Communications Solutions Designed for the Hospitality Industry

LET FRONTIER HELP YOUR HOTEL ATTRACT AND RETAIN GUESTS AND INCREASE OPERATIONAL EFFICIENCIES

Frontier
BUSINESS EDGE™

Communications technology is changing the behaviors and expectations of travelers — including how they research and book hotel rooms, how many devices they pack in their luggage and what type of Wi-Fi they want when they arrive. Hotel guests are looking for more than a comfortable bed; they want a place that can accommodate the technology that's integral to their lives.

When planning upgrades to your hotel's communications services and equipment, it's important to consider how these industry trends will affect your needs:

- **The impact of Millennials** – This customer segment is the fastest-growing one in the hospitality industry, and they bring with them a unique set of demands and expectations. While this may pose strategic challenges for hotels, it is also an opportunity to stand out in a crowded marketplace.

- **More devices, more bandwidth** – Guests bring more devices with them today than in years past, and those devices are taxing hotel networks with their data-heavy applications and increased security requirements.

- **Technology is evolving in every room** – Today's guests now expect more than a landline phone and a decent TV set in their rooms, and their technology demands don't stop there. Meeting spaces and semi-public social areas must now be equipped to meet a variety of technology needs.

- **Wi-Fi usage is expanding** – Beyond increasing bandwidth demand from guests, Wi-Fi is changing how hotels do business with self-serve technology solutions and communication options for staff and management.

To address these challenges, your hotel needs a communications technology partner experienced in providing solutions to the hospitality industry. Frontier has this background, having provided data and voice solutions to a wide range of hotels across the country.

When you choose Frontier as your partner, your hotel can take advantage of this experience and our extensive portfolio of network and equipment solutions. We will work closely with your team to assess your current situation, determine future communications requirements, and select products and services that fit into your timeframe and budget. What's more, Frontier backs everything up with local customer support.

To learn what Frontier can do for your hotel, please visit us at frontier.com/businessedge.

BE innovative.

Frontier Data Networking Solutions

The number of devices guests bring with them when traveling puts more demand on your hotel's network and bandwidth. In addition, guests are doing more than just emailing and web browsing; they're also downloading movies and connecting to large files in the cloud. When you combine the growing bandwidth needs of guests to those of your staff and special event participants, you'll need technology that can grow with you. You'll find it with Frontier Data Networking Solutions.

Frontier Ethernet

- Frontier's Ethernet Portfolio has been certified compliant to the highest industry standards by the global standards organization, the Metro Ethernet Forum: Carrier Ethernet 2.0.

- Ethernet solutions include ELAN, ELINE and EIA.

- Our Ethernet services deliver:

  - Speeds up to and exceeding 10Gbps

  - Easy integration with existing networks and infrastructures

  - High availability and performance

  - Engineered lines configured for performance to limit noise and environmental factors

  - Symmetrical upload and download speeds enable uncompromised traffic flow

  - Well-planned and coordinated migration from other carriers with minimal downtime

  - Commercial grade network with a coast-to-coast data backbone

Frontier Dedicated Internet Access

Frontier not only provides dedicated private lines to improve network performance, but we also help create secure, private networks for sensitive data transfers between servers and multiple locations.

- Unlike typical xDSL and cable services, a Frontier Dedicated Internet Access connection uses a range of access technologies to give you symmetrical bandwidth on a survivable high-speed nationwide IP backbone.

- Dedicated Internet Access (DIA) provides a direct connection to the Frontier Core Internet Router. This provides your hotel a wide array of bandwidth choices with speeds up to and exceeding 10Gbps. Dedicated Internet Access supports services such as:

  - Wi-Fi Hot Spots & Anchors

  - Data Backup & Recovery

  - Audio, Web and Video Conferencing

Frontier Managed IP VPN

- IP VPN (an MPLS-based Virtual Private Network) from Frontier provides a highly secure, private data network for all sensitive information.

- Enables integration of multiple networks (voice, data, video) onto a single network

- Provides ability to prioritize traffic types to accommodate time-sensitive payloads

- Provides Internet connectivity in addition to site-to-site data connectivity

- Network management handled by highly skilled network architects.

Frontier Wi-Fi Solutions

Hotel guests want complimentary Wi-Fi and will use this in their search criteria when making travel decisions. Your staff also needs a robust Wi-Fi network in order to stay connected throughout the property and work most effectively. Frontier offers a variety of cost-efficient Wi-Fi Solutions that offer the Internet speeds, reliability and security you need.

Expand Opportunities for Communication

- Frontier Wi-Fi Solutions provide Internet connectivity throughout your property, enhancing guest satisfaction and expanding the opportunities for improved communication and collaboration among staff.

- Frontier Wi-Fi Solutions allow your hotel to take advantage of technology such as smartboards and video-conferencing for staff, guests and special event participants. It can even allow your facilities managers to monitor and control operations like HVAC, lawn sprinklers and security cameras.

## A Variety of Wi-Fi Solutions to Meet Your Needs

Frontier is dedicated to working with our customers to identify, design, install and support the right Wi-Fi solutions to meet their requirements.

- Managed, hosted and premised-based options for Wi-Fi provided by key leaders in the wired and wireless access industry.

- Financing options available (including no upfront capital outlay)

- Custom Wi-Fi network design and installation available

- Per-user download speeds customized to your specifications

- Multiple access options available to meet security requirements

Frontier Lets You Stay Focused on Hotel Guests

Frontier's Managed Wi-Fi network services are a convenient and cost-effective way for your hotel to implement wireless connectivity. By choosing Frontier, you can remain focused on your hotel guests and leave the rest to us. We have the experience and resources to take care of all your Wi-Fi needs, including:

- **Security** – Frontier will set up your Wi-Fi network to give staff, customers and authorized visitors the wireless access they need, without giving them access to your main network.

- **Ongoing Support** – Our professionals will handle installation, provide locally based technical support and monitor network performance 24/7.
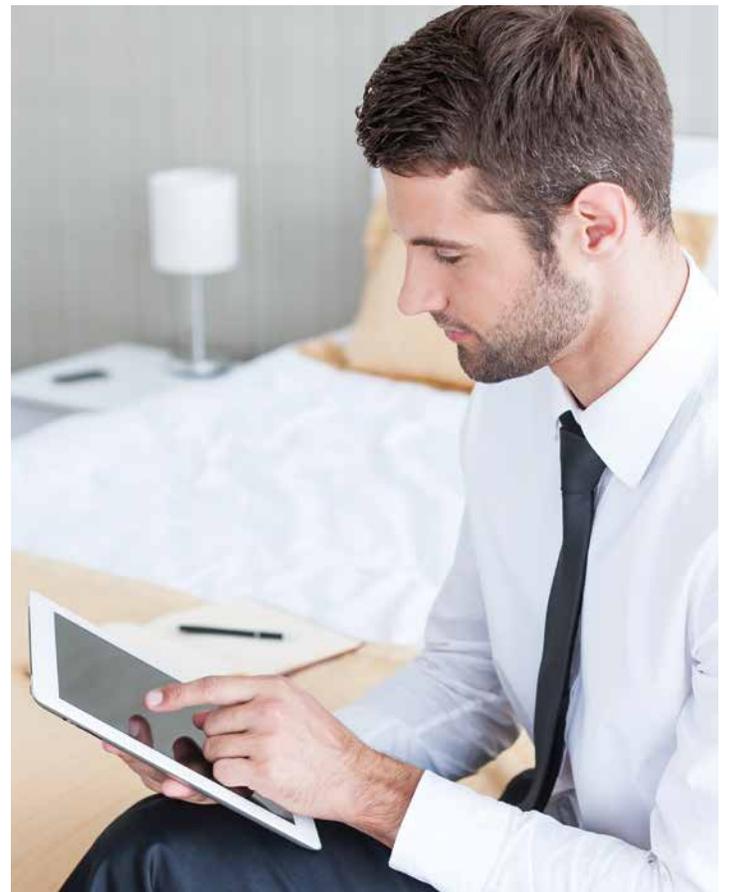
Frontier Voice and Equipment Solutions

Frontier can help improve the speed and efficiency of your voice networks to meet the needs of your hotel staff, guests and visitors.

Phone and PBX Systems

- Frontier offers phone systems and PBX from a variety of top manufacturers to fit your needs and budget.

- OneVoice phone service packages provide the customized calling solutions your hotel needs. Frontier offers a variety of cost-efficient long distance and international calling plans.

VoIP Services and Equipment

- With IP Trunking and Hosted (Cloud) VoIP services, Frontier has a VoIP solution that meets your needs.

- Save money and optimize network efficiencies by taking advantage of network convergence—Frontier's VoIP services are delivered over the same network infrastructure as is used to carry data and Internet traffic. With all your communications services on the same network, you'll eliminate much of the capital and resources needed to manage/maintain two separate networks for voice and data services.

- As VoIP is an IP-based application, you'll get great features and capabilities that aren't available with traditional phones services like soft-phones and Find Me/Follow Me services.

- In the event of a natural disaster, power outage or other disruption to your buildings, the Auto Attendant will manage your calls for you. With Mobile Twinning, you can still receive calls on mobile phones.

Frontier is Fully Equipped to be Your Single Provider

Your hotel can streamline operations and improve efficiency when Frontier is your end-to-end provider for equipment, design, staging, configuration, installation, maintenance, management, network services and managed solutions:

- Seamless end-to-end voice, data and video solutions with one point of contact

- Partnerships with industry-leading equipment manufacturers and specialty services providers

- Manufacturer-certified field technicians and technical support

- Expert professional and managed services options

- Wide range of maintenance programs to fit your needs and budget

- Flexible financing options including options with no up-front capital investment

Further, Frontier's 100% U.S.-based technical support team can help free your staff from mundane IT tasks and troubleshooting that can waste time and energy they should be spending on customers. And because Frontier's support team is locally based, they're more efficient and get you back on track more quickly and easily.

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