



## Quick Reference Guide

**For Representatives who have purchased products and services as part of a New Representative Bundle, all commission, customer point and billing questions should be directed to FHTM Representative Support.**

**For all questions regarding commissions and customer points, please call or e-mail FHTM.**

### → FHTM Contact Information

#### **Representative Support:**

8:30 am - 8:30 pm EST, M-F  
Call: (859) 422-7008 Fax: (859) 422-7036

#### **Representative Support en Espanol:**

8:30 am - 8:30 pm EST, M-F  
Call: (859) 422-7009 Fax: (859) 422-7036

#### **Canadian Support:**

9:00 am - 5:30 pm EST, M-F  
Call: (859) 422-7018 Fax: (859) 422-7037

#### **FHTM e-mail contacts for support:**

Rep Support: [repsupport@fhtm.net](mailto:repsupport@fhtm.net)  
Canadian Support: [canadasupport@fhtm.net](mailto:canadasupport@fhtm.net)  
UK support: [repsupport@fhtm.net](mailto:repsupport@fhtm.net)

### → Contact Information for Product Support

**Amusement Pack:** (888) 335-8200; 9 am-6 pm EST, M-F

**Ayustar (PUERTO RICO):** (877) 778-FHTM; 24 hours

**Call Select (Canada):** Call FHTM RepSupport

**Choice Plans Rx:** (888) 335-8200; 9 am-6 pm EST, M-F

**Digital Landing:** Call FHTM Rep Support

**DISH Network:** [dishsupport@fhtm.net](mailto:dishsupport@fhtm.net)

*(existing customers)*

Customer Service: (800) 333-3474; 24 hours

*(new service)*

Installation: (888) 542-2526 opt. 2

**EzNetTools:** (888) 396-9372; 10 am- 7 pm EST, M-F

**FABS:** For billing, programming, tech support, questions, etc.: [cs@fabscopyberfitness.com](mailto:cs@fabscopyberfitness.com)

**FortuneTV.info:** Call FHTM Rep Support; [fortunetv@fhtm.net](mailto:fortunetv@fhtm.net)

**GE Home Security from Protect America:** (800) 401-0158

**Health Care Card:** (888) 335-8200; 9 am-6 pm EST, M-F

**Identashield:** (888) 335-8200; 9 am-6 pm EST, M-F

**International World Tour Golf:** (843) 236-2000; 9 am-5 pm EST; [seanmcl@pga.com](mailto:seanmcl@pga.com); For questions regarding billing, contact FHTM Rep Support

**Magazines.com:** [feedback@magazines.com](mailto:feedback@magazines.com)

**MyTelTag:** Call FHTM Rep Support

**Office Assistant+:** Call FHTM Rep Support

**Pocket Office:** Call FHTM Rep Support

**Protection For Living:** (866) 541-6907; 9 am-5 pm EST, M-F

**Rewards Mall:** E-mail customer service through Rewards Mall website

**Roadside Auto Club:** (888) 335-8200; 9 am- 6 pm EST, M-F

**TCI:** (800) 330-6895; 9 am- 11 pm EST, M-F; 11 am- 4 pm EST, Sat.; [care@totalcallusa.com](mailto:care@totalcallusa.com)

#### **Trot Hop:**

Web Portal Technical Questions: (888) 335-8200

Travel Reservation Questions: (866) 270-2849

Last Minute Deals: (888) 656-8204

Custom Trip: (888) 291-1613

Air: Contact airline directly

Car: Call car rental company directly

#### **Trot Hop Marketing Enhancement Tools:**

(888) 335-8200; 9 am- 6 pm EST, M-F

**True Essentials:** (859) 422-7008; 8:30 am-6:30 pm EST, M-F; [info@trueessentials.net](mailto:info@trueessentials.net)

**UUNET (incl. Accelerator):** (866) 434-4422; 24 hours

**Vista Print:** (866) 891-7213; 8 am-10 pm EST, M-F

**Voice Connect:** (800) 761-7615; 24 hours

**The Wireless Shop:** E-mail FHTM at [wirelessupport@fhtm.net](mailto:wirelessupport@fhtm.net). For questions regarding a pending or active order, please call The Wireless Shop: (888) 843-2519