**SUBSCRIBER REQUEST**

**ALMR Help Desk**

907-334-2567 Anchorage & Outside Alaska

888-334-2567 Outside Anchorage exchange

907-269-6797 Fax

Email: ALMR-Helpdesk@beringstraits.com



 Please complete the following information for **all** requests. Incomplete information may cause a delay in service.

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|  | ***(1) GENERAL INFORMATION*** |
| **Department Name****(i.e. Health & Social Services)** | **Division (if applicable )****(i.e. Juvenile Justice)** | **Agency (if applicable)****(i.e. Fairbanks Youth Facility)** | **Date** | **Requestor Name** | **Contact Phone Number(s)** |
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| **Contact Email** | **Requested Due Date**All requests will be processed within two (2) business days. If this request is an emergency please follow up with a phone call to the ALMR Help Desk after submitting your request. | **Area in which the Radio will be assigned.****(Zone 1/South Zone, Zone 2/North Zone, Zone 3/South East Zone)** |
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| **For Radios that will be permanently deleted from the system, agencies are responsible for sanitizing and scrubbing both encryption and codeplugs. By submitting this form to the ALMR Helpdesk you are verifying this process will be completed.** |

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| ***(2) REQUESTED SERVICE - Please note changes in RED (An Excel spreadsheet will be accepted if submitted with this form)*** |
| **Enable** (Add new to system)**Delete** (Remove from system)**Change**(Old and new information must be provided on all ID or Serial Number change requests)**Inhibit** (To disable or “brick”)(Will still be carried on inventory)**Reinstate** (Reactivate from inhibit) | **Make****and****Model** | **Portable****or****Mobile****P/M** | **Radio ID #****(SMO Help Desk will provide)** | **User Alias**The SMO provides the agency identifier portion for the alias while the user agency provides the unique identity portion. Twelve (12) digits are the maximum length allowed for the entire user alias.  | **Serial Number****(Need the complete serial # on all Radios)** | **Interconnect****Enabled****Y/N** | **OTAR /****Data****Enabled****Y/N** | **KMF****User Group****(over the air rekey OTAR group)** |
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**Note:** If provided, Radio Firmware and DSP Version will be tracked information.