

Austin Contact Center Alliance Fall Symposium

September 14, 2017

7:30AM – 4:30PM

Exhibitor Set-up | Thursday September 13 | 1PM-5PM

UT Commons at the Pickle Research Center

10100 Burnet Rd, Bld. 137

Austin, Texas 78758



Sponsor & Exhibitor Prospectus

Register online www.austincontactcenter.org

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Fall Symposium
www.austincontactcenter.org

WELCOME

On behalf of the Austin Contact Center Alliance's Board of Directors and members of the Conference Committee, we are pleased to invite you to attend our Annual Fall Symposium. Once again, we have put together a dynamic conference, loaded with fun, networking and informative and interactive sessions designed to position you and your business at the "head of the pack." Headlining the event is a **nationally known** keynote speaker. Rounding out our roster are industry thought leaders sharing insights on cutting edge industry topics. This year's speaker line-up guarantees a banner attendance year!

The ACCA Fall Symposium offers a great opportunity to promote your products and services and interact with a knowledgeable and receptive audience. Workshops, interactive seminars, a fantastic marketplace, nationally renowned speakers, great food, fun and networking...the list goes on.

We look forward to seeing you in Austin at the UT Commons at the Pickle Research Center. Go to www.austincontactcenter.org to learn more about the conference and register as an exhibitor or sponsor today!

Thank you,

ACCA Board of Directors

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REACHING YOUR AUDIENCE

If you do business with contact centers in the Austin / Central Texas area, the ACCA Fall Symposium is the place to be! The Symposium offers three (3) ways to reach your audience. However you choose to engage, we will work with you to help maximize the return on your investment. Space is limited so register online today! www.austincontactcenter.org

1. Exhibitor:

You'll notice on the floor plan that the exhibit hall is in the Atrium, right in the center of all the action. The break-out rooms are clustered around the Atrium and breaks and lunches are served there. The agenda allows more free time for visiting with exhibitors as well...Space is limited so register online at our website today www.austincontactcenter.org!

2. Sponsor:

Elevate your organization's involvement and gain positive visibility year round as a Symposium Sponsor. Fall Symposium Sponsorship is a complete marketing investment including a premium booth space at the Symposium, one monthly meeting sponsorship, and a one year membership in the Austin Contact Center Alliance. Sponsors also receive verbal recognition at monthly meetings and on our website for 10 months after the Symposium.



3. ACCA Service Leadership Academy (SLA) Scholarship Sponsor

Now our industry partners can participate in our mission to build expertise among contact center professionals by sponsoring an ACCA Service Leadership Certification Candidate. This program develops new leaders or those identified as having leadership potential and provides them with the skills to make a successful transition from individual contributor to effective leader. With your support, ACCA will play a vital role in preparing the industry leaders of tomorrow.

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FACILITY LAYOUT

Exhibits are arranged around the perimeter of the **Atrium**. ACCA Conference Sessions are held in Big Tex Auditorium, Balcones, Stadium and Long Horn rooms.

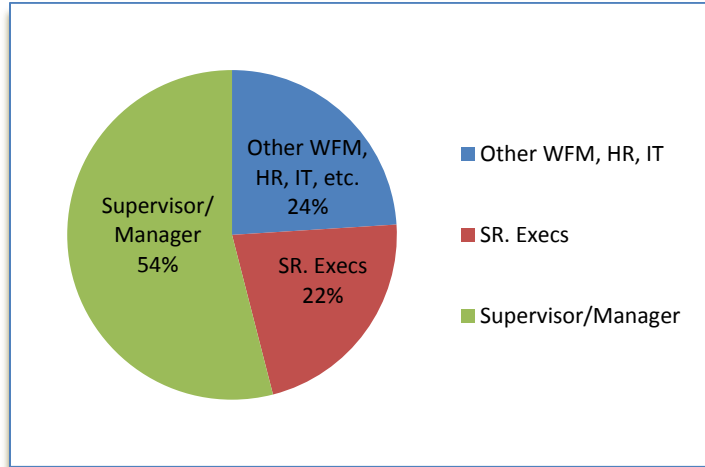


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Attendee Information

Symposium attendees include industry professionals from the Austin area including Austin, Temple, Killeen, Belton, San Marcos, New Braunfels and San Antonio.



You won't reach your target audience at this cost per contact any other show this year!

Space is limited, register today!
www.austincontactcenter.org

Exhibitor Levels

Registration Fee	Members	Non-Members	Best Value	
Table Top Exhibit (5 ft. table space)	\$375.00	\$575.00	\$750.00	1 Year Gold Membership & Table \$1,050 VALUE
10' X 10' Booth (includes 5' table)	\$575.00	\$775.00	\$950.00	1 Year Gold Membership & booth \$1,250 VALUE
Additional Booth Personnel (2 included)	\$75.00 ea.	\$75.00	\$75.00	

Exhibitor table-top or booth registration fee includes one (1) skirted 5-foot table, two (2) chairs and two (2) company representatives per table or booth. The exhibits are set up in the atrium along with registration, breaks and lunches to give exhibitors maximum exposure. Booth and table placement is determined by sponsorship level and then on a first come first served basis.

Should your organization have a specific need, sponsorship idea, or in-kind suggestion for sponsorship, please contact our office at (512) 322-0609 or info@austincontactcenter.org. We will be happy to explore a way to meet your need.

EXHIBITOR/ SPONSOR DEADLINES

- Your space or sponsorship is confirmed once we receive a signed agreement and payment.
- All agreements and payment must be received by ACCA at least 30 days before the event.

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SPONSOR LEVELS

Platinum Sponsor

\$3,500 investment (1 opportunity)

- One (1) premium full page advertisement in the final symposium program
- Choice of one (1) complimentary premium 10 X 10 booth space in the Marketplace
- Two (2) booth staff
- Logo on conference gift
- Introduce Keynote speaker at opening general session along with two-minute company overview
- Five (5) tickets to attend the entire symposium
- 1 year Industry Partner Platinum level membership which includes a monthly meeting sponsorship
- Three (3) PowerPoint slides to run during opening & closing general sessions
- Opportunity to enclose a promotional item in the symposium registration bags
- Sponsor logo to appear on conference website with a link to the sponsor's website
- Sponsor logo on symposium signage

Gold Sponsor

\$2,500 investment (3 opportunities)

- Full page advertisement in the final symposium program
- One (1) complimentary premium 10 X 10 booth space in the Marketplace
- Logo on conference gift
- Two (2) booth staff
- Three (3) tickets to attend the entire symposium
- 1 year Industry Partner Gold level membership
- Two PowerPoint streaming slides created by sponsor to run during opening & closing general sessions
- Opportunity to enclose a promotional item in the symposium registration bags
- Sponsor logo to appear on conference website with a link to the sponsor's website
- Sponsor logo on symposium signage

Executive Breakfast Sponsor - CHECK FOR AVAILABILITY

\$1,500 investment (1 opportunity)

- 1/2 page advertisement in the final symposium program
- Recognition at the breakfast as the exclusive sponsor for the Executive Breakfast
- Introduce Executive Breakfast speaker
- Company logo on conference signage and on signage at the door to the breakfast
- Company logo on the conference web page with link to sponsor's website
- A PowerPoint slide to run during opening general session
- Provide executive gift and marketing materials to attendees
- 1 year Industry Partner Gold level membership

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Silver Sponsor

\$1,500 investment (6 Opportunities)

- 1/4 page advertisement in the final symposium program
- One (1) complimentary tabletop space in the Marketplace
- Two (2) booth staff
- Sponsor logo to appear on conference website with a link to the sponsor's website
- Sponsor logo on symposium signage
- Verbal recognition at the opening keynote, with logo on PowerPoint sponsors slide
- 1 year Industry Partner Gold level membership

All sponsors receive verbal recognition of company and type of sponsorship at monthly luncheons - begins upon receipt of payment & signed agreement and continues through August following the event.

SPONSORSHIP DEADLINES

To meet our commitment to your sponsorship investment, we ask the following:

- All sponsorship agreements and payments must be received by the ACCA **30 days before event.**
- Inserts and promotional materials received by the ACCA no later than **30 days before event.**
- Please submit two (2) organization logos along with your Sponsorship Agreement. One logo should be a high resolution .eps file, at least 300 dpi, the other a low resolution .jpg or .gif file to be placed on the Sponsors Recognition page of the official conference page of the ACCA website

Should your organization have a specific need, sponsorship idea, or in-kind suggestion for sponsorship, please contact us at info@austincontactcenter.org. We will be happy to explore a way to meet your needs.

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HOW TO REGISTER AS AN EXHIBITOR OR SPONSOR

1. Log-on to www.austincontactcenter.org
2. Click on "Fall Symposium" link. Located on the main navigation bar (across the top of the website)
3. Locate "Exhibitor/Sponsor Information" sub-link
4. Complete online registration form & payment

EXHIBITOR FAQ'S

May I ship my booth / tabletop set up materials to ACCA?

You can ship conference materials to the address below.

COMMONS CONFERENCE CENTER

ATTN: Fran Stevens

ACCA FALL SYMPOSIUM

10100 BURNET RD. BLDG 137

AUSTIN, TX 78758

How will ACCA be raffling off the door prizes this year?

We will be providing all our guests a "Bingo" card at registration. They will be encouraged to visit all of our Exhibitors and Sponsors. Once they have gotten a signature from all exhibits, they can enter into the drawing for prizes. This will provide our symposium attendees with an opportunity for some great door prizes and our Exhibitors / Sponsors some quality time with our guests.

Has ACCA received all required sponsor/exhibitor packet information?

All packet paperwork can be emailed to:

info@austincontactcenter.org

Make sure that your Exhibitor/Sponsor Contract is signed, dated and received at least **30 days before the event.**

Will there be wireless internet connections at the facility?

You can purchase a wireless connection for a fee of \$10 from the facility. Please provide notification that you would like to have a wireless connection at least 24 hours prior to the event and we can coordinate getting this set up for you. Payment can be made the day of the event.

Will I have electrical power available?

Access to electricity is included in the registration fee. It is suggested that you bring an extension cord in case you are not directly near a power source.

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Where can I park to unload materials needed for my booth/table at the facility?

You can park in the front lot on Road A, as there is a ramp and unloading zone.

I need to have materials or banners printed for the event. Who can you suggest?

Please contact us at info@austincontactcenter.org and we can refer you to a local vendor for assistance.

I want to donate items to be included in the ACCA symposium merchandise bags. What is the deadline and how many are needed?

Inserts & Promotional Items - Sent to ACCA no later than 30 days before the event. Minimum of 150 per item. If you need assistance, please contact info@austincontactcenter.org.

Has ACCA received my sponsor / exhibitor level payment?

The contact person listed will receive an email confirmation when payment is processed. If you have any questions about whether your payment has been received or need any other assistance, please contact info@austincontactcenter.org to verify.

What Booth or Table have I reserved? Your booth/table number will be assigned when you check-in to set up. Please go to ACCA Registration Table upon arrival.

Please contact info@austincontactcenter.org if you have any further booth or table requirements or questions.

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GENERAL TERMS OF AGREEMENT

Exhibiting company assumes complete responsibility and liability for all loss, damage or destruction of the property of the exhibit, its guests and property of the UT Commons Building used by the Exhibitor or brought upon the premises on its behalf. Exhibitor also assumes full responsibility and liability for injury to any or all persons or property in any way connected with the exhibitor's display caused by the exhibitor's negligence. Exhibitor indemnifies and agrees to hold harmless the Austin Contact Center Alliance (ACCA) and the UT Commons Building and the legal entities which own, lease and or operate the facility, their members, officers, directors and employees against any and all liability whatsoever arising from any/all damage to property or personal injury caused by exhibitor or his agents, representatives, employees and other persons so identified. In addition, Exhibitor acknowledges that ACCA and the UT Commons Building do not maintain insurance covering Exhibitor's property and that it is the sole responsibility of Exhibitor to obtain business interruption and property damage insurance covering such losses by Exhibitor. Exhibitor also acknowledges having read and understood the terms and conditions previously outlined in this document. There will not be any direct sales of products or services or the taking of orders for products or services.

ADDITIONAL TERMS

Please read the following terms for exhibiting at the ACCA Fall Symposium and return it to ACCA with payment:

a) Location Assignments

Booth assignments will be made in the order they are received by the ACCA with the exception that sponsor's spaces are assigned first. To be complete - an Exhibitor reservation form, together with payment - must be received. Every effort will be made to place exhibitors in their preferred positions and to separate exhibitors from competitors, when requested. Early Registration deadline is 30 days before the event.

b) Space Rental

Exhibit Space to accommodate up to an 8' (w) x 10' (h) display may be purchased. When the vendor plans to install a completely constructed display, no part of the display shall project so as to obstruct the view of adjacent displays. Audio-visual equipment must not be played at a level that would interfere with adjacent exhibitors. Exhibitors are responsible for their own electrical and computer equipment.

c) Use of Space

No exhibitor shall permit any other corporation or firm or its representatives to use the space allotted to the signer of the contract, nor shall he/she display articles not manufactured or normally sold by him/her. Requests for co-participation by any other corporation or its firms or representatives in space assigned to the original applicant must be made in writing to ACCA. Exhibitors may not sublet booths or assign their lease in whole or part without the prior consent of ACCA.

d) Security and Insurance

The organizers will take responsible care to ensure security in the Exhibit Area. The organizers will not be liable for damage or loss to exhibitor's property, nor shall they be liable for any injury that may occur in the exhibit areas. The Exhibitor assumes entire responsibility and liability for losses, damages and claims arising out of injury or damage to exhibitors' displays, equipment and other property brought upon the premises of the facility and shall indemnify and hold harmless the hotel agents and employees from any and all such losses, damages and claims. Exhibitors are responsible for obtaining the insurance required to participate.

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e) Limitation of Liability

The Exhibitor shall indemnify the organizers against all claims, demands, actions, expenses, damages, penalties or proceedings arising out of or in any way connected with the Exhibitor's occupancy and use of the exhibitor premises or any part thereof. Exhibitors will be required to pay the cost of making good any damage to floors, wall structures and accessories.

f) Protection of Vendor Hall Facility

Nothing shall be posted or tacked, nailed, screwed or otherwise attached to the columns, walls, floors or other parts of the facility without permission from the proper building authority and ACCA.

g) Installation and Dismantling

Packing, unpacking and assembly of exhibitors will be done only in the designated areas and in conformity with the directions issued by the Exhibit Coordinator, the facility or their assignees. A specific requirement as to the time for installation and dismantling of exhibits to each exhibitor prior to the conference shall be binding. All displays must be in place and set up by the time of the official opening of the Exhibit Area and space not occupied or set up by that time may be reassigned for other purposes.

h) Distribution of Printed Materials

Exhibitors may not privately demonstrate products to individual in locations other than the exhibit area or designated vendor demo room(s).

Vendors are not permitted to conduct or solicit business in the Exhibit Area unless they have purchased an exhibit space. Vendors are not permitted to exhibit products and services to the full conference except in the Exhibit Area; Exhibitors may not privately demonstrate products to individuals in locations other than in the Exhibit Area. There will be no direct sales of products or service or the taking of orders for products or services.

j) Default Occupancy

An Exhibitor failing to equip contracted space is not relieved of the obligation of paying for such space at the full rental price. ACCA shall have the right to use, as it sees fit, any such booth unoccupied by one hour prior to the Exhibit Area opening.

m) Agreement to Conditions

Each Exhibitor agrees for himself/herself and his/her employees to abide by these conditions, it being understood and agreed that the sole control of the Exhibition Area rests with ACCA.

n) Amendments

ACCA shall have sole authority to interpret and enforce all rules and regulations contained herein and to make any amendments thereto, and to make such further rules and regulations as shall be necessary for the orderly conduct of the Exhibition.

Questions regarding your confirmation or space allocation should be directed to
info@austincontactcenter.org
Registration Confirmation

Signature

Date

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SPONSOR & EXHIBITOR CHECK LIST

Take a moment and review the check list below to ensure that you are properly represented at this year's event!

- Completed the online Sponsor or Exhibitor registration form at www.austincontactcenter.org
- Completed the PAYPAL portion of the registration form (registration is not complete until payment confirmation email is sent to the email provided at registration)
- Terms of Contract is emailed to info@autincontactcenter.org

FOR SPONSORS

- Logos - submit 2 logos. Web (72-75 dpi) and print (300 dpi) in TIFF or JPEG.
- 3 PowerPoint slides for rotation during the event (See Sponsor Levels)
- Company AD - The program size is 5.5x8.5 (or 8.5x11 folded). Please allow 1/8 inch or .125 on edge for bleed.
 - Full Page = 5.5 x 8.5
 - Half Page = 4.5 x 5.5
 - Quarter Page = 3.5 x 2
- Attendee Tickets - Please send the names & email address of the people who are going to attend the event on behalf of your sponsorship to education@austincontactcenter.org. (Review your sponsorship level for the quantity of tickets.)
- Inserts & Promotional Items - Sent to ACCA no later than **30 days before the event**. Minimum of 150 per item.

FOR EXHIBITORS

- Send web logo and address to info@austincontactcenter.org
- The name and email address of the person who will be attending the Fall Symposium is sent to info@austincontactcenter.org
- Pre-Event Set-up - the day before the event from 1PM-5PM
- Event Day Set-up - NOT Available, all exhibitors are required to set-up the day before
- Tear Down - Begins at 4:00 p.m. on event day

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