



## HOTEL CHANNEL LINEUP CHANGE REQUEST FORM

(please note a fee may apply)

Customer #/Site ID #:

Case #:

Property Name:

Property Contact:  Contact Phone #:  -  -

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

Please Allow SONIFI 3 Business Days To Complete This Request

### Free-To-Guest Channel Lineup Change Information

- ☐ Change to SONIFI provided FTG channel lineup
- ☐ Change to cable or other provider channel lineup
- ☐ Change from SONIFI to a different provider

Scheduled Channel Lineup  
Change Date:

/  /

### FTG/Cable Company Contact Information:

Name:

Email:

Phone #:  -  -  Ext. #:

### Channel Lineup List

- ☐ SONIFI Channel Lineup List - Page 2
- ☐ Other provider of FTG or cable company list - Attached

**NOTE:** All channel lineup lists provided must be typed and include the following information:

- |   |  |
|---|--|
| <input type="checkbox"/> Logical Channel # (TV Display Channel) | <input type="checkbox"/> Channel Stream (Broadcast #, Analog or Digital) |
| <input type="checkbox"/> Channel Name (OSD Description)         | <input type="checkbox"/> Tuning Type (MPEG #)                            |
|   | <input type="checkbox"/> Pro:Idiom Encrypted?                            |

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

Signature:

Date:  /  /

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

To Be Completed By FTG Channel Lineup Provider (if applicable)

Site ID #:

Site Name:

[illegible]