

COVID-19 Message From David Dorough - President - Pinnacle Communications



To our customers, suppliers, partners, and employees,

I wanted to express my deep gratitude and appreciation for your continued business and support during these extraordinary times. 2020 started out as a year of celebration marking our 30th anniversary and the 7th year in a row as Mitel's 'Top Partner' only to have our industry devastated by the COVID-19 Pandemic.

Fortunately, none of our more than 110 employees became infected and our administrative staff and managers were able to telework from home or safe areas.

We were blessed with the ability for our installation and engineering teams to continue scheduled projects without interruption on our extensive backlog of new property construction. Despite the industry's forced hotel shutdowns, our dedicated teams and cooperative customers and partners were able to maintain an almost routine work environment. We are working diligently with customers to discount or delay payments for services as best we can for the thousands of properties and the more than 650,000 hotel rooms under service agreement contracts as our industry recovers.

Thank you again to our employees and all our business associates as we venture forward with a safe and healthy working relationship.

Sincerely,
David Dorough
President

For Info About Mitel - Click ['HERE'](#)

New Pinnacle Products

New For
2019 / 2020

Health
Care360

With a targeted focus on the Senior Living vertical sector and modeled from Pinnacle's Hotel360, the new HealthCare360 product offering will provide a scalable and configurable bundled solution of voice, video, data and surveillance systems.

Pinnacle's in-house proprietary engineering designs and customization concepts are perfect for the new target sector, as Senior Living properties also have specific configuration requirements as with many hotel brand standards.

CallAssist360

Pinnacle is finalizing the initial installation of its new in-house developed enterprise level contact-center solution at IHG corporate HQ, Atlanta, GA.

The cloud-based server application will operate from Pinnacle's hosted data center with the initial configuration setup to supports up to 1,000 agents.

On-site hardware includes agent telephones, network routers and other devices including large overhead digital displays from Pinnacle's new Digital Signage products line.

Summit360

Pinnacle's own 'In-House' developed controller/server designed for hotel guestroom high-speed Internet access.

The new solution features many enhanced guestroom Internet access functions including VLAN networking and 'guest private cloud' option and other features. Get guestroom HSIA with equal performance and security as at home or in the office.

Did You Know?

Fact...!! Pinnacle Operates The Industry's Largest Services Organization....!!

PINNACLE NATIONWIDE SERVICE 24/7/365



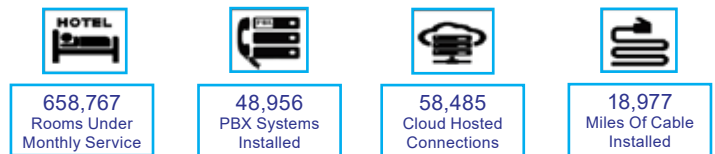
When it comes to service, Pinnacle is truly #1 With its 24/7/365 'LIVE' agents for Guestrooms and Data-Center Support & the Lodging Industry's only: **'Guaranteed 2 hour on-site emergency response anywhere, anytime, coast-to-coast'** it's easy to see there can only be one #1

Find out more ['HERE'](#)

Celebrating 30 Years

Pinnacle is now in its third decade of business and proud to have earned the reputation as the leading supplier to the Lodging and Hospitality Industry. To summarize the company's outstanding accomplishments, here are some historic facts....

Pinnacle By The Numbers:



Featured Pinnacle Partners

COMXCHANGE



360 NETWORKS
CLOUD & ON-PREMISE SOLUTIONS

Find Out More
'HERE'

360 Networks, LLC is a preferred Pinnacle solution that's popular for both On-Premise and Cloud-Hosted applications. Pinnacle's close working relationship with 360 Networks has evolved over many years of collaboration on the development and continued enhancements to ComXchange, the company's flagship PBX solution.

The ComXchange product line is based on open architecture design which allows for lower cost and includes every feature required to meet or exceed all hotel brand specifications. ComXchange is an approved PBX solution for every major hotel brand.

Pinnacle Hosted Solutions Promo



Find Out More - Download Guide To Hosting ['HERE'](#)

Current Special Offers

Take advantage of Pinnacle's **'ZERO'** down leasing program with up to 60 months to pay on all of your major equipment purchases.



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