



Guest Support

Guests needing technical support should call **1.866.278.8386**. This is our dedicated 24/7/365 guest support number where guests can choose English, French, Spanish or other languages. If resolution is not achieved, and escalation is required, hotel staff are asked to use the information provided below (Please do not give any of the information below to guests.)

Hotel Staff Technical Support

Escalation Path	Who To Contact?	When To Escalate?
Step 1	<p>GuestTek Global Service Center 1.866.278.8386</p> <p>For GuestTek</p> <p>Press hidden Option “6” for direct access to HSIA Hotel Staff Tier 2 Support</p> <p>Press hidden Option “7” for direct access to FTG/VOD Hotel Staff Tier 2 Support</p>	<p>To resolve any network or video performance issues including, but not limited to:</p> <ul style="list-style-type: none"> ✓ Multiple guest rooms out of service ✓ Network failure causing rooms to be offline ✓ Channels down/experiencing issues ✓ Movies/TV unavailable ✓ Conference down <p>It is important you retain your Incident # as this will be used throughout the escalation process.</p>
Step 2	<p>On Duty Support Lead 1.866.278.8386 hidden Option “9”</p>	<p>Escalate any incidents not meeting immediate needs after going through Step 1.</p> <p>Support Leads are 24/7 Supervisors ensuring your incident is tended to timely and effectively.</p>
Step 3	<p>Manager Global Services-North America</p> <p>Pawel Tomaszewski: (Desk) 866.509.1010 ext 1134 (Mobile) +48.696.817.427</p>	<p>If required, escalate to: Director, Support Services-Americas</p> <p>Parham Bayat: (Mobile) 403.561.3109</p>