

**COX**  
BUSINESS®

 **The Baltimore**  
Convention Center



**Cox Business at the Baltimore Convention Center**  
Call Toll Free: 1-855-375-5160 | Online Ordering: [bcc.coxhn.net](http://bcc.coxhn.net)

**Cox Business® is the exclusive full-service provider**  
for all Internet, TV, and phone services  
at the Baltimore Convention Center.



## TECHNOLOGY HIGHLIGHTS

- **WiFi Access Points** – WiFi6 enhancement to provide facility-wide coverage to ensure guests, booths, and exhibitors stay connected.
- **Complimentary WiFi** – Free WiFi available in common areas and meeting rooms.
- **Variety of WiFi options** – Exhibitor credit card WiFi, hotspots, branded WiFi landing pages, and customizable WiFi SSID network names are available.
- **5 Gig Internet Connections** – Unparalleled Internet connectivity from our national fiber network can bring up to 5 Gig of Internet access directly to the show floor.
- **Technology Expertise** – A full staff of technology experts on-site to support your event technology needs.



## SERVICES

### Internet and WiFi Services

Cox Business has a full array of Internet services available. We can customize a solution to fit your specific trade show needs. From shared and dedicated high-speed Internet access (up to 5 Gbps) to special circuit needs, we will deliver a seamless network solution. Our services include best-of-class switches, hubs and cabling.

### Voice Services

Stay connected throughout the show with our full suite of voice solutions. Process orders directly on the spot with our single line service, or leverage our Polycom conference phones to work hands free.

### Video Services

Complement your event with dynamic cable television service that includes a full HD lineup. We offer a variety of channels, from local broadcast, news, sports, weather and specialized programming, to keep your guests informed and entertained.



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**PRICE LIST**

Advanced rate is only available if order is placed and paid 30 days prior to listed event start date. An expedite fee of 20% will be added to standard rates if an order is placed 72 hours or less before the listed event start date.

SERVICE	ADVANCED Before 30 Days	STANDARD Within 29 Days
<b>Shared Bandwidth Services</b>		
<b>Business Starter</b> up to 3 Mbps: Single ethernet drop with 1 private (NAT) IP address.	\$600	\$750
<b>Business Select</b> up to 10 Mbps: Single ethernet drop with 1 private (NAT) IP address. Order up to 5 total IP addresses.	\$750	\$925
<b>Business Professional</b> up to 20 Mbps: Single ethernet drop with 1 private (NAT) IP address. Order up to 10 total IP addresses.	\$1,200	\$1,500
Additional Private (NAT) IP address (For Shared Bandwidth Services Only)	\$125	\$150
<b>Dedicated Bandwidth Services (Circuit included in price and provided by Cox)</b>		
<b>Business Starter Plus</b> 5 Mbps: Single ethernet drop with 1 public IP address. No additional IP addresses allowed.	\$2,800	\$3,500
<b>Business Select Plus</b> 10 Mbps: Single ethernet drop with 1 public IP address. Order up to 10 total IP addresses.	\$4,800	\$6,000
<b>Business Professional Plus</b> 25 Mbps: Single ethernet drop with 1 public IP address. Order up to 20 total IP addresses.	\$11,000	\$13,500
<b>Business Professional Plus</b> 50 Mbps: Single Drop with 1 public IP address. Order up to 20 total IP addresses.	\$20,000	\$25,000
<b>Business Professional Plus</b> 100 Mbps: Single Drop with 1 public IP address. Order up to 20 total IP addresses.	\$32,000	\$40,000
Additional Public IP address (For Dedicated Bandwidth Services Only)	\$125	\$150

SERVICE	ADVANCED Before 30 Days	STANDARD Within 29 Days
<b>Additional Bandwidth Options</b>		
200 Mbps	\$45,000	\$55,000
300 Mbps	\$50,000	\$62,500
500 Mbps	\$55,000	\$67,500
1,000 Mbps (1 Gbps)	\$75,000	\$92,500
<b>Additional DATA Services</b>		
Ethernet Cat 5 Cable; up to 100 feet	\$75	\$90
Ethernet Cat 6 Cable; up to 100 feet	\$90	\$110
Switch Rental – Up to 24 port (10/100 unmanaged)	\$200	\$250
Additional Layer II Network Drop	\$600	\$750
Additional Internet Drop	\$600	\$750
Fiber Point to Point – Additional Location	\$1,500	\$1,850
3rd party circuit extension: Primary Circuit	\$75,000	\$92,750
3rd party circuit extension: Secondary Circuit	\$30,000	\$37,500
<b>LABOR Services</b>		
Labor Rate	\$100	\$125
Distance Fee for Outdoor Installation	\$250	\$350
<b>VOICE Services – Unlimited Domestic Long Distance</b>		
Single Line (no handset) dial "2" for outside access	\$275	\$325
Single Line (with handset) dial "2" for outside access	\$300	\$375
Single Line with Polycom Speakerphone	\$350	\$425
<b>VIDEO Services</b>		
Entire Show Single HD Video Outlet	\$300	\$375

SERVICE	ADVANCED Before 30 Days	STANDARD Within 29 Days
<b>WIRELESS Services</b>		
WIFI Hotspot – 5 Mbps – Up to 5 users	\$1,000	\$1,250
WIFI Hotspot – 5 Mbps – Up to 10 users	\$1,750	\$2,100
WIFI Hotspot – 5 Mbps – Up to 25 users	\$2,500	\$3,125
WIFI Hotspot – 5 Mbps – Up to 50 users	\$3,500	\$4,250
WIFI Hotspot – 5 Mbps – Up to 100 users	\$5,000	\$6,250
WIFI Hotspot – 5 Mbps – Additional block of 50 users (w/100 user purchase)	\$1,750	\$2,100
WIFI Hotspot – 10 Mbps – Up to 5 users	\$1,600	\$2,000
WIFI Hotspot – 10 Mbps – Up to 10 users	\$2,000	\$2,500
WIFI Hotspot – 10 Mbps – Up to 25 users	\$3,000	\$3,750
WIFI Hotspot – 10 Mbps – Up to 50 users	\$4,500	\$5,500
WIFI Hotspot – 10 Mbps – Up to 100 users	\$6,500	\$8,000
WIFI Hotspot – 10 Mbps – Additional block of 50 users (w/100 user purchase)	\$2,000	\$2,500
<b>Additional WIRELESS Services</b>		
Wireless – Additional Programmed AP	\$250	\$350
<b>Wireless Buyout – Attendance Based, Includes Custom Splash Page and Website Redirect</b>		
Up to 500	\$12,500	\$15,500
501 – 1,000	\$15,000	\$18,750
1,001 – 3,000	\$17,500	\$21,500
3,001 – 5,000	\$20,000	\$25,000
5,001 – 10,000	\$22,500	\$28,000
10,001 – 25,000	\$27,500	\$35,000
25,001 – 50,000	\$37,500	\$45,000
50,001 or more	\$50,000	\$62,500

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## FREQUENTLY ASKED QUESTIONS



### Q: Can I bring a router?

A: Routers are not permitted on our Shared Bandwidth services, but are permitted on our Dedicated Bandwidth services. Also, you may want to consider one of our dedicated Wireless Hotspots, which will allow you to easily connect without the need for additional setup.

### Q: Do you rent routers?

A: We do not rent routers, only switches. You are welcome to bring your own to connect to a Dedicated Bandwidth service. Some A/V companies offer routers to rent, or you may consider a dedicated Wireless Hotspot.

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

A: All wired and wireless services offer symmetrical upload and download speeds.

### Q: How many people will I share the Shared Bandwidth service with, and how much bandwidth will I receive?

A: Shared Bandwidth services operate on the same network across the facility, and are shared amongst all customers who utilize the service. If you require guaranteed speeds, we recommend a Dedicated Bandwidth service.

### Q: I have several devices that will be connected via hardwire on a Shared Network. What should I order?

A: Each Shared Bandwidth network includes one (1) IP address, so each additional device will need an additional IP address. Each device will also need an ethernet cable and a switch to complete the set up. You can rent a switch and cables from Cox or bring your own.

### Q: Do I need to set my IPs up before I get there?

A: All our Internet services connect via DHCP, so set up is not necessary before arriving. All devices will automatically connect if the device is set up for a DHCP IP.

### Q: I need static IPs, what do I order?

A: If you need a static IP for your devices, then you'll require a Dedicated Bandwidth service. Each service has its own dedicated VLAN, and your Account Executive will be able to provide you with your IP information shortly after your order is placed.

### Q: I ordered the Business Select 10 Mbps line, does that include WiFi?

A: No. Data services are hardline services. Your dedicated Account Executive will be able to help walk you through additional options if you also require a wireless connection.

### Q: How many devices can I connect to Convention WiFi?

A: The Convention WiFi is a single device service. All pricing is per device, and the service is non-transferable, so make sure that the service is purchased on the device that needs Internet.

### Q: What happens if I max out the users on the hotspot?

A: Once the maximum numbers of devices are met, others may not be able to connect. To allow new devices to connect, current devices may need to be disconnected, either by manually removing them or they will disconnect automatically when they move beyond the Hotspot range. If you need to connect more devices at once, contact your Account Executive to discuss.

### Q: Can I stream on WiFi?

A: We recommend 10 Mbps hotspots for any streaming of standard definition (720p) video. Any higher video quality should utilize a dedicated bandwidth service.

### Q: Can I connect my printers to the WiFi?

A: Yes, but they will not work on most WiFi buyouts.

### Q: I have a credit card machine. Is there anything that I should know when submitting my order?

A: If using a credit card machine that utilizes a phone line, make sure it can utilize a VOIP phone line. If so, order a phone line with no handset.

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

A: Standard labor is included in the pricing of all services. Additional labor is required when you are bringing your own non-electrical cables to be run under flooring, or for outdoor delivery. Please speak to your Account Executive to determine the labor costs for your situation.

### Q: I need more than a standard connection. What options do I have?

A: We offer a wide array of options spanning from Layer II connections across the facility, to direct-to-cloud services and custom bandwidth options. Your dedicated Account Executive can help you build a custom solution to meet your needs.

### Q: Help, my Internet doesn't work!

A: If it is a hardline service, make sure to check that all ethernet cables and electrical cables are properly plugged in to the device and switch (if applicable).

A: For WiFi services, are you unable to connect one device or all devices? If it is only one device, then you may be operating on 2.4Ghz. All our WiFi services are broadcast at 5Ghz for optimal experience. We offer dual-band adapters that connect via USB to allow 2.4Ghz devices to connect to the network.

A: If you can see the network, but are receiving an error when entering the password, the hotspot may have reached the maximum user count.

A: If none of the above apply and you are still experiencing issues, please call 855-375-5160, and our service experts will be glad to assist.

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