Seven Reasons Reliable Internet Access is Essential for Hotels

Internet access has become an integral part of the hotel experience. It directly influences guest satisfaction, reputation, online presence and competitive positioning in the market.

Here are seven reasons to ensure your hotel has internet access that is reliable and fit for purpose in today's marketplace.

1. Guest Expectations

In today's digital age, guests expect reliable and high-speed internet access as a standard amenity. Internet connectivity has become an essential requirement for both business and leisure travelers. Hotels that offer fast and dependable internet access are more likely to attract and retain guests, enhancing their overall satisfaction.

2. Business Travelers

Many hotel guests, especially business travelers, rely on the internet to stay connected with their offices, clients, and partners. They need internet access to check emails, access cloud-based applications, participate in video conferences and conduct online research. A reliable internet connection enables them to work efficiently during their stay, which is vital for their productivity.

3. Online Bookings and Reviews

Internet access is critical for hotels to engage with potential guests through their websites, online booking platforms, and social media. Travelers often research and book accommodations online, and if a hotel lacks internet connectivity or has poor reviews about its internet service, it can significantly impact its reputation and potential bookings.

4. Guest Services

Many hotels now offer digital guest services and amenities that require internet connectivity. This includes services such as online check-in/check-out, in-room entertainment systems, streaming services, room service ordering, and concierge assistance. Reliable internet access is necessary to ensure these digital services function smoothly and enhance the guest experience.

About Fourteen IP

Founded in 2011, Fourteen IP has established itself as the global carrier for the hospitality industry with its Evolution Voice services being deployed in over 300,000 hotel rooms across 24 countries, supporting leading hotels and groups worldwide.

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5. Online Reviews and Feedback

Internet access is not only important during a guest's stay but also for their post-stay experience. Guests often provide reviews and feedback on online platforms, and a positive experience with internet access can lead to favorable reviews. Conversely, negative experiences, such as slow or unreliable internet, can result in negative reviews, affecting the hotel's reputation and future bookings.

6. Meetings and Conferences

Hotels frequently host business meetings, conferences, and events. These events require reliable internet access for attendees to access online resources, collaborate through video conferencing, share presentations and documents, and connect with their offices. A hotel with robust internet infrastructure can cater to the needs of such events and attract more bookings.

7. Competitive Advantage

Offering fast and reliable internet access can give hotels a competitive edge. In an industry where guests have numerous options to choose from, providing superior internet connectivity can differentiate a hotel from its competitors. It can become a deciding factor for guests when making their booking decisions.

Overall, it is essential for hotels to prioritize offering reliable and high-speed internet access to cater to the needs and expectations of their guests.

Internet access for hotels from Fourteen IP

Fourteen IP is 100% focused on the hospitality sector and are therefore perfectly positioned to advise, deliver and support AT&T Internet Access services to support the needs of your hotel.

We are an AT&T Gold Partner.

As part of our end-to-end hotel technology offering, we can ensure that your hotel is prepared for when T1/PRI services are withdrawn in favour of internet-based voice over IP services in 2025. We can ensure that your essential communications are both reliable and fully supported.

Hotel Technology Services from Fourteen IP

Fourteen IP has been exclusively supporting the hotel industry since 2011 and offers a complete range of hotel technology solutions including:

- **Replacing hotel POTs (plain old telephone lines)**
- **Internet access for hotels**
- **SIP Trunks for hotels**
- **Evolution Voice cloud telephony for hotels**
- **Evolution Virtual Agent (EVA) - AI powered virtual agents for hotels.**

For help, advice and pricing for internet access
or any of our hotel technology solutions
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