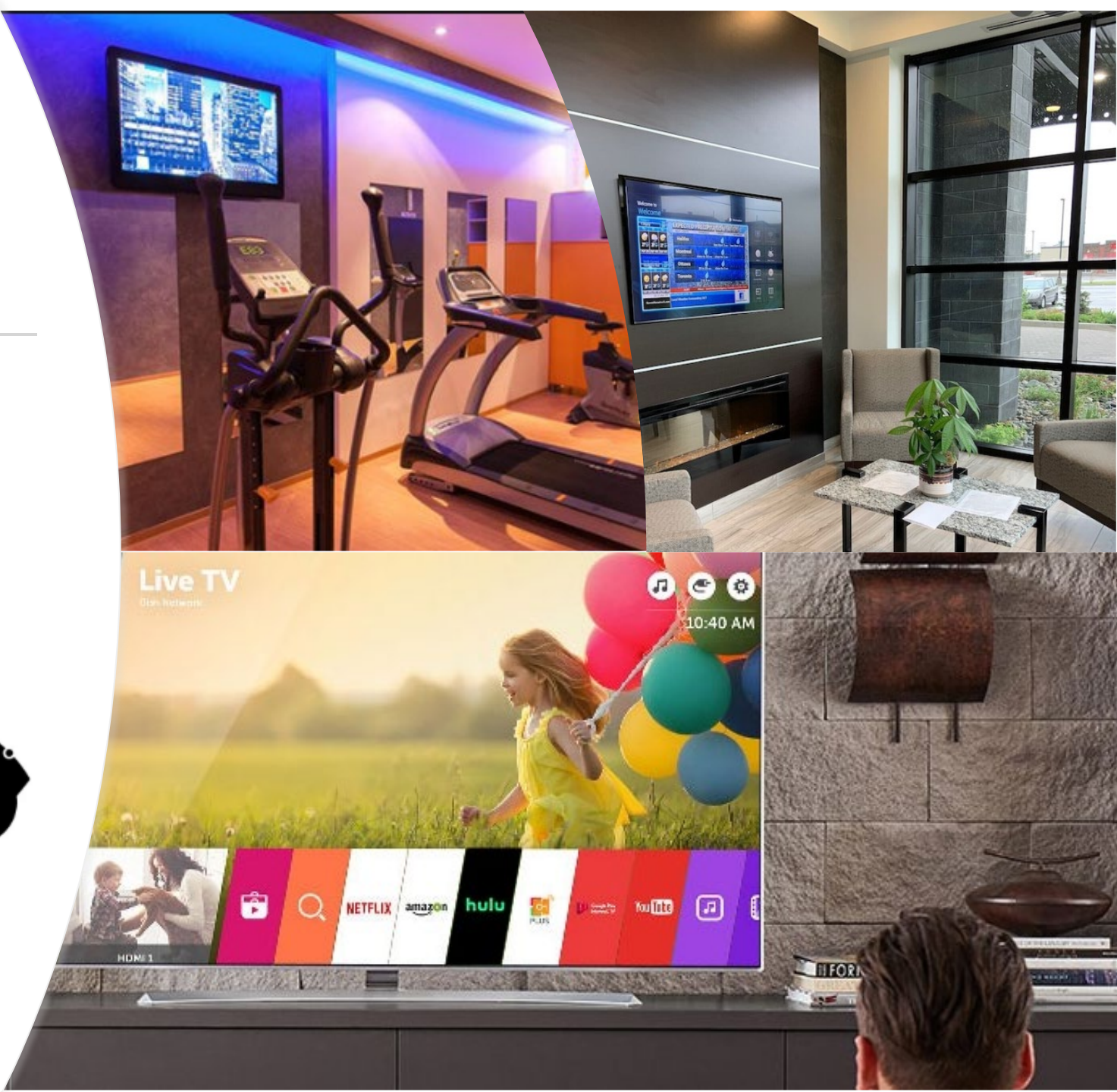
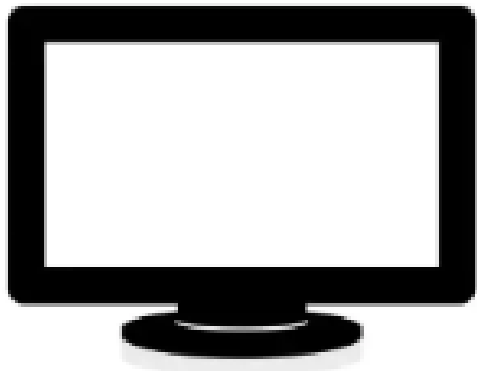




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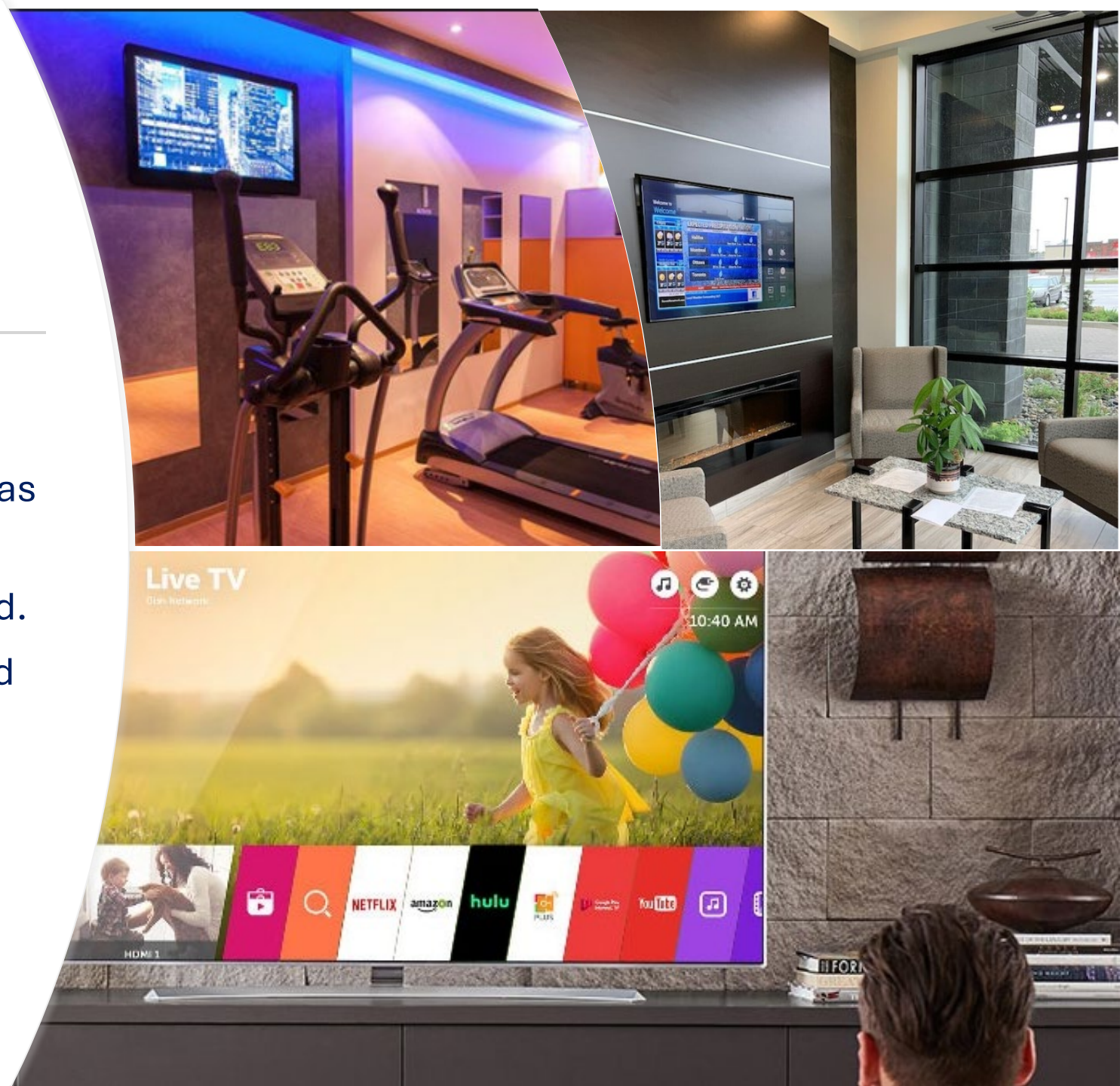
TV Ballot Resource Guide



Casting/Streaming Update

By December 31, 2024:

- 2 popular streaming apps are required on guestroom TVs*
- Linear version of HBO or Showtime (delivered via satellite or cable) may count as one of the two required streaming apps.
- Casting is optional and no longer required.
- *NOTE: Streaming should not be provided on any public space TVs (Fitness Room, Lobby, Breakfast Area, etc.)



Casting and Streaming Explained

Let's use a scenario where we have a checked-in guest who wants to watch a Netflix movie on their guestroom TV.

Below are 2 examples that outline the difference between casting and streaming.

- **Casting** is when the guest signs into the app on their mobile device (cell phone, tablet, or laptop) to send the movie to the guestroom TV.
- **Streaming** is when the guest signs into the app on the guestroom TV to watch the movie.
- **NOTE:** Streaming can be done on a Smart TV Or a non-Smart TV with a box attached to it.



Questions to ask your current TV content provider/prospective streaming vendors:

- Can they offer you a cost-effective streaming solution that offers guests two popular streaming applications?
- Will their streaming solution work with your current TVs (if your TVs are compliant with the new standard)?
- If you need to purchase new TVs, can they recommend TV models that are compatible with their streaming hardware to ensure a smooth guest streaming experience?
- Can they provide recommendations for internet bandwidth speed, signal strength, number of access points, and Wi-Fi Version to support a smooth guest streaming experience?
- What is required so the equipment can properly connect? Example, VLAN requirements, as well as a managed switch?
- Does their streaming solution interface with the property's PMS system to wipe the guest's user credentials upon checkout for apps such as Netflix?

Streaming Suppliers – US

Service	Supplier	Dealer	Contact
Streaming	<u>DIRECTV Hospitality</u>	<u>AdComm TV</u>	(866) 272 - 7982
		<u>Allbridge</u>	(877) 285 – 5881
		<u>Broadband Hospitality</u>	(330) 629 - 8848
		<u>Commercial Connect TV</u>	(877) 789 - 7995
		<u>Groove Entertainment</u>	(385) 334 - 4390
	<u>PDI Hospitality</u>	(800) 242-1606	
	<u>DISH Hospitality</u>	<u>Enseo</u>	(972) 234 - 2513
<u>WorldVue</u>		(800) 944 – 9441	
	<u>Spectrum Enterprise - Movie Beam</u>	Spectrum Enterprise - Movie Beam	(855) 860.9068

Streaming Suppliers – Canada

Service	Supplier	Contact
Streaming	<u>LOC (Philips TV with apps enabled)</u>	Martin Daignault (514) 424-3395 mdaignault@locinternational.com
	<u>Telus*</u> * - Available in Alberta and British Columbia only	Carly Jellis (250) 254-7582 carly.jellis@telus.com
	<u>WorldVue</u>	Paul Foster (705) 994-2355 paul.foster@wctv.com
	<u>LG (ProCentric server)</u>	CES Gabriel Jacques (514) 913-0247 gjacques@cesdistribution.com

TV Content Suppliers - US

Service	Supplier	Dealer	Contact
Satellite TV	<u>DIRECTV for Business</u>	<u>AdComm TV</u>	(866) 272 - 7982
		<u>Allbridge</u>	(877) 285 - 5881
<u>Broadband Hospitality</u>		(330) 629 - 8848	
<u>Commercial Connect TV</u>		(877) 789 - 7995	
<u>Groove Entertainment</u>		(385) 334 - 4390	
		<u>PDI Hospitality</u>	(800) 242-1606
	<u>Dish Business</u>	<u>Enseo</u>	(972) 234 - 2513
		<u>WorldVue</u>	(800) 944 - 9441
Cable TV	<u>Spectrum Enterprise</u>	<u>Spectrum Enterprise</u>	(866) 528 - 0949

TV Content Suppliers - Canada


Service	Supplier	Contact
Cable TV	<u>Shaw Business</u>	Paul Brlic (403) 930-9648
Cable TV	<u>Telus*</u> * - Available in Alberta and British Columbia only	Carly Jellis (250) 254-7582

50" Television Requirement

By December 31, 2024, all Best Western branded hotels are required to comply with the following Television Guidelines:

- Guestrooms: 50" Television(s) with streaming*
- Lobby and Breakfast Area: 50" Television
- Fitness Area: 50" Television
- All TVs must be commercial, hospitality grade
- * Streaming should not be provided on any public space TVs (Fitness Room, Lobby, Breakfast Area, etc.)
- Televisions will be considered compliant until seven (7) years after the original date of manufacture by which time they must be replaced with a television that meets these Television Guidelines





Television Guidelines

- Commercial, hospitality-grade TVs are required.
- NOTE: It is recommended that properties meet with their TV Content provider & streaming provider to ensure that the TVs they wish to purchase are compatible with their hardware.

Resources for Purchasing Televisions

Best Western Supply Drop Ship Program

We have negotiated special pricing with LG, Philips and RCA.





For more information, or to place an order contact BWH Supply at (800) 528-3601 or via email: supplymanagement@bwh.com






Questions to ask TV vendors

- **Are the TVs compliant with the TV Ballot 50” TV/Streaming standard?**
- **Will the TVs you are considering support the streaming solution you intend to use?**
- **Will the TVs you are considering be compatible with the streaming solution hardware (remotes, etc.) to ensure a smooth, hassle-free guest streaming experience?**

Direct Order TV Suppliers - US

	TV Brand	Dealer
	<u>LG Electronics</u>	<p>LG Fulfillment Josh Buss (800) 918-4000 ext. 233 josh.buss@lg-fulfillment.com</p> <p>PDI Hospitality (800) 242-1606 sales@pdihospitality.com</p>
	<u>Philips</u>	<p>Hospitality 1 (888) 523-8885 DharPatel@Hospitality1.net</p> <p>Queen Bee Purchasing (817) 93-2801 katherine@queenbeepurchasing.com</p> <p>PDI Hospitality (800) 242-1606 sales@pdihospitality.com</p>
	<u>RCA</u>	<p>Direct Tech Sales jkrawczyk@rcaled.com (847) 650-3562</p>
	<u>Samsung</u>	<p>KniTec (866) 469-7111 sales@knitec.com</p> <p>PDI Hospitality (800) 242-1606 sales@pdihospitality.com</p>

Direct Order TV Suppliers - Canada

	TV Brand	Dealer
	<u>LG Electronics</u>	<u>LOC</u> Martin Daignault (514) 424-3395 mdaignault@locinternational.com <u>CES</u> Gabriel Jacques (514) 913-0247 gjacques@cesdistribution.com
	<u>Philips</u>	<u>LOC</u> Martin Daignault (514) 424-3395 mdaignault@locinternational.com
	<u>Samsung</u>	<u>CES</u> Gabriel Jacques (514) 913-0247 gjacques@cesdistribution.co



High Speed Internet Access (HSIA)

- It is very important that properties ensure they have adequate internet bandwidth speed, signal strength, and wireless access points to accommodate the new streaming requirement.
- BWH Hotels offers an HSIA Advocate team to assist with any installation or support questions. The team can help to define the appropriate HSIA solution for the hotel and coordinate the installation with an endorsed vendor and works on behalf of the hotel to ensure that solutions will meet the guest expectations.
- For further information about the new threshold standard, contact the HSIA team at service@bwhhotelgroup.com.

High Speed Internet Access (HSIA) Cont'd

Bandwidth Recommendations

Hotels shall provide their guests with shared bandwidth, using the following formula to determine minimum capacity for the entire guest HSIA network:

- ✓ Download: Hotel guest room count multiplied by 4 Mbps
- ✓ Upload: Hotel guest room count multiplied by 2 Mbps.
- ✓ Example: A 100-room hotel should have 400 Mbps download at minimum.

NOTE: These are recommendations only. Hotels may need more based on their local market and customer demand.



Questions to ask HSLA vendors

- Does my current internet infrastructure need to be upgraded to support a smooth guest streaming experience?
- Do I have sufficient internet bandwidth speed and signal strength to support a smooth guest streaming experience?
- Do I have sufficient wireless access points to support a smooth guest streaming experience?

Endorsed HSIA Vendors

BestComm Networks, Inc.

520-326-8411, option 1
sales@bestcomm.net

Intello Technologies

Sylvain Boudreau, Sr.
Director Hospitality Division
888-404-6268 Ext. 411
sylvain.boudreau@intello.com

WorldVue Hospitality

Jon Szuch
Director of Account Operations - BW
419-879-7562
szuchj@worldvue.com

Broadband Hospitality

Aaron Bowles
Regional Director of Sales,
Phone 330-402-0764
abowles@bbhnow.com

Safety NetAccess, Inc.

Jeff Fader
Senior Account Manager - Client Services
857-220-8873
jfader@safetynetaccess.com

US STREAMING, TV, CONTENT & WI-FI CHEAT SHEET

US TV Suppliers		US TV Content Suppliers		US Streaming Suppliers		US Wi-Fi Suppliers	
LG	BWH Supply LG Fulfillment PDI Hospitality	DIRECTV		DIRECTV		<u>BestComm Networks</u>	
Philips	BWH Supply Hospitality 1 Queen Bee Purchasing	DISH		DISH		Broadband Hospitality	
RCA	Direct Tech Sales BWH Supply	Spectrum		<u>Spectrum</u>		<u>Intello Technologies</u>	
Samsung	Kni-Tec PDI Hospitality					<u>Safety NetAccess</u>	
						<u>WorldVue Hospitality</u>	

US Properties

For TV questions or quotes, contact BWH Supply at

(800) 528-3601 or via email at:
supplymanagement@bwh.com

For technical, policy, or brand standards questions contact
Jerry Wayman at
jerry.wayman@bwh.com



•LG/SAMSUNG

- DIRECTV
- DISH
- Spectrum

- DIRECTV
- DISH
- Spectrum

- BestComm Networks
- Broadband Hospitality
- Intello Technologies
- Safety NetAccess
- WorldVue Hospitality

- *Server and integration required
- **Monthly charges for set back box and subscription fees



•PHILIPS

- DIRECTV
- DISH
- Spectrum

STREAMING IS BUILT-IN
NO SUBSCRIPTIONS REQUIRED

- BestComm Networks
- Broadband Hospitality
- Intello Technologies
- Safety NetAccess
- WorldVue Hospitality



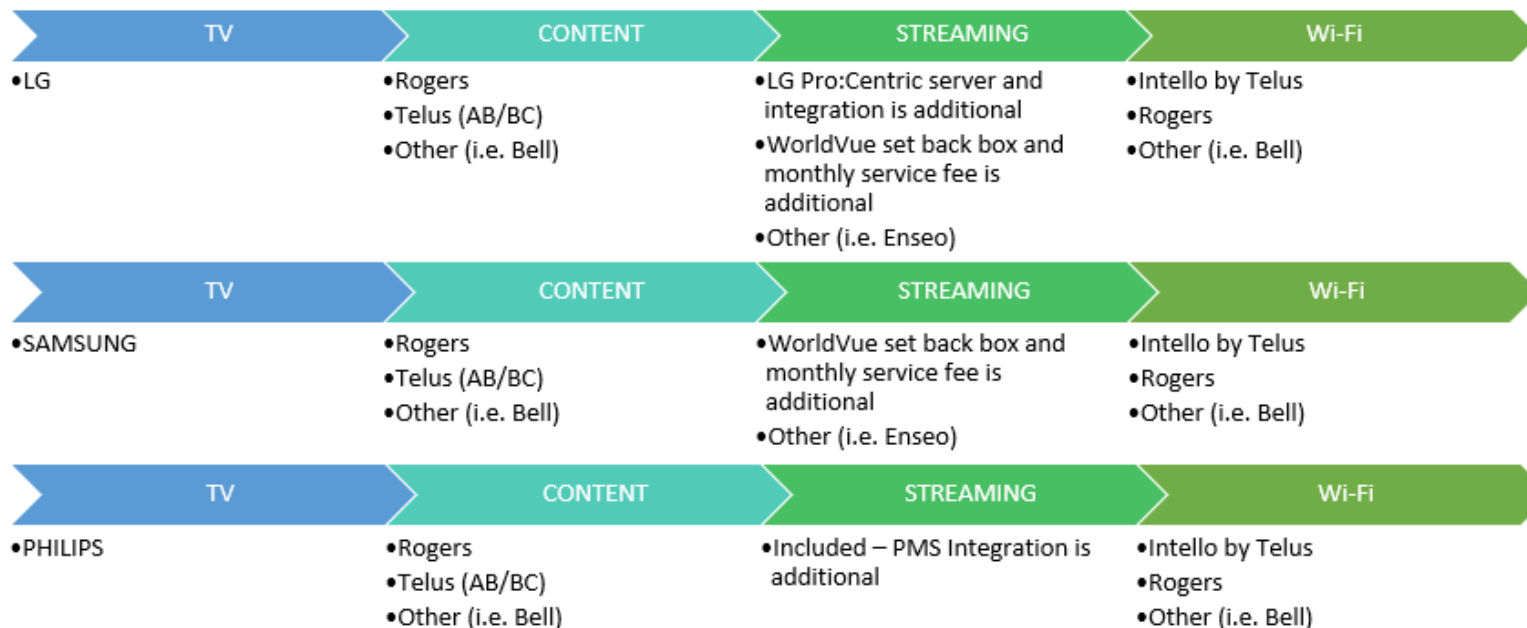
•RCA

- DIRECTV
- DISH
- Spectrum

- DIRECTV
- DISH
- Spectrum
- Monthly charges for set back box and subscription fees

- BestComm Networks
- Broadband Hospitality
- Intello Technologies
- Safety NetAccess
- WorldVue Hospitality

TV Suppliers LOC – Philips CES – LG & Samsung	Streaming Suppliers LOC - Philips TV CES – LG Pro:Centric Server WorldVue – Set back boxes Telus – Optik TV platform (BC & AB)	LOC Martin Daignault (514) 424-3395 mdaignault@locinternational.com CES Gabriel Jacques (514) 913-0247 gjacques@cesdistribution.co Intello Sylvain Boudreau (514) 238-4659 sylvain.boudreau@telus.com	Telus Carly Jellis (250) 254-7582 carly.jellis@telus.com Rogers Paul Brlic (403) 470-1058 Paul.brlic@sjrb.ca WorldVue Paul Foster (705) 994-2355 paul.foster@wcvitv.com
TV Content Suppliers Telus – (AB & BC only) Rogers (formerly Shaw)	Wi-Fi Suppliers Intello by Telus Rogers (formerly Shaw)		



Canada Properties

For TV questions or quotes, contact your Supply Canada team at supplycan@BWH.com Or at 1-800-297-8775

For technical, policy, or brand standards questions contact **Joann Bell** at joann.bell@bwh.com

Endorsed TV Recycling Vendors: US

Renue Systems Inc.

contact@renuesystems.com

Toll-Free: (866) 543-0800

Global Workplace Solutions (GWS)

Joshua Frankel
VP Strategic Accounts

jfrankel@gwspartners.com

(866) 481-7608

TV Recycling Agencies: Canada



<u>Region(s)</u>	<u>Program</u>
Alberta	Electronics Recycling Program - Alberta Recycling Management Authority
British Columbia	EPRA BC Program - Electronic Products Recycling Association
Manitoba	EPRA Manitoba Program - Electronic Products Recycling Association
New Brunswick	EPRA NB Program - Electronic Products Recycling Association
Newfoundland and Labrador	EPRA Newfoundland and Labrador Program - Electronic Products Recycling Association
Northwest Territories	Electronics Recycling Program - Government of Northwest Territories
Nova Scotia	EPRA Nova Scotia Program - Electronic Products Recycling Association
Yukon	Designated Materials Recycling: Electronic and Electrical Products Drop-off: Yukon Government
Ontario	EPRA Ontario: Electronic Products Recycling Association
Prince Edward Island	EPRA Prince Edward Island Program - Electronic Products Recycling Association
Quebec	EPRA Quebec Program - Electronic Products Recycling Association
Saskatchewan	EPRA Saskatchewan Program - Electronic Products Recycling Association
All provinces (except Alberta)	EPRA Programs: Electronic Pro

Best Western Supply Contacts

General Questions:

BWH Supply:

supplymanagement@bestwestern.com

Questions on Requirements:

US: Jerry Wayman

jerry.wayman@bwh.com

Canada: Joann Bell

joann.bell@bwh.com