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**Subject:** Support for Suncor OTC-related Issues  
**Importance:** High

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**Attn: NEE Service Managers and DSS Subcontractors**

Please note that when working on One Touch Canada (OTC) for Suncor or Suncor dealer sites **DO NOT** call Suncor personnel for OTC-related issues or dispenser-related issues. All OTC issues must be escalated as follows:

- Your local service manager
- NEE or SAS service managers for your province of support
- GVR may also be contacted for OTC and dispenser-related issues as follows:
  - TAC (Technical Support) GILBARCO - Gilbarco TAC Support Line (certified GVR technicians only) -1.800.743.7501
  - Gasboy TAC Support Line (certified GVR technicians only) 1.800.444.5529
  - Gilbarco POS Help Desk Support Help Desk - 800.800.7498
- For Bulloch issues during an OTC install contacts for NEE technicians are as follows:
  - BC and AB  
Olivier Girardeaux cell: 250-880-0777  
Cole Henham cell: 604-830-3147
  - Ontario  
Roy Dykstra cell: 416-989-7209  
Ron Down cell: 416-676-2249
  - Quebec  
Gaétan Lépine cell: 514-821-7062  
Luc Fleury cell: 819-598-4957  
Alain Roy cell: 418-520-2407

Please do not contact any Suncor personnel with regard to any OTC or dispenser-related issues. The exception to this is if you have Suncor network issues, and these issues should be addressed by their support line.

In cases where Suncor personnel need to be contacted, **the call will originate from your local service manager** and not from the technician at the field level. Please contact your local NEE service manager if you have any questions.

Thank you,  
Nama Namasivayam