



PERSONNEL AND  
READINESS

OFFICE OF THE UNDER SECRETARY OF DEFENSE  
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MAY - 2 2025

MEMORANDUM FOR SENIOR PENTAGON LEADERSHIP  
COMMANDERS OF THE COMBATANT COMMANDS  
DEFENSE AGENCY AND DOD FIELD ACTIVITY DIRECTORS

SUBJECT: Updated Calling Information for the Veterans/Military Crisis Line

As the Department continues to encourage and promote help-seeking among our Service members and their families, we must ensure they have access to the most up to date information and resources. Toward this effort, updated calling information for outside the continental United States (OCONUS) access to the Veterans/Military Crisis Line (VCL/MCL) shall be widely disseminated from the Pentagon down to the individual unit level as outlined below. These OCONUS numbers have been expanded to service Command areas, which enables broader access to support services for Service members, their families, and the greater military community in our overseas locations.

To ensure broader access to supports, the VCL/MCL has created the following specific geographical region/command contact numbers that should be disseminated widely:

- Northern Command: Dial 988 then Press 1
- Indo-Pacific Command: Call +1 844-702-5493 (off base) or DSN 988 (on base)
- European Command: Call +1 844-702-5495 (off base) or DSN 988 (on base)
- Central Command: Call +1 855-422-7719 (off base) or DSN 988 (on base)
- Africa Command: Call +1 888-482-6054 (off base) or DSN 988 (on base)
- Southern Command: Call +1 866-989-9599 (off base) or DSN 988 (on base)

Additional information can be found at <https://www.veteranscrisisline.net/get-help-now/military-crisis-line/>.

All DoD Components shall:

- Within 30 days from the date of this memorandum, update all websites and associated social media accounts with the updated OCONUS calling information.
- Within 90 days from date of this memorandum, update all hardcopy materials with the updated OCONUS calling information.

Additionally, if you have not yet updated the continental United States (CONUS) process and procedures or have Service members and families returning OCONUS, please note that the following VCL/MCL CONUS access is available to Service members, veterans, and their families:

- Call: 988 and press 1
- Visit: <https://www.veteranscrisisline.net/>
- Chat: Text with a Crisis Line responder – Send a text message to 838255 or through [VeteransCrisisLine.net/Chat](https://VeteransCrisisLine.net/Chat)

Finally, the 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States, and can be contacted using the below:

- Call: 988 or 1-800-273-TALK (8255)
- Visit: <https://988lifeline.org/>
- Chat: Text with a Crisis Line responder – Send a text message to 838255

Ensuring access to these potentially life-saving resources around the globe is an essential part of our commitment to “Taking Care of Our People.” Our Service members, veterans, and their families are our greatest strength, and it is incumbent on us to provide them with access to the assistance they need to help them through their most difficult times.



Jules W. Hurst III  
Performing the Duties of the Under Secretary of  
Defense for Personnel and Readiness