

Answers to Questions about Telephone Services During Your Deployment...

This document provides valuable information regarding phone services offered during your deployment. AAFES remains committed to keeping the lines of communication open and affordable for all Soldiers and Airmen during their deployment.

Questions & Answers:

Q: What is the difference between "official" & "unofficial" telecommunication service?

A: Health, Morale and Welfare (HMW) is the primary provider of morale calling for the troops through official lines (free service). Unofficial telecommunication service provided by AAFES is intended to supplement those official phones and provide calling for the troops (customer paid services).

When service is provided by the military, they fund the cost of service and equipment whereas AAFES (through their provider) assumes all costs associated with offering telecommunication services.

Q: What type of phone service does AAFES provide?

A: AAFES, through our AT&T contractor, provides phone centers (each with 24 or 48 phone cubicles depending on the demographics of each site).

Q: Where is phone service offered?

A: There are phone centers in Afghanistan, Kuwait and throughout Iraq. New phone centers will open as AAFES receives new requirements through CENTCOM.

Q: What do I need in order to place a call from the phone center?

A: Any AT&T prepaid card, AT&T calling card or major credit card can be used to place a call from the phone center. Other AT&T retail prepaid cards have higher calling rates compared to using the 550 unit AAFES and AT&T Global PrePaid Cards.

The 550 unit *AAFES and AT&T Global PrePaid Cards* can be purchased from any exchange worldwide. It is recommended that service members purchase their prepaid card once they arrive at their deployed site as the retail price of the 550 unit *AAFES and AT&T Global PrePaid Card* was reduced to \$35 (regularly \$39) which offers lower calling rates.

Q: What is the price to call home?

A: The price per minute to call the United States using the 550 unit *AAFES*

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Military Exchange Global PrePaid Card purchased from any OEF/OIF site is 19 cents from Kuwait, Afghanistan and Iraq when purchased from any OEF/OIF site.

Q: What if my family or friends want to send me a prepaid card?

A: Although AT&T cards are available at several domestic retailers, they do not offer the best value when placing international calls from an OEF/OIF site to the United States as compared to the *AAFES and AT&T Global PrePaid*

Prepaid phone cards are generally designed and marketed for use only within the 48 contiguous states by retailers other than AAFES as the cards are generally sold for domestic use. Domestic retailers do not target or negotiate low international calling rates to the United States. Therefore, they set international prices higher as their target market is domestic.

The *AAFES and AT&T Global PrePaid Card* offers customers both domestic and international calling to all countries where U.S. troops are stationed or deployed and to all NATO countries. AAFES negotiates both domestic and international rates to ensure Soldiers and Airmen receive the best value compared to other retailers.

For service members to receive the best calling rates from OEF/OIF, they should use the 550 unit *AAFES and AT&T Global PrePaid Card* when calling home.

Q: What if my family or friends want to recharge minutes on my prepaid card?

Friends and family back home can "recharge" minutes to a deployed soldier's prepaid card. Simply have the deployed soldier provide you with the 800 number and pin number located on the back of the prepaid card. Then call the 800 number and follow the voice prompts to add minutes.

Q: What is "Help our troops call home"?

A: Any American can now help troops in contingency operations call home. AAFES is now authorized to sell prepaid calling cards to any individual or organization that wishes to purchase cards for troops who are deployed. Up until now, those wishing to lend a helping hand had no other alternative, but to purchase other retailer's prepaid cards that, in many cases, were not designed for affordable international calling. Now, anyone (even those not in the military) can help troops in contingency operations call home from one of the many AAFES call centers in Operations Iraqi and Enduring Freedom (OIF/OEF).

Helping service members stay in touch with friends and family has never been easier. Anyone can log on to www.aafes.com and click the "help our

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troops call home" link. From there, those wishing to pay for troops to call home can send a prepaid calling card to an individual at his or her deployed address.