

John Q. Hammons Hotels & Resorts Extends Contract With Windstream to Provide High-Speed Internet Support Services to 44 Locations

Windstream's Guest Call Center and Network Monitoring Services Will Ensure That Hotel Customers Have Reliable High Speed Internet Access in Guest Rooms, Meeting Rooms, Trade Halls and Public Spaces

LITTLE ROCK, Ark., June 28, 2012 (GLOBE NEWSWIRE) -- [Windstream](#) (Nasdaq:WIN), a leading provider of advanced network communications, today announced that [John Q. Hammons Hotels & Resorts](#) has selected the company to provide 24x7x365 high-speed Internet support services to 44 hotels, in addition to 29 other properties currently being serviced by Windstream.

John Q. Hammons Hotels & Resorts is the largest private, independent owner and manager of hotels in the U.S. and operates some of the most well-known and respected hospitality brands in the industry, including Marriott, Embassy Suites, and Hilton. In an industry where customer satisfaction is critical, the hotels must be able to provide guests with fast and reliable wired and wireless Internet access at all times. To ensure these capabilities, Windstream supplies hotels with wireless access points, switches and other networking equipment; monitors that equipment remotely; takes calls from hotel guests experiencing difficulty; and troubleshoots any network issues from its Network Operations Center, staffed 24x7x365.

"Windstream has proven to be a valued partner to our organization, by providing network monitoring services, upgrading outdated networks, and effective program management," said Mike Morgan, vice president of information technology for John Q. Hammons Hotels & Resorts. "Because of their responsiveness and innovative solutions, we are confident they can service the needs of our company now and into the future."

As part of this agreement, Windstream will provide high-speed Internet support services for John Q. Hammons limited service and independent brands. Additionally, Windstream will provide high speed Internet service in the conference and trade centers at dozens of Embassy Suites Hotels. In partnership with John Q. Hammons Hotels & Resorts, Windstream created a comprehensive conference services program that includes high-value service capabilities—such as dedicated bandwidth and on-site event support.

"The Windstream event support services enhance John Q. Hammons' already strong position in the convention services market," says Ken Apperson, managing director of Windstream's Hospitality Division. "The technical requirements for large and small conferences have increased dramatically over the past few years. Often, hotels lack the technical expertise to provide what meeting planners are routinely requesting. With Windstream's conference services, the property management and staff can be confident that they will maintain very high guest satisfaction and repeat business in their meeting spaces."

Windstream is a leader in the hospitality industry, providing advanced technology and personalized service to improve guest satisfaction at hotels across the country.

"It is an honor to work with such a reputable brand as John Q. Hammons," said Don Perkins, vice president of Business Marketing for Windstream. "We are dedicated to providing customized solutions for our hospitality partners and upholding the high-quality service that is required to keep their hotel guests happy and remain competitive in their industry."

Windstream offers a full suite of advanced network communications and technology solutions, including voice and data services such as [VoIP](#), SIP trunking, [MPLS](#), and [dedicated high-speed Internet](#). Windstream's nationwide fiber optic network spans 115,000 route miles across the country. Windstream also offers [managed services](#), [cloud computing](#), [disaster recovery](#), and networking services designed to help businesses increase productivity and improve operational costs. For more information, visit www.windstreambusiness.com.

About Windstream

Windstream Corp. (Nasdaq:WIN) is a leading provider of advanced network communications, including cloud computing and managed services, to businesses nationwide. The company also offers broadband, phone and digital TV services to consumers primarily in rural areas. Windstream has more than \$6 billion in annual revenues and is listed on the S&P 500 index. For more information, visit www.windstream.com.

The Windstream Corporation logo is available at <http://www.globenewswire.com/newsroom/prs/?pkgid=7044>

About John Q. Hammons Hotels & Resorts

Springfield, Mo.-based [John Q. Hammons Hotels & Resorts](#) is the largest private, independent owner and manager of hotels in the United States, representing brands such as: Chateau on the Lake Resort, Spa & Convention Center; Courtyard by Marriott; Embassy Suites Hotels; Hampton Inn & Suites; Hilton; Holiday Inn; Homewood Suites by Hilton; Marriott; Plaza Hotels Collection; Radisson; Renaissance; Residence Inn by Marriott; and Sheraton. With a portfolio of 78 hotels representing nearly 19,000 guest rooms/suites in 24 states, John Q. Hammons Hotels & Resorts' properties are dominant in their markets. Founded on the extraordinary vision of John Q. Hammons and built on his legacy of excellence spanning more than 50 years, John Q. Hammons Hotels & Resorts has become one of the most recognized and award-winning companies in the hospitality industry. Built to be the best, John Q. Hammons Hotels & Resorts continues to set the standard in hospitality management and hotel development. For more information about John Q. Hammons Hotels & Resorts, visit the company's website at www.jqhhotels.com or www.facebook.com/jqhhotelsresorts.

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