

AUSTIN CONTACT CENTER ALLIANCE



2010 Fall Symposium

September 9, 2010

UT Commons at the Pickle Research Center
10100 Burnet Rd, Bld. 137
Austin, Texas 78758

Sponsor & Exhibitor Prospectus

Register online at www.austincontactcenter.org

AUSTIN CONTACT CENTER ALLIANCE



2010 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 14th Annual Fall Symposium.

Once again, we have put together a dynamite fall symposium, loaded with fun, informative and interactive sessions designed to position you and your business at the "front of the pack." Headlining the event is Mr. Bob Furniss, a top rated Symposium Speaker for the past two years giving the keynote address. Rounding out our roster are speakers and learning session facilitators on the industry topics that matter to you in three learning tracks:

- Metrics and Performance Improvement
- HR and Talent Management
- Tools and Technology

Our exhibits have an expanded format this year and an inviting marketplace feel and are a great opportunity to promote your products and services and interact with a knowledgeable and receptive audience.

What are the newest industry trends and what can you do to position yourself for long term success? Join us at our Fall Symposium and learn from the best our industry has to offer! Workshops, interactive seminars, a fantastic marketplace, nationally renowned keynote speaker, great food, fun and networking...the list goes on.

We look forward to seeing you in Austin on September 9, 2010 at the UT Commons at the Pickle Research Center.

Thank you,
ACCA Board

AUSTIN CONTACT CENTER ALLIANCE



2010 Fall Symposium

www.austincontactcenter.org

REACHING YOUR AUDIENCE

There are two ways to reach your audience this year:

1. **Exhibits:** The exhibits have an expanded format this year and the agenda allows an inviting marketplace feel. You'll notice on the floor plan that the marketplace is right in the center of all the action and the agenda allows more free time for visiting with exhibitors as well...Space is limited so register online at our website today and save with early registration discounts!
2. **Sponsorship:** Get involved with one of the best resources for contact centers in Austin and gain positive visibility for your organization by becoming a sponsor.

SPONSORSHIP

AUSTIN CONTACT CENTER ALLIANCE



2010 Fall Symposium

www.austincontactcenter.org

Title Sponsor

\$5,000 investment (1 opportunity)

All the benefits of Platinum sponsorship plus:

- One full page advertisement in the final symposium program / Inside front or outside back cover
- First choice of One (1) complimentary premium 10 X 10 booth space in the Marketplace
- First choice one ½ hour vendor demo spot
- Five (5) tickets to attend the entire symposium
- 1 year Bronze Membership
- Company banner hung in general session room
- Introduce keynote speaker

Platinum Sponsorship

\$3,000 investment (2 opportunities)

All the benefits of Gold sponsorship plus:

- One full page advertisement in the final symposium program
- One (1) complimentary premium 10 X 10 booth space in the Marketplace
- One ½ hour vendor demo spot
- Five (5) tickets to attend the entire symposium
- Verbal recognition at the opening keynote, along with two-minute company overview

Gold Sponsorship

\$1,500 investment (5 opportunities)

All the benefits of Silver sponsorship plus:

- ½ page advertisement in the final symposium program
- One (1) complimentary premium trade show booth space in the Marketplace
- Three (3) tickets to attend the entire symposium
- Three PowerPoint streaming slides created by sponsor to run during lunches and breaks

Silver Sponsorship

\$1,000 investment

- ¼ page (business card) advertisement in the final symposium program
- One (1) complimentary tabletop space in the Marketplace
- Two (2) tickets to attend the entire symposium
- 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
- Opportunity to enclose a promotional item and/or literature in the symposium registration bags
- Verbal recognition of company and type of sponsorship at monthly luncheons – begins upon receipt of signed agreement and continues through to and including September 2008

Opening Breakfast Sponsor

\$350 investment

Be part of the opening breakfast welcoming the attendees to the Annual ACCA Fall Symposium

- Recognition at the breakfast as the exclusive sponsor for the breakfast
- Your company logo will appear on conference signage and on signage at the door to the breakfast
- Your company logo will appear on the conference web page (no link to sponsor's website)
- Recognition in the symposium program (logo and website address)
- A three (3) slide PowerPoint presentation to run during breakfast

AUSTIN CONTACT CENTER ALLIANCE



2010 Fall Symposium

www.austincontactcenter.org

Lunch Sponsor

\$500 investment

- Recognition at the lunch as the exclusive sponsor for the lunch
- Your company logo will appear on conference signage and on signage at the door to the lunch
- Your company logo will appear on the conference web page (no link to sponsor's website)
- Recognition in the symposium program (logo and website address)
- A three (3) slide PowerPoint presentation to run during lunch
- Opportunity to place company literature on tables and eating areas at lunch

Snack Sponsor

\$200 investment

- Recognition at the lunch as the exclusive sponsor for the break
- Your company logo will appear on conference signage
- Your company logo will appear on the conference web page (no link to sponsor's website)
- Recognition in the symposium program (logo and website address)

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 on or before July 31, 2010.
- Inserts and promotional materials received by the ACCA no later than August 12, 2010.
- 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 (www.austincontactcenter.org)

Should your organization have a specific need, sponsorship idea, or in-Kind suggestion for sponsorship, please contact our office at (512) 322-5648 or infog@austincontactcenter.org. We will be happy to explore a way to meet your needs.



2010 Fall Symposium

www.austincontactcenter.org

EXHIBITOR INFORMATION

REGISTRATION FEE (includes 1 staff person per table or booth)
Value

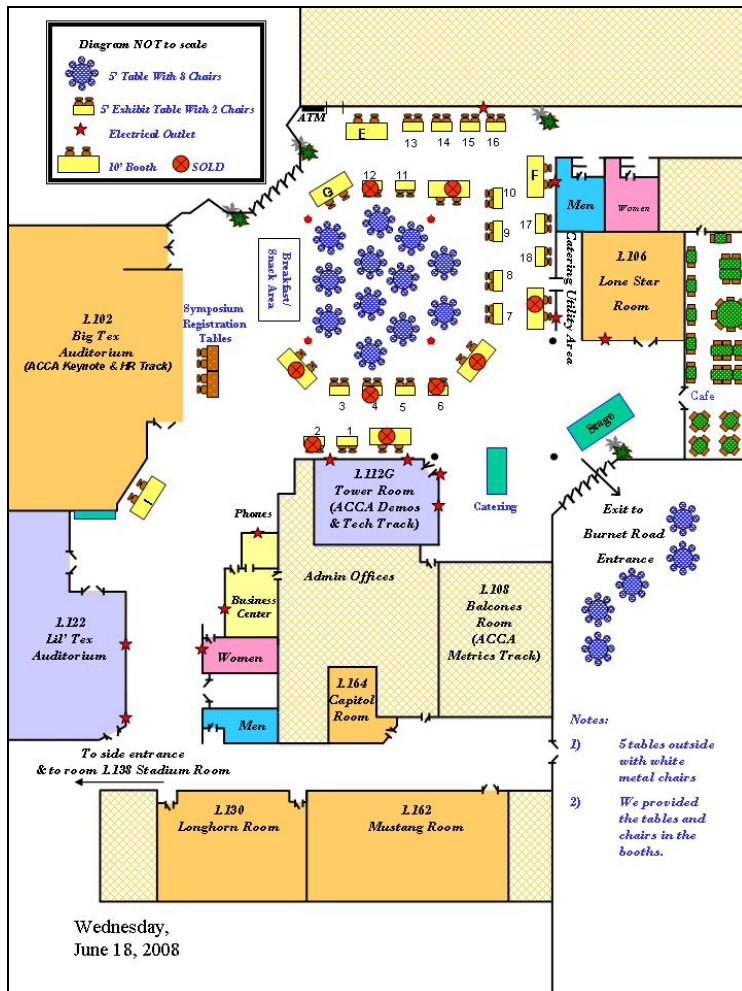
Members	\$300
Non-Members	\$500
Additional Booth Personnel	\$ 75
Inclusion of literature in registration bag	\$ 50

Table	10 X 10	*Best
Booth Space	Table & Membership	

\$500.00	\$650.00
\$750.00	\$850.00

This price includes one skirted 5-foot table, or 10 X 10 booth space (with table), two chairs and one full conference registration. The static display booths are set up in the atrium where registration breaks and lunches are served. This will give exhibitors maximum exposure, as all exhibitors will be positioned around the dining area and all symposium meeting rooms. Booth and table placement is determined by sponsorship level and then on a first-come, first-serve basis.

** See website for updates on sold booths or tables ***





2010 Fall Symposium

www.austincontactcenter.org

TERMS OF CONTRACT

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 July 31st.

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 hotel 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.

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).



2010 Fall Symposium

www.austincontactcenter.org

i) Restrictions on Location of Exhibitors and Solicitation

Vendors are not permitted to conduct or solicit business in the Exhibit Area unless they have purchased 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.

TERMS AND 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.

Questions regarding your confirmation or space allocation should be directed to info@austincontactcenter.org or (512) 322-5648

Registration Confirmation

You will receive a confirmation of your registration within 14 working days of receipt. If you do not receive a confirmation within this time or you need additional assistance, please contact info@austincontactcenter.org or (512) 322-5648.

Signature

Date



2010 Fall Symposium

www.austincontactcenter.org

HOW TO REGISTER AS AN EXHIBITOR OR SPONSOR

1. Log-on to www.austincontactcenter.org
2. Click on “2010 Fall Symposium” link. Located on the main navigation buttons (across the top of the website)
3. Locate “Sponsorship Opportunities” or “Exhibitor Registration” sub-link
4. Complete online registration form & payment

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 given)
- Terms of Contract is faxed or mailed to:
Austin Contact Center
2008 Fall Symposium
200 Barton Springs Road, Suite 400
Austin, TX 78704
FAX: 512-478-8819

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.)
- 1 paragraph describing your company for the event website
- Inserts & Promotional Items – Sent to ACCA no later than August 12, 2008. Minimum of 250 per item.
- Fall Symposium Theme – *Contact Centers: Coming of Age*, feel free to help build this theme by adding your own interactive moments and ideas. Together, we can make this event better every year!
- Check that everything was received.

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 – SEPT. 8 from 1:00 p.m. to 6:00p.m.
Event Day Set-up – NOT Available, all exhibitors are required to set-up the day before
Tear Down – Begins at 4:30 p.m.