommended Line):

- Utilizes the shared LAN installed within the INTEX Osaka facility to provide a stable connection.
- Security is enhanced by separating exhibitors' networks to control communication and minimize risks.
- Customers are responsible for taking their own precautions against unauthorized access, computer viruses, and other potential security threats.

Important Notice: Some computer viruses can infect systems just through network connection. Customers must ensure they implement appropriate antivirus and security measures.

3.2. Dedicated Line:

- A dedicated fiber-optic internet service is provided by NTT West, which includes a global IP address.
- This plan covers installation costs, provider contracts, routers, application fees, and global IP addresses.
- Applications must be submitted at least **two months in advance**.
- Late applications may not be accepted due to the preparation time required.

3.3. Cloud Wi-Fi Setup Plan:

- Customers can request a custom SSID and password when applying for this plan.
- If the SSID and password are not provided at least **two weeks in advance**, default settings will be assigned by us.
- The SSID should consist of alphanumeric characters with no character limit, while passwords must be alphanumeric and between 8–15 characters in length.

3.4. Telephone Line

- Customers must specify the number of channels/numbers required and whether representative group numbers are needed.
- Telephone numbers are assigned after application processing, which typically takes **about two weeks**.
- Customers are advised to submit applications early to ensure timely processing.

3.5. Technical Staff Service:

- Customers can request on-site technical support for specific periods:
 - **1-day service:** Standard hours are from 9:00–17:00. However, the service can be scheduled for up to **8 hours** (including a 1-hour break) between **8:00–22:00**.
 - **Short service:** Available for a minimum of **4 hours**.

3.6. Other Services:

- Additional services include the arrangement of multifunction copiers, secondary wiring, and equipment rental (e.g., cables, 8-port hubs, PCs, monitors, barcode readers). Customers are encouraged to inquire for further details regarding availability.

4. Submission of Layout Diagrams

4.1. Requirement to Submit Floor Plans:

- Customers must submit a detailed floor plan showing their desired installation location for communication lines (e.g., in room corners, or at outlet locations within rooms)

Important Notice: If no layout diagram is submitted, the construction of communication lines may not be completed before the event starts.

4.2. Details to Include in Layouts:

- The layout must include specific utility **PIT (floor access hatch) information.**
- Clearly mark the access point from the PIT and the final installation position within the booth or room.
- The booth layout must clearly indicate the exact location where cables and equipment should be placed.

4.3. Submission Method:

- Attach the layout diagram to your email or submit it through the web application form.
- Ensure the diagram is clear and detailed to avoid delays or errors in installation.

5. Billing, Payment, and Application Completion

5.1. After the application is received, we will send an invoice for the service fee approximately one week later.

5.2. Payment must be made to the designated account listed on the invoice by the payment deadline. Transfer fees are the customer's responsibility. Payment confirmation marks the completion of the application process.

5.3. Applications must be submitted at least **two weeks prior to the installation date** to be eligible for the standard rate.

- For applications submitted **13–7 days before the installation date**, a **20% surcharge** will apply.

- For applications submitted **6–2 days before the installation date**, a **50% surcharge** will apply.
- For applications submitted **1 day before or on the day of installation**, a **75% surcharge** will apply.

5.4. **Additional Charges:**

If additional call charges or usage fees arise, an invoice for these charges will be sent approximately two weeks after the event concludes.

5.5. **Transfer Receipts and Additional Invoices:**

When transferring funds via financial institutions, the remittance form will serve as a substitute for an official receipt. If an additional receipt is required, please contact us to request one.

5.6. **Event Cancellation, Postponement, or Withdrawal:**

If the event is canceled, postponed, or your exhibit is withdrawn, **costs incurred up to that point** (including planning, arrangements, and other expenses) will be billed. These costs will range from **30% to 50%** of the contracted amount, depending on the circumstances.

- Cancellations made **within 12 business days** of the scheduled installation date will incur a charge of **70% of the contract amount**.
- Cancellations made **within 4 business days** of the scheduled installation date will incur a charge of **100% of the contract amount**.

5.7. **Agreement Upon Application:**

By submitting an application, you are deemed to have confirmed and agreed to the contents of this document ("General Terms and Conditions for Use").

6. **Installation and Setup**

6.1. **Scheduled Completion of Installation:**

- For use within the exhibition hall, the scheduled completion of line installation (setup) is **14:00 on the day before the event**.
- If you require a different installation time, please notify us in advance.
- For use in conference rooms or other areas, the activation date and time must be confirmed in advance with us.

6.2. **Installation Process and Timing:**

- Based on the layout diagrams submitted in **Section 4 (Submission of Layout Diagrams)**, UTP cables (RJ-45), telephones, and modular jacks will be delivered to the specified locations.
- However, the timing of installation may be affected by:
 - Booth preparation or setup conditions.
 - The overall number of lines required for the exhibition.
 - Other unforeseen circumstances at the venue.

6.3. Additional Work and Costs:

- If rewiring, corrections, or additional work is required due to significant deviations from the submitted layout diagrams, or if damage to equipment or other factors necessitate rework or repairs, additional costs will be charged at actual cost.

6.4. Customer Responsibilities Post-Installation:

- Once installation and setup are completed, all further management and maintenance of communication lines, cables, and rented equipment become the customer's responsibility.
- Customers are responsible for ensuring that communication cables, rented equipment, and other materials are not damaged, disconnected, or tampered with during the event.
- Any costs related to the repair or replacement of damaged equipment, including cable breakages or damages to rented devices, will be borne by the customer.

6.5. Cancellations After Installation Completion:

- Cancellations after the completion of installation and setup will not be accepted under any circumstances.

6.6. Access Passes and Vehicle Permits:

- If access passes, vehicle permits, or other logistical requirements are necessary to transport and install equipment, the customer must arrange for these in advance and provide them to our staff.

7. Maintenance

7.1. Free Maintenance Services:

Free maintenance is available during setup days and on weekdays from 9:00–17:00. Please contact us at the inquiry phone number. Free maintenance on weekdays does

not include specialized technical support. Additionally, if our staff are not present at the office, assistance will be provided via phone.

7.2. Specialized Technical Support (Chargeable):

If specialized technical support is required on-site or outside of free maintenance hours, the Technical Staff Service (Chargeable) must be applied for in advance.

Important Notices for Customers:

- Free maintenance may not be able to address sudden issues or emergencies. For critical needs, it is strongly recommended to apply for the Technical Staff Service.
 - Our staff must be provided with access passes to all necessary areas for maintenance and support.
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8. Removal Work

8.1. Scheduled Removal:

Line removal will begin immediately after the conclusion of the exhibition.

8.2. Customer Responsibilities During Removal:

Customers must exercise caution during booth decoration removal or other disassembly work to prevent cable disconnection or damage to rented equipment.

8.3. Extended Use of Communication Lines:

If you need to continue using the communication line after the event close (e.g., for private events), please notify us of your desired removal time in advance.

8.4. Delays and Additional Costs:

If the removal process starts more than one hour later than the notified removal time, additional labor costs may be charged.

9. Additional Terms

9.1. Usage of Communication Lines:

- To maintain communication quality, the lending or reselling of communication lines contracted with our company to third parties is strictly prohibited. If such actions are discovered, the provision of communication lines will be terminated immediately.

- If intermediaries, such as procurement agencies or brokers, are involved, this must be disclosed to our company. If approved, communication lines must be used as-is without modifications. Unauthorized use will result in the termination of service provision.
- **Exception:** If the event organizer approves the lending or reselling of communication lines strictly within their designated hall and agrees to maintain communication quality jointly with our company, lending or reselling may be permitted under these conditions.

9.2. **Best-Effort Service:**

- The Service is provided on a **best-effort basis**, meaning communication speed and quality are not guaranteed.
- Our company accepts no responsibility for degraded communication quality caused by public telecommunications carriers during external communications. Communication speed and quality for external communication are based on the declared values of telecommunications operators, and we do not guarantee them.

9.3. **Limitation of Liability:**

9.3.1. Our company is not liable for damages or issues arising from unforeseen circumstances, including but not limited to:

- Cyberterrorism.
- Riots or disturbances.
- Natural disasters.
- Power outages or equipment failures caused by power cuts.
- Interference by third parties.

In such cases, we bear no responsibility for:

- Suspension of service usage.
- Cancellation of applications.
- Temporary interruptions.
- Changes to the customer's usage environment.
- Damages caused by disputes or issues between customers and third parties.

9.3.2. **Compensation for Service Outages:**

- If the Technical Staff Service has been requested:

- Compensation will be provided only if the Service becomes unavailable for more than **three consecutive hours** due to reasons attributable to our company, starting from the time we are made aware of the issue.
- If the Technical Staff Service has **not** been requested:
 - Compensation will be provided only if the Service becomes unavailable for more than **24 consecutive hours** due to reasons attributable to our company, starting from the time we are made aware of the issue.

9.3.3. **Compensation Amount:**

- The compensation amount for service outages described in 9.3.2 will be limited to the service usage fees corresponding to the time or days during which the Service was unavailable, calculated from the time we became aware of the issue. No additional damages or indirect losses will be compensated.