

HEARTS APART
MORALE CALL PROGRAM INSTRUCTIONS
Airman & Family Readiness Center (A&FRC)
382 Ave D. Bldg. 7215
Dyess AFB, TX
(325) 696-5999

- 1) Using Defense Service Network (DSN) lines for personal calls is a “privilege” and is available to military personnel and their loved ones when serving a remote, deployment or TDY (30 days or more) assignment.
- 2) The military member who is Remote/Deployed/Extended TDY must authorize the caller to use this program and can sign up one (1) family member, significant other, or friend.

(You must have the military member’s DSN phone number prior to calling the operator**)**

- 3) Place calls through the base operator at **(325) 696-3113 (menu #’1 then #0)**. The base operator will only place calls for individuals identified by A&FRC staff as enrolled in the Hearts Apart Morale Call Program.
- 4) Please be aware of the following:
 - a. Any changes to initial registration (i.e. return date) will be made with the A&FRC, not the base operator.
 - b. You are authorized **6 calls per month** (provided the military member’s unit can accommodate 6 calls).
 - c. Calls are limited to **15 minutes**. If you are disconnected prior to the 15 minutes or do not connect with the military member then please call the operator back and let them know within 10 minutes of the disconnect.
 - d. Official calls take priority with base operators. At times, it may be necessary to ask you to place the call at a later time, or the call may be interrupted. Please be understanding and courteous if this occurs.
 - e. All calls are subject to monitoring.
 - f. Any abuse of the program may result in the removal of your name from the list of eligible callers.
 - g. This program does not replace the use of emergency communication channels. In the event you have an emergency situation, contact the military member through their squadron’s First Sergeant or call the command post for assistance at (325) 696-1921.
- 5) Call the Airman & Family Readiness Center, if problems arise, at commercial **(325) 696-5999** or DSN 461-5999.

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