

GigNet: A New Broadband Solution for the Riviera Maya Hospitality Industry

A Premium Fiber-Optic Broadband Network from Playa Mujeres to Cancún and Tulum

A New Quality Broadband Service

Some providers sell service to multiple resorts on limited capacity, causing insufficient bandwidth. Area resorts report issues such as speed, outages, and lack of redundancy. Hotels are frustrated at the high cost for poor quality broadband that doesn't meet their needs. Our network is different – we offer high quality without high cost.

OUR VALUE PROPOSITION

We are a single-source Managed Broadband Provider that designs, builds, supports and finances your broadband network. Our pricing model includes a small per-room, per-day charge, *without any cash outlay*.

GigNet Products & Services

- **Premium High-Speed Broadband Network**
- **Gigabit Fiber to the room (FTTR)** for efficient capacity and a future-proof service platform.
- **Custom-designed WiFi:** to meet your resort's public area and room needs; providing guests easy connectivity.
- **Custom Splash page:** Authentication options include social network, credit card, access code, brand loyalty programs, PMS integration (optional upgrade).
- **Network Optimization:** Intelligently manages bandwidth and security; capacity scalable to user demand
- **GigNet Authentication Platform (GAP):** Cloud-based authentication & management system to monitor network health, trouble tickets, revenue reports and activity reports; multi-property view
- **Support Centers:** reporting & monitoring NOC in USA & Mexico
- **MultiLevel Support:** L1 Guest Support (multilingual), L2 Network Support & Proactive Monitoring, L3 Fault Correction

Our Benefits:

- A premium, superior IP bandwidth managed service
- Fast, reliable, dedicated Fiber Optic network
- Our "Speed-You-Need" Bandwidth Guarantee
- Powerful WiFi for fast internet access
- One Vendor: replace separate WiFi, Broadband & Support vendors for better support at less cost!
- Multiple high-speed WiFi access points for complete resort coverage with secure, seamless service.
- Users can roam anywhere in the property's coverage area, for seamless connectivity.
- No cash outlay – simplified per room/per day cost
- Offer your guests VIP service level
 - Premium for increased speed
 - Extra Revenue offsets hotel's costs
- Future-proof service platform for hospitality industry
- Real-Time Network Monitoring: minimize service disruptions with our multilingual support team
- Hospitality Industry experts: **GAP** provides efficient administration of Groups, Events, Conventions
- Hardware Replacement
- Improved guest experience = better online reviews

Future Proof: Our future-proof Managed Services Platform allows us to quickly and seamlessly upgrade your network without need for re-cabling or new hardware. Our API-driven **GAP** allows you to prepare for Internet of Things apps and easily integrate Partner systems.

About Us

Cobalt Broadband Services S.A. DE C.V., is a wholly owned subsidiary of Cobalt Holdings, Inc., a USA network infrastructure development company. We deliver premium bandwidth to the underserved Riviera Maya market with leading technology. We own a concession to operate as a Telecom provider in Mexico, as well as a U.S. license to provide international connectivity.



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RIVIERA MAYA QUINTANA ROO, MEXICO

NETWORK	
Point of Presence	
Distribution	
Redundancy	
Digital Radio Link	
Subsea Cable	



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- Future-proof service platform allows us to quickly upgrade your network without re-cabling or new hardware.

Robust Support Included:

- Team of hospitality and managed services experts
- Maintenance & IT support for IP, WiFi, & FTTR
- Hardware Replacement
- Monitoring, Analytics, and Ticketing system
- NOC in USA, Canada, and Mexico
 - L1 Service to Guests (multilingual)
 - L2 Network Support & Proactive Monitoring
 - L3 Fault Correction
 - 80% Calls Answered in <45 seconds
 - 85% First Call Resolution
 - 90% Problem resolution <10 Minutes

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