



Info X



VICENZA
Military Community

04 April 2012 , 1000 – 1130 hours, THE ARENA, Caserma Ederle



Info X

Sexual Assault Awareness Month Proclamation

Our Armed Forces community must continue to confront rape and other forms of sexual violence as a deplorable crime. Too many victims suffer unaided, and too many offenders elude justice. As we, USAG Vicenza, mark National Sexual Assault Awareness Month, we recommit to having an Armed Forces where no woman or man endures the fear of assault or the pain of an attack on their physical well-being and human dignity.

Sexual assault violates the Army's core values such as loyalty, respect and personal courage. It destroys unit cohesion and the trust essential for mission readiness. It hurts one, but affects all. We must break the silence so no victim languishes without resources, aid and understanding in their time of greatest need. We must continue to reinforce that our Armed Forces will not tolerate sexual violence within our ranks.

This month we reaffirm our dedication to take action in our community and prevent sexual violence. Together, we can increase awareness about sexual violence, decrease its frequency, punish offenders and help victims heal.

THEREFORE, I, Major General David R. Hogg, hereby proclaim to support April as National Sexual Assault Awareness Month. I urge all service members, civilians, contractors and family members to learn more about this crime and speak out against it.



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Community Events

- Library display of books and films to raise awareness of sexual violence
- Self Defense Class @ Fitness Center
Saturday April: 14, 21 & 28 from 10AM-12PM.
Please contact ACS at 634-7500 to register.



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Anti-Bullying Prevention Act

- Region Child Youth School (CYS) Services and IAW Department of Defense (DoDDS) Europe provided a year-long Bullying Prevention pilot in USAG Garmisch to include an Anti-Bullying Policy
- The IMCOM-E Bullying Prevention Program is being implemented in every Army Garrison in Europe during this School Year .
- On 26-27 Mar, over 75 USAG Vicenza key leaders & staff, and DoDD School leaders and staff attended the briefing and training and participated in the implementation of the Anti-Bullying Policy and Program.



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Youth Volunteer of the Month

Veronica Borja Soldiers' Theatre

This season, Veronica has participated as a performer in both our annual holiday show and our current production of "Oklahoma!" that have demanded tremendous commitment and dedication. Her active involvement at Soldiers' Theatre has enriched the lives of her fellow participants, staff and audiences in many ways.



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Adult Volunteer of the Month

Yagut Aliyeva

Nominated by the Exceptional Family Member Program

Yagut has dedicated at least two mornings weekly to the EFMP. She has worked on many different tasks within EFMP from simple filing to now a more complex issue of the EFMP Field day invitation process within the American Community.

She has been available to serve service members with in- and out-processing and command sponsorship processes and always sharing her generous spirit with those around her.



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Youth Volunteer of the Year U.S. Army Europe Taylor Curry

Taylor Curry has been selected as the IMCOM Europe Region, Boys & Girls Clubs of America (BGCA), Youth of the Year. Taylor was chosen for his sound character, leadership skills and willingness to give back to the community,

Being named Youth of the Year is the highest honor a Boys & Girls Club member can receive. The title recognizes outstanding contributions to a member's family, school, community and Boys & Girls Club, as well as personal challenges and obstacles overcome.



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Hot Topics

CYSS Spaces Overview

Sexual Assault Update

Emergency Numbers

OHA Utility and MIHA Survey

IMCOM Hiring

Renewal of Passes for Limited Traffic Zone



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Current CYSS Spaces

Child Development Center (CDC)/Family Child Care (FCC) Spaces

- Full Time Spaces:

Available: 167

Filled: 125

Percentage: 75%

- Part Time Spaces:

Available: 88

Filled: 82

Percentage: 93%

- Hourly Care Spaces:

Available: 47

Percentage of Time Spaces Are Filled: 88%

Total Spaces 302

School Age Center (SAC) Spaces

- Full Time Spaces

Available: 80

Filled: 72

Percentage: 90%

- Hourly Care Spaces

Available: 10

Percentage of Time Spaces Are Filled: 68%

Total Spaces 90



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Projected CYSS Spaces

These are the number of projected spaces and their allocation when the Garrison population increases in 2013/2014.

Child Development Center (CDC)/Family Child Care (FCC) Spaces:

- | | |
|--------------------------------|--------------------------------|
| • Full Time Spaces: 225 | Current Full Time Spaces: 167 |
| • Part Time Spaces: 42 | Current Part Time Spaces: 88 |
| • Hourly Care Spaces: 35 | Current Hourly Care Spaces: 47 |
| •(11% of total CDC/FCC spaces) | |

School Age Center (SAC) Spaces:

- | | |
|----------------------------|--------------------------------|
| • Full Time Spaces: 135 | Current Full Time Spaces: 80 |
| • Hourly Care Spaces: 15 | Current Hourly Time Spaces: 10 |
| •(10% of total SAC spaces) | |



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Sexual Assault Statistics Update

- 8 Total Closed Cases – allegations from Rape to Inappropriate Touching
 - 4 going to Court Martial, 2 Admin Actions, 1 ERD, 1 Restricted
- Common *Conditions* Denominators
 - Night, Booze, Someone You Know, American
- Common *Victim* Denominators
 - Young, Jr rank, not on “the team”, previously assaulted.
- Summary:
 - Risk of assault on US female by an Italian Male is effectively zero.
 - Chain of Command takes this very seriously.
 - Victims should reports Sexual Assault.




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Emergency Numbers on web

http://www.usag.vicenza.army.mil/sites/local/pdf/Emergency_Numbers.pdf

New numbers on the USAG-V website

You can print this page by right clicking and selecting Print. At the top you can download wallet size Cutouts and the 112 Fact Sheet

Telephone Prefix (from off post within Italy): 0444-xx-xxxx DSN line: (314) 634-xxxx Commercial (from the US): 011-39-0444-xx-xxx Email usagvicenzapao@eur.army.mil to update information in the phonebook list below.		DOWNLOADS WALLET EMERGENCY CARDS 112 HANDOUT	
EMERGENCY	WHERE	NUMBERS	
Medical Emergency	Off-Post	118 (You will be transferred to an English speaker)	
	On-Post/Villaggio	MP Desk (Cell Toll Free) 800-064-007 or DSN 634-7626	
Having the baby	Off-Post/Home	Birthing Center: 0444-71-9150 (24 hrs)	
	On-Post	DSN 634-9150	
Fire	Off-Post/Home	115 (or 112 anywhere in the EU)	
	On-Post	MP Desk (Cell) 800-064-007 or DSN 634-7626	
Call the MPs	Off-Post	MP Desk (Cell) 800-064-007 or 0444-71-7626	
	On-Post	MP Desk (Cell) 800-064-007 or DSN 634-7626	
Housing Emergency	During Duty Hours	Work Order Desk: 0444-71-7491 / DSN 634-7491	
	Housing Office Duty Hrs	0444-7-8583 / DSN 634-8583	
	After Hours Work Orders	Installation Operations Center: 0444-71-7867	
QUICK 24/7 NUMBERS		HANDY GPS COORDINATES	
Nurse Advise Line	800-877-660	San Bortolo Hospital Emergency Room 45.555207 / 11.545896	
Chaplain	0444-71-5273/634-5373	San Bortolo Hospital Parking Lot 45.555873 / 11.548347	
San Bortolo Patient Liaison	0444-71-3300/634-8384		
Domestic Violence/Sexual Asslt	0444-71-5878		
Garrison Ops Center	0444-71-7867/634-7867	Caserma Ederle Main Gate (Via Aldo Moro) 45.540853 / 11.579665	
MP Desk	0444-71-7626/634-7626		



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Wallet Sized Download

You can download this page and fold for your wallet

ACS is redoing their Personal Reference Card

If you have changes, please Contact Julia Sibilla at DSN 634 – 7500

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112 Fact Sheet Download

Operators can answer in French, English and German

<http://ec.europa.eu/>

You can still call below from your cell :

115 for Fire/Rescue

113 for the Polizia



February 2012

112 Your lifeline while travelling in the EU

Wherever you are in the European Union, you can always reach the emergency services on 112, the single European emergency number. The EU rules on 112 have recently been reinforced and the Commission continues to monitor their correct implementation in the 27 Member States of the European Union.

Why 112?

As European citizens travel more often to other countries of the European Union (EU), for business or holidays, a single emergency number throughout the EU is of great value. Citizens do not longer need to remember several emergency numbers, but only 112.



Some Member States (Denmark, Finland, the Netherlands, Portugal, Romania, Malta and Sweden) have introduced 112 as their main emergency number, while in most Member States, 112 operates alongside national emergency numbers.

What happens when you call 112?

People calling 112 are connected to an operator. Depending on the national civil protection system, the operator (who may be part of the police for example) will either deal with the request directly or transfer it to the appropriate emergency service (ambulance, fire brigade, etc.). In many cases, operators are able to answer in more than one language. Each Member State is responsible for the organisation of its own emergency services and the response to 112 and national emergency calls.

What are the EU rules on 112?

Since 2003 EU telecom rules require that 112 is available from fixed and mobile phones free of charge, 112 calls are appropriately answered and handled, information on the location of the caller is made available to emergency services and EU countries inform citizens of 112.

The revised EU telecoms rules from 2009 have strengthened the 112 provisions, in particular, requiring quicker provision of caller location information, extending 112 access obligations for certain VoIP providers, targeting travellers for raising awareness and improving access to 112 for people with disabilities.

Moreover, the new EU telecom rules ensure that citizens using their mobile phones while roaming across the EU receive information about 112 by SMS, free of charge. Member States were to transpose the revised telecom rules in their national legislation by 25 May 2011. The Commission launched infringement procedures against 20 Member States in July 2011 for non communication of measures transposing the new rules. As of January 2012, 13 Member States are yet to transpose the new regulatory framework.

Who has heard about 112?

112 only helps if people know about it. A recent Eurobarometer survey shows that just over a quarter (26%) of EU citizens questioned could spontaneously identify 112 as the number to call police, fire brigade or medical services anywhere in the EU. Only in four countries (Poland, Luxembourg, Finland and Netherlands) a majority of population identified 112 as the emergency number to call from anywhere in the EU. In Greece and Italy less than 10% of citizens know about 112.

The progress at EU level has been minimal in the last years (from 22% in 2008 to 26% in 2012, up 4 percentage points). In some countries, however, citizens are much more aware of 112 as the EU-wide emergency number than last year: Ireland (from 18% to 26%, up 8 percentage point), Poland (from 54% to 60%, up 6 percentage points) and the UK (from 8% to 13%, up 5 percentage points).

While most EU countries report that they have taken some actions to promoting 112 (such as showing the 112 number on emergency vehicles), according to the survey, only 28% of EU citizens said they have received information related to 112 during the last year.

European 112 Day

In February 2009, the Commission, the European Parliament and the Council declared 11 February the European 112 Day to spread the word about the European single emergency number. The European 112 Day is celebrated each year through awareness raising and networking activities in all of Europe.



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Overseas Housing Allowances (OHA) & Moving In Housing Allowances (MIHA) Survey

- Italy Wide Overseas Housing allowance (OHA) and Moving in Housing Allowance (MIHA) survey starting 1 April through 30 April 2012.
- Will establish new utility recurring expenses portion of the OHA and also new MIHA miscellaneous expenses.
- All military personnel residing in Private rental housing need to submit survey
 - Renters only not homeowners or sharers
 - Must have resided at least three months in rental housing
- Takes about 35 minutes to complete and personnel can save data and return later to complete.
- Spouses may complete the survey on behalf of the service member and can be completed from homes.

For the OHA portion Information requested information includes all utility and recurring maintenance costs and the MIHA portion covers one time costs to get residence ready for occupancy.

Handouts with instructions on how to submit are available and the site lists POC tel#

Survey site is: <https://www.defensetravel.dod.mil/site/aprutilmiha.cfm>



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Pass Renewal for Limited Traffic Zone (ZTL)

Passes for U.S Personnel residing in the ZTL areas of Vicenza are normally valid until 31 December of the year in which they are issued.

Vehicle passes for the ZTL in Vicenza which expired 31 Dec 2011 were automatically extended by the Comune until 31 March 2012. Comune wanted to change criteria for passes due to the quantity issued and have been debating this issue to establish the way ahead.

At this point they have decided to renew passes as usual but personnel must physically go to the local police office with a completed request form with a Euro 14.62 stamp attached by 20 April 2012.

Copies of Vehicle title, rental contract, Drivers license etc. are not required if there is no change in information.

Down load the form at: <http://www.comune.vicenza.it/file/69173-domiciliati.pdf>



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Responses to Facebook Comments 4 April 2012

Question: Is it possible to get wifi in the PX Food Court?

Response provided by COL Buckingham during Info X session: This is currently being addressed/worked on by AAFES. It's probably going to happen but it's going to take some time – about 4 more months.

Question: Is it possible to improve cellular service in public, high traffic areas, like the PX, Commissary, Gym, and Clinic?

Response provided by COL Buckingham during Info X session: The answer to this is that there are about three different carriers – each one having different and/or better coverage in different areas. Suggestion would be to switch carriers and see if that takes care of your issue.

Question: I have a question about the walking gate out of Villaggio.... My husband and I went that way with our baby in the stroller and our dog on a leash. We always abide by the rules on the sign, "respect the land owner, no trash or loud noise". Our dog left no mess and did not bark a single time in passing the land owner's home. He however felt the need to get in his car and track us down and tell us that dogs are not allowed out that gate or on his path. This is not on the sign. So my question is, are we allowed to take our dog on a leash out of the Villaggio walking gate? Thank you.

Response provided by COL Buckingham during Info X session: Thank you for this comment. Yes, you are allowed to walk your dog in that area. I have just put on my calendar a visit to the land owner next week and will talk about this issue with him.



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Question: Can anything be done about the quality of that movie theater? i.e., unfocused footage and more show times for popular movies like Hunger Game?

Response provided by COL Buckingham during Info X session: Good news is that the work has been completed on the breakers so there will be no more interruptions during the movies – they will work on the focus issue now. About the show times... The Hunger Game is what is known as a first one movie. First run movies must make their way around Europe as scheduled before they can come back around for a second run, which then gives more flexibility to show times.

Question: With all the births and babies on post can we get more baby retail at the PX?

HOT TOPIC for next Info X session so please tune in.

Question: When will they spray for ants and spiders in the housing area? Every day we are killing spiders in the house and the ants are getting worse.

Response provided by DPW: Please contact the Villaggio Self Help Store for assistance. They will come to your apartment and address this issue. Their number is 0444-71-8888 or DSN 634-8888.



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Question: I would like to recommend that the post office display a “Mail is up” sign that can be seen from the road. I believe it would help to alleviate traffic congestion in that area so people aren’t checking their mailboxes multiple times a day, or when the mail hasn’t been posted/sorted yet. By the way, the post office does a really great job.

Response provided by DHR: Mail is currently processed throughout the day, and may take until the end of the day to process due to the high mail volumes received at the post office. This means that there is actually no set time that mail processing is complete before the end of the day that can be marked with a sign (to include letter class mail and magazines pitched in receptacles). A sign lit at the end of the day may not relieve congestion issues. However, the post office does offer immediate e-mail notification for package delivery, allowing customers to know as their parcels are processed and ready for pick up. You can sign up via the USAG-Vicenza website, or stop by the post office to sign up for the service.

Question: I live downtown and had a valid permit and was told “you need this permit to drive downtown” so when my car was in the shop for a month, I drove a rental with the permit visible yet I received 24 tickets because I didn’t know I needed to register the rental car with the Polizia for the time I drove it. I don’t want anyone else to have to pay fines such as this so request Housing Office to please emphasize the permit is NOT “permission to drive downtown” – registering your auto with the Polizia is the key. Thanks.

Response provided by Housing: The first request for the a pass requires copies of the following:

1. Title of the vehicle so the registration number goes into the automatic database.
2. ID/Passport to verify it's the same person on the rental or purchase agreement.
3. Copy of rental or purchase agreement.

The ZTL area is controlled by cameras which read the registration number and compare it to the database. If the Registration number of the vehicle is not in the database a fine will automatically be issued. In other



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words, if someone is driving a non ZTL registered vehicle they will receive a fine. Normally passes expire on 31 December of the year in which they are issued unless automatically extended by the authorities. Renewals do not require additional copies of documents as long as the information remains the same and there is no change in address or change in vehicle. We will re emphasize this in a follow on article in the Outlook together with a map of the ZTL area.

Question: Sir, any idea on when the car wash will be repaired? One does not take coins and the other does not work at all.

Response provided by DFMWR: One has been repaired and the other one is waiting on parts. The automatic is online now.

Question: Now that it is warming up more children will be outdoors playing on the playgrounds, while their parents sit at home. When will the MP's start patrolling Villaggio to police up those children who are without supervision?

Response provided by COL Buckingham during Info X session: There are two parts to this issue. Number one is that it is the parent's responsibility to take care of their children and number two is our responsibilities to be good neighbors. If you see a child that is "stray" you can help by helping the child find their way home. But again, I want to stress that it is the job of the parents to make sure their children are not left unattended.



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Question: I have a question about housing. Recently I have been trying to get a hold of the office and they hardly ever answer phone calls. With a busy schedule I find it hard to find time to actually go into the office and get my issues addressed. What is being done to ensure someone does answer the phones promptly?

Response provided by Housing: We apologize if you experienced a problem in contacting the Housing office and we are working ways to improve the telephone situation. Housing receives hundreds of phone calls per day and while they have over 40 different telephone numbers the majority of calls are concentrated on the 4 numbers that go to the reception desk and the customer assistance desk which occasionally causes a backlog. Housing is currently short staffed and we are assessing that and also looking to purchase a new telephone system but that is not possible immediately due to budget constraints.

Question: I wonder why the coupons for the A's and B's report card at the PX stopped!!! We weren't warned at all and not explained why! Thank you!

Response provided by AAFES: As of 1 January 2012, the U.S. Treasury converted from paper savings bonds to electronic savings bonds. One of the new conditions of electronic savings bonds is that the recipient be 18 years old and have a bank account. Because the "You Made the Grade" program is open to all students from K-12, we are not able to continue with purchasing savings bonds. We have been trying to find a way to continue the program in a way that will not violate banking laws and still provide a value to our customers. We believe the best way to do that is to provide gift cards in the amount of \$2,000/\$1,500/\$500 to three winners. This amount represents approximately the same amount we were spending to purchase the savings bonds. We are in the process of re-vamping the coupon books and advertising material and get it to the stores by 1 June. This will allow us to pick winners and get the gift cards to them in time for Back-To-School.



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Question: Child care at the gym? Can it be possible since a lot of moms can't always get their children in hourly care.

Response provided by DFMWR: This was reviewed a year ago and due to the proximity of the hourly care to the gym and other facilities on post it was decided that to take spaces and align them into the gym is not feasible.

Question: I agree with Jordan, we have been telling housing since we moved in about mold and nothing has been done. I am now pregnant and am allergic to bleach so cannot bleach the mold.

Response provided by DPW: Normally mold in Masonry buildings is caused by lack of ventilation particularly in bathrooms however in order to adequately respond to this comment please send an e-mail to the USAG Vicenza, Chief housing Division with details so we can investigate the nature of the problem. E-Mail: lewis.r.smith.ln.asc@mail.mil

Question: Where is it possible to find a copy of the child supervision policy?

PAO posted the following link: http://www.usag.vicenza.army.mil/sites/local/Pol_Let/08-42.pdf

Question: The problem with childcare is not the proximity to the gym, its that the CDC is very hard to get children into, especially for the moms who want to go only for an hour or so. The room with the glass is not ideal for younger toddlers and it is still hard to exercise like we would want.

Response provided by DFMWR: Please see the response provided above to question about child care at the gym above.



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Question: What is the status of the Kebab stand?

Response provided by AAFES: Facility is in the process of being equipped with the necessary equipment to meet fire and safety regulations. We project the work will be accomplished on or about mid -May 2012.

Question: Would it be possible to set up a shorter term daycare at the CDC for parents who would like to attend the gym?

Response provided by DFMWR: Please refer to above responses regarding childcare and the post gym.

Question: We missed getting into the ACS Italy class because we were trying to organize childcare with CYS. CYS requires a cell phone to register. How can a post facility require a cell phone?

Response provided by DFMWR: CYSS requires a contact phone number in case of an emergency.

Question: Will Villaggio get a walking area for people with dogs? I mean the dogs poop in anyone's yard and the owners are NOT picking it up and some of the people who don't have dogs have kids that play in the yard only to have them come in with poop on them and smelling like it.

There are plans for a dog park to be built in Villaggio near the ped gate... project should be under way shortly.



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Question: What about the huge vehicles on post that can't park. The ones that take up two spots or make it so that one spot is just too small for even a small car to park. Can the MP's start handing out tickets? It's trouble enough to park on post let alone the awful parking of huge vehicles!

Unfortunately we are unable to ticket vehicles just based on their size. However our MP's are vigilant in making sure that when a vehicle is parked it is parked in a manner that doesn't take away parking spots on either side. Please bear in mind that sometimes a vehicle, small and large may be touching the white line but that does not merit a traffic ticket.



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InfoX Schedule

Tuesday, 1 May 2012

Wednesday, 6 June 2012

Tuesday, 3 July 2012

Wednesday, 1 August 2012



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INFO X Schedule

Tuesday, 1 May 2012

Wednesday, 6 June 2012

Tuesday, 3 July 2012

Wednesday, 1 August 2012

Methods to Submit a Community Issue

- ❖ USAG Vicenza Website: <http://www.usag.vicenza.army.mil>, hover over “Contact Us”, click on “Info-X”, then “Click to Submit”.
- ❖ EMAIL: Community.issues@eur.army.mil
- ❖ AFN HOT LINE AT INFO X: DSN 634-7411, CIV 0444-71-7411
- ❖ Info X POC: DFMWR, DSN: 634-6535, CIV: 0444-71-6535