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.

GENERAL INFORMATION					
Department Name (i.e. Health & Social Services) *Required*	**Division** (if applicable) (i.e. Juvenile Justice)	**Agency** (if applicable) (i.e. Fairbanks Youth Facility)	**Date** *Required*	**Requestor Name** *Required*	**Contact Phone Number** *Required*

Contact Email *Required*	**Requested Due Date** All requests will be processed within three (3) 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 of Denali Hwy Zone 2: North of Denali Hwy Zone 3: South Eastern Alaska Zone 5: Western Alaska *Required*

For Radios that will be permanently deleted from the system, agencies are responsible for sanitizing and scrubbing both encryption and codeplugs, refer to Policy/Procedure 200-4 . By submitting this form to the ALMR Helpdesk you are verifying this process will be completed.

REQUESTED SERVICE - An Excel spreadsheet will be accepted if submitted with this form

Enable (Add to system) **Delete** (Remove from system) **Change** (Old and New information must be provided on all ID, Serial # or Alias change requests) **Inhibit** (To disable or "brick", Will still be shown on annual inventory) **Reinstate** (Reactivate from inhibit)	**Make and Model**	*Required* **Model #**	**Portable (P) Mobile (M) Consolette(CON)**	**Radio ID** (ALMR Help Desk will provide)	*Required* **User Alias** The ALMR office provides the agency identifier for the alias while the user agency provides the unique identity. The max length allowed is tweleve (**12**) characters including spaces and special characters. @,%,& are **NOT** allowed.	*Required* **Serial Number** Need the complete serial # on all radios. This is for documentation purposes, The max length allowed is eight (**8**) characters including spaces and special characters. @,%,& are **NOT** allowed.	**OTAP Enabled Y/N** (Over The Air Programming, May require license purchase)	**LoPTT Enabled Y/N** (Location on Push to Talk, May require license purchase)	**SmartConnect Enabled Y/N** (WiFi/LTE connection, Requires Motorola Subscription)	**KMF/OTAR User Group** (Over The Air Rekey, if known)