

U.S. Naval Support Facility Diego Garcia



U.S. NAVY SUPPORT FACILITY

"One Island, One Team, One Mission"

Welcome Aboard Diego Garcia!

The atoll of Diego Garcia is in the Chagos Islands located on a large shoal area known as the Great Chagos Bank. Diego Garcia is the largest of 58 islands that form the Chagos Archipelago within the British Indian Ocean Territory (BIOT) and is known as the "Footprint of Freedom" for its shape, regional location, and strategic importance. The island is located seven degrees south of the equator very close to the geographic center of the Indian Ocean. Diego Garcia was discovered by Portuguese explorers in the early sixteenth century and its name is believed to have come from either an early explorer's ship captain or navigator. The island stretches about 38 miles tip to tip and has an average elevation of four feet above sea level with maximum elevation of 22 feet. The lagoon varies in depth from 10 to 100 feet. This lush, tropical island is home to an international population consisting primarily of Filipino contractors, and British and U.S. military.

Seasons are reversed compared to the United States and vary little, with year-round temperatures in the high 80's during the day and lows at night in the 70's. Diego Garcia boasts one of the highest precipitation rates in the world. It rains often with an annual precipitation of more than 100 inches, most occurring during the summer months of December through February.

Shallow reefs surround the island on the ocean side and are scattered inside the lagoon. Waters surrounding Diego Garcia are home to a vast variety of sea life with more than 800 species recorded. Snorkeling and water sports are available for recreation.

Wildlife on the island consists mainly of coconut, land and warrior crabs, small lizards and geckos, feral donkeys, a myriad of tropical birds, and many insects. All residents make every effort to maintain the ecological integrity of Diego Garcia and as a result, all life forms on island, including live shellfish, are protected by British law.

Entry into Diego Garcia is restricted, requiring area clearance by U.S. Naval Support Facility Diego Garcia. Only unaccompanied military and DoD civilian personnel, or authorized contractors may be assigned to the island. Neither military nor DoD couples are allowed concurrent assignments to Diego Garcia. As a British territory, all military and civilian personnel residing on the island come under BIOT law and administration. These laws differ from those in the United States.

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DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT FACILITY DIEGO GARCIA
PSC 466 BOX 2
FPO AP 96595-0002

CONGRATULATIONS!

You have been selected to join one of the Navy's most diverse and unique operational support complex in the world: Diego Garcia, British Indian Ocean Territory (B.I.O.T). If you are looking for personal growth, professional challenge, a close knit team, splendid recreational facilities, and natural beauty, then you're coming to the right place.

This guide will provide you an initial introduction to Diego Garcia. It will help you in your preparation, travel and check-in process, and list specific items and information to make your stay more enjoyable. I encourage you to read it carefully. We have a well-stocked Ship's Store but some of the required and many nice-to-have items are difficult to purchase on the island.

PCS transfer to the island has a number of steps that are distinct from CONUS and many 0-CONUS transfers. A sponsor will be assigned to help with these challenges. This sponsor will be your link to the command. Be sure to establish contact with your sponsor once you receive this package, they will help you find the answers to any questions you may have. Sailors with over 20 years of experience seek assistance - so should you!

On behalf of U.S. Navy Support Facility, Diego Garcia, I hope you have a safe and pleasant journey to the "Footprint of Freedom." We are looking forward to having you as a part of the Island team.

A handwritten signature in red ink, appearing to read "P. J. Hatcher", is positioned above the typed name.

P. J. HATCHER
Captain, U.S. Navy
Commanding Officer

U.S. Naval Support Facility Diego Garcia



MISSION STATEMENT

MISSION: We are Ready to Fight Tonight... At a moment's notice with little to no warning we must be ready to provide critical support to U.S. and Allied forces with base and logistical services in execution of national strategic objectives.

VISION: To provide U.S. forces, allies, and partners the support they need to fight and win. We are disciplined professionals, dedicated to the mission and steadfast in our commitment. Our warfighters success depends on our success. We are with them at the edge on the "tip of the spear."

Our motto is:

"One Island...One Team...One Mission!"

U.S. Naval Support Facility Diego Garcia's mission is to provide critical support to U.S. and Allied forces in execution of national strategic objectives. Diego Garcia's central location to four Combatant Commanders makes it a consequential strategic base that is vital for presence, assured access and defense of the global commons.

Maintain Critical Infrastructure – Ensure Strategic Mission Capabilities Enable... Serve... Support the Warfighter

We are too remote and isolated to accomplish anything alone. No matter what your job or your role here on Diego Garcia, we cannot accomplish our mission without you... Our teammates, our family. I see the entire island as just that – one family. As such, we take responsibility for our actions, treat all with dignity and respect, and hold ourselves to the highest standards of integrity and professionalism. If we live by these traits every day then we will have earned the trust and confidence required to accomplish our mission.



TENANT COMMANDS

Air Mobility Command (AMC) Detachment ONE, 730 AMS:

Provides passenger and cargo air movement supporting Diego Garcia and Indian Ocean operations.

American Forces Network Diego Garcia (AFN):

AFN operates cable television and radio services in support of command information and entertainment as part of the worldwide Armed Forces Radio and Television Service (AFRTS).

21st Space Operations Squadron (21 SOPS) Detachment 1

One of nine remote tracking stations comprising the Space Force Satellite Control Network. This command provides telemetry, tracking, and commanding of DoD satellites.

Fleet Logistic Center Yokosuka DET Diego Garcia (FLCY):

Serve the Asia Pacific Region's forward deployed maritime warfighter with 24/7 operational logistics support integrating an extensive service provider network to deliver fuel, material, mail and supply chain service.

Ground-based Electro Optical Deep Space Surveillance (GEODSS) 15th Space Control Squadron Detachment 2

Conducts deep space surveillance using the only GEODSS in the southern Hemisphere.

Commander, Maritime Pre-Positioning Ship Squadron TWO (COMSPRON TWO)

Exercises tactical control (TACON) for Military Sealift Command (MSC) prepositioning ships assigned. Responsible for the training, maintenance, schedules, and supply of assigned MSC assets maintaining the maximum degree of readiness of combatant commanders worldwide.

Navy Medicine Readiness and Training Unit (NMRTU), Diego

Garcia: NMRTU Diego Garcia is a detachment of U.S. Naval Hospital Yokosuka, Japan and provides routine and urgent care to Diego Garcia residents.

Navy Munitions Command (NMC) East Asia Detachment Okinawa Annex Diego Garcia (WEAPONS):

Maintain a pre-positioned war reserve stock as directed by Naval Component Commander in support of Combatant Commander OPLANS and support joint naval aviation, surface, undersea, and ground ordnance operations.

Pacific Air Force (PACAF) Detachment ONE, 36 Mission Support Group (MSG)

Maintains a Southwest Asia forward operating location under CENTCOM and PACOM. Provides facilities, munitions, vehicles, aerospace ground equipment, communications, bare base assets and aviation fuel to sustain contingency and wartime sortie operations.

Public Works Department (PWD), Naval Facilities Engineering Systems Command Far East (NAVFAC FE), Diego Garcia:

PWD is a NAVFAC FE detachment that provides facility solutions and services to facilities on Diego Garcia.

Region Legal Service Office (RLSO) WESTPAC BROFF Diego Garcia (LEGAL):

Provision of Defense and Personal Representation services to Pacific Fleet and Forward Deployed Naval Forces personnel throughout the Western Pacific, Indian Ocean, and Northern Arabian Sea from office locations in Yokosuka, Guam, Hawaii, and Sasebo.

U.S. Naval Computer and Telecommunications Station Far East Detachment (NCTSFE DET):

Manages, operates and maintains telecommunications systems and facilities for the Navy and Defense Information Systems Agency.



TRANSFERRING AND TRAVELING

Sponsorship

Read your permanent change of station (PCS) orders completely!

Most importantly, contact a sponsor to communicate orders and travel arrangements at DGCommand.Sponsor@fe.navy.mil.

Overseas Screening

Members coming to Diego Garcia must complete an Overseas Assignment Suitability Screening IAW OPNAVINST 1300.14, BUMEDINST 1300.2, and MILPERSMAN 1300-300 within 30 days of receipt of overseas screening notification/letter of intent from Navy Personnel Command.

Ensure your Command updates your status on BOL.

Unaccompanied Baggage and Personally Owned Vehicle (POV) Storage

Visit Defense Personal Property System to schedule a move. You can also locate the closest Personal Property Shipping Office. Service Members assigned to Diego Garcia are typically offered storage of a POV, long-term storage of HHG and Unaccompanied Baggage (UB) free of charge. Unaccompanied Baggage is the portion of HHG flown to Diego Garcia, and differs from a typical HHG move. Service members assigned to Diego Garcia serve short tours and are offered fully-furnished government quarters upon arrival. As a result, Diego Garcia has a weight allowance restriction of 600 pounds of UB for all service members.

This weight restriction is different than the standard UB limits at other duty stations, regardless of what PPSO Counselors may advise. Please be advised that if a service member exceeds the 600 pound limit, they may be subject to excessive weight charges if you are relocating your family or seeking Non-Temporary Storage, please visit the following sites to start the process.

From Seattle-Tacoma, Washington -

Personnel traveling via the AMC West Coast Rotator will fly from Seattle-Tacoma International Airport. Locate the AMC Passenger Desk situated among all other commercial ticket counters to process the outbound flight. Please utilize "Via Japan" instructions upon arrival in Yokota AFB in the next section for onward movement to Diego Garcia.

Seattle-Tacoma AMC Passenger Terminal: (253) 982-3504/0555 – Website: <https://www.amc.af.mil/AMC-Travel-Site/Terminals/CONUS-Terminals/Seattle-Tacoma-International-Gateway/>

Note: AMC/Patriot Express: If your COMAIR gets you in a day prior to your flight, you are entitled to lodging. Ensure that this is booked in your Itinerary.

From Norfolk AMC Terminal -

Personnel traveling via the AMC East Coast Rotator will fly from Norfolk AMC Terminal located on. Locate the AMC Passenger Desk situated among all other commercial ticket counters to process the outbound flight. The flight is approximately 12-20 hours to Bahrain, depending on flight route. Utilize "Via Bahrain" instructions upon arrival to Bahrain AMC in the next section for onward movement to Diego Garcia.

Norfolk AMC Passenger Terminal: (757) 444-4118/4148 - Website: <https://www.amc.af.mil/AMC-Travel-Site/Terminals/CONUS-Terminals/NS-Norfolk-Passenger-Terminal/>

Note: AMC/Patriot Express: If your COMAIR gets you in a day prior to your flight, now that you are entitled to lodging. Ensure that this is booked in your Itinerary.

U. S. Naval Support Facility Diego Garcia



TRANSFERRING AND TRAVELING

Via Japan -

If scheduled to fly commercial airlines into Narita International Airport (Tokyo) for onward movement to Diego Garcia, expect to spend time in Yokota AFB. In addition inbound personnel are encourage to arrange their shuttle run, for Shuttle Bus Services signing up contact Yokota Shuttle Bus. For more information please visit <https://yokotafss.com/vehicle-operations/#bus-schedule>

Before arriving in Yokota AFB, check availability at *Kanto Lodge*, which provides a free shuttle to Yokota AMC Passenger Terminal. Check for operating hours as this shuttle is not a 24-hour service. If there are no rooms available at *Kanto Lodge*, get your Certificate of Non-availability and book a hotel near Yokota AFB.

- 1) Yokota Shuttle Bus – 315-225-7720 from inside Japan or 011-81-3117-55-7720 from the U.S. or email 374fss.fscvo@us.af.mil
- 2) *Kanto Lodge* – 042-50-76534 from inside Japan or 011-81-425-07-6534 BLDG 15 from the U.S. or email at 374fss.lodging@us.af.mil
- 3) Yokota AMC Passenger Terminal – 315-225-5661 / 5662 from inside Japan or 011-81-3117-5661/5662 from the U.S. ATOC DSN: 315-225-5060
- 4) Yokota Medical Clinic - DSN: 315-225-8864 / Comm: 011-81-3117-55-8864
- 5) Navy Lodge Yokosuka - DSN: 046-816-6708 / Comm: 011-81-468-16-6708

Via Singapore -

PRIOR TO ARRIVING (3 days prior) – You must complete the *Singapore Arrival Card/Health Declaration form* within 72 hours of arrival. All passengers traveling to or transiting via Singapore must complete this or you'll be denied entry into SG.

If scheduled to fly commercial airlines into Singapore to Diego Garcia, be sure to review your flight itinerary and verify that you have enough time to clear customs, collect your baggage and make your way to Paya Lebar AFB. Paya Lebar AFB is a Singaporean Air Base, and their rules and regulations are different from the U.S. Ensure you visit the link before for more information. If you do not have enough time, please get with your Command and SATO to make adjustments. If you have a layover that is more than 24 hours, ensure you get with your Command and SATO to book lodging, depending on arrival. Access to Paya Lebar Air Base is approved by Republic of Singapore Air Force personnel. Passengers not booked on flights on the Space Available lists 72hrs prior to flight will not be allowed on the installation.

-CALL TO ENSURE YOU HAVE THE MOST UP TO DATE SHOW TIMES. IF YOU MISS YOUR SHOW TIME, YOU WILL LIKELY BE TAKEN OFF THE FLIGHT-

AMC Paya Lebar: <https://www.spacea.net/rsaf-paya-lebar>

Passenger Service: +65-6280-0624 / DSN: 315-227-5228

Email - 730AMSDET2.Singapore.PassengerService@us.af.mil

Via Bahrain -

If scheduled to fly commercial airlines into Bahrain to Diego Garcia, be sure to review your flight itinerary and verify that you have enough time to clear customs, collect your baggage and make your way to the Bahrain AMC Terminal. If you do not have enough time, please get with your Command and SATO to make adjustments. If you have a layover that is more than 24 hours ensure you get with your Command and SATO to book you lodging, depending on arrival.

AMC Terminal: <https://www.amc.af.mil/AMC-Travel-Site/Terminals/EUCOM-Terminals/NSA-Bahrain-Passenger-Terminal/>

COMM: 011-973-1785-9009 - DSN: 318-439-9009

DEPT	Admin	Air Ops	Port Ops	Security	Security HPU	Supply
DSN: 315	370-4112/ 4100	370-3322/ 3310	370-4306/ 4301	370-4614/ 2206	370-4609/ 2206	370-4410/ 4407
COMMERCIAL: +011-246 – then the number			CDO: DSN 315-380-4581 / COMM 011-246-380-4581			



COVID TRAVEL RESTRICTION

Arriving to Diego Garcia

All PCS personnel traveling to Diego Garcia are not required to be fully-vaccinated against COVID-19.

Advance Travel Requirements

All PCS personnel traveling to Diego Garcia do NOT require an Aircraft and Personnel Automated Clearance System (APACS) Approval. APACS is not required to enter Diego Garcia for PCS personnel, if your Travel Agent (NAVPTO) is not booking your flight and requests an APACS, refer them to the [Foreign Clearance Guide](#).

If you have any additional questions or concerns, please email:

DGCommand.Sponsor@fe.navy.mil

Be sure to retain all transportation and lodging receipts, lodging Certificates of Non-availability (CNA) for travel voucher reimbursement.

CONTACT AIR MOBILITY COMMAND (AMC) PASSENGER TERMINALS TO CONFIRM FLIGHT TIMES.

Provide your Sponsors with your Flight Itinerary and a copy of your stamped orders to ensure communication is clear. Review each country that you are arriving/transiting through, prior to your international flight, as their country policy may change.



THINGS TO DO BEFORE YOUR PCS

1. Take care of all possible medical and dental problems that may not have been taken care of during overseas screening. Bring an extra pair of glasses or contact lenses. Obtain a 90 day supply of prescription medication since on-island supplies are limited. Consult a sponsor regarding availability of medication at the Diego Garcia Branch Health Clinic.
2. Bring a full complement of working, service, and dress uniforms with medals. To many, this means a "full sea bag." The Diego Garcia Ship's Store does not carry most uniform components. They may be ordered through Navy Exchange Command Uniform Support Center, but delivery time is 2- week minimum.
3. Ensure Living Will and Last Will and Testament are current and valid.
4. Consult a Legal Office to assist with necessary powers-of-attorney for items such as real estate, automobiles, taxes, litigation, loco parentis, etc., for any issue that may arise during an isolated tour.
5. Set up temporary guardianship for minor family members if necessary.
6. Change current mailing address with the U.S. Postal Service and regular mailings. Mail from the U.S. regularly takes 2-3 weeks. Take this into account bills that may have specific due dates. Consider setting up auto-payments, paying bills online or via direct debit
7. **Ensure all financial affairs are in order.**
8. Register to vote and request an absentee ballot for any elections for the following year. Diego Garcia has a Voting Assistance Officer to provide absentee ballot requests.
9. If you have family members enrolled into the EFMP program, please ensure that they do not expire while you are on island. You can verify the expiration date via NFAAS. This is assist in your order placement for your next duty station. If you have any questions, please see your current command EFMP Coordinator for any questions.
10. Ensure relatives know how to contact their local Red Cross in case of emergency. Provide them with social security number, rank, and command name as there are many different Navy and Air Force commands on the island.
11. Keep in contact with a sponsor at all times. Let them know travel arrangements, arrival times, and any other information that may be needed to assist with the journey.
12. Renew Common Access Card or DoD identification if within 6 months of expiration beyond end of tour date.
13. Renew driver's license if it is within a year of expiration.
14. If you are Navy board-eligible First Class Petty Officer, ensure you get your Khaki Uniform measurements from the Navy Exchange prior to transferring. The Ship's Store does not sell Khaki uniforms.
15. It is recommended that Navy personnel attend their ELD course prior to arriving.
16. Tourist passports and GTCCs are highly recommended for Leave, Emergency and TAD travel.
17. Ensure that you are enrolled in the Security Clearance Continuous Evaluation program via the Security Manager prior to checking out of your current command.
18. Address. Substitute RANK first and last name for the command name for personal mail. **Confirm with a sponsor which personal post office box number will be assigned.**
19. The official command address is:
**U.S. NAVAL SUPPORT FACILITY DIEGO GARCIA
PSC 466 BOX #
FPO AP 96595**

Travel Notes: (1) No clothing, hats, or belt buckles with slogans or insignia that may draw attention to your status as an American military/civilian member should be worn. (2) Profanity, maliciousness, or any other negative behavior that may bring discredit to yourself or the United States are prohibited and may be punished as the Uniform Code of Military Justice allows.



CUSTOMS & IMMIGRATION

Diego Garcia is subject to British customs and immigration laws. Strict control is maintained on importation of drugs and related items, weapons, which include: knives with blades more than 3 inches, spear guns, firearms and explosives, unmanned aerial vehicles, and pornography in print, video, or digital. Severe penalties are awarded for violation of British customs laws.

As a matter of routine, all medication, including aspirin and vitamins, will be confiscated and inspected. You should identify all medication to ensure its return. In accordance with regulation, no type of attire with degrading or obscene comments may be worn or brought to Diego Garcia. This includes pictures, phrases or slogans depicting drug paraphernalia, anti-war slogans, ethnic slurs, or having sexual connotations. Publications that depict inappropriate culture or mercenary magazines will be confiscated, as will all obscene publications. Prohibited materials will be destroyed.

When clearing customs on PCS or TDY orders, a Common Access Card or valid DoD ID are required.

ITEMS TO BRING

Passports - It is highly recommended that all personnel attached to Diego Garcia obtain a U.S. Tourist Passport (blue cover). U.S. Official Passports (maroon cover) may be listed as a requirement listed on your orders, however, depending on the route your itinerary takes you through, the military passport office may not issue it to you. Also, Official Passports cannot be used for leisure travel. Singapore now requires a passport for all U.S. military not traveling on orders and must have a Tourist Passport in order to travel on leave. There is no location to obtain a Tourist Passport outside the United States; therefore, passports must have at least 6 months beyond from end of tour date for continuity.

Uniforms - Navy commands on Diego Garcia wear NWU Type III. U.S. Air Force and other services wear a corresponding uniform. Contact a sponsor in advance to coordinate uniform availability and information. Bring a full complement of service and dress uniforms with medals; i.e., a "full sea bag." NWU Type III is the Navy uniform of the day; however, there are occasions to wear all standard Service and dress uniforms. Military personnel will wear summer uniforms year round; however, winter uniforms may be required for special events or official travel.

Civilian Attire - Shorts and t-shirts with sandals or sneakers are the most popular civilian attire on the island. Consider bringing dress clothes; shirts with collars and dress pants, or dresses for special events, church, or dining. The Diego Garcia Ship's Store has a limited selection of clothing, shoes, undergarments, and sportswear, but items may be ordered online.

Sports/Leisure Equipment - Bicycles are required to have a front white headlight, red rear taillight, reflectors, and a bell/horn. Wearing a helmet is required. Consider bringing softball equipment, snorkel gear, fishing equipment, bowling ball, roller skates/blades, golf clubs, personal weightlifting gear, tennis or racquetball rackets, athletic shoes, beach/lounge chairs, and beach blankets. Morale, Welfare and Recreation loans or rents a variety of athletic and outdoor recreation equipment. Ask a sponsor for a list of available items. It is preferable to bring personally owned equipment.

Personal Items - Computer, board games, reading material, magazines, digital music players, or stereo, CDs, DVDs, and preferred brands of hygiene products are encouraged. Bring a sturdy umbrella as well. It rains often and the rain is usually heavy. Sunscreen and sunglasses with good UV protection are necessary. Bedding is provided; however, personal specifications and requirements need to be taken into account since government provided pillows, sheets and blankets meet a minimum standard.



LIFE ON DIEGO GARCIA (Part 1 of 3)

Accommodations

No one will share a room. Each room is fully furnished and includes a refrigerator, microwave, telephone, television, DVD player, alarm clock, iron with board, and a private shower. Officers and Chiefs are provided rooms that include kitchenettes and basic cooking utensils. Bedding is included in all rooms however you may bring your own for personal comfort. Rooms vary somewhat in furnishings, but all will have a recliner or loveseat, dinette set, and moderate closet space and dresser drawers. Unaccompanied Housing (UH) has grills and picnic tables available to residents. Contact and ask a sponsor to determine from UH management the size of room and bed to be assigned. This will help determine an amount of personal items to include in UB allowance.

Communicating

Telephone: Commercial/private phone cell phone system is operated by a Sure with 4G capability. Phone cards must be purchased to call off the island. Phone cards purchased stateside will not work on Diego Garcia. Sure foneplus cards come with a \$10 or \$20 initial value, but you can top up with as much as you like. \$10 cards are available in the Sure office only. Sure does not use eSIMS. Phones that allow SIM cards can be used. Ask your sponsor for more information.

DSN: All UH rooms will have a DSN, you are authorized to use DSN and be allowed to connect and call home when connecting via Travis DSN Line. Simply dial "0" and request the operator to be transfer to Travis DSN Line, once connected to Travis DSN, asked to be connected to a USA or International Number. Do not abuse this authorization as it is meant to be used for short calls and emergencies.

Internet: Private, in-room Internet access is available. DSL service is relatively expensive with lower data transfer rates in comparison to similar service available elsewhere in the world; however, the operating company relies solely on satellite signals to provide a digital feed, which is expensive to maintain. Phone cards may also be purchased at the SURE office or the Air Terminal. Internet Café computers sponsored by Morale, Welfare and Recreation may be used for personal use, free of charge at several locations. Please be aware that you will need to pay in **cash** for your internet service. Once your internet is established you will have the capability to video and voice chat over many of the popular messaging apps with one of the upgraded packages.

Sure – Keeping You In Touch With Home

Sure is a full service telecoms operator and we provide residential services to based personnel as well as providing services to the Military and businesses operating on Diego Garcia. Sure is based in the British Channel Islands and is a specialist provider to small islands, especially those with military customers.

We Provide



Broadband Internet



Cell Phones



Public WiFi



International Telephones

Broadband
Six volume based packages
Packages range from 25 to 500 Gigabytes with speeds up to 20Mbps
Free overnight internet (00:00-05:00) for broadband customers
If you bring your own modem/router it will need to be a VDSL/ADSL modem and not a cable modem
For entitled personnel (check with MWR), your MWR subsidy is deducted from your monthly bills
You can pay your broadband bill online

Sure 4G Cell Phones
Covers operational areas of the island
4G service with data bundles up to 30 Gigabytes (Our 2G services have now been shut down)
Prepaid service, top-ups available from the Sure Shop, vending machines or online through self-care
Bring your own unlocked handset. Apple or Samsung required for VoLTE compatibility.
eSIMs are not supported – this affects compatibility of some handsets such as some newer iPhones
Sure stocks a small range of lower cost handsets

Public WiFi
Available in the Pax Terminal and the Sure Shop
A prepaid service. Cards available from the Sure Shop.
Time based charging with per second charging intervals

International Telephones
Use an access code from any DSN line
A prepaid service. Cards available from the Sure Shop.
It's cheaper to call the US from DG than calling DG from the US

Due to the remote location of Diego Garcia, submarine cable capacity is expensive for our small user base. This impacts the amount of internet capacity here on DG, services will therefore be slower than those you are used to in the United States. Broadband and mobile packages are volume based so you will need to manage your data usage, Sure provide web selfcare so you can track how much data you use. Have a think about how much data you use before you arrive in DG, it will help you select the best package for you here in DG. It will help if you update your devices before you arrive, especially devices which can download very large data volumes such as games consoles.

Shop Hours
Monday to Saturday 10:00 to 18:00
Sunday - Closed

Telephone Hours
Monday to Saturday 08:00 to 18:00
Sunday - Closed

Check our web site www.sure.io for full details of our services, product details, pricing and FAQs. Look out for the quarterly Sure Updates newsletters which contain our latest information. If you need further information you can send us an email to dg.info@sure.com . Follow us on Facebook at [sure.diego.garcia](https://www.facebook.com/sure.diego.garcia) for our latest updates.





Broadband Price Plans

Sure Broadband is available anywhere downtown. We have a number of broadband packages designed to suit all of our customers' internet needs.

Bronze

\$50/month
4Mbps speed
25GB of data usage each month
Deposit \$30

Silver

\$75/month
10Mbps speed
45GB of data usage each month
Deposit \$50

Gold

\$125/month
10Mbps speed
90GB of data usage each month
Deposit \$80

Platinum

\$175/month
10Mbps speed
150GB of data usage each month
Deposit \$120

Diamond

\$225/month
10Mbps speed
275GB of data usage each month
Deposit \$150

Max

\$275/month
20Mbps speed
500GB of data usage each month
Deposit \$180

Other Charges

Registration fee payable at sign-up: \$33
Re-connection and Suspension Fee: \$33
Room change transfer fee: FREE
Additional data \$3.80 per Gigabyte (\$0.038/10MB)
Top-up boosters available for \$12.50/3.5GB
WiFi Modem: \$75
Filter/splitters: \$8



<https://www.militaryonesource.mil/moving-pcs/moving-personal-property/>

Unaccompanied Baggage (UB) - FAQ

What is Unaccompanied Baggage (UB)?

UB is part of a Service Member's HHG weight allowance that can be shipped to a member's new PDS location. UB may be subject to weight allowance restrictions based on the PDS location.

Does Diego Garcia have a weight allowance restriction?

YES! Diego Garcia is limited to 600 pounds of unaccompanied baggage (*regardless of rank*):

BRITISH INDIAN OCEAN, DIEGO GARCIA	
Tour Type	Reduced Allowance
Unaccompanied.	600 lbs of unaccompanied baggage. Note: No other HHG shipments are authorized based on the limited size of the quarters, and lack of storage.

Source: JTR Para. 051403

Do I get more weight if I am the CO, a Master Chief or nearing retirement?

NO! This restriction is based on location and not by individual. All service members regardless of rank, status, or years of service are affected by the same limit and must ensure their UB is below 600 pounds.

What should I do if my UB exceeds the 600 pound limit for Diego Garcia?

1. Reduce weight by putting items in NTS Storage (talk to your PPSO Counselor).
2. Reduce weight by sending items via post office to Diego Garcia.

Service members that fail to meet the weight restrictions may suffer from excessively long wait times for their pack-out and delivery, as well as be charged by the government for excess weight.

All military personnel are limited to 600 pounds of UB!!!

U.S. Naval Support Facility Diego Garcia



LIFE ON DIEGO GARCIA (Part 2 of 3)

U.S. Postal Service

Diego Garcia is home to the only U.S. Post Office in the Indian Ocean. The average time for mail to and from U.S. is about 2 weeks, but may be longer. Off-island postage rates are the same as stateside. Visit the U.S. Postal Service website for a list of items restricted for shipping: <https://www.usps.com/ship/shipping-restrictions.htm>. There is a British Post Office on island as well that sells BIOT stamps. Regular letter postage to the United Kingdom is \$.97. Delivery time is similar to that of U.S. Postal Service.

Leave

Unfunded Environmental Morale Leave (UEML) is authorized while on Diego Garcia via Space A through Singapore and Bahrain, but NOT at government expense. UEML is counted as regular leave and places service members in a higher priority (CAT 2) when utilizing AMC Space Available flights. Review [USPACOMINST 0201.2](#) and [MILPERSMAN 1050-210](#) and for an explanation of EML and how it benefits active duty service members. Member are also authorized Regular Leave via Space A through Singapore and Bahrain (CAT 3). Click here for more info: [Space-A Travel Basics](#)

Finances

Community Bank that will cash checks up to \$500 per day for a fee of \$1. The Turner Club cash cage will cash personal checks up to \$100 per day. The Diego Garcia Ship's Store will accept checks for \$40 in cash with purchase. Many of Diego Garcia's facilities now accept credit and debit cards however, some facilities still only accept cash. Diego Garcia Ship's Store accepts cash, checks, Visa, Mastercard, Discover and American Express. All transactions on-island are in U.S. dollars.

ATM

There are three automatic tellers on the island. One is located on the backside of the Community Bank and Post office, inside the Ship's Store, and in the AMC Passenger Terminal.

Dining

1. **The Officer's Club** is open to all hands. It sits at the tip of the island on Eclipse Point and has a beautiful view of both the Indian Ocean and lagoon and offers a full service menu. The Officer's Club features daily specials. The O'Club also offers an amazing Sunday brunch.
2. **Reindeer Station** offers room delivery that is available to any building from the downtown area to Air Operations Tower.
3. **Island Room** is the site for large all-island parties, and special events.
4. **The Food Court** offers sub sandwiches and wraps; Quarterdeck Pizza CO , Smokey's BBQ and C-Street Café that features freshly baked goods and Starbucks® Coffee.
5. **Peacekeeper Inn** carries a full menu of favorites including fried chicken, spaghetti, burgers, sandwiches, and features Filipino cuisine and daily lunch specials.
6. **AMC Passenger Terminal Snack Bar** accommodates those incoming and outgoing passengers with a variety of sandwiches and drinks.
7. **United Seamen's Service Center** offers a variety of menu items as well as daily specials. This Mariner facility can accommodate large groups for special functions and is open to All Hands.
8. The **Galley**, known as *Seven Degrees South Café*, is open to all hands, including civilians, and is recognized as one of the finest dining facilities in the Navy.



LIFE ON DIEGO GARCIA (Part 3 of 3)

Getting Around Diego Garcia

Personally owned vehicles are not allowed, which means the primary mode of transportation are buses, bicycles, scooters and walking. Buses travel at regular intervals throughout the inhabited areas of the island. Base taxis and government vehicles also travel Diego Garcia, but are for official use only. All buildings in downtown are within walking distance of Unaccompanied Housing. Bicycles are very popular and are monitored with strict safety rules. A bell or horn is required on bikes and a front white and rear red light are mandatory when riding after dark. Helmet with the chin strap fastened is required at all times. The Bicycle Repair Shop provides services at a nominal fee, including preparing a bike to ride after it arrives on island!

Recreation

Fitness Center: The Fitness Center is open 0500–2300 on most days and includes basketball courts; combination volleyball/basketball court; Nautilus fitness center; free-weight room; cardio room with treadmills, stationary bikes and cross trainers; locker rooms and an equipment issue center.

Outdoor activities: Located next to the Fitness Center are 2 lighted softball fields and 6 horseshoes pits. Outdoor volleyball courts are located at Jake's Place, the Short Pier, and UH areas. A lighted softball field, 2 lighted basketball courts and 2 lighted volleyball courts are located at the Fleet Recreation Center. There are several miles of off-road bike trails across the island.

Water Sports: The Marina rents powerboats, sailboats, canoes, windsurfers, paddle boards and kayaks. Free classes are offered on a regular basis and are required for powerboats and sailboats.

Note: Scuba diving and free diving are not authorized on the island. Swimming is only authorized on the lagoon side of the island in select locations. You must not go past knee deep into the water when entering the water on the oceanside.

Tennis/Racquetball/Badminton: Three indoor racquetball/wallyball courts and three lighted tennis courts are available next to the Fitness Center. Two lighted tennis courts are located at the Fleet Recreation Center.

Golf: Coral Sands Golf Course is an executive (Par 30), 9-hole golf course. Coral Sands rents full sets of clubs; however, golfers are encouraged to bring their own. There is also a driving range available for use for a nominal fee.

Bowling: Diego Garcia has its own modern, four-lane bowling alley fully equipped with lockers and a snack bar.

Fishing: Fishing is a popular activity in Diego Garcia. Whether trolling for yellowfin tuna and wahoo, bottom fishing for grouper and red snapper, or enjoying a relaxing day of casting from shore, there is no better place in the world to fish. Offshore fishing excursions and fishing pole rentals are available from MWR.

Swimming Pool: A heated 25-meter swimming pool is located near the Fitness Center and has marked swimming lanes for exercise and a free swim area with a diving board.

Parks: Diego Garcia has many parks to picnic with a small group or a whole command. All parks have covered dining tables/areas and BBQ pits.

Events: Regular sports tournaments, races, contests, fishing competitions, and other events for all island residents with T-shirts included for participants. Sports leagues form throughout the year.

Live Entertainment: Clubs provide live entertainment and off-island talent for special engagements.



PRE-ARRIVAL CHECKLIST

PCS/TDY Orders (3 copies)

Medical/Dental Records

- Tourist Passport*
- Power(s) of Attorney
- Security clearance verification***
- 3 Months of Prescriptions
- Valid/Current Will
- Eyewear (primary & spare)
- Full Sea Bag
- Current CAC or DoD ID*
- Cash
- Current Driver's License**

Dependency Application (Page 2)

- Update Postal Address

SGLI

- Temporary Guardianship
- Government Travel Card

PROPER CIVILIAN ATTIRE

- Shorts
- Conservative T-shirts
- Sandals
- Dress Slacks/Dress
- Collared Shirts
- Swimwear
- Beach Attire

PERSONAL/ LEISURE ITEMS

- Laptop/Tablet
- Reading Materials
- Stereo/Portable Music
- CD/DVD
- Black Umbrella
- Sunscreen
- Kitchen Items/Spices
- Coffee Maker
- Stationary/Cards
- Sunglasses
- Nutritional Supplements

SPORTS EQUIPMENT

- Softball Glove/Bat/Cleats
- Bicycle/Helmet/Gloves
- Bike Lights
- Rollerblades/Skates/Helmet
- Snorkel Gear (mask, fins, gloves)
- Water Shoes
- Soccer Gear
- Tennis Gear
- Racquetball gear
- Fishing Equipment

ROOM

- Comforter Set
- Room Décor
- Extra Pillows

Red Bold = Required to carry with you on travel to Diego Garcia

****Documents must have 6 months remaining from end of tour date to be considered valid.***

*****License must have 6 months to a 1 year remaining to be considered valid.***

******Enroll in the Security Clearance Continuous Evaluation program prior to checking out of your current command.***



FREQUENTLY ASKED QUESTIONS

Q. Is there anything that I cannot bring to Diego Garcia?

Yes. This is a brief list of what cannot be brought to BIOT:

1. Goods or material of any description containing or consisting of any species of living plant, animal or insect not indigenous to the territory.
2. Drugs and controlled substances, including equipment used for weighing, processing or administering of drugs.
3. Knives over 3" and weapons including catapults, spear guns or diving knives. Any knife with a fixed blade or a blade bigger than 3 inches will be confiscated. Merchant seamen shall declare work knives.
4. Firearms of any kind, including guns, air-guns, or other lethal barreled weapon of any description from which any shot, bullet or object can be discharged.
5. All types of explosives, including fireworks, empty shells and cartridge casings.
6. Pornographic magazines or videos are not allowed. Materials outside the standards set by British law will be destroyed.
7. No more than 200 cigarettes, 100 cigarillos, 50 cigars of 250g of tobacco for personal use and is contained in the baggage accompanying a person arriving in BIOT.
8. Unmanned aerial vehicles of any type.

Q. Can my family visit me in Diego Garcia?

No. Access to Diego Garcia is limited to official visitors and mission essential personnel only. Family members are not authorized to travel to Diego Garcia.

Q. Can I ship my Personally Owned Vehicle to Diego Garcia?

No. Personnel will have access to vehicles for official travel. Taxi and bus services are available free of charge, seven days a week for on-island travel requiring a vehicle.

Q. Will my Navy Marine Corps Internet (NMCI) Microsoft Outlook & Office files, applications, and external memory devices work in OCONUS Navy Enterprise Network (ONE-Net)? ONE-Net does utilize all standard Navy and DoD software applications, including Microsoft Outlook & Office; however, neither personal external memory devices nor those registered with NMCI are allowed to connect with ONE-Net workstations. Outlook.pst and all other files must be written to a disc in order to upload to any ONE-Net workstation.

Q. What would I do if I forgot to pack anything for this tour?

Diego Garcia Ship's Store sells common products; toiletries, snacks, laundry detergent, and even some cookware. Additionally, online shopping is commonly used to order anything not sold in Ship's Store.

Q. Where can I find out more information about Diego Garcia?

Visit the official website at: <http://www.cnic.navy.mil/DiegoGarcia/index.htm> or look for or look for U.S. Navy Support Facility Diego Garcia, MWR Diego Garcia, and AFN Diego Garcia on Facebook. Contact a sponsor and ask specific questions based on your professional and personal interests prior to departing



FAQ - CONT

Q. Is travel easy off of Diego Garcia?

Depending on the flight schedule, but YES you can use Space A flights that travel to and from Diego Garcia weekly. There are three routes open via Space A, Japan, Singapore and Bahrain. Once you arrive in the listed locations, you can buy your own ticket and depart from that location's International Airport.

Q. What should I bring for my room or to the Island?

Most Sailors recommend you ship a bike as a means to travel around the Island, in addition, most rooms do not have kitchen items. Recommend you bring kitchen items to assist you with cooking. Feel free to ask a question on our [NSF DG's Facebook](#), or get with your Sponsor.

Q. What uniforms should I bring?

Uniforms, NWU III, SDB and SDW. Depending on various events, Mess Dress may be required as well. All personnel are required to wear appropriate civilian attire while on liberty.

Q. What pay will I be entitled to while in Diego Garcia?

All Sailors: COLA, HDP

All Sailors w/ dependents: BAH, BAS, FSA.

w/ dependents overseas: OHA & Dual COLA

E6 and Above w/o dependents: BAS (Request Chit)

Overseas dependents must be authorized by N130.

Click here for more info on pay:

[Pay and Entitlements for NSF Diego Garcia](#)

Career Options

Q. Will I be able to extend?

Yes, per [MILPERSMAN 1306-300](#), if you find yourself wanting to extend, you can put in an option to "OTEIP" (Overseas Tour Extension Incentives Program) to extend another year.

The following options are available:

(1) Option A - \$80 per month special pay for each month during the period of the extension.

(2) Option B - 30 days rest and recuperation (R&R) absence during the period of extension.

(3) Option C - 15 days R&R absence, plus round trip transportation at Government expense from the location of the extended tour of duty to the port of debarkation in the continental United States (CONUS) and return during the period of extension. Members authorized OTEIP extensions longer than 12 months are entitled to receive 20 days R&R absence.

(4) Option D - \$2,000 lump sum payment on the first day of the 12-month extension.

Q. What are my other options if I serve on isolated duty?

Per [MILPERSMAN 1306-200](#), you can request to "Return to area of previous CONUS duty station," and "Choice of the top half of the current requisition."

Once you report, submit a request through your Chain of Command, via CCC to get your 1306 submitted.



CONNECT WITH US!

DVIDS:

- <https://www.dvidshub.net/unit/NSF-DG>

Facebook:

- <https://www.facebook.com/public/Diego-Garcia>

Installation Website:

- <https://cnrj.cnic.navy.mil/Installations/NSF-Diego-Garcia/>

Links of Interest

- <https://www.navymwrdiegogarcia.com/>

- <https://www.facebook.com/AFNDGar/>

- <https://www.amc.af.mil/AMC-Travel-Site/Terminals/Staging/Diego-Garcia-Passenger-Terminal/>

- <https://www.facebook.com/DGPaxTerminal/>

MAP OF DOWNTOWN



BRITISH INDIAN OCEAN TERRITORY

U. S. Naval Support Facility Diego Garcia



HISTORY OF DIEGO GARCIA

The Island of Diego Garcia is the largest of the Chagos Islands located on a large shoal area known as the Great Chagos Bank. The uninhabited islands were discovered by the Portuguese navigator, explorer and diplomat Pedro Mascarenhas in 1512. It is the largest of 58 islands which forms the Chagos Archipelago located in the heart of the Indian Ocean.

After the island was discovered, it was forgotten on maps until Diego Garcia was rediscovered and claimed by the French in the 1700s, which she remained under until after the Napoleonic Wars—when possession was ceded to the British at the 1814 Treaty of Paris.

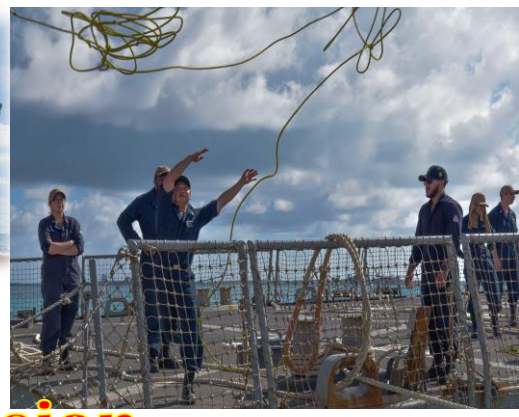
In 1965, with the formation of the British Indian Ocean Territory (BIOT), Diego Garcia was under administrative control of the British government. With the formation of BIOT, a formal agreement was signed between the governments of the United Kingdom and the United States in 1966 making the island available to satisfy defense needs of both governments. During the 19th Century, the islands were used as plantations, producing copra and coconut oils. Until 1971, Diego Garcia's main source of income was from the profitable copra oil plantation. Copra oil provided fine machine oil and fuel to light European lamps. Coconut harvests on the island remained constant, until just prior to the arrival of the U.S. Navy Seabees and the start-up of U.S. military construction.

Following a decision to establish the U.S. Navy Support Facility based on the 1966 Exchange of Notes between Great Britain and the United States plantations were closed. In January 1971, U.S. Navy Seabees were transported to the island by landing ship to begin building the U.S. military presence on Diego Garcia.

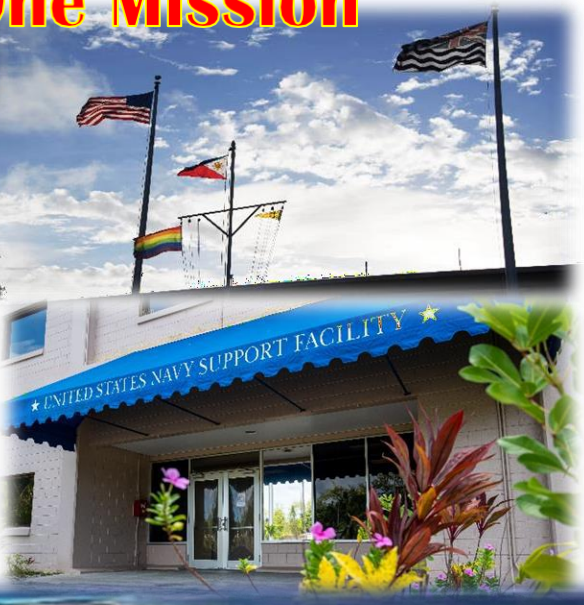
In 1986, Diego Garcia became fully operational with the completion of the construction program.

Diego Garcia's strategic location and full range of facilities make the island the last link in the long logistics chain; supporting vital U.S. and British Naval presence in the Indian Ocean and North Arabian Sea.

Today, under the command of a Royal Navy Commander, Great Britain maintains a presence on the Island, with the Headquarters, British Forces, BIOT, and the Royal Overseas Police. Diego Garcia is home to 16 separate commands, including the U.S. Navy Support Facility, which functions as the host command.



One Island...
One Team...
One Mission



Ready to Fight Tonight, while preparing for the Fight Tomorrow

