# Welcome

to

# **ALTUS AIR FORCE BASE**

and the

RED RIVER INN



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-Galaxv. C-141 Starlifter, and 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 "0" 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 check-out 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

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, all occupants residing in government quarters are responsible for his or her conduct and actions on the part of their dependents and/or guest. Occupants may be

Please leave the door open for the next user

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

held liable for any damage beyond fair wear

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 \$150 per day 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

prohibited in guest rooms.

- > 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

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 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

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.

# TELEPHONE DIALING INSTRUCTIONS

Ambulance	911	Command Post	481-6313
Base Emergency	911	Helping Hand	481-7777
Security Forces	911 Red	Cross	1-800-272-7337 Crime
Stop481-64	44 Wing Safet	y	481-SAFE
Samuel Assembly Description Counting to	C40 OCEC	Chamlain	401 7405
Sexual Assault Response Coordinato	r. 649-0636	Chaplain	481-748D

#### **ALTUS AFB PHONE INSTRUCTIONS**

DSN	Prefix for Altus	AFB	866	To Dial a	n On-l	Base #	99-481-XXXX
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rea Code for Altus AFB580  Operator Assistance482-8100	To Dial an Off-Base #99-XXX-XXXX  To Dial DSN #97-94-XXX-XXXX
red river inn teleph	one instructions
To assist our front desk, we ask you to pass on dialing ou. Sorry, we cannot accept collect calls for our guests. hone, as they are not compatible with our telephone O" and the front desk will be more than happy to assis	Do not attach answering machines to your room e system. If you have any problems, please dial
PROCEDURES FOR PLACING (	TALLS FROM YOUR ROOM
Room To Room  Front Desk  Base Operator  On Base Calls  DSN (Official Government Calls)  (No Charge for local calls. DO NOT USE "1 + AREA CODE" W  Direct Dial Long Distance  (\$0.10 (cents) per minute with cost billed to you guest folio)  O + Calling Card/Collect  (Rates established by Carrier. Operator assisted calls are billed to you linternational Direct Dial  Rates established by Carrier. Operator assisted calls are billed to you	
1 + 8XX Numbers(Local access charges	
(Local access charges International Credit Card/Collect	01 + Number (Wait for Operator to Answer) our residence by carrier or to party accepting the collect call)

# TELEPHONE RATES

**	Local Calls	No Charge
*	Long Distance	\$0.10 (Cents) Per Minute
*	Local Call Prefixes in Altus	. 301/480/482/477/738/648/687/563/379/471/698

❖ 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/holla	ND 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	ERLAND 41 EL SALVA	ADOR 5	603 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 I	FRENCH ANTILLES 596 MALA	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

# 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:

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.

GENERAL INFORMATION:

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.

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.

isla

If you're having a problem connecting to a Virtual Private Network (VPN) please contact our help desk.

nable to detect wireless signal: If you are unable to see the "midatlanticbb" wireless signal. 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 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: <a href="mailto:support@midatlanticbb.com">support@midatlanticbb.com</a>

	MICROSOFT WINDOWS MACHINES
ı	MICROSFT WINDOWS XP/2000 based machines IP settings can be configured by doing the following ommands:
	Click Start Setting Control Panel Network Connections Wireless Network Connection.
tl	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
<u>!</u>	VICROSOFT 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.
1	

APPLE OSX 10 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

#### OFFICE

#### PHONE NUMBER ADDRESS/BLDG

Airman Leadership School
Auto Hobby Shop
Barber Shop
Base Legal Office
BX/Service Station/Clothing Sales. 481-7441/7095 105 1st Street, Bldg. 18
CE Customer Service Desk
Chaplain Office
Charlie's Lounge
Child Development Center 481-7502 508 N Altus Road, Bldg. 53
Club Altus/Mays Lounge
Dry Cleaners/Alterations 379-9140 105 1st Street, Bldg. 18

Family Support Center	14
Freedom Community Center 481-660 Galaxy Lanes And Grill	04 102 4th Street, Bldg. 106 07 209 Fir Drive, Bldg. 35
Hospital (Clinic)	35 401 L Avenue, Bldg. 358 00 E Street, Bldg. 148
Lodging       481-735         May's Lounge       481-70         Military Equal Opportunity       481-720         NBC Bank       481-772	34 102 F Avenue, Bldg. 307 08 308 N. 1st Street, Bldg. 52
Outdoor Recreation       481-769         Post Office       481-63         Red River Credit Union       481-7148         Rivers Elementary School       481-218	64
·	C
97 TRS Student Admin	G

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

# 97TH FORCE SUPPORT SQUADRON FACILITIES

97 FSS Human Resources Office Bldg. 52, 481-5639/6416	First Term Airman Center Bldg. 87, 481-6649 Military Personnel Section Bldg. 52, 481-5526	Bowling Center Bldg. 106, 481-6704
Civilian Personnel Office Bldg. 52, 481-6811	Manpower and Organization Section Bldg. 52, 481-7106/6350	<u>SERVICES</u>
FOOD & <u>ENTERTAINME</u> <u>NT</u>	Military Personnel Customer Service (In-Processing/CAC/ID/DEERS) Bldg. 52, 481-5307	Airman & Family Readiness Center Bldg. 52, 481-6761/5907
Hangar 97 Dining Facility Bldg. 317, 481-6168/7781	RECREATION	Wood Skills Center Bldg. 343, 481-7331
Flight Kitchen Bldg. 317, 481-7781	Fitness Center Bldg. 156, 481-7440/7153	Auto Hobby Shop Bldg. 343, 481-6271
Club Altus	Outdoor Recreation Bldg. 343, 481-7696	School Age Coordinator Bldg. 52, 481-6760
Bldg. 307, 481-7034 Charlie's	Base Pool Bldg. 148, 481-6377	Family Child Care Bldg. 53, 481-5090
Bldg. 35, 481-6224	Golf Course Bldg. 35, 481-7207	Education Office Bldg. 87, 481-6619
Galaxy Lanes And Grill Bldg. 106, 481-6420/6704	Freedom Community Center Bldg. 148, 481-6600	Base Training Office Bldg. 87, 481-7358
Wild Brew Yonder Coffee Shop	Youth Center Bldg. 1866, 481-6803/6203	Airman Leadership School Bldg. 87, 481-7691
Bldg. 148, 481-7411	Information, Tickets & Travel Bldg. 148, 481-6600	Frame & Engraving Shop Bldg. 148, 481-7048
MILITARY SERVICES  Careers Assistance Advisor	Base Library Bldg. 65, 481-6303	Red River Inn (Lodging) Bldg. 82, 481-7356

Bldg. 87, 481-6649

# OFF BASE RESTAURANT DIRECTORY

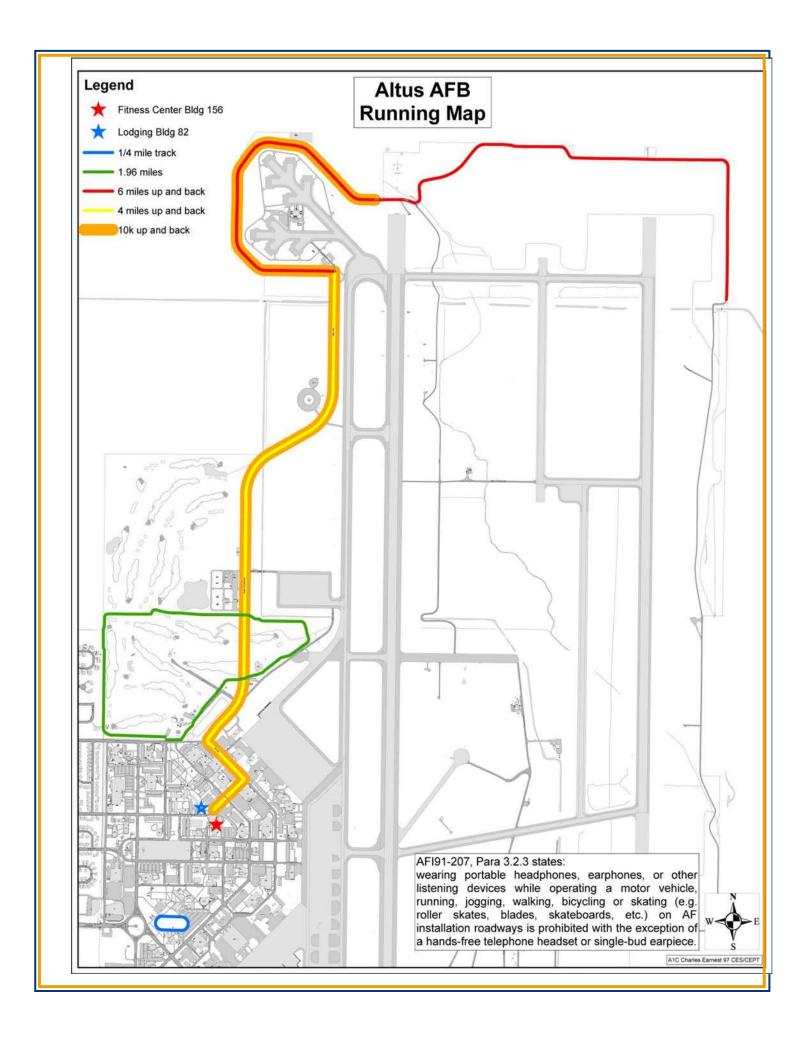
<u>RESTAURANT</u>	<u>PHONE</u>	<u>ADDRESS</u>
Applebee's (Sandwiches/Subs, Steakhouse)  Aracelli's (Breakfast/Lunch)	(580) 482-0420	401 E Broadway St
Backdoor Steak House (in Blair)	· · · ·	•
Billy Sims BBQ (Barbecue)	. (580) 477-1237	2505 N Main St
Clay Cafe  Confectionately Yours Sweet  Domino's Pizza (On Base Delivery)  Fat Daddy's Grill & Drive (Burgers)	. (580) 482-7007 . (580) 482-8120	106 W Cypress St 813 E Broadway
Fortune Cookie Oriental (Asian)	(580) 480-0555 (580) 482-7300	. 2011 N Main . 1800 N Main
Long John Silver's (Seafood)  Luigi Italian Restaurant & Pizzeria  McDonald's of Altus  Mi Familia Mexican Café	(580) 477-4106 (580) 482-7555	. Hwy 62 220 E Broadway St
Papa Johns Pizza (On-base Delivery	. (580) 379-4453	2512 N Main

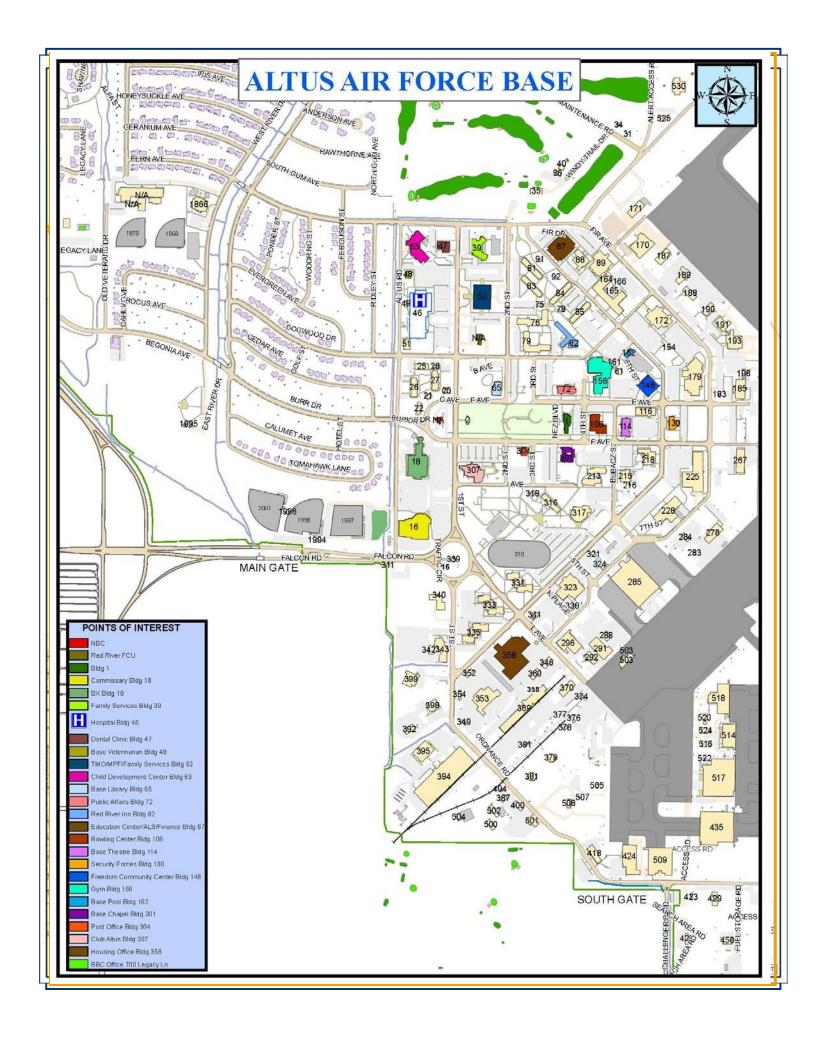
Pizza Hut (On Base Delivery)	(580) 477-4444 1201 E Broadway St
Pizza Hut (On Base Delivery)	(580) 477-1370 1703 N Main
Roberts Drive-Inn (Burgers, Fast Food)	(580) 482-2550 320 E Broadway St
Roma's Italian Restaurant	(580) 482-1444 609 N Main St
Sakura Japanese Restaurant (Sushi)  Sonic Drive-In	·
Subway	(580) 482-8899 501 E Broadway St
Sunrise Café (American, Breakfast/Brunch) Taco Bell	(580) 482-7612 1701 N Main St (580) 379-9700 1601 N Main St
Val's It's About Time (Sandwiches/Subs) Wei's Garden (Oriental) Western Sizzlin' Steak House Whataburger (burgers, Fast Food)	(580) 480-1400 1400 N Main St (580) 477-1717 3200 N Main St

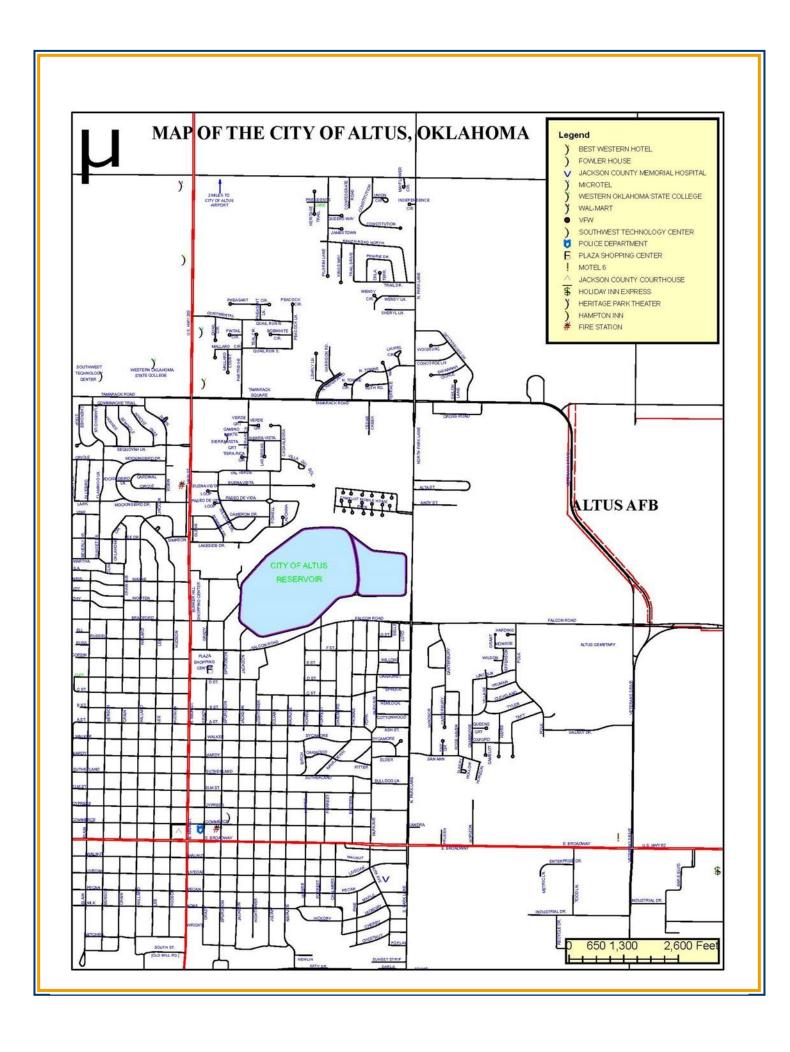
# ALTUS CHURCH TELELPHONE DIRECTORY

/	Altus Air Force Base Chapel 481-748	485 Glad Tidings Assembly of God	482-4445
	Glad Tidings Assembly of God 482-4445	Grace New Life Fellowship	. 477-2510
	Altus Church of God 482-1102	O2 Grace United Methodist Church 48	2-4093
	Church of Jesus Christ Latter-Day	Highland Heights United Methodist	
9	aints 482-5904	4 Church	. 482-5267
	Church of the Nazarene 482-0964	64 Holy Revival Center 477-32	237 Elm &
	Hudson Church of Christ 482-1179	Kingdom Hall of Jehovah's	
1	mmanuel Baptist Church 482-1775	Witnesses	482-7604
I	aith Lutheran Church Missouri	Macedonia Baptist Church	482-1730
4	ynod 482-2222	2 Martha Road Baptist Church	482-3377
I	amily Worship Center	New Hope Baptist Church	482-0548

First Assembly of God Church	482-7115	Our Sa	avior Lutheran Church 482-4507
First Baptist Church 4	82-0230	Prince	of Peace Catholic Church 482-3363
First Christian Church 48	32-3815	Seven	th Day Adventist Church 477-0189
First Presbyterian Church		482-3936	Southside Baptist Church
482-4762			
First United Methodist Church 48	32-0795	St. Jo	hn's Baptist Church 477-1610
First United Pentecostal Church 48	32-3690	St. Pa	ul's Episcopal Church 482-2102
Sunset Baptist Church	379-4373	The Salv	vation Army Church 482-8577
Tabernacle Baptist Church	482-3577	Thomas	Street Church of Christ 482-2751
Templo Sinai Spanish Assembly of		Trinit	y Baptist Church 477-1488
God		477-4047	Victory Baptist Church
482-0033			







#### 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:

- Flashlight with fresh batteries
- <sup>2.</sup> 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,

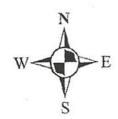
radio, television), quickly move to the smallest interior room (or first floor laundry room if time permits) away from doors and windows

- 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:

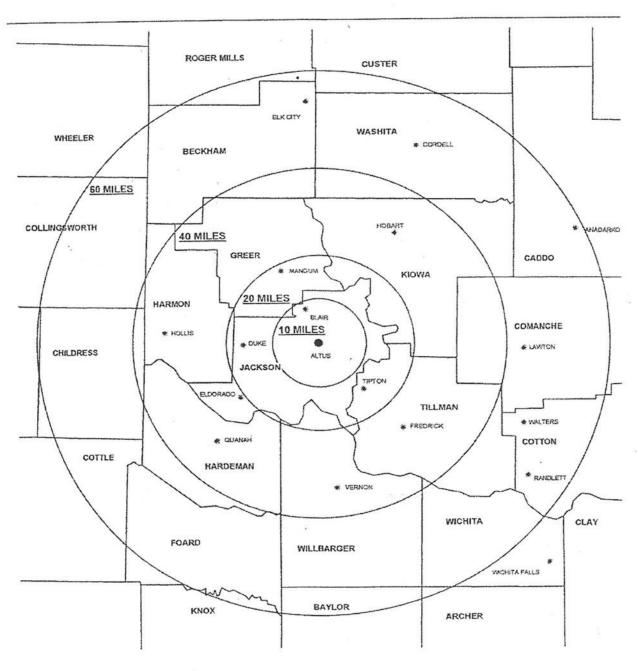
1. Move away from any unstable structures, downed power lines, gas lines, etc.

- 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 AFB SEVERE WEATHER MAP





# **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

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

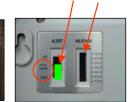
alerts and updates. The average cost is to \$35. Keep in mind you will not

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

Ensure you take your Alert Radio when you Shelter-in-Place!!

Weather Service.

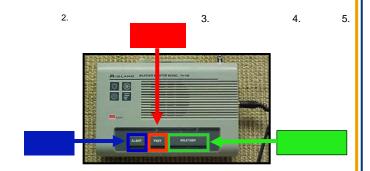




Situational updates will be transmitted via Altus Alert Radio.

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



Radio Ops Check

Complete inspection First!

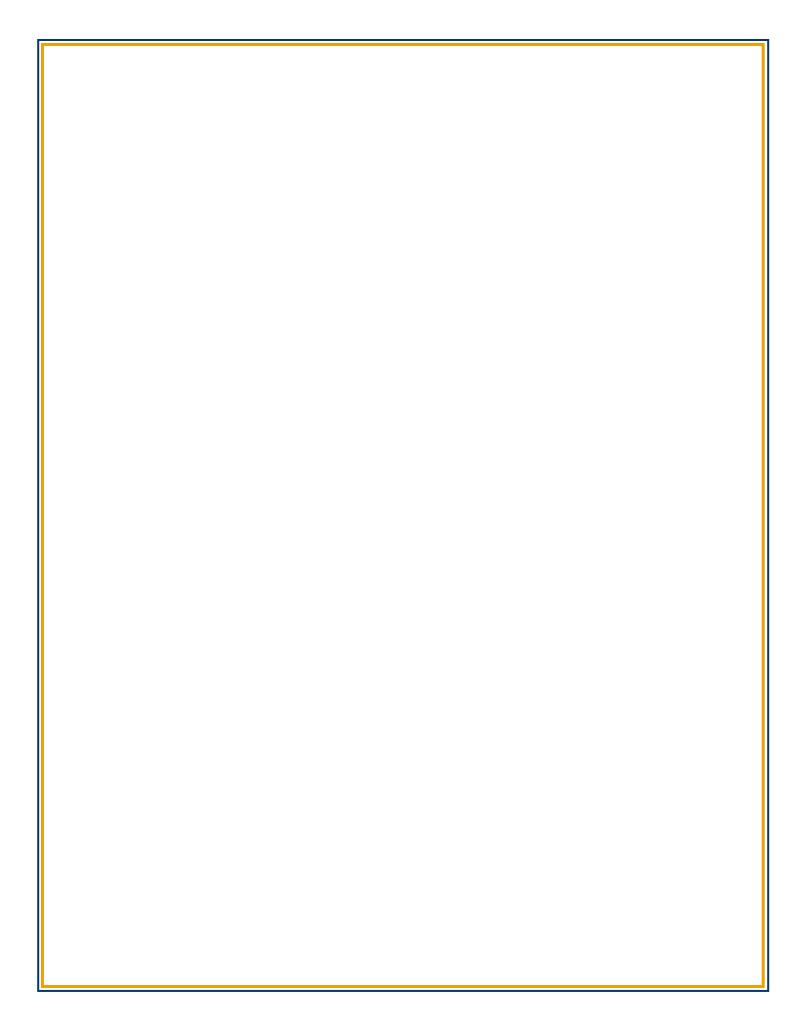
Push "TEST" ~ Your Alarm should sound



- 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" ~ to hear message
- 3. Push "ALERT" ~ to put back into operation



# **Authorized Designated Tobacco Areas** on Altus AFB, OK are indicated in red Lodging Whise B 394 Entry off of US 62