



Operation Uplink and Free Call Days FAQ

What are the Free Call Days?

Operation Uplink Free Call Days are a 24 hour period where all the calls made from any of the 600+MWR (SPAWAR) Internet Cafés in Afghanistan, Kuwait and other Middle East locations are free for active duty service members. If the service members do not have access to the MWR (SPAWAR) Internet Cafés or are stationed outside of Afghanistan/Kuwait, please provide the unit's contact information and we will see that they're taken care of through other available options.

Why are Free Call Days so important?

Free Call Days provide service members a morale boosting and vital connection with family and friends while eliminating the financial burden many can't afford.

When are the Free Call Days?

We provide two scheduled dates each month. You can find our most current schedule at www.vfw.org/NMS. The Free Call Days run midnight to midnight based on Eastern Standard Time.

Can I still get phone cards?

With the advancements in technology overseas and internet access becoming more readily available, phone cards are becoming obsolete. Service members have less access to the AT&T phone banks and are relying on email, SKYPE and other instant messaging options to stay connected with home. Operation Uplink is no longer providing phone cards because our program is able to connect an average of 100,000 service members each month. With greater access through 600+ MWR (SPAWAR) cafés, Free Call Days and virtual PINs, Operation Uplink is providing more service members with chances to call home than ever before.

How are the Free Call Days more cost effective?

When Operation Uplink provided phone cards to deployed troops, each card cost \$6.50 and provided 15 minutes of talk time. The same \$6.50 will provide 10 service members a 15 minute call through the Free Call Days café enabling the program to be good stewards to our donors by stretching every dollar and providing 10's of thousands more calls for the military and that is what Operation Uplink is all about!

How many service members actually use the Free Call Days?

Through the Free Call Days and the distribution of virtual PINs to hospitalized veterans and service members stationed outside of Afghanistan/Kuwait, in 2010-2011 Operation Uplink provided over 1.5 million connections!

Still have questions? Contact VFW Operation Uplink at: uplink@vfw.org or (816) 968-1155