



PRESS RELEASE

**Germantown, MD
May 17, 2016**

Pinnacle and Alliance Partner 360Networks, Save The Day For Embassy Suites Secaucus, NJ, With An Emergency PBX System Installation



It was a frantic Monday for the approximately 300 room Embassy Suites hotel when they suffered a catastrophic PBX system failure. In consort with Hilton support they called Pinnacle to come to the rescue, and that they did. Within 48 hours from the go ahead from Hilton on Tuesday, a completely new PBX system, VM system and related peripheral components were installed and telecom service with PMS functions to admin, common areas and guestrooms had been restored and Pinnacle's 'SWAT installation team' were on their way home.

Frank Parker, Pinnacle's Director of Hosted Services, who jumped in to assumed the round-the-clock project management and coordination for the installation said, "The goal in any critical situation such as this, is to act quickly and efficiently. The customer deserves no less. Thanks to our partners at 360Networks we could get a replacement ComXchange system configured, tested and on route within hours to arrive 11:30 PM the following day."

By mid-day Thursday it was all done and Hilton Management was impressed with the team's all night commitment to restore service and commended Pinnacle for a, "very thorough job, under pressure and lack of rest".

"We understand 'Hospitality' and realize how critical it is to have hotel services 24/7/365 and that's why we have developed our nationwide service organization to be recognized by the industry as the leader in our field," adds Bill Mitchell, Pinnacle CEO and VP Cloud Solutions. "No other supplier can come close to our guaranteed two hour on-site emergency service, anywhere, anytime, coast-to-coast." Bill also wanted to thank 360Networks for their rapid response to the emergency. "I can't say enough about our strong relationship with 360Networks or the flexibility, reliability and easy setup with ComXchange, it makes us look good every time we install a system and with hundreds of ComXchange installations, it's become our primary solution for both on-premise and our cloud hosted applications."

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