



## Effortless high speed internet

Internet access has become the most sought after communications amenity in the hotel industry.

To meet this demand many hotels are simply installing equipment to offer basic unmanaged connectivity to the internet. This usually results in a disappointing experience for the guest and eventually a headache for the hotel that struggles to respond to customer complaints and connectivity problems.

We combine our unique expertise in hospitality and telecommunications to provide you with a managed best-of-class internet access solution to serve your guests and visitors.

*Wired and wireless connectivity  
for laptops and mobiles*

*Branded portals  
with hotel promotions*

*Zero configuration internet access*

*Client security and VPN support*

*Hotel defined internet packages*

*Access control and  
bandwidth management*

*Unique in-room  
access point solution*

*Hotel keeps all internet revenues*

*Conference group  
account management*

## Integrated with HOTstream® Interactive TV

Combine HOTstream Internet with our Interactive TV offering to promote and deliver high speed internet access to guest rooms via the in-room TV.

- On-screen instructions in guest's own language
- Guests' orders and internet tickets status check
- Multiple tickets per room and VIP guest tickets

- Roaming ticket management
- Charging to room's account
- Bundled internet access and TV packages

## Why HOTstream® Internet

**Hospitality expertise.** Media Communications has extensive expertise in hospitality solutions. Coupled with engineering strength in network design and planning is best positioned to listen to your requirements and propose best-fit solutions for your property.

**Turn key solution.** We don't just install network infrastructure. We can provide you with a complete solution that is ready to run and operate.

**Improved guest satisfaction.** With our solution guests and visitors enjoy a trouble free internet access experience with added security that protects them as they use the internet.

**Easy administration.** You don't need expert IT staff to maintain and operate our solution. The system is setup to be self-running and we provide you with easy to use management tools to administer and monitor the service.

**Flexible business model.** You can choose to buy our solution or we can offer it as a service to minimize your upfront investment without sacrificing any functionality.



## Cost effective network infrastructure

HOTstream Internet is installed over any hotel cabling infrastructure: wireless or any type of wire network (Cat5/6/7, coax, telephone wiring).

Industry unique HOTstream set-top box enables hotels to use a single network port to provide all communication and entertainment services in the guest room: internet, telephony, television.

## What is needed

To setup a managed internet access service you need a dedicated access network. Public internet access networks are considered unsafe therefore you need to isolate this from your enterprise network. You don't necessarily have to install new networking equipment. You can build this as an overlay over your existing network using VLANs.

To setup wireless internet access you will need to install a number of wireless access points across the areas you want wireless coverage. Our engineering experience will help you provide the best coverage.

For in-room wired connectivity you will need to provide a convenient network connectivity option for the guest to plug in his laptop. We can provide a range of solutions to facilitate this.

Access to the internet is provided through HOTstream Internet access gateway. This is a special purpose gateway provides accounting and billing, bandwidth management, routing and security. To administer services, a management station and a PMS interface are required.

