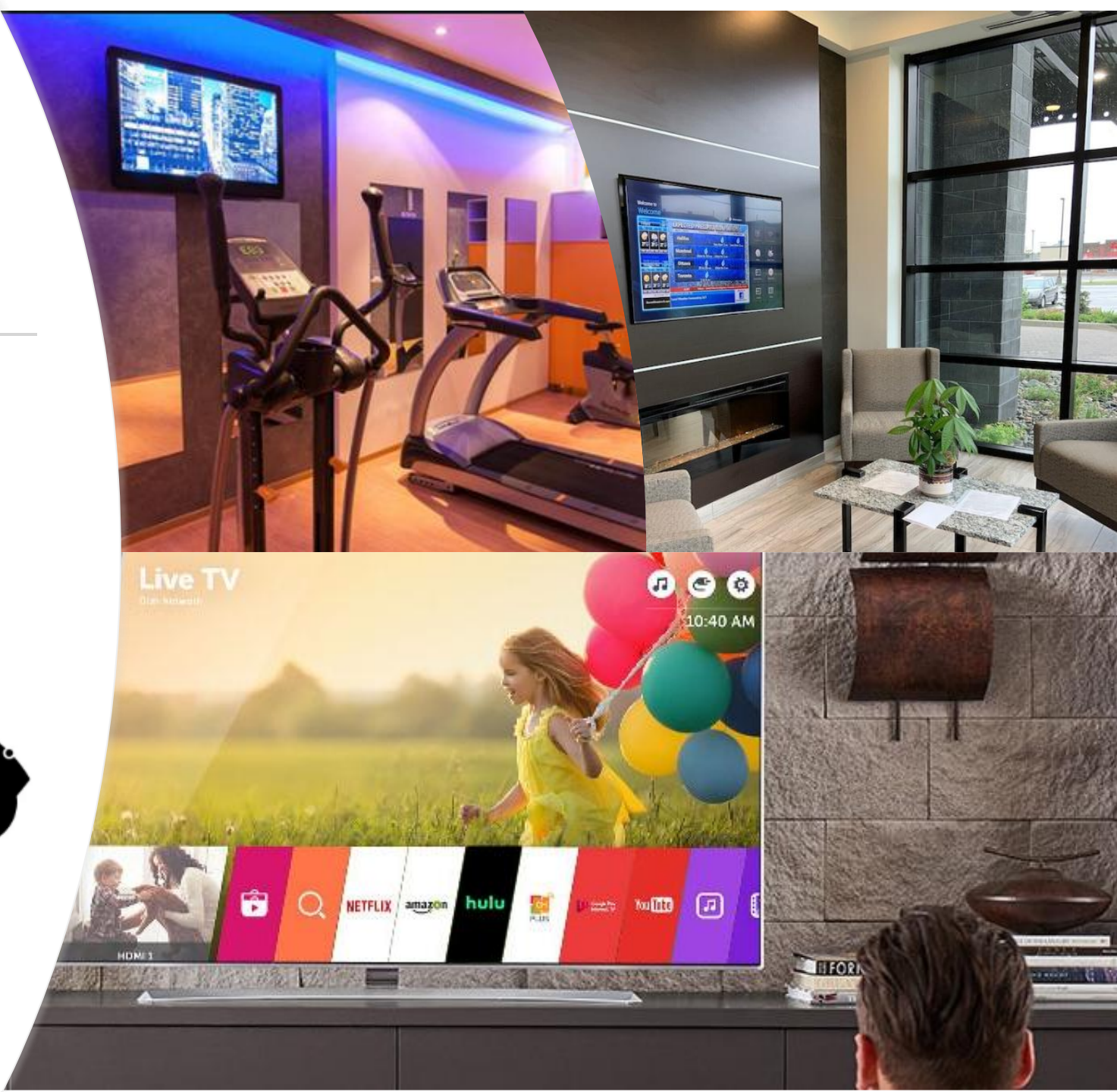
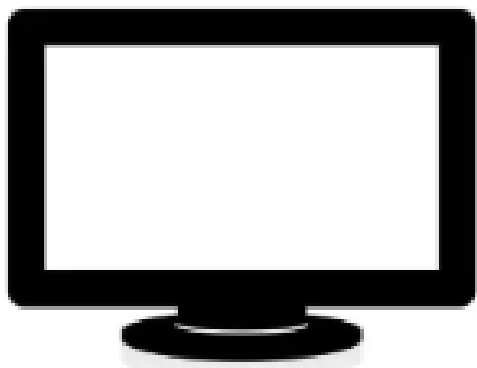




BWH | Supply & DesignSM

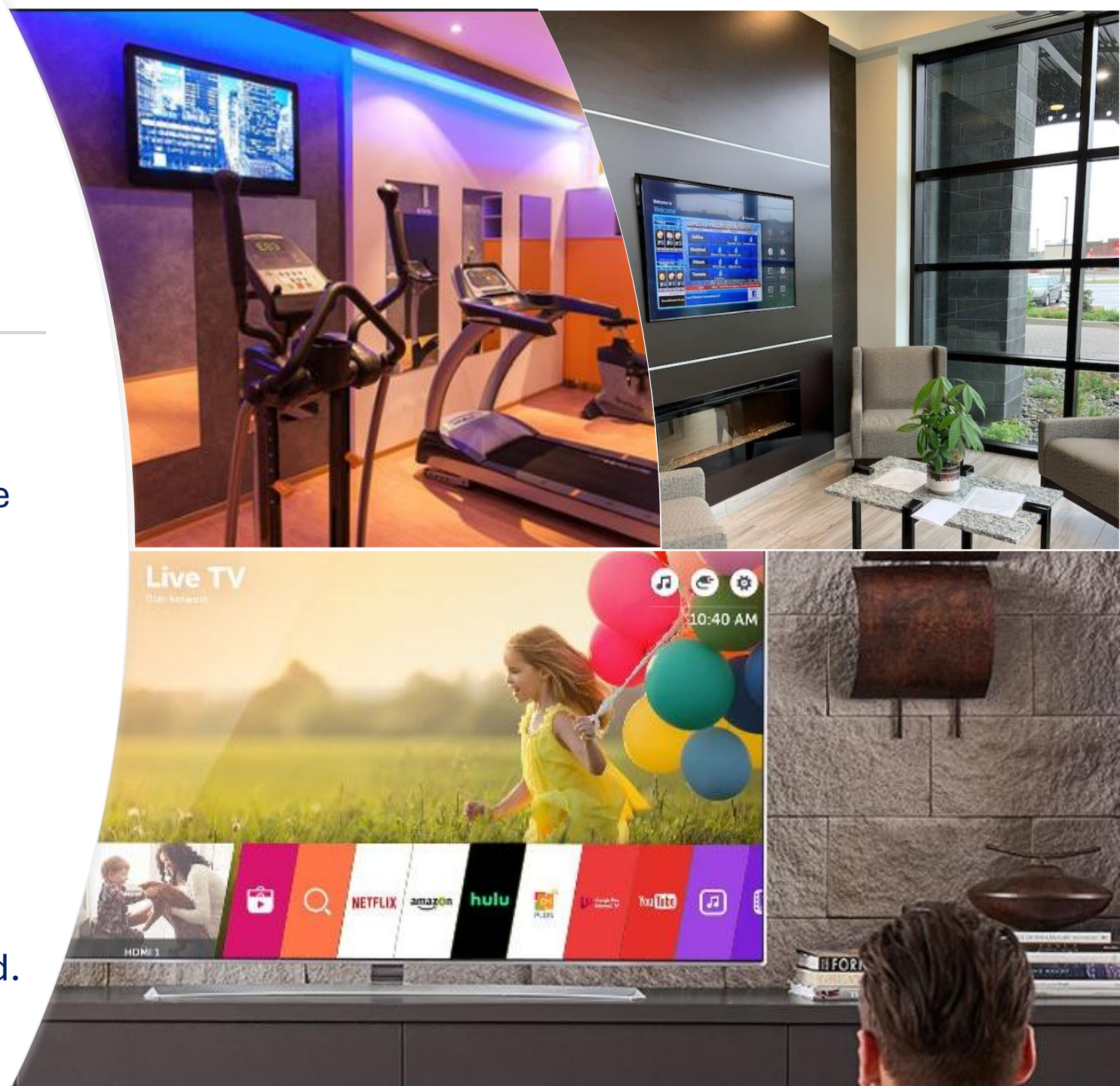
TV Ballot Resource Guide



Casting/Streaming Update

By December 31, 2024:

- 2 popular streaming apps are required on guestroom TVs only. No streaming should be provided on any public space TVs (Fitness Room, Lobby, Breakfast Area, etc.)
- 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.



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>Allbridge</u>	(877) 285 – 5881
		<u>Alvi Satellites</u>	(855) 999 - 8115
		<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>Sonu</u>	(877) 307-6677
		<u>WorldVue</u>	(800) 944 – 9441

THE ADVANCED ENTERTAINMENT PLATFORM®

Get HD equipment included at no extra cost!
Details on back.



Example Home Screen pictured for illustrative purposes only.

... The Paramount+ with SHOWTIME app lets customers stream thousands of premium entertainment titles, like *Billions*® and *The Chi*, plus movies, sports, documentaries and more.

Access thousands of hours of On Demand titles from dozens of programmers; allows customers to watch what they want, when they want.

Access to log in to the Netflix account via the Netflix app.

GIVE YOUR CUSTOMERS MORE ENTERTAINMENT OPTIONS AND WAYS TO CONSUME CONTENT

The Advanced Entertainment Platform® (AEP) combines DIRECTV® linear satellite and broadband over-the-top content for an enhanced entertainment experience for your guests, residents or patients.

AEP adds an in-room set-top box, antimicrobial custom remote and cloud services to HD COM Systems to bring app-based content from Paramount+ with SHOWTIME, Hallmark TV, Saltbox TV and Music Choice®. Plus, customers get access to thousands of hours of content from dozens of programmers in the DIRECTV On Demand app, allowing viewers instant access to stream entertainment with no login or password required.

PLATFORM BENEFITS

- Flexible, cloud-delivered updates to meet changing market needs
- Remotely manageable
No PMS integration required
- Streaming from personal devices through STAYCAST™
- Customizable Home Screen includes a logo, welcome message, background image and more
- Add your own promotional channels and share information with your customers with local and over-the-air content insertion features
- App-based and on demand programming content at no additional cost
- Optional ability to use a personal mobile device to control the in-room TV
Requires a mobile device running Android 8 or later, or iOS 14 or later. Requires download and installation of the DIRECTV Mobile Remote app. Data charges for the app download may apply. Requires acceptance of terms and access to device Bluetooth radio and location information. Device limitations may apply.
- Live TV includes sports, breaking news, hit shows and more
- Easy-to-clean remote features antimicrobial additives
- 4K HDR content
- Customizable property information app included at no extra cost

Offer ends 12/31/24. New or renewing approved HGI customers only. 5-year programming agreement req'd. Credit card required (except MA & PA). Early Cancellation Fee may apply.

Call 800.679.3607 today to learn more.



Important notice for DIRECTV subscribers

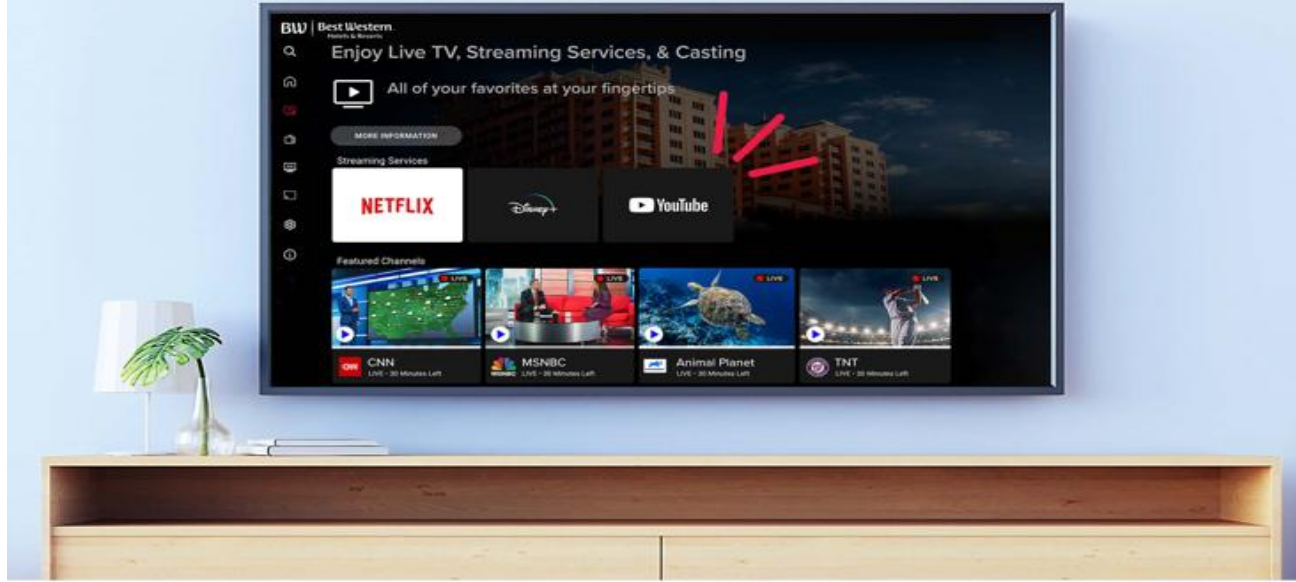
Current DIRECTV subscribers who are on the Direct Residential Experience (DRE) platform should not extend their current agreement or enter into a new agreement for the DRE platform as it does not support streaming.

All new agreements with DIRECTV should be for either the COM3000 platform or the Advanced Entertainment Platform (AEP).

- DIRECTV subscribers who wish to use smart TVs to meet the streaming requirement should opt for the COM3000 platform. This will enable the property to provide the two required streaming applications and will also allow guests to access both the TV channels and the streaming applications by using a single remote (the TV remote).
- DIRECTV subscribers without smart TVs should opt for the AEP platform, as it delivers both TV programming and the two required streaming applications via the AEP box, so a smart TV is not needed.

DIRECTV has stated that they will allow current DRE subscribers with less than one year remaining on their agreement to terminate the agreement without penalty if they opt to upgrade to the COM3000 or AEP platforms.





We've got your **streaming standard covered**

BWH Hotels' new **Two Streaming App requirement** goes into effect January 1, is your property prepared?

OnStream by DISH Business delivers endless entertainment with the powerful combination of live TV, streaming, and casting—all without switching inputs. And, OnStream's direct integration with Google Play ensures your new streaming app selection never falls out of date.

The best part? Our technology will work with your existing infrastructure, including dated wiring and cable outlets, ensuring a quick and seamless upgrade experience for your property!

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	Sylvain Boudreau (514)238-4659 sylvain.boudreau@telus.com
	<u>WorldVue</u>	Paul Foster (705) 994-2355 paul.foster@wcitv.com
	<u>LG (Integration by Vytio)</u>	Liam Berezowsky (604) 505-9568 Liam.berezowsky@lge.com

TV Content Suppliers - US

Service	Supplier	Dealer	Contact
Satellite TV	<u>DIRECTV for Business</u>	<u>Allbridge</u>	(877) 285 – 5881
		<u>Alvi Satellites</u>	(855) 999 - 8115
		<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>Sonu</u>	(877) 307-6677
		<u>WorldVue</u>	(800) 944 - 9441

TV Content Suppliers - Canada

Service	Supplier	Contact
Optik Platform	<u>Telus</u> * * - Available in Alberta and British Columbia only	Sylvain Boudreau (514) 238-4659
Linear TV and Streaming Channels	<u>Moby</u>	Jenn Krausert (403) 466-1434

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>	LG Fulfillment Josh Buss (800) 918-4000 ext. 233 josh.buss@lg-fulfillment.com PDI Hospitality (800) 242-1606 sales@pdihospitality.com Sonu Lodging (877) 307-6677 sales@sonulodging.com
	<u>Philips</u>	Queen Bee Purchasing (817) 93-2801 katherine@queenbeepurchasing.com PDI Hospitality (800) 242-1606 sales@pdihospitality.com Sonu Lodging (877) 307-6677 sales@sonulodging.com
	<u>Samsung</u>	KniTec (866) 469-7111 sales@knitec.com PDI Hospitality (800) 242-1606 sales@pdihospitality.com Sonu Lodging (877) 307-6677

Purchasing Televisions thru BWH Supply

Did you know that you can purchase your TVs thru the BWH Drop-Ship Program?

Best Western Supply Drop Ship Program

We have negotiated special drop-ship pricing with LG and Philips.

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



Direct Order TV Suppliers - Canada

	TV Brand	Dealer
	<u>LG Electronics</u>	<u>CES</u> Gabriel Jacques (514) 913-0247 gjacques@cesdistribution.com <u>LG</u> Liam Berezowski (604) 505-9568 liam.berezowsky@lge.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.com

Endorsed Smart TV Programming and Integration Supplier



PHILIPS

Professional Display Solutions



For questions or quotes, please contact
BWH Supply at 800-528-3601 or via email
at supplymanagement@bestwestern.com

For technical questions,
Please contact Mr. William Boren.
William@smart-tv.solutions

SAMSUNG



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



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 HSI A Vendors

US	CANADA
BestComm Networks, Inc. 520-326-8411, option 1 sales@bestcomm.net Broadband Hospitality Aaron Bowles Regional Director of Sales, Phone 330-402-0764 abowles@bbhnow.com Telus (Intello Technologies) Sylvain Boudreau, Sr. Director Hospitality Division 514-238-4659 sylvain.boudreau@telus.com WorldVue Hospitality Rob Shoemaker Client Success Manager 832-280-1454 rshoemaker@worldvue.com	Telus Business Canada Sylvain Boudreau, Sr. Director Hospitality Division 514-238-4659 sylvain.boudreau@telus.com Sunco Bill Gammel Director of Sales 833-342-5336 bill.gammel@sunco.com

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

TV SUPPLIERS	RESELLER	TV CONTENT SUPPLIERS	STREAMING SUPPLIERS	WI-FI SUPPLIERS
LG	BW Supply LG Fulfillment PDI Hospitality	DIRECTV DISH CABLE	DIRECTV DISH CABLE	BestComm Networks Broadband Hospitality Telus WorldVue Hospitality
PHILIPS	BW Supply Queen Bee Purchasing			
Samsung	Kni-Tec PDI Hospitality			

TV MFG	CONTENT	STREAMING SERVICE	WI-FI PROVIDER
LG or Samsung	DIRECTV - COM3000	DIRECTV - DRE platform - upgrade to this for both content and streaming	BestComm Networks
	DISH - Smart Box	DISH - Onstream platform - upgrade to this for both content and streaming	Broadband Hospitality
	Cable Provider	Cable Provider	Telus
	Add'l fees may be required		WorldVue Hospitality
	Server, monthly fees, subscriptions & PMS integration required/additional		
PHILIPS	DIRECTV - COM3000	Streaming built in	BestComm Networks
	DISH - Smart Box		Broadband Hospitality
	Cable Provider		Telus
	Add'l fees may be required		WorldVue Hospitality
	Server, monthly fees, subscriptions & PMS integration required/additional		

US Properties

For product information, quotes,
or to place an order, contact BWH
Supply at

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

For technical, policy, or brand
standards questions contact:

Joann Bell

Joann.bell@bwh.com

647-560-8840

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

TV SUPPLIERS	TV CONTENT SUPPLIERS	STREAMING SUPPLIERS	WI-FI SUPPLIERS
LOC - Philips CES - LG & Samsung LG	Telus - (BC/AB only) Moby	LOC - Philips TV LG - Integration by Vytio WorldVue - Set back boxes Telus - Optik Platform (BC/AB) Moby	Telus Sunco
TV MFG	CONTENT PROVIDER	STREAMING SERVICE	WI-FI PROVIDER
LG	Telus Moby Cable provider	LG - Integration by Vytio WorldVue set back box / monthly service fee additional Moby - IPTV linear & streaming	Telus Sunco
SAMSUNG	Telus Moby Cable provider	WorldVue set back box / monthly service fee additional Moby - various streaming options available	Telus Sunco
PHILIPS	Telus Moby Cable provider	Included in TV - PMS integration is additional	Telus Sunco

Canada Properties

For product information, quotes, or to place an order, contact your Supply Canada team at 800-297-8775 or via email:

supplycan@BWH.com

For technical, policy, or brand standards questions contact

Joann Bell:

joann.bell@bwh.com

(647) 560-8840

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

bsabatalo@globalwps.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

General Questions:

BWH Supply:

supplymanagement@bestwestern.com

Questions on Requirements:

Joann Bell

joann.bell@bwh.com

(647) 560-8840

- Note: Information in this guide is current as of 01/20/2026