



## PRESS FACT SHEET (11-031)

Phone: 050-5738-4065 | DSN: 315-738-4065 | E-mail: ronald.daniel.thompson@us.army.mil  
Twitter: IMCOMKOREA | Facebook: Facebook.com/imcomkorea | Web: <http://imcom.korea.army.mil/>

# NEW GARRISON CABLE TV INFRASTRUCTURE AND BILLING CHANGES TO GO INTO EFFECT THIS SUMMER

*The Family, Morale, Welfare and Recreation cable system in Korea will realign cable TV channels and require all patrons to pay a maintenance and distribution fee to use the service starting July 1, 2011. Below is a press release and social media points for the widest possible distribution.*

### Cable TV changes in store for patrons on Army garrisons in Korea

By Russell Wicke  
IMCOM Korea Public Affairs

**YONGSAN GARRISON** — Beginning July 1, U.S. Army garrisons in Korea will join other overseas garrisons by charging a monthly rate for cable television services for patrons who reside on post.

All patrons will pay a basic maintenance and distribution fee of \$15 a month for the basic cable TV package, which will expand to include all AFN channels. Those patrons that subscribe to the Premium service will pay the \$15 maintenance fee plus \$25 for the Premium channels or a total of \$40. Premium subscribers currently pay \$35 per month so that is only a \$5 increase, said Ron Buss, Family and Morale, Welfare and Recreation Business Programs chief.

Patrons who currently receive the free basic service and wish to sign up for the new basic or upgrade to premium service should contact their local cable TV customer service office at 738-2288 (CATV).

### What to Expect Until Then?

Cable technicians will be installing necessary equipment in garrison buildings and begin disconnecting nonsubscribers on June 1. Buss said he expected to have the new system in place and fully operational by July 1. During the month of June patrons may experience occasional interruptions in cable service as technicians calibrate the system, said Buss.

By July 1, those who have not subscribed for basic or premium cable service will no longer receive the service. However, at any time they can register for basic or premium service by calling the cable TV helpdesk number, listed above.

Patrons who prefer not to pay may set up an antenna where an AFN TV signal is available.

### Why Charge for Cable?

The decision to charge for cable TV is necessary to remain fiscally responsible. In the past FMWR budgets allowed for free cable TV in Korea partly because it was affordable at the time. They aren't any longer, Buss said. Cable TV is an FMWR program in a category designed to break even – generating neither profit nor expenses. Currently the cost to non-appropriated funds for cable TV is more than \$2 million annually. In a nutshell, "We need to collect the \$15 maintenance and distribution fee to offset the cost of operating the program," Buss said.

Buss suggested these prices remain a generous benefit to patrons when compared to continental U.S.-based garrisons. A goal of FMWR, he said, is to provide Soldiers the things they would have back in the United States. Under these new operating principles, Soldiers will have these benefits in Korea at cheaper costs than what they would be paying in the United States.

"I don't know of anywhere else a person can receive an equivalent cable package for the prices here," said Buss, noting that in the United States soldiers would be paying more than double for equivalent cable packages. Buss also noted that plans are underway to bring high-definition TV services to cable TV on Army installations in Korea and said the new changes will help accomplish that.

Like many other governments around the world coping with global recession, Uncle Sam is "on a diet," said Dan Thompson, IMCOM-Korea Public Affairs officer, and the current operating mindset reflects this healthy change.

**// SEE PAGE 2 FOR SOCIAL MEDIA POINTS AND OTHER RESOURCES //**



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## NEW GARRISON CABLE TV INFRASTRUCTURE AND BILLING CHANGES TO GO INTO EFFECT THIS SUMMER (CONTINUED)

### Social Media messages

*Please use the messages below by cutting and pasting them on your garrison's Facebook page.*

**BEAT THE RUSH:** To continue receiving basic cable service, call 738-2288 for details and services. Click link for details. Thanks! ~ PAO

**DON'T GET SNOWED:** Basic on-post cable users will need to call 738-2288 as soon as possible to register to sign up for billing. Current service will otherwise end by July 1! Thanks! ~ PAO

**DID YOU KNOW?** FMWR will be charging a maintenance and distribution fee of \$15 for basic service for everyone and an additional \$25 for premium starting July 1. Call 738-2288 to register before it's too late! Thanks! ~ PAO

*Please add this link to each posting that will take them to the full-length story:*  
<https://www.facebook.com/notes/us-army-installation-management-command-korea-region-imcom-k/cable-tv-changes-in-store-for-patrons-on-army-garrisons-in-korea/10150167373838938>

### What does this mean? (Q&A)

**Q1:** I want to keep my basic cable service. How do I do this?

**A2:** Call 738-2288 right away to register for the required cable box and to set up the monthly \$15 payment. Billing will begin on July 1.

**Q2:** What if I don't want to pay for cable service?

**A2:** You don't have to do anything. Beginning June 1, technicians will begin disabling cable connections for all nonsubscribers.

**Q3:** What do I need to do if I have premium cable?

**A3:** Nothing. You already have the box required to receive service. However, there will be a price increase of \$5 from \$35 to \$40 (\$15 distribution fee & \$25 for the premium channels). If you do not wish to pay the increase, call 738-2288.

**Q4:** Why am I being charged for AFN TV?

**A4:** You're not. \$15 is a nominal basic maintenance and service fee being applied starting July 1 to offset maintenance and distribution costs. FMWR Cable must charge these fees in order to continue operation. The fee is not for AFN, but for the costs associated with delivering the signal to your quarters. In the past FMWR paid this for you.

### Distribution plan

#### Newspaper articles

- Will publish on April 1, May 6, June 17 & 25
- Other issues on a space available basis

#### Social media

- Beginning April 1, will publish a message each Friday and Monday until July 1 with CATV phone number and link to main story.

#### AFN TV

- IMCOM-K PAO will conduct interviews with AFN TV on-camera beginning April 5 for replay and reposting on social media.

#### AFN Radio

- IMCOM-K PAO will coordinate with AFN on your behalf to notify the community via radio.

#### Leadership contact lists

- IMCOM-K PAO will send this sheet to garrison leaders on April 1, May 6 & 27, and June 17, in addition to BOSS reps.

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