



**U. S. Army Human Resources Command
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**U.S. Army Human Resources Command-St. Louis
changes to five-digit phone extensions**

On Feb. 2, 2009, U.S. Army Human Resources Command-St. Louis (HRC-STL) will convert from four-digit phone extensions to five-digit phone extensions. Extensions 0000 to 1399 will be preceded by the number 2. Extensions 1400 and upward will be preceded by the number 4.

To reach OFFICES or TEAMS at HRC-STL through the switchboard:

- Dial 314-592-0000, and when asked for an extension, enter 2 + the existing four-digit extension.
- Dial DSN 892-0000, and when asked for an extension, enter 2 + the existing four-digit extension.
- If you don't know the extension, the system will give you the opportunity to use the directory.

To reach INDIVIDUALS at HRC-STL through the switchboard:

- Dial 314-592-0000, and when asked for an extension, enter 4 + the existing four-digit extension.
- Dial DSN 892-0000, and when asked for an extension, enter 4 + the existing four-digit extension.
- If you don't know the extension, the system will give you the opportunity to use the directory.

Direct-dial numbers will continue to work as before; no change.

This upgrade is being made in preparation for the Human Resources Contact Center (HRCC), a U.S. Army Human Resources Command initiative that will be implemented in Spring 2009. The HRCC will provide a central location for Soldiers, Veterans, Retirees and Family members to obtain military human resources assistance and information. Customers will dial a single toll-free number, and the HRCC's Interactive Voice Response system (IVR) will route callers to the best HRC employee or the best HRC office for response.

For more information about U.S. Army Human Resources Command, please visit our web site at www.hrc.army.mil.