Baltimore Convention Center Announces Strategic Partnership with Cox Hospitality Network Following Board of Estimates Approval

Baltimore, MD (November 13, 2024) — The Baltimore Convention Center (BCC) is thrilled to announce a transformative partnership with Cox Hospitality Network, approved by the Baltimore Board of Estimates on October 23. This first-of-its-kind commitment reflects the telecom provider's dedication to the City of Baltimore and the clients served by the BCC, providing unmatched connectivity and an enhanced event experience.

As a dedicated partner, Cox Hospitality Network will roll out a suite of client-centered technology enhancements to ensure BCC's guests, meeting planners,

and exhibitors enjoy high-speed, seamless connectivity across the facility. A key feature of this upgrade is the installation of Wi-Fi 6 Access Points, offering tri-band coverage (2.4/5/6 GHz) to high-traffic areas such as exhibit halls, meeting spaces, and lobbies, guaranteeing fast and uninterrupted internet access. Additionally, BCC clients will benefit from newly complimentary guest Wi-Fi in pre-function areas and meeting rooms, along with flexible per-day packages, providing tailored, accessible options that cater to a diverse range of needs, from local businesses to high-demand clients.

"We're thrilled about this new partnership with Cox Hospitality Network, whose investment in our infrastructure supports our mission to provide a premier, connected experience for our visitors and staff alike," said Mac Campbell, Executive Director of the BCC. "These upgrades along with their approach to meeting our customer's needs throughout the sales and event cycle, has equipped the Baltimore Convention Center to meet the ever-growing connectivity demands of today's events and serve as a cutting-edge facility for Baltimore."

Further enhancing the client experience, Cox Hospitality Network will implement centralized network control through Cisco Wireless Controllers. This setup enables efficient network management, secure routing, VLAN segmentation, and smooth

roaming across the Convention Center, ensuring every corner of the venue meets clients' distinct connectivity needs. Designed for high-density environments, the upgraded Wi-Fi network will deliver multi-gigabit connectivity to keep even the largest events fully connected.

For streamlined communication, Cox Hospitality Network will provide advanced VoIP solutions, developed in collaboration with PhoneSuite, that allow clients to communicate seamlessly across the BCC campus. To maintain the highest standards of service, a dedicated on-site Cox Hospitality Network team, alongside 24/7 monitoring, will offer around-the-clock support, guaranteeing uptime and reliability.

"We are excited to partner with the Baltimore Convention Center to bring state-of-the-art connectivity solutions to this premier venue. Our commitment to enhancing the guest experience through advanced technology aligns perfectly with BCC's vision of providing exceptional service and seamless connectivity. This partnership represents a significant step forward in delivering high-speed, reliable internet access and innovative communication solutions to all visitors and event organizers at the BCC," Jady West, VP Hospitality Network.

With $1.13 million in capital investments delivering a retail value of $3.9 million in enhanced services and cutting-edge technology, this partnership underscores BCC's commitment to providing a technologically advanced, client-centered environment and solidifies its role as an essential resource for Baltimore's economic and social growth.

About Hospitality Network:
Hospitality Network, LLC (HN), an affiliate of Cox Business, assists clients in the hospitality and large venue industry to provide guests with the latest in technology experiences. Delivering first-class capabilities for more than 35 years, Hospitality Network has expertise in providing services including managed Wi-Fi, high-capacity bandwidth, free-to-guest TV, VOD, in-room entertainment (IRE), digital signage and location-based services. Hospitality Network has proven technologies that enable the ultimate technology experience from coast to coast. Visit http://www.coxhn.com for more information.

Through Hospitality Network, Cox Business, RapidScale and Segra, Cox Communications provides a broad commercial solutions portfolio including advanced cloud and managed IT solutions and fiber-based network solutions that create connected environments, unique hospitality experiences and support diverse applications for nearly 370,000 businesses nationwide.

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