

# Empower your team to elevate guest experiences across your property

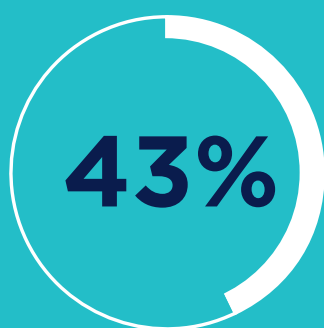


## Guest expectations are evolving

Today's guests want fast, personalized experiences over the device and channel of their choosing.



78%  
of travelers say they are more likely to book services that offer a personalized experience.<sup>1</sup>



43%  
of guests say they are very likely to book a hotel that lets them pay for only the amenities they use.<sup>2</sup>



50%  
of hoteliers say they are adopting new technology to manage labor shortages.<sup>3</sup>

## Benefits of unified communications (UC) for hoteliers

### Outstanding guest experiences



- Personalize guest experiences across your property by providing staff access to guest account information via UC with property management system integration.
- Deliver service that sets you apart with wake-up greetings and voicemail prompts in a guest's preferred language.

### IT management simplicity



- Access administrative portals for simple management from anywhere.
- Reduce burden on staff with end-to-end service, administration and support.

### Performance guarantee



- Choose delivery over our Dedicated Fiber Internet service, backed by a 100% uptime service-level agreement guarantee.
- Provide Enhanced 911 (E911) to transfer accurate and concise information about a caller's location in a crisis.

## Not all solutions are the same

Spectrum Enterprise® UC for Hospitality empowers your team to elevate guest experiences.

### Fiber network

Discover exceptional quality from a dedicated, private fiber network that separates voice from data traffic.

Easily add new locations with our nationwide fiber coverage supported by more than 230,000 fiber-route miles.

### Simplicity

Communications that adapt to your needs and are easy to use and administer.

UC removes administrative burden and reduces the workload for staff.

### Partnership

A partner who empowers you with leading technology backed by experience, expertise and local presence.

We work closely with you to design and implement the right solution for your needs.

[Learn more](#)

1. "Data-Driven Marketing Strategy for Hospitality: Best Practices & Tools," EHL Insights, September 15, 2023.  
 2. "Hospitality in 2025: Automated, Intelligent, and More Personal," Oracle, 2023.  
 3. Eileen Crowley, Michael Daher, Danielle Hawkins, Matt Soderberg, Peter Caputo, Maggie Rauch, "Toward Travel's Frictionless Frontline: Integrating Technology and Workforce," Deloitte, 2023.

#### About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#); [Internet access, Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit [enterprise.spectrum.com](#).