

On behalf of the 97 Air Mobility Wing, the Force Support Squadron Commander and the Red River Inn staff, welcome to Oklahoma. The Sooner State, the City of Altus and Home of the Best, Altus Air Force Base.

We have endeavored to include sufficient information about our facilities and services as well as attractions located in the surrounding area, to make your stay pleasant and productive.

97 AMW Mission Statement "Forging Combat Mobility Forces....Deploying Airmen Warriors"

97th Force Support Squadron





AIR FORCE INNS PROMISE

"Our goal is to provide you a clean, comfortable room to guarantee a good night's rest and pleasant stay. If any part of your stay with us is not satisfactory, please provide the Lodging Manager, front desk, or any staff member an opportunity to "make it right".

FORGET A TRAVEL ITEM?

Welcome Valued Guest! We have provided you with a few complimentary items to get you through your night's stay. Feel free to ask any lodging team member if you need any of these items replaced. If you forgot to pack any other standard toiletry item (toothbrush, toothpaste, shaving cream, etc.), please come see us at the front desk. We should have what you need available for purchase 24 hours a day.



A CORDIAL WELCOME TO ALTUS AIR FORCE BASE

Dear Guest,

Welcome to the Red River Inn. We hope you enjoy staying with us as much as we enjoy serving you. Our goal is to provide top notch customer service and accommodations. If we fail to meet your needs or expectations, please let us know immediately so we can correct the problem.

If you'd like further information about Altus AFB or the surrounding area, our Guest Service Representatives (GSR) and I are eager to help. They are available 24/7 at the front desk and their mission is to make your stay as productive and enjoyable as they can.

We welcome your comments and recommendations so, please take the time to let us know how we can improve or what we are doing well. Again, welcome and we hope you have a very enjoyable visit.

Sincerely,

Robert D Collins Jr. Manager, Red River Inn

GENERAL INFORMATION

97th Air Mobility Wing

On October 1, 1992 the Air Force activated the wing at Altus AFB under Air Mobility Command and designated it the 97th

Air Mobility Wing. On the same day the Air Force inactivated the 443rd Military Airlift Wing, which had been the host wing at the base since May 5, 1969. Less than a year later, on July 1, 1993, Air Education and Training Command assumed control of the 97th AMW. The wing possessed C-5 Galaxv. C-141 Starlifter, and KC135 Stratotanker aircraft: it subsequently added C-17 Globemaster III's in March 1996. The 97th's new mission was to conduct strategic airlift, aerial delivery, aerial refueling training schools and support operational and humanitarian contingencies. As well, to provide aerial port of embarkation for US Army, Fort Sill, Oklahoma.

Over the years the Mighty 97th has conducted missions in support of Operations Northern Watch, Desert Storm, Desert Fox, Allied Force, Enduring Freedom, Noble Eagle and Iraqi Freedom. Additionally, the wing has supported relief operations following hurricanes; Katrina, Rita, Wilma, in 2005, and Gustav and Ike in 2008. In January 2010, following a catastrophic earthquake in Haiti, 97 AMW C-17s and personnel delivered relief supplies and evacuated injured and elderly Haitians to stateside hospitals. More recently the wing supported NATO efforts to augment Turkey's self-defense capabilities by leveraging the deployment of two Patriot Missile Batteries from the 31st Air Defense Artillery Brigade at Fort Sill, Oklahoma. During a 6-day period, the wing supported the movement of 365 troops, 1,100 tons of equipment and supplies.

In 2014, the personnel assigned to the 97th Air Mobility Wing earned Altus AFB the 2014 Commander in Chief's Award for Installation Excellence. Then on April 23, the Secretary of the Air Force announced, Altus AFB would be the Air Force's KC-46A Pegasus formal training unit.

Lodging

RED RIVER INN consists of 8 buildings, 226 transient bed spaces to include 30 Temporary Lodging Facility units. Guest service is given top priority, because you, the customer, are out most valued asset. All rooms are equipped with telephone, color television with cable service, iron, ironing board, clock radio, hair dryer, coffee maker, microwave oven, refrigerator, and wireless high speed internet service.

VQ-VISITING QUARTERS: Our VQ consists of two different types of rooms. Buildings 76 and 79 have kitchenettes with a living room and bedroom. Building 84 is a single room layout with a microwave oven and a micro fridge. An ice machine and a laundry room are located on the first floor breezeway. All have private bath's.

BUSINESS SUITES (aka DVQ): Our DV Quarters are located in buildings 20, 21, and 79.

TLF-TEMPORARY LODGING FACILITIES: Our TLF consists of building 22, 25, 26 and 27.

- > 30 Units
- > Washer/Dryer
- > Fully equipped kitchen
- One, two or three bedroom units
- > Cribs and high chairs
- Pets only authorized in TLF building 26

LUGGAGE: If your luggage failed to arrive, please notify the front desk and you will be notified if/when it is received.

RED RIVER INN ROOM RATES/CHARGES

CHECK-IN: Normal check-in time is 1400 CHECK-OUT: Normal check-out time is 1100 hours (2:00

p.m.). However, guests may hours (11:00 a.m.). If your departure is delayed check-in at any time if rooms are available. and you wish to stay later, please make arrangements in advance with Guest Services Guests checking in between 2400 and 0500 Manager or the Assistant Guest Services will be charged for the previous night's stay. Manager at the front desk. Please keep in mind Guests who request an "early check-in" and that a late fee equal to the daily room rate may reserve a room for the day prior to them be assessed with your late check-out request. arrival may be assessed an early check-in fee, regardless of their actual arrival time. Guests checking in after 0500 will be charged for the current day's stay.

BUILDING NUMBER	ROOM TYPE	ROOM RATE*
20, 21 & 22(houses)	DISTINGUISHED VISITING OFFICER QUARTERS (OGN)	\$97.00
25, 26, & 27 (TLF)	TEMPORARY LODGING FACILITY (TLF)	\$96.00
76, 79, & 84 (VQ) \$	89.00 BUSINESS SUITES (aka DVQ) VISITING QUARTERS (VQ)	\$97.00

***ROOM RATES ARE SUBJECT TO CHANGE ***

Additional service charges may be assessed to excess cleaning.

METHOD OF PAYMENT

In accordance with AFI 34-135, Air Force Regardless of payment method, guests who Lodging Program, Red River Inn accepts cash, stay over 15 days must return to the front desk check, MasterCard, Visa, and American at 15-day intervals to verify and pay their Express for payment. Guests are required to lodging bill. Guests may also pay in advance pay in advance at check-in when paying by for the next 15 days at this time. Guests in PCS cash or check. However, they must have a status should bring their receipt to file for TLA valid credit card on file. Guests on official through the Housing Office, located in building orders, paying by credit card, can charge their 358. room at check-in or wait until checking out to pay their bill.

TLF EXTENSIONS

The maximum TLF stay for PCS guests If TLF space is available, as determined by the (Priority 1) is 30 days, if available. PCS guests Lodging Manager, members can request an may stay beyond the 30 day maximum on extension beyond 30 days. In the event of nonspace available status (Priority 2) pending availability of government quarters, our staff availability. Official reimbursement criteria will provide assistance in obtaining commercial requirements are the guests responsibility. lodging

LODGING HOUSE RULES/PROCEDURES AND GENERAL INFORMATION

FRONT DESK: Our front desk is open and staffed 24 hours a day for your convenience. The Altus Times is provided in the lobby on a first come, first served basis. Complimentary coffee and other hot beverages are also available. Please dial "O" from your room to contact the front desk for assistance or information. ASSIGNMENT POLICY: All room assignments to transient facilities are made in accordance with DoD regulations. Please show courtesy and consideration for those who may need to sleep or study. Children are not authorized to stay overnight in any rooms except for TLFs and the family friendly rooms on the first floor of building 76. TLFs may be reserved for TDY members traveling with their family & based on availability.

AMENITIES: Each room at the Red River Inn is stocked with a variety of amenities such as shampoo, conditioner, lotion and mouthwash for your first night's stay. If you have forgotten a travel item, you may visit the front desk to purchase items.

REFUNDS: If for some reason a guest checks out early and is due a refund, it will be paid either by cash (usually under \$150) if funds are available or by check. If the entire refund is to be paid by check, it will be mailed to the address provided stay. For other check cashing services, please contact the bank, credit union, BX or club.

LOST and FOUND: The Red River Inn is not responsible for property left in the room. Items left in rooms at check-out are turned in to the Housekeeping Supervisor. Found items; we will make every effort to return property to rightful owners. Items will be kept 30 days then disposed of accordingly. Contact the front desk for details.

CUSTOMER COMMENT/SURVEY CARDS: Please take a few minutes and tell us about your stay by completing the customer

LODGING HOUSE RULES/PROCEDURES AND GENERAL INFORMATION

by the guest. Refunds by check will take approximately ten (10) days to receive. CHECK-OUT TIME: Check-out time is at 1100 AM for all rooms. If you require a late checkout please contact the front desk. We will try to accommodate your request based upon availability.

CIVILIAN ENTIELEMENTS: Civilian employees occupying lodging while in TDY status are authorized access to the Base Exchange (BX). Lodging front desk will stamp a copy of your orders for your convenience in order to purchase limited BX items. You can also use Club Altus and other Force Support Squadron activities. When utilizing the mentioned activities, you must present your civilian ID card and a copy of your stamped orders.

CHECK CASHING AND CREDIT CARDS:

Lodging does not cash checks. Payment by check, credit cards, (Visa, MasterCard, AMEX) and money orders can only be accepted for the exact amount of service. Cash/Check paying guests will pay in advance for their comment located in your room. Cards or survey forms may be turned in at the front desk, left in your room or addressed to the Lodging Manager.

CLASSIFIED STORAGE: For temporary storage of classified material contact the Altus AFB Command Post, building 185, 481-6313.

BICYCLE STORAGE: STORAGE OF BICYCLES IS NOT PERMITTED IN QUARTERS. Bicycles, auto parts, etc. may NOT be kept in rooms or locked to entrance stairways, trees or other stationary objects. Bicycle rack/lockers are available at all facilities. Building 84 under the stair well, Buildings 76 and 79 near the elevator on the first floor.

COOKING: Cooking is permitted only in those quarters equipped with appropriate appliances (Bldg. 20, 21, 22, 25, 26, 27, 76 and 79). Use of portable cooking appliances in quarters is NOT permitted and will be referred to the Base Fire Department for action. Grills must be placed 10 feet away from buildings when in use. Propane tanks are not authorized! BUSINESS CENTER: Internet service is provided free of charge to Red River Inn guests. For those guests traveling without a personal computer, our Business Center is located in Building 82,

- Press "START" button on the digital panel
- > Enter your six (6) digit personal code
- A green light will come on if your personal code is correctly keyed into the safe

GUEST RESPONSIBILITIES

In order to ensure the comfort and safety of all our guests, we ask you to please abide by the

following guidelines:

Lodging Reception Area.

FAX SERVICE: Fax service is available at the front desk at no charge.

NOTE: Guests who report the loss of secured personal property may file a claim against the Government through the Base Legal Office located in building 52. Lodging does not reimburse guests for personal property loss.

IN-ROOM SAFE BOX: The security of personal property is the responsibility of the guests. All rooms contain a small safe located in the closet to keep your valuables in. The safe is designed for guest to enter their personal code for added security. Please read these instructions carefully to keep your valuables safe.

HOW TO ENTER YOUR PERSONAL CODE:

- > Choose any six digit code (i.e. 481735)
- Press "START" button and enter six digit personal code
- Press "MEMORY" button located on top of the open door within 5seconds
- Your code has been entered

HOW TO OPEN USING YOUR PERSONAL CODE:

- > Press "START" button on the digital panel
- > Enter your six (6) digit personal code
- A green light will come on if your personal code is correctly keyed into the safe
- Turn the knob to the right Open the door

HOW TO CLOSE:

Close the door

- Turn knob to the left
- The safe is now locked

Please leave the door open for the next user when you check out. Thank you! DAMAGE TO GOVERNMENT PROPERTY: In

accordance with HQ USAF/LE/AS/JA/MP message in March 1985 and government regulations, occupants residing all in government quarters are responsible for his or her conduct and actions on the part of their dependents and/or guest. Occupants may be held liable for any damage beyond fair wear and tear and any missing government property up to an amount equivalent to one month's basic pay as of the time of damage. In addition, damage resulting from gross negligence or willful misconduct on the part of the occupants can result in liability for the total amount of the government's actual financial loss.

ROOM CONDITION: Guests are responsible for any carpet stains or room furnishing damages which may occur during their stay. Any damage noted by the guest should be immediately reported to the front desk. Please ensure trash is placed in wastebaskets and excess trash is taken to the outside trash receptacles to maintain a sanitary room. Guests may be charged a deep cleaning fee to return a room to a habitable state if deep cleaning is required due negligence beyond fair wear & tear. Guests are also responsible for cleaning their dishes. Those guests who fail to wash their dishes will be charged a cleaning fee after final checkout. Occupants are responsible for conserving utilities and complying with fire, health and safety regulations.

Room furniture has been arranged in the best possible manner. Please do not rearrange it

and animal clinics is available at the front desk. A <u>\$150 per day</u> maintenance fee will be charged for any pets found in nonpet friendly quarters.

LIQUID BLEACH: Due to excessive damage caused to carpet and other furnishings, liquid

GUEST RESPONSIBILITIES

In order to ensure the comfort and safety of all our guests, we ask you to please abide by the following guidelines:

since this could cause damage to property or pose a safety hazard to the room attendants. Walls must not be painted, marked or scarred. Bicycles, motorcycles, auto parts, compressed air tanks or propane tanks, etc. will not be kept in quarters.

NOISE CONTROL/QUIET HOURS: Air Force personnel attend school on varied shifts and are sleeping during the day and mid evening. Please be considerate. Quiet hours are strictly enforced. Quiet hours begin at 2200 on Sunday through Thursday and 2300 on

Friday, Saturday and the night before a legal holiday. Noise, including radio and television volume, should be kept to a minimum and is not to be heard outside the room.

ENERGY CONSERVATION: Windows and doors remain closed when heating and cooling systems are in operation. Please conserve energy by turning off lights, radio, TV and water when leaving the room.

PROJECT PLANET: All of the water and detergents used to wash towels and linens each day all over the world puts a heavy burden on the environment. If you'd like to reuse your towels, just hang them on the towel racks. If you want your towels replaced, please leave them on the bathroom floor or in the tub.

PETS: Dogs and cats are ONLY AUTHORIZED in TLF building 26. Any pets may be housed at one of the local animal boarding facilities. A list of kennels, boarding facilities, bleach is not authorized in any transient facilities and will be removed if found. Dry bleach can be purchased in all laundry rooms, front desk, BX facilities and Commissary.

SMOKING POLICY: Altus AFB has made a commitment to a smoke-free environment for all transient personnel. To honor this commitment, all transient facilities are designated non-smoking. All common areas to include laundry rooms, are also designated non-smoking areas. Please honor the nonsmoking designation in your room. Failure to comply will result in termination of quarters and a \$150 cleaning fee. Your cooperation is appreciated. Designated Tobacco Use Areas (DTA), a 97 AMW/CC program, are located throughout the installation. (DTA map, last page)

FIRE SAFETY: Please vacate the building by the nearest accessible exit when alarms sound. Fire drills are held periodically. However, all fire alarms are not drills and there may be an actual fire. Falsely sounding an alarm is life threatening and against the law. Those held responsible will be prosecuted under the Uniform Code of Military Justice. Listed below are good fire do's and don'ts:

- Don't store flammable liquids in quarters (charcoal and one container of charcoal lighter fluid may be kept in quarters)
- Don't burn candles in quarters
- Don't use unauthorized cooking or heating appliances

- Don't place charcoal grills within 10 feet of the building
- > Don't leave electrical appliances unattended

RED RIVER INN INFORMATION & SERVICES

Don't place hot appliances (iron, etc.) in lockers/drawers/combustible surfaces

- Don't overload electrical circuits. Use of multiple plugs is prohibited!
- Don't leave TV or other appliances on when departing your quarters

> DO practice good housekeeping technique! VISITOR POLICY: Transient personnel are authorized to have visitors in their rooms. There are no restrictions on adult visitors of registered guests. Children are not authorized overnight in any VQ building except for the Family Friendly rooms located on the first floor of building 76. Overnight guest must be a spouse or dependent and registered as a guest. Guests of the opposite sex must at least be 18 years of age. Visitors should not be in quarters during the absence of the sponsor. Occupants are responsible for the conduct of their visitors at all times and for any damages which might occur. Occupants will ensure their visitors do not infringe upon the privacy or rights of other occupants. Visiting hours are 0900-2200 Sun-Thurs, 0900-2300 Fri-Sat.

WEAPONS: Weapons, ammunition and fireworks are not authorized in any transient quarters. All firearms must be registered with Security Forces. For storage of weapons, contact the Security Forces Armory at 481-5885/5882 (after-hours x7444). Stored items will be made available for pick-up upon request. Crowbars, large hunting knives and clubs are classified as weapons also.

OFFENSIVE MATERI f AL:Display opornographic, inflammatory, material is prohibited. offens ve or prejudicial PERSONAL VALUABLE: Please secure your personal valuables when you are not in your room.

PROHIBITED ITEMS: Storage of flammable

liquids, weapons and ammunition is strictly

prohibited in guest rooms.

HOUSEKEEPING SERVICE: It is our goal to provide our guests the best service possible. However, we must have your cooperation. Housekeepers are trained not to touch personal belongings. Please place personal belongings in the closet or on the luggage rack so housekeepers may provide service. Also, please do not move furniture, TV, refrigerator, etc. If at any time you feel you are not getting quality service, you should notify the Housekeeping Manager (in house x4067) or the front desk.

DAILY SERVICE: Housekeeping services provided on a daily basis are: bed made, furniture dusted, floors/carpets cleaned (when major messes are noted), toilet cleaned, towels replaced (one for one, only if they are placed on the floor or in the bathtub or shower), wastebaskets cleaned and emptied and personal amenities restocked to include one spare roll of toilet paper. Guests should not be in their rooms during housekeeping service. Guests are responsible for personal ensuring items are in order. **Occupants are responsible for daily cleaning of dishes and the kitchen during their stay. **

Guests who do not want to be disturbed should hang their DND sign on the outside of the door or notify the Housekeeping Manager. If you work nights and sleep during the day, please inform the front desk so suitable housekeeping arrangements can be made. When/if a DND sign is posted continuously for more than three consecutive days, IAW AFI 34-135, housekeeping will enter the room and perform their assigned duties. WEEKLY SERVICE: Includes all daily services, light dusting and furniture polishing, thorough cleaning of the bathroom, plus bed linens are replaced (including sleeper sofa).

TEMPORARY LODGING FACILITIES: We will strive to make your stay in our family quarters as relaxing and comfortable as possible. Because the family quarters contain furnishings and equipment not found in other guest rooms, we ask you to please assist us with the cleanliness of these units while you make it your temporary home. Daily housekeeping is provided. The room attendant is not responsible for cleaning dishes, stoves and refrigerators during occupancy. These items are the responsibility of the guest.

LAUNDRY FACILITIES: Washers and dryers are provided free of charge to all guests. In building 25, they are located at the end of building. In buildings 20, 21, 22, 23, 26 & 27, washers and dryers are located in the rooms. Laundry rooms are located on the first floor in the middle of buildings 76 & 79. Washers and dryers are located in the center breezeway and on both floors in building 84. Laundry detergent dispensers are located in all laundry rooms. Detergent is also available at the front desk. Please report malfunctioning washers and dryers to the front desk. Also, please do not leave your laundry unattended. Lodging cannot be held liable for lost or stolen clothing. Laundry and dry cleaning services are available through the BX/AAFES as well as off-base.

SUNDRY SALES: For your convenience, sundries may be purchased at the front desk. We accept cash, personal checks or you may have items billed to your room. ID cards are required when purchasing alcoholic beverages or when billing items to your room.

ATM: Automatic Teller Machine from Red River Federal Credit Union is available in the Commissary parking lot. NBC Bank ATM is located in the Shoppette, building 18.

RED RIVER INN INFORMATION & SERVICES

COFFEE AND COFFEE MAKER: All rooms are HEATING/COOLING THERMOSTAT: Please furnished with an automatic coffee maker. examine your thermostat carefully. Some Coffee, creamer and sugar are replenished facilities have thermostat which can be daily. Turning the coffee maker on without adjusted. However, they should not be set water will cause damage. Please do not put lower than 76 for cooling or higher than 70 anything but water in the dispenser as any for heating. Some of our facilities have fan other type of liquid will damage the unit and control switches. The fan heating/cooling you may be held liable for its replacement. controls can only be in an ON or OFF Please, always turn appliances off prior to position. In these facilities, the heating and leaving your room. cooling system will not work without the fan switch turned on. Please contact the MAIL: Incoming TDY/PCS personnel who maintenance office at in-house 4076 during expect to receive mail while in lodging should normal duty hours or the front desk by go to the post office located in building 304 dialing 0 to report any problems with your and fill out a locator card. You will be given a heating/cooling. general delivery box to use during your stay. NOTE: Lodging is not responsible for climate The US Post Office does not deliver mail to control of buildings. building 82. However, FEDEX and UPS

deliveries are received at the front desk during MAINTENANCE: Lodging and Civil normal duty hours. Engineering (CE) personnel try to maintain a high standard of maintenance in all quarters.

KEYS AND LOCKS: We strongly recommend In the event your room requires maintenance, you keep your room door secure at all times to please contact the front desk or fill out a prevent loss of personal belongings. Entrance "Room Maintenance" card and drop it off at door locks may not be changed/modified nor the front desk. The maintenance staff will may additional locks be installed. Key cards take care of the discrepancy as quickly as should be turned into the front desk. Please do possible. When necessary, our maintenance not leave them in your room unless you are staff or front desk will contact/notify CE.

using express checkout. Guests locked out of quarters as a result of lost, misplaced or PARKING: There is adequate paved parking malfunctioning keys must report to the front near every VQ and TLF facility. Motor desk with their ID card to gain entry into their vehicles and motorcycles will be parked in assigned quarters. designated parking lots only. Recreational vehicles such as RVs, boats and U-Haul must

VEHICLE MAINTENANCE/REPAIRS: The be placed in recreational storage area. Please Automotive Skills Center, building 343, is contact Outdoor Recreation at 481-7696 for available for guests to use for major repairs and location and access. Please do not park on minor maintenance, such as oil changes, which seeded or grassy area. Please do not park in are not authorized in lodging parking lots. the drive through of building 82. This area is Engine oils, coolants, car grease and other reserved for guests checking-in/out. Adequate similar products are considered hazardous parking is available around each building in waste and must be disposed of properly. They the complex. Unauthorized vehicles will be should not be poured into plumbing, dumpsters reported to SFS. or streets.

EMERGENCY NUMBERS AND

TELEPHONE DIALING INSTRUCTIONS

Ambulance	911	Command Post	
Base Emergency	911	Helping Hand	
Security Forces		ross	1-800-272-7337 Crime
Stop	481-6444 Wing Safety		481-SAFE
	- · ·		

Sexual Assault Response Coordinator. 649-0656

Chaplain481-7485

ALTUS AFB PHONE INSTRUCTIONS

DSN Prefix for Altus AFB866

To Dial an On-Base #99-481-XXXX

<mark>A</mark> rea Co	ode for Altus AFB or Assistance	580
<mark>O</mark> perat	or Assistance	

To Dial an Off-Base #99-XXX-XXXX To Dial DSN #97-94-XXX-XXXX

RED RIVER INN TELEPHONE INSTRUCTIONS

To assist our front desk, we ask you to pass on dialing information to those who will need to contact you. Sorry, we cannot accept collect calls for our guests. Do not attach answering machines to your room phone, as they are not compatible with our telephone system. If you have any problems, please dial "O" and the front desk will be more than happy to assist you.

PROCEDURES FOR PLACING CALLS FROM YOUR ROOM

Room To Room	Dial	Room	Extension
✤ Front Desk	••••••		0
Base Operator	. 99 +	482-810	00
On Base Calls	nber (4	481-XXX	X)
DSN (Official Government Calls)	+ DSI	N Numb	er
Local Calls		⊦ Numbe	er
Direct Dial Long Distance	Code ·	+ Numbe	er
(\$0.10 (cents) per minute with cost billed to you guest folio)			
0 + Calling Card/Collect	ode +	Numbe	r
(Rates established by Carrier. Operator assisted calls are billed to your residence by carrier or to pa	arty acc	epting the	collect call)
International Direct Dial			
1 + 8XX Numbers	8XX	+ Numb	er
(Local access charges to guest \$0.00)			

Directory Assistance Per Local Telephone Directory (Charges to Guest: Per Current Tariff)

TELEPHONE RATES

All other prefixes in Oklahoma are long distance calls

DSN AREA CODES

CONUS	312	EUROPE	314	Southwest Asia 318
PACAF	315	ALASKA	317	

COUNTRY CODES – COMMERCIAL

AFGHANISTAN	93	GUAM	671	NETHERLANDS/HOLL/	AND 31
AMERICAN SAMOA	1-684	GUATEMALA	502	NEW CALONDENIA	687
ARGENTINA	54	GUYANA	592	NEW ZEALAND	64
ARUBA	297	HAITI	509	NICARAGUA	505
AUSTRALIA	61	HONDURAS	504	NORWAY	47
BAHRAIN	973	HONG KONG	852	PANAMA	507
BELGIUM	32	HUNGARY	36	PAPUA NEW GUINEA	675
BELIZE	501	ICELAND	354	PARAGUAY	595
BOLIVIA	591	INDIA	91	PERU	51
BRAZIL	55	INDONESIA	62	PHILIPPINES	63
CHILE	56	IRAN	98	POLAND	48
CHINA	86	IRAQ	964	PORTUGAL	351
COLOMBIA	57	ISRAEL	353	ROMANIA	40

	COSTA RICA	506	IRELAND	972	SAN MARINO	378
	CYPRUS	357	ITALY	39	SAUDI ARABIA	966
	CZECH REPUBLIC	420	JAPAN	81	SINGAPORE	65
	DENMARK	45	JORDAN	962	south Africa	27
	DOMINICAN REPUBLIC	809	KENYA	254	SPAIN	34
	ECUADOR	593	KOREA, NORTH	850	SWEDEN	46
E	GYPT 20 KOREA, SOUTH 8	2 SWITZE	RLAND 41 EL SALVA	ADOR 5	03 KUWAIT 965 TAIWAN 88	36
	FIJI	679	LIBERIA	231	THAILAND	66
	FINLAND	358	LIECHTENSTEIN	423	TURKEY	90
F	RANCE 33 LUXUMBOURG	352 UN	ITED ARAB EMIRAT	ES 971	FRENCH ANTILLES 596 MAL	AYSIA
	60 UNITED KINGDOM 4	4				
	FRENCH PLOYNESIA	689	MEXICO	52	UNITED STATES	1
	GERMANY	49	MONACO	377	VATICAN CITY	39
	GREECE	30	MOROCCO	212	VENEZUELA	58
	GREENLAND	299	NETHERLANDS	599	YUGOSLAVIA	381
L						

AUTOMATIC WAKEUP CALLS AND MESSAGE RETRIVAL INSTRUCTIONS

PLEASE DO NOT UNPLUG THE PHONE CABLE

TO REGISTER/CHANGE AUTOMATIC WAKEUP: Dial 6000 and follow voice mail

prompts (Note: if you have a Cisco Phone, you may just press the message button).

TO CANCEL AUTOMATIC WAKEUP: Dial

#6000 and follow voice mail prompts (Note: if you have a Cisco Phone, you may just press the message button). TO RETRIEVE MESSAGES FROM YOUR TELEPHONE MAIL BOX: To retrieve and/or delete messages from your room phone, dial 6000 and follow the voice prompts. (Note: if

you have a Cisco Phone you may just press the message button).

OPERATOR SERVICE CARRIER OF CHOICE:

If you prefer, you have the right to obtain access to your preferred long distance carrier and may contact that carrier for information on accessing that carrier's service.

Any comments regarding common Carrier services may be directed to:

Common Carrier Bureau FCC 1919 M Street NW

Washington, DC 20554

And/or

MidAtlantic Broadband Hospitality Services

729 East Pratt Street, Suite 440 Baltimore, MD 21202 (410) 727-8250

A GUIDE TO VOICE MAIL: Altus AFB

Lodging has installed an automated attendant and voice mail system. The following guidelines will assist you in utilizing this system.

G<mark>ENERAL INFORMATION:</mark>

1. Follow all voice menu prompts exactly. 2. Give your extension number to anyone who wishes to call you. (Your extension number is your room number.)

INCOMING CALLS: The automated attendant will answer all incoming calls to Altus AFB Lodging. Guests may enter the four digit room number they are trying to reach or if they are calling from a rotary phone stay on the line for an operator.

If no digits dialed/entered by the caller, the automated attendant will continue with more options. One option is to press zero (0) to speak with an operator. This option is for callers who don't know the extension of the person/room they are trying to reach.

If the phone extension called is busy or the phone is not answered in five rings the automated attendant will automatically transfer the call to the Voice Mail System to allow the caller to leave a message. If the caller does not wish to leave a message they may hang up at any time.

If a message is left or the caller did not hang up prior to entering the Voice Mail System, the Voice Mail System will automatically set the message light on (rooms that have the red light on the phone).

Wireless High Speed Internet Instructions

Wireless Internet service is provided via on 802.11 b/g signal. This signal is not encrypted and no login credentials are needed. The Dynamic Host Configuration Protocol (DHCP) service will automatically setup your Internet Protocol (IP) and your Domain Name System (DNS). DNS is an Internet System that translates web names into IP addresses. If you have trouble connecting to the wireless service please see below. PC SETUP INSTRUCTIONS: Turn on your computer; most computers will try automatically connect to any available wireless network. Connect to the Service Set ID (SSID) Network Name: midatlanticbb. If you cannot connect or unable to see the signal the troubleshooting section. 2 Ensure your computer is setup to use the DHCP service or obtain an IP automatically. If you regularly connect to wireless hot spots your computer should be setup for this. If unsure please see troubleshooting section below. If you're having a problem connecting to a Virtual Private Network (VPN) please contact our help desk. TR nable to detect wireless signal: if you are thable to see the "midatlanticbb" wireless signal. 1. Connected to: midatlanticbb Signal Strength: Excellent erify your wireless card is on. Some laptops have switches that will turn the wireless card on or off. If you're unable to see the wireless signal, try moving your laptop to another part of the room to check if it's a signal issue. Contact the Help Desk for support on wireless signal. Windows machines will look like this when connected. 3. IP SETTINGS: The Internet service uses DHCP to assign IP addressing automatically, below is a reference of how your computer will be configured. a. Address Type: (Assigned by DHCP) IP Address/IPv4 IP Address: IP address between (10.71.X.X – 10.71.X.X) Subnet Mask/IPv4 Subnet Mask: (255.255.224.0)

d. Default Gateway/IPv4 Default Gateway: (10.71.0.1)

Internet service and support provided by MidAtlantic Broadband Help Desk Support: 1-866-help-kit (1-866-435-7548) Email: <u>support@midatlanticbb.com</u>

MICROSOFT WINDOWS MACHINES

MICROSFT WINDOWS XP/2000 based machines IP settings can be configured by doing the following commands:

Click Start Setting Control Panel

the

Network Connections

Wireless Network Connection.

From here you can manage your IP addressing settings. Click the Support Tab at the top and note settings. If the settings do not match the IP settings in paragraph 3 then do the following:

From the same box click the General Tab Properties button, in the window that opens, scroll until you see "Internet Protocol TCP/IP" and double click it. Ensure the following settings are correct and click okay to exit all windows. You may need to reboot.

Obtain IP address automatically is checked 🔹 Obtain DNS server address automatically is checked

AICROSOFT WINDOWS 7/VISTA based machines IP settings can be configured by doing the following:

Click Start Control Panel Network and Internet Network and Sharing Center Manage Network Connections or Change Adapter Settings Right Click Wireless Network

Connections and click status. If you are unable to click status Click Properties.

If you've clicked status, then click the details button and note the IPv4 settings.

If the IPv4 settings do not match the IP settings in paragraph 3 or you clicked properties, scroll until you see "Internet Protocol Version 4" and double click it. Ensure the following are correct and click okay to exit all windows.

<u>APPLE OSX 10</u> based machines IP settings can be configured by doing the following commands:

Click Apple Menu System Preference Network Under <u>show</u> select the Air Port

Adapter or Wireless Adapter.

- Click the TCP/IP tab and note the IPv4 settings. Ensure Using DHCP is selected under "Configured IPv4."
- IF ALL SETTINGS ARE CORRECT AND YOU'RE STILL UNABLE TO GET ONLINE: A number of issues can prevent you from being able to access the Internet. Below is a list of a few.
- Try browsing to a web page before using applications such as email.
- ☐ Firewalls can sometime cause a problem connecting, turn off personal/software. Firewalls, pop-up blockers, and other security tools that could prevent access. They should be turned

back on once connected.

- □ We do not support any online gaming services (Xbox, Play Station PSP, etc.)
- ☐ Contact help desk for additional support

ALTUS AFB QUICK REFERENCE LISTING

<u>OFFICE</u>

PHONE NUMBER ADDRESS/BLDG

Airman Leadership School Auto Hobby Shop		6
Barber Shop	482-8221	105 1st Street, Bldg. 18
Base Legal Office	481-7294	308 N. 1st Street, Bldg. 52
BX/Service Station/Clothing Sales. 4	81-7441/7095	105 1st Street, Bldg. 18
CE Customer Service Desk	481-6606	401 L Avenue, Bldg. 358
Chaplain Office	481-7485	306 F Avenue, Bldg. 301
Charlie's Lounge	. 481-6224	209 Fir Drive, Bldg. 35
Child Development Center	481-7502	508 N Altus Road, Bldg. 53
		102 F Avenue, Bldg. 307 Commissary
	10 20	5 1st Street, Bldg.
Dry Cleaners/Alterations	. 379-9140	105 1st Street, Bldg. 18

Family Support Center	181-6944 181-7440	308 N. 1st Street, Bldg. 52 209 S 6th, Bldg. 156
Freedom Community Center 4 Galaxy Lanes And Grill 4 Golf Course 4 Hangar 97 Dining Facility (DFAC) 4	481-6704 481-7207	102 4th Street, Bldg. 106 209 Fir Drive, Bldg. 35
Hospital (Clinic)	481-7235 481-6600	401 L Avenue, Bldg. 358 E Street, Bldg. 148
Lodging 4 May's Lounge 4 Military Equal Opportunity 4 NBC Bank 4	481-7034 481-7208	. 102 F Avenue, Bldg. 307 308 N. 1st Street, Bldg. 52
Outdoor Recreation	481-6364 81-7148	204 S. 3rd Street, Bldg. 304 Ist & B Avenue
Safety Office Security Forces LE Desk	181-7444 181-7095	105 1st Street, Bldg. 18
97 TRS Student Admin 4 Youth Center		0

PLEASE DIAL THE AREA CODE IF CALLING LONG DISTANCE, THEN THE NUMBER

97TH FORCE SUPPORT SQUADRON FACILITIES

ADMINISTRATIVE

97thForce Squadron Support

Bldg. 52, 481-7343

97 FSS Human Resources Office Bldg. 52, 481-5639/6416

> Civilian Personnel Office Bldg. 52, 481-6811

FOOD & ENTERTAINME

<u>NT</u>

Hangar 97 Dining Facility Bldg. 317, 481-6168/7781

Flight Kitchen Bldg. 317, 481-7781

Club Altus

Bldg. 307, 481-7034

Charlie's Bldg. 35, 481-6224

Galaxy Lanes And Grill Bldg. 106, 481-6420/6704

Wild Brew Yonder Coffee Shop Bldg. 148, 481-7411

MILITARY SERVICES

Careers Assistance Advisor

Bldg. 87, 481-6649

First Term Airman Center Bldg. 87, 481-6649 Military Personnel Section Bldg. 52, 481-5526

Manpower and Organization Section Bldg. 52, 481-7106/6350

Military Personnel Customer Service (In-Processing/CAC/ID/DEERS) Bldg. 52, 481-5307

RECREATION

Fitness Center Bldg. 156, 481-7440/7153

Outdoor Recreation Bldg. 343, 481-7696

Base Pool Bldg. 148, 481-6377

Golf Course Bldg. 35, 481-7207

Freedom Community Center Bldg. 148, 481-6600

Youth Center Bldg. 1866, 481-6803/6203

Information, Tickets & Travel Bldg. 148, 481-6600

Base Library Bldg. 65, 481-6303 Bowling Center Bldg. 106, 481-6704

SERVICES

Airman & Family Readiness Center Bldg. 52, 481-6761/5907

Wood Skills Center Bldg. 343, 481-7331

Auto Hobby Shop Bldg. 343, 481-6271

School Age Coordinator Bldg. 52, 481-6760

Family Child Care Bldg. 53, 481-5090

Education Office Bldg. 87, 481-6619

Base Training Office Bldg. 87, 481-7358

Airman Leadership School Bldg. 87, 481-7691

Frame & Engraving Shop Bldg. 148, 481-7048

Red River Inn (Lodging) Bldg. 82, 481-7356 Child Development Center Bldg. 53, 481-7502

OFF BASE RESTAURANT DIRECTORY

RESTAURANT

<u>PHONE</u>

<u>ADDRESS</u>

Applebee's (Sandwiches/Subs, Steakhouse) (580) 480-1500 3501 N Main Aracelli's (Breakfast/Lunch)
Billy Sims BBQ (Barbecue) (580) 301-7300 1126 N Main St Braum's Ice Cream & Dairy (Burgers/Desserts) (580) 477-1237 2505 N Main St Burger King (Fast Food)
Clay Cafe
Fortune Cookie Oriental (Asian) (580) 477-0775 119 S Hudson St Fred's Steak House (Surf & Turf/coffee) (580) 480-0555 2011 N Main Friendship Inn (Breakfast/American) (580) 482-7300 1800 N Main Jersey Mike's Subs (580) 482-4400 2221 N Main
Long John Silver's (Seafood)
Papa Johns Pizza (On-base Delivery (580) 477-7272 314 E Broadway St Plaza Restaurant (Mexican & American) (580) 379-4453 2512 N Main Pickup Taco (Mexican, Tacos)

Pizza Hut (On Base Delivery)...... (580) 477-4444 1201 E Broadway St

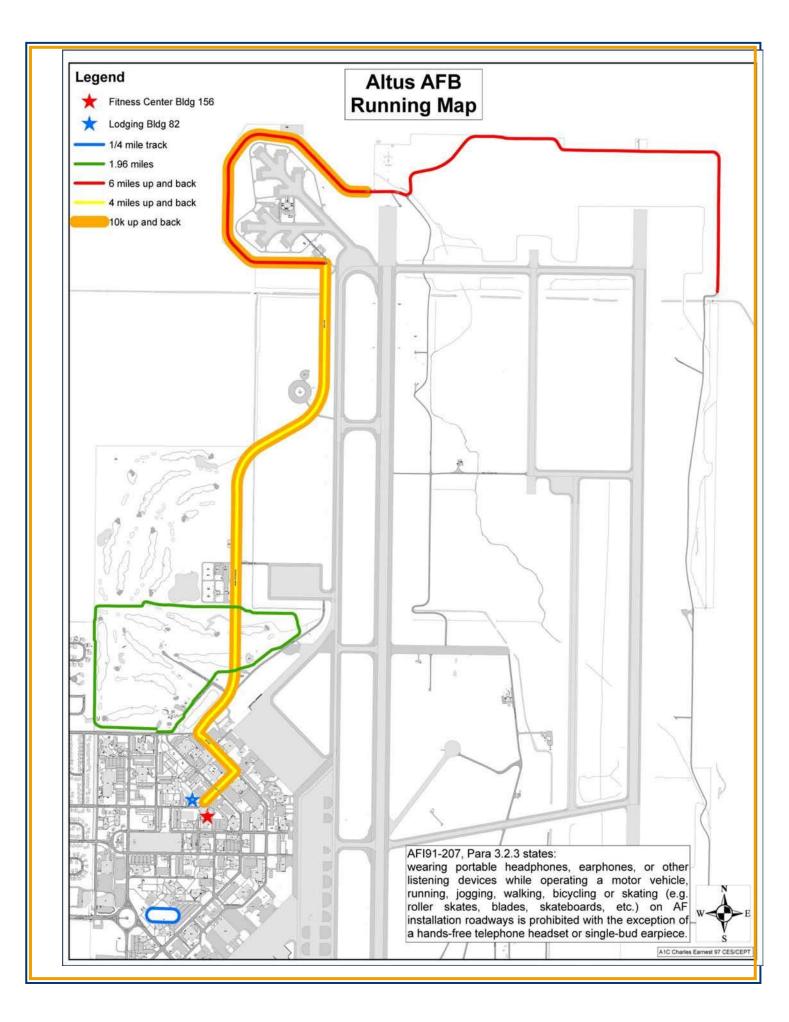
Pizza Hut (On Base Delivery) (580) 477-1370 1703 N Main Roberts Drive-Inn (Burgers, Fast Food) (580) 482-2550 320 E Broadway St Roma's Italian Restaurant (580) 482-1444 609 N Main St
Sakura Japanese Restaurant (Sushi) (580) 379-4533 212 E Broadway Sonic Drive-In 1113 N Main St Subway 1503 N Main St
Subway 501 E Broadway St Sunrise Café (American, Breakfast/Brunch) (580) 482-8500 811 E Broadway St Taco Bell 1701 N Main St Taco Mayo 1601 N Main St
Tortilleria & Panderia (Mexican) (580) 482-8460 400 W Broadway St Val's It's About Time (Sandwiches/Subs) (580) 482-4580 800 N Main St Wei's Garden (Oriental) (580) 480-1400 1400 N Main St Wortern Sizzlin' Stack House (580) 477 1717 3200 N Main St
Western Sizzlin' Steak House (580) 477-1717 3200 N Main St Whataburger (burgers, Fast Food) (580) 482-3370 2728 N Main St

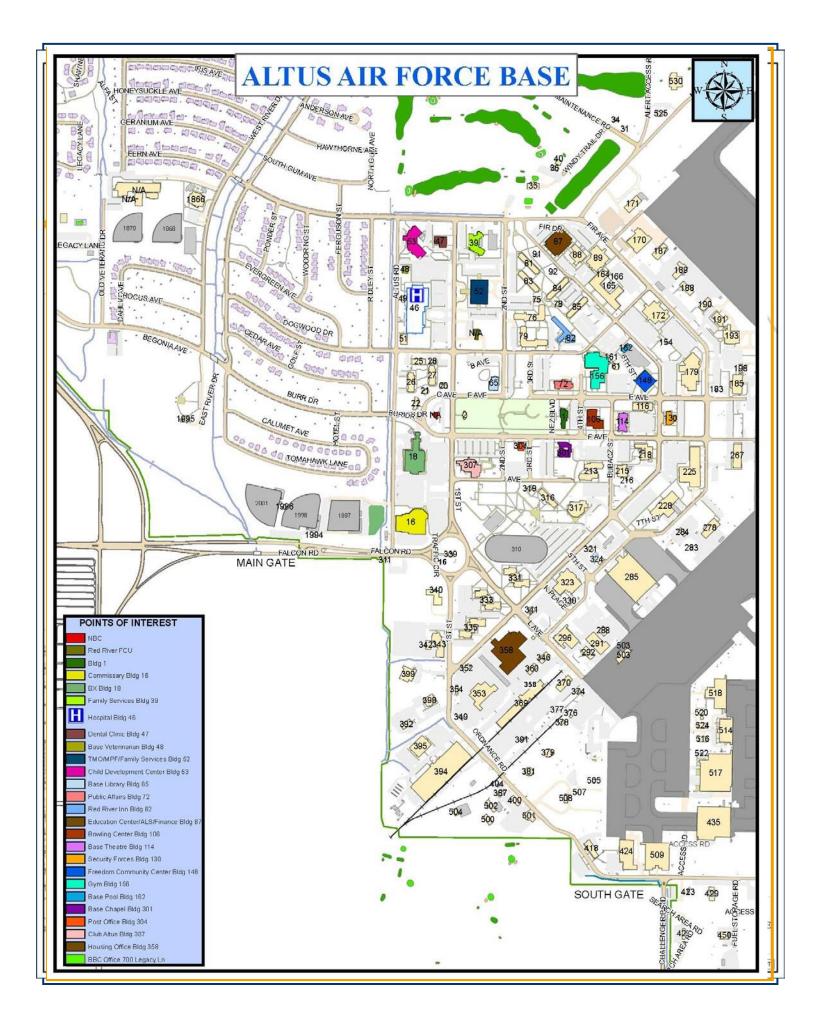
ALTUS CHURCH TELELPHONE DIRECTORY

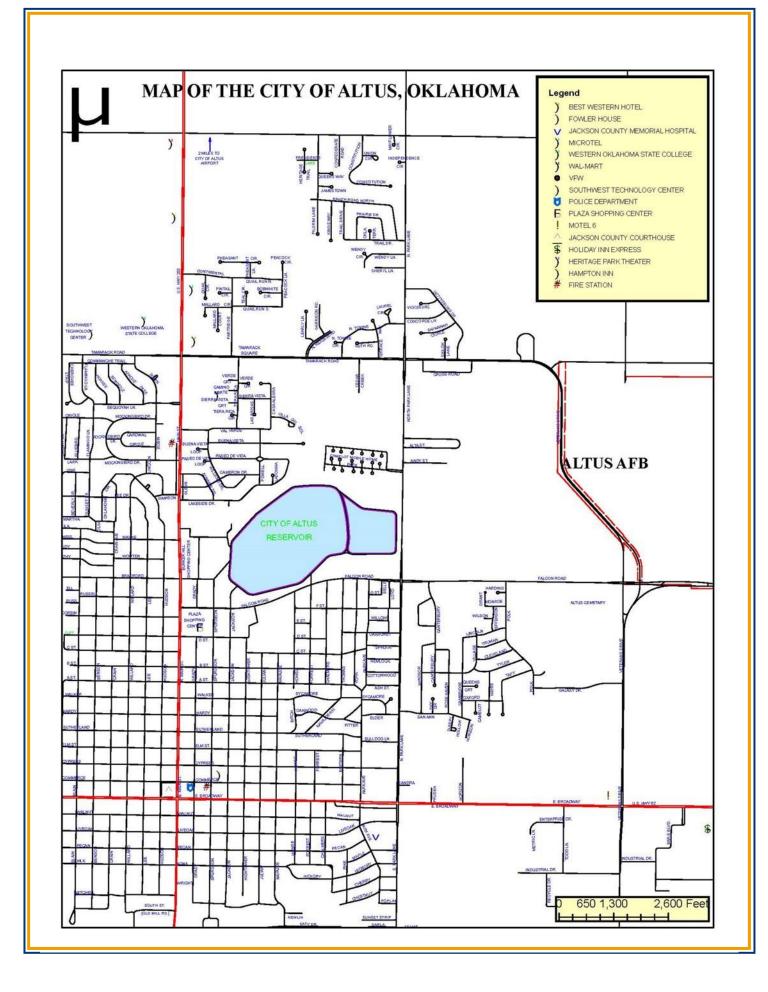
Altus Air Force Base Chapel	e ,
	•
	2 Grace United Methodist Church 482-4093
Church of Jesus Christ Latter-Day	Highland Heights United Methodist
<mark>S</mark> aints 482-5904	Church 482-5267
Church of the Nazarene 482-096	64 Holy Revival Center 477-3237 Elm &
Hudson Church of Christ 482-1179	0
Emmanuel Baptist Church 482-1775	Witnesses 482-7604
Faith Lutheran Church Missouri	Macedonia Baptist Church 482-1730
<mark>S</mark> ynod 482-2222	2 Martha Road Baptist Church 482-3377
Family Worship Center 477-30	020 New Hope Baptist Church 482-0548

First Assembly of God Church	482-7115
First Baptist Church	482-0230
First Christian Church	482-3815
First Presbyterian Church	•
482-4762	
First United Methodist Church	482-0795
First United Pentecostal Church	482-3690
Sunset Baptist Church	. 379-4373
Tabernacle Baptist Church	. 482-3577
Templo Sinai Spanish Assembly of	
God	•
482-0033	

Our Savior Lutheran Church 482-4507
Prince of Peace Catholic Church 482-3363
Seventh Day Adventist Church 477-0189
482-3936 Southside Baptist Church
St. John's Baptist Church 477-1610
St. Paul's Episcopal Church
The Salvation Army Church 482-8577
Thomas Street Church of Christ 482-2751
Trinity Baptist Church 477-1488
477-4047 Victory Baptist Church







FOR AN EMERGENCY DIAL 911

DIRECTIONS TO ALTUS POLICE FROM RED RIVER INN

- > Turn right onto B Ave from our parking lot. (Building 82)
- > At the STOP sign, turn left onto 1st St
- > At the traffic circle, follow the curve to the right towards the Main Gate (Front Gate)
- Drive straight down Falcon Rd until you come to the intersection of Main St and Falcon Rd (Falcon Rd ends)
- > At the traffic light, turn left onto Main Street
- Drive approx. 1.5 miles on Main ST. The Police Department is located on the righ in the "City Of Altus" building

DIRECTIONS TO JACKSON COUNTY (ALTUS) HOSPITAL FROM RED RIVER INN

- > Turn right onto B Ave from our parking lot (Building 82)
- > At the STOP sign, turn left onto 1st St
- > At the traffic circle, follow the curve to the right towards the Main Gate (Front Gate)
- > At the third traffic light, turn left onto N Park Ln
- > Drive straight down N Park Ln to the first traffic light, about 1 mile
- > Continue through the intersection of E Broadway& N Park Ln
- > Jackson County Memorial Hospital will be on the right, behind the Intergris Building

WHAT TO DO IN THE EVENT OF A TORNADO

Incliment weather in Oklahoma can turn in an instant, so we advise long term guests to

keep a few things on hand for emergencies:

- ^{1.} Flashlight with fresh batteries
- ^{2.} Drinking water
- ^{3.} Small first aid kit
- ^{4.} Some non-perishable food items

Time is crucial! First, safely try getting to the first floor hallway or laundry room, if you do not have enough time please follow below instructions:

Listen to your TV or weather radio for weather updates/instructions

When a tornado warning for the local area is announced (sirens, Giant Voice,

radio, television), quickly move to the smallest interior room (or first floor laundry

room if time permits) away from doors and windows

Cover yourself with a mattress or blanket

Stay put until the danger has passed

If injured call 911

If uninjured, stay in your room until given the all clear to avoid outside hazards (an

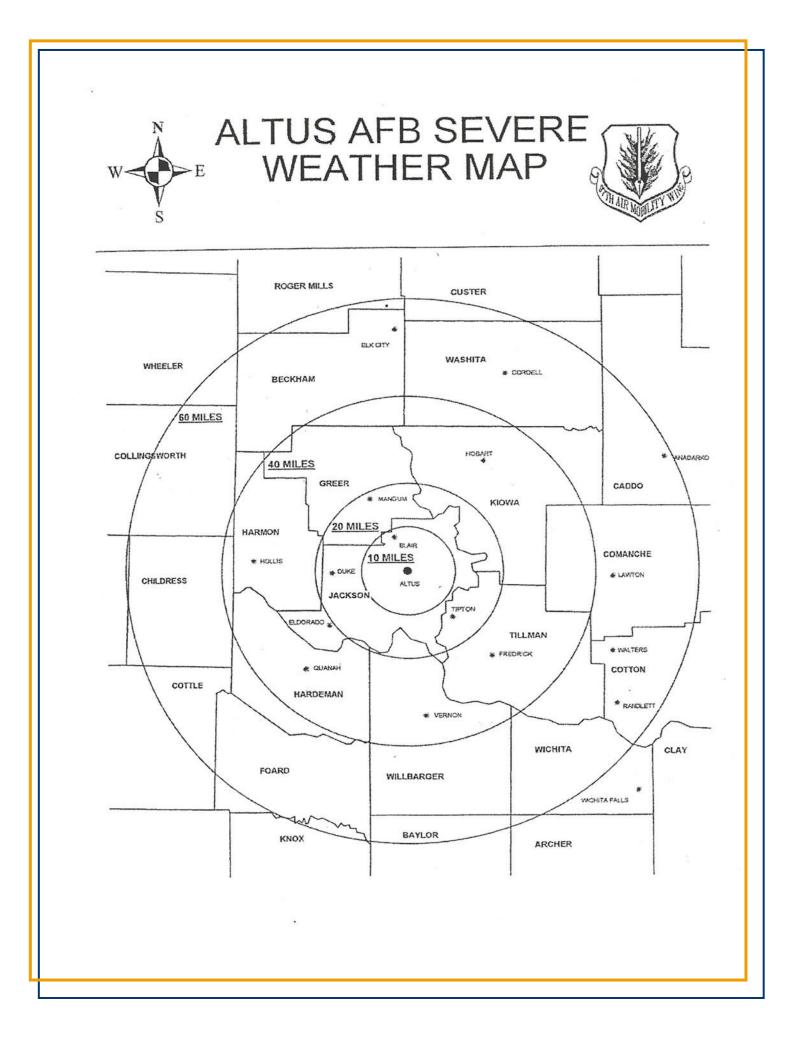
announcement over the Giant Voice)

Report any damage to your room to front desk

If damage to the base is severe:

1. Move away from any unstable structures, downed power lines, gas lines, etc.

- 2. If injured, call 911 or make your way to the nearest aid station if possible, if not possible, make your location known any way you can.
- 3. Follow the instructions of first responders; assist in recovery efforts if able.



ALTUS ALERT RADIOS

WHERE CAN I GET AN ALERT RADIO? Off Base Residents: Altus Alert Radios are Duty Locations: Facility Managers may sign not designed to operate off base. However, out Alert Radios from CES Customer you may purchase a NOAA approved radio

Service, bldg 362. Call 481-6606. if living off base. Make sure you set the receiver to 164.425z to receive county

Base Housing Residents: If you are in need\$25 of an Alert Radio and live on base, contact receive

alerts and updates. The average cost is to \$35. Keep in mind you will not

GMH at 379-4004. alerts from Altus Air Force Base, but you will receive notification from the National

Shelter-in-Place!!

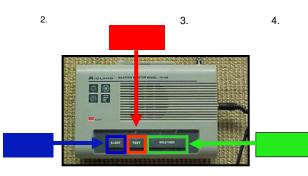
Weather Service.



Situational updates will be transmitted via Altus Alert Radio.

Set-up/Inspect your Radio . Radio is turned "On" volume all the way up . Radio is plugged into Wall

- 9-volt battery installed in back
- Ensure switch is in "LED & ALARM" position Weather channel preset & switch broken off



5.



Radio Ops Check

Complete inspection First!

Push "TEST" ~ Your Alarm should sound

- 3. Push "WEATHER" ~ Should hear static noise
- 4. Push "ALERT" ~ to put back into operation

Receive Radio Message

- 1. Command Post issues a Warning
- 2. Push "WEATHER" \sim to hear message
- 3. Push "ALERT" ~ to put back into operation

