



# RESIDENTIAL SERVICES



# WELCOME TO NAPLES, ITALY!



## HOURS OF OPERATION

- **Main Store Support Site: MON-SAT: 0900-1900, SUN: 1000-1800**
- **Mini Mart Support Site (at the Navy Lodge): MON-SUN: 0700-2100**
- **Capodichino NEXMART: MON-FRI 0630-2000, SAT-SUN: 0800-1530**



NEXt Level Rewards is a **FREE** rewards program designed to provide you with even more value and savings when you shop at your Navy Exchange.

**NEXt Level Rewards is a FREE rewards program offered exclusively at the NEX.**  
**Instant Savings: Receive a \$10 welcome award when you join in store or online.**  
**Monthly Rewards: Earn 1 point for every dollar spent on qualifying purchases; reach 250 points and earn a \$5 reward!**  
**Annual birthday Coupon: \$10 to spend each year during your birthday month!**

### HOW IT WORKS



#### Shop

At store checkout, provide your loyalty number or phone number. Online, you'll earn points automatically.



#### Earn

After every 250 points earned you will receive your \$5 reward.\*\*



#### Receive

Check your email or ask at store checkout if you have any available rewards. Rewards are automatically available for in-store use.



#### Redeem

Use your rewards at your Navy Exchange store.



# *NEX Exclusive Programs*

## *Ship to Store*

- *Ship to Store will have your order from [myNavyExchange.com](https://myNavyExchange.com) waiting for you in a secure, convenient location.*
- *Ship to Store orders typically arrive in 7-10 days in OCONUS.*





# *NEX Car Care Center*

## *Registering a vehicle?*

- *Car Care Center provides \$10 safety inspection required for registering vehicle.*
- *Provides wide array of vehicle services.*
- *Located on Support Site behind MWR Bowling Alley.*





# NEX Exclusive Programs

## ***Military Uniforms***

- ***There are three convenient ways to purchase a Navy or Marine Corps uniforms.***
  - ***NEX Uniform Shops***
  - ***Uniform Support Center's toll-free numbers.***
    - ***All NEX Uniform Shops have a "red phone" with an automatic direct dial connection to a Uniform Support Center customer service agent.***
  - ***myNavyExchange.com***

**NEX** **LOOKING FOR A DIFFERENT SIZE OR ITEM?**

**THERE ARE EVEN MORE UNIFORMS**

**JUST A PHONE CALL (OR MOUSE CLICK) AWAY.**

Use the Red Phone here, or order from the comfort of your home using the toll free number or the myNavyExchange web site.  
1-800-368-4088 or myNavyExchange.com

SCAN HERE TO LEARN MORE



# *NEX Exclusive Programs*

## Customer Feedback Survey

- We value your feedback and we are here to ensure you have an enjoyable shopping experience.
- With a few minutes, utilizing your receipt and your smart phone/computer, fill out the survey for a chance to win 1 of 4 monthly \$250 gift cards!
- You can fill out the customer feedback survey every time you shop the NEX, Food court, and various services on Support site and Capodichino.

**TELL US HOW WE ARE DOING**

VISIT [mynavyexchange.com](http://mynavyexchange.com) or SCAN the QR Code below

Fill out our survey and enter to win

1 of \$250 NEX Gift Cards



**DIDN'T FIND WHAT YOU WERE LOOKING FOR TODAY?**

Visit [myNavyExchange.com](http://myNavyExchange.com)

FOR THE LARGEST SELECTION OF MERCHANDISE AT THE BEST POSSIBLE PRICES



# ***NEX Residential Services Office***

**Hours of Operation**  
**MON-FRI: 0830-1800**  
**SAT: 930-1800**  
**SUN: CLOSED**

**Phone Numbers**  
**081.813-5341**  
**081.813-5319**  
**081.813-5357**





# ***NEX Residential Services: TIM Internet***

## ***On Base Service***

- ***On Support Site, TIM offers a fiber optic technology service (fiber to the building) at speeds of up to 20Mbps, up to 80Mbps and up to 300Mbps with Wi-Fi and wired connection in family housing.***
- ***For unaccompanied service members, TIM offers internet at speeds of up to 20Mbps and up to 40Mbps.***
- ***Bundles can include TV (SKY/AFN), fiber internet, and home phone.***

## ***Off Base Service***

- ***Internet bandwidth service offered depends on the location of the residence from the main server. Ask about unlimited call plans for the United States and Western Europe.***





# ***NEX Residential Services: Fuel Card & Home Gas Delivery***



## ***Fuel Card***

- ***Up to 400 Liters a month based on primary vehicle engine size and type. Exempt from VAT, local and regional taxes.***
- ***Gas Cards are accepted at all authorized ENI & AGIP stations across Italy.***



## ***Home Gas Delivery***

- ***Customers can purchase 400 liters per month (April – September) and 800 liters per month (October – March).***
- ***Schedule your delivery through Residential Services. Deliveries can be made Monday – Saturday from 08:00 – 17:00 and someone must be at home.***



# *NEX Residential Services: Electric*

## *Home Electric*

- *Enel is an Italian national power company for off-base residence.*
- *Electricity costs will vary depending on the time of use.*





## NEX Residential Services: Other Services Offered





*Thank you!*



**Scan the QR Code  
to follow along  
with our NEX  
Naples Facebook  
Page.**



**We look forward to  
serving you!**

**Any questions?**



97.3  FM

The text "97.3" is in a large, bold, grey font with a slight 3D effect. To its right is the "WIN" logo, which features a yellow star above the letters "WIN" in a stylized, outlined font. Below "WIN" is a red horizontal bar with the word "Naples" in white. Below the "97.3" and the "WIN" logo is the text "FM" in a bold, grey font.

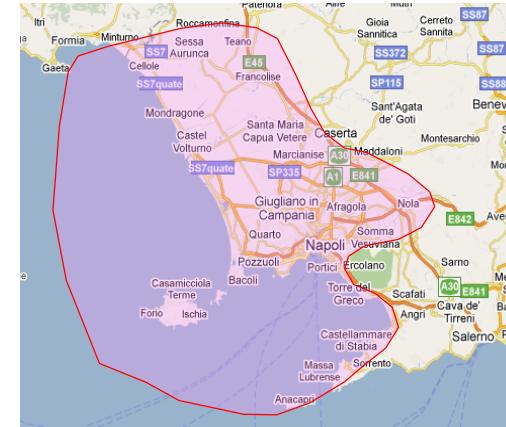


# AFN NAPLES

## What does AFN do?

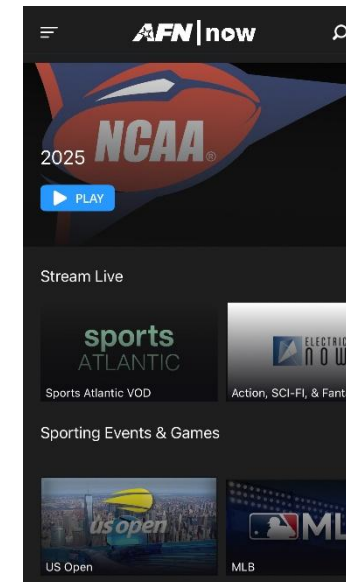
- **Live radio shows Mon-Fri (0600-1000 & 1400-1800)**
  - Interviews can be done live or pre-recorded
  - Deliver command information
- **Video production**
  - News stories, TV spots, social media
- **AFN TV**
  - **LIVE SPORTS!**
  - News
  - Stateside TV channels

## AFN Naples Radio Coverage – 97.3 FM



## AFN GO & AFN Now

- **AFN GO**
  - Mobile app for our radio station, news, sports & specific music (country, rock, etc.)
  - Also available on your computer
- **AFN Now**
  - Mobile app for AFN TV
  - Use throughout Europe
  - Full NFL package
  - On-demand TV





# AFN NAPLES

