



## Total Force Service Center (TFSC)

### Personnel Services Delivery Transformation

**TFSC is the new term for the virtual connection of the AFPC (San Antonio) and ARPC (Denver) centers to provide Airmen seamless access to personnel information, services, and tools – anytime and from any location – via the internet, telephone, or email.**

TFSC delivers personnel services to RegAF, Air National Guard, Reserve and Civilian populations through a virtual connection of the Air Force's personnel service centers.

#### TFSC Total Force 800 Number

- ▶ As of Sunday, Feb 22, 2009, the TFSC contact number for both the San Antonio & Denver locations will be **(800) 525-0102**
- ▶ All Active Duty and Civilian customers currently receiving service from (800) 616-3775 will use the new number: **(800) 525-0102**
- ▶ All Guard and Reserve continue to call **(800) 525-0102** but receive new menu options
- ▶ **(800) 525-0102** transitions from the ARPC Contact Center number to the TFSC phone number

#### TFSC Benefits

- ▶ Provides a single access point for customer calls and minimizes call transfers
- ▶ Simplifies processes for Airmen to navigate through the personnel centers and get the personnel answers they need
- ▶ Ensures all Airmen continue to receive quality personnel services and increases the overall efficiency and effectiveness of service delivery
- ▶ Provides consistent, accurate, and understandable personnel information to all Airmen



*"The Total Force 1-800 Number is a single point-of-entry for personnel information and services. This effort demonstrates the Personnel Services Delivery Transformation commitment to providing all Airmen and their families with reliable, secure customer service that's easy to access and use and freeing Airmen's time to focus on the core Air Force mission, protecting our country and citizens."*

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