

OMB Control Number 0704-0547, expires 30-APRIL-2025

## AFN Registration Update

AFN Customer,

Thank you for your service to our nation and for depending upon the American Forces Network to bring you a touch of home. As we enter our 80th year of broadcasting, we wanted to let you know of some changes to registration requirements we use so you can continue to enjoy uninterrupted access to the news, information, and entertainment programs you love. These changes help us verify and validate customer identification, which strengthens the security of our network and your content.

AFN began using the Defense Enrollment Eligibility Reporting System (DEERS) to verify the identification of Department of Defense affiliated customers and validate their access to AFN programming in 2015. We continue to use DEERS but have updated some data elements we use to verify IDs in accordance with DoD policy to protect your Personally Identifiable Information.

The information you enter in any AFN registration portal is checked against your DEERS record using an automated process that is transparent to you and the AFN workforce. If this process returns a positive response, indicating all data elements entered match with existing DEERS information, then the registration is approved, and access granted. If the data elements do not match the DEERS record, the registration is denied.

To ensure your registration process is as smooth as possible, we recommend you verify your DEERS information is up to date by accessing your profile through the Defense Manpower Data Center's ID Card Office Online website, <https://idco.dmdc.osd.mil/idco/>, and selecting the "My Profile" option. Check to make sure your information is correct and don't forget to update the information for your family members. At a minimum, you should ensure the following information is complete and accurate.

- DoD ID number (matches the number on your ID card)
- First Name
- Last Name
- Date of Birth
- Home phone number
- Mobile phone number
- Work phone number (sponsor only)

Please note that the first four elements above can only be updated by a personnel specialist at a servicing personnel office. You can update your home, mobile, and work phone numbers and your email addresses at the website above.

Verifying your DEERS information **before** you register for any AFN service is a way you can simplify the registration process and shorten the time between registration and access to the programming you want. Thank you again for being part of our 80-year legacy serving the most deserving audience in the world.

OPR: HQ AFN Operations  
AFN Registration Update, 20220125

## AFN Connect Privacy Act Statement:

**PRINCIPAL PURPOSE:** To determine the eligibility and continued validation of authorized individuals outside the United States, its territories or possessions, who register to use an AFN decoder. Collected information may include: first and last name, duty station/residence country and locality, DoD ID Number, sponsor/dependent status, work, home and mobile phone numbers, grade/rank, and date of birth.

**ROUTINE USE:** (a) Verification of eligibility to receive AFN content, maintain demographic data on AFN's viewership, and increase Force Protection capabilities of local and COCOM commanders. (b) general request for information under the Freedom of Information Act, (c) legitimate request from law enforcement, (d) Congressional Inquiries, (e) Department of Justice for litigation purposes, (f) National Archives and Records Administration for the purpose of records management inspections, (g) disclosures required by international agreement.

**DISCLOSURE IS VOLUNTARY:** However failure to supply the requested information will result in a denial of AFN service.

## AFN Connect Agency Disclosure Notice (ADN):

The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Directives Division, [whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil](mailto:whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

By clicking "Continue", I acknowledge that I have read and agree to the above statements and disclosures.

Continue

Please contact the AFN Helpdesk if you have technical questions.

Call +1 (951) 413-2339 or email [sathelpdma@mail.mil](mailto:sathelpdma@mail.mil)

Ensure you have your decoder's unique identification numbers, found on the label of the decoder, when contacting the helpdesk.

For Cisco decoders include the UA and TID numbers

For AFN7500HD decoders include the S/N and NSC ID numbers

For Harmonic decoders include the S/N and CAS ID numbers

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<https://afnconnect.myafn.dodmedia.osd.mil/pw>

User reads information and selects "Continue"

## What would you like to do today?

- Register and activate or renew my decoder's registration
- Deactivate or deregister my decoder
- Check to see if a decoder I want to buy will work on AFN

Next >

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User selects "Register and activate or renew my decoder's registration"

Cisco Consumer Model Decoder Label



If you have any Cisco model decoder, enter the UA and TID numbers found on the decoder label as indicated in the example to the left.

Tracking Id (TID):  \*

User Address (UA) (Do not include the dash("-") or the digit following the dash.):  \*

Next >

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OR

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Digital Glue Consumer Model Decoder Label



If you have a Digital Glue model decoder, enter the entire S/N and the NSC ID.

S/N:  \*

NSC ID:  \*

Next >

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OR

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Harmonic Commercial Model Decoder Label

This officially licenced module with a smart card gives access to encrypted DVB services.

**8 services**



S/N: WOK12345678910  
Chip ID:XXXXXXXXXXXX  
CAS ID: 12345678910

If you have a Harmonic commercial-grade decoder, typically used by cable television distributors, enter the S/N and CAS ID information as indicated in the example

S/N:  \*

CAS ID:  \*

Next >

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User adds applicable decoder information and selects "Next"

## Decoder Info

UA, S/N : 461313034454  
TID, NSC, CAS ID: 6085538

\* Indicates a required field



Please enter your DOD ID Number field. \*\*\* State Department Applicants, please leave blank! \*\*\*

DOD ID Number:	<input type="text"/>	*
Date Of Birth (YYYYMMDD):	YEAR <input type="text"/> MONTH <input type="text"/> DAY <input type="text"/>	*

## Tell us about yourself

First Name:

Last Name:

## Tell us the email addresses you would like for registration

Primary Email Address:

Confirm Primary Email Address:

Secondary Email Address:

Confirm Secondary Email Address:

## Tell us the phone number you would like for registration

Phone (work):

Phone (mobile):

Branch of Service:

## Tell us about your current location

APO, FPO, DPO or Postal Code (i.e. 00000-0000):

Country:

\*\*\* State Department Applicants using ATLAS, please leave blank! \*\*\*

Enter your RPA number (For State Department Personnel Only)

RPA:

**Please scroll through and check the "Agree" checkbox at the bottom of our Terms of Service to continue.**

This Agreement sets forth the terms and conditions under which you the subscriber ("you," "your," "owner," or "subscriber") agree to use American Forces Network (AFN) Integrated Receiver-Decoders (IRDs) to receive AFN programming.

PLEASE READ THESE TERMS CAREFULLY AS THEY CONTAIN IMPORTANT INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS, AND OURS. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE THE SERVICE.

1. ACCEPTANCE OF AGREEMENT; AGREEMENT TERMS GENERALLY INCLUDED.

This Agreement starts when you accept it. By accepting this Agreement, you and any other users of AFN IRDs within your premises are bound by its conditions. Your acceptance of this Agreement occurs upon the earlier of: (a) your electronic acceptance during the activation of your IRD; or (b) your use of the Service.

2. DEFINITIONS.

The term "Service" means AFN programming, including, without limitation, all Programming, Equipment, media or program guides, and other features, products and services provided as part of and included with AFN programming services. The term "Equipment" means equipment provided by AFN, directly purchased or leased from an authorized vendor, including any digital adapter, set top box, digital video recorder, video media server, peripheral devices, remote controls or routers provided to you by AFN or those that are loaned to or owned by

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User adds their personal information, scrolls through, reads, and checks the "Agree" checkbox at the bottom of the Terms of Service and then selects "Next."

## AFN Decoder Terms of Service

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### 3. SERVICE CHANGES.

We reserve the right to change, rearrange, add, delete or otherwise modify the Service at any time, with or without prior notice to you, including changing, rearranging or otherwise modifying our Programming, the Equipment, any Other Devices, and any other features, products and services that we offer. AFN or its suppliers may, without notice or liability, restrict the use of any Services or limit its time of availability in order to perform maintenance activities and to maintain security.

### 4. USE OF THE SERVICE.

(a) AFN programming is only available to the Authorized Audience stationed outside of the United States, its territories or possessions, per DoD policy.

(b) You agree to use the Service only for your private non-commercial use and own personal viewing and listening enjoyment. The Programming distributed via the Service may not be viewed or otherwise displayed in areas open to the public, including, without limitation, commercial establishments. You may not rebroadcast or transmit the Programming or charge admission for its

viewing. You may not take any actions to alter or avoid any security or access controls or restrictions associated with the Service, Equipment, or Other Devices.

(c) You are responsible for all use of the Service, whether by you or someone using the Service with or without your permission. You agree not to use the Service, directly or indirectly, for any unlawful purpose, including without limitation, violation of copyright laws through the use, production, copying, rebroadcast or redistribution of any Programming distributed as part of the Service or recorded using equipment containing digital video recording devices. You further agree that your use of the Service is your sole responsibility, at your own risk, and subject to all applicable Defense Department Instructions, Regulations or policy guidance. We, in our sole discretion, may terminate your access to AFN programming in the event that the Service is used for an unlawful purpose or in a manner contrary to DoD Instructions, Regulations or policy guidance.

(d) You agree not to use your personal credentials to authorize or activate an AFN-capable decoder for any third party.

(e) You understand and agree that not all Programming may be suitable for all viewers, and users of the Service may have access to Programming that may be sexually explicit, obscene, offensive, or otherwise unsuitable or objectionable, especially for children under the age of eighteen (18). You further understand and agree that it is your responsibility to impose any viewing restrictions you determine are appropriate to limit viewing and access to potentially objectionable material, and you agree to supervise usage of the Service. YOU AGREE THAT WE ARE NOT RESPONSIBLE TO YOU OR ANYONE ELSE VIEWING PROGRAMMING OR INFORMATION PROVIDED ON, OR ACCESSED THROUGH, THE SERVICE FOR ANY CONTENT THAT YOU OR OTHERS MAY DEEM TO BE OBJECTIONABLE FOR ANY REASON.

#### 5. AUTHORIZED USER; REFUSAL OF SERVICE.

(a) You acknowledge that you are eighteen (18) years of age or older, and that you have the legal authority to enter into this Agreement. You agree to update your decoder registration or notify any leasing or loaning agent immediately whenever your personal information changes (including, for example, your name, address, and duty station).

(b) The AFN Authorized Audience includes, but is not necessarily limited to, the following class of individuals:

1. United States Active Duty military members and their immediate family members stationed with them.
2. American citizen DoD civilian and Non-Appropriated Fund civilian employees and their immediate family members stationed with them.
3. American Military retirees and their immediate family members living with them.
4. Direct-hire United States citizen U.S. Government employees serving overseas at American embassies, consulates or interest sections in ' direct support of the Chief of Mission (Ambassador). Personal Services Contractors, regardless of citizenship status, ' are not eligible for this program.

(c) We reserve the right, in our sole discretion, to refuse to provide the Service to you for any reason at any time, consistent with DoD regulations and policies.

#### 6. PERSONAL DATA AND PRIVACY POLICY.

AFN will treat your personally identifiable information provided to us in accordance with the Privacy Act of 1974 and its amendments. Information may also be used as a management tool for statistical analysis, tracking, reporting, evaluating program effectiveness, and conducting research.

#### 7. CHANGES TO THIS AGREEMENT.

The current version of the terms of this Agreement and any subsequent updates shall be available on [www.myafn.net/terms](http://www.myafn.net/terms).

#### 8. EQUIPMENT; MAINTENANCE AND OWNERSHIP OF EQUIPMENT.

(a) We do not guarantee that the Service will work correctly if you use equipment to access the Service other than equipment capable of receiving AFN programming.

(b) You acknowledge and agree that at all times ownership of government furnished equipment (GFE) shall remain with the unit or organization providing the GFE.

(c) Individuals or units provided IRDs are responsible for the GFE and must either return it, at their own or at their unit's expense, to the entity that provided the GFE or transfer it to follow-on forces that meet Authorized Audience criteria in paragraph 5.(b). In instances where the GFE is transferred to follow-on forces, the losing individual or unit will de-register the GFE IRD and the gaining individual will register the GFE.

(d) You acknowledge that while you may own, lease or have temporary receipt of the Equipment, you cannot sell, lease, transfer or in any other way provide the Equipment to a person, organization, or other entity not part of the authorized AFN audience as identified in paragraph 5(b).

(e) You further agree not to tamper with or otherwise harm the Equipment, and that you will not copy, modify, reverse compile or reverse engineer any Equipment or Other Devices, or software or firmware provided by AFN in connection with the Service.

(f) Leased or loaned AFN IRDs remain the property of the lessors or loaning entity, typically the Exchange in the case of leased IRDs and Furnishings Management Office (FMO) or Military Family Housing Office (MFH) in the case of loaned IRDs. The leasing or loaning entity will register and maintain the security of their IRD stocks. Leasing or loaning entities will notify AFN immediately of all lost, stolen or missing IRDs so they can be permanently deactivated and removed from the inventory.

(g) Owners of IRDs that are lost or stolen must report the loss to AFN immediately. The IRD will be permanently deactivated and removed from the inventory.

#### 10. TERMINATION OF SERVICE.

(a) AFN may terminate the Service at any time and for any reason.

(b) Individuals found violating these terms of use may be permanently banned from obtaining AFN programming.

American Forces Network Integrated Receiver-Decoder Terms of Use, Current as of October 2018

[Click Here](#) to view AFNConnect's Privacy Policy.

\*Agree