



Customer #/Site ID #:  Case #:

Property Name:

Property Contact:  Contact Phone #:  -  -

**Hotel Customer/FTG Provider:** LodgeNet requires the following technical information to accurately make changes to the hotel's channel line-up (to enable LodgeNet terminals to properly receive and display digital and analog on guestroom televisions). This information should be completed by the FTG provider (if applicable) to ensure the accuracy of new line-up requests.

Please Allow LodgeNet 3 Business Days To Complete This Request

**Free-To-Guest Channel Line-Up Change Information**

- Change to LodgeNet provided FTG channel line-up
- Change to cable or other provider channel line-up
- Change from LodgeNet to a different provider

Scheduled Channel Line-Up Change Date:

/  /

FTG/Cable Company Contact Information:

Name:

Email:

Phone #:  -  -  Ext. #:

**Channel Line-Up List**

- LodgeNet Channel Line-Up List - Page 2
- Other provider of FTG or cable company list - Attached

**NOTE:** All channel line-up lists provided must be typed and include the following information:

- Logical Channel # (TV Display Channel)
- Channel Stream (Broadcast #, Analog or Digital)
- Channel Name (OSD Description)
- Tuning Type (MPEG #)
- Pro:Idiom Encrypted?

Please Submit Your Request By Emailing to [techsupport@lodgenet.com](mailto:techsupport@lodgenet.com) or Faxing to 605-988-1844.

Signature:

Date:  /  /

Title:  (Director of Engineering, Front Office Manager or General Manager)

