



RAYNET VOICE PROCEDURE

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1. SUMMARY

This document specifies a Voice Procedure recommended for RAYNET use.

The Procedure has been designed to optimise the rapid and unambiguous transmission and receipt of voice messages, to be understood equally by RAYNET and the User Services. For this reason it includes appropriate extracts of well proven standard words, phrases and procedures currently used by several services including aviation, the police, the military and good Amateur practice.

2. INTRODUCTION

Most RAYNET Groups have existed for many years and have developed their own Group voice procedures, some formal, some fairly informal which nevertheless serve them well under routine circumstances.

However, there are times when it is important the User Services should be able to overhear and immediately understand RAYNET messages without interpretation, and times when several Groups might need to work together. Examples are:

Actual emergencies for which RAYNET has been called out;
Major events, such as wide area sports activities.

Under these circumstances **EVERYBODY NEEDS TO SPEAK THE SAME LANGUAGE.**

3. THE PROCEDURE

The recommended Procedure assumes as a starting point that each operator has acquired the Voice Procedure skills expected after a few weeks of Amateur radio experience.

3.1 PHONETIC ALPHABET AND NUMBERS

The standard NATO alphabet, in use throughout the world, should be used to the exclusion of any other. It is shown below, together with the pronunciation of numbers:

ALPHA	HOTEL	OSCAR	UNIFORM	<i>WUN</i>	<i>SIX</i>
BRAVO	INDIA	PAPA	VICTOR	<i>TOO</i>	<i>SEV-EN</i>
CHARLIE	JULIET	QUEBEC	WHISKY	<i>THUH-REE</i>	<i>EIGHT</i>
DELTA	KILO	ROMEO	XRAY	<i>FO-WER</i>	<i>NINER</i>
ECHO	LIMA	SIERRA	YANKEE	<i>FIFE</i>	<i>ZERO</i>
FOXTROT	MIKE	TANGO	ZULU		
GOLF	NOVEMBER				

3.2 PROCEDURAL WORDS (PROWORDS) AND PHRASES

The following Prowords and Phrases have been well established by other Services and should be adopted for RAYNET use.

PROWORD/PHRASE	MEANING	COMMENT
ACKNOWLEDGE	Let me know that you have received and understood this message	
AFFIRM	Yes (used in aviation).	Recommended for use by RAYNET. Do NOT use "ROGER".
ALL AFTER/BEFORE	Indicates part of a message	e.g. "Say again all after ..."
APROVED	Permission is granted for the proposed action.	Do NOT use "ROGER".
BREAK	Indicates the separation between messages.	Often used to interrupt a message to call another station.
CANCEL	Annul the previously transmitted instruction.	
CLOSE DOWN	Cease operation of the radio station.	
CONFIRM	Have I correctly received the following ...? Or; Did you correctly receive this message ?	Answer:- "CORRECT" or "AFFIRM"
CORRECT	That is correct	Do NOT use "ROGER"
CORRECTION	An error has been made in MY transmission. The correct version is...	Do NOT use for a mistake made by the station transmitting to you (See "MISTAKE").
DECIMAL	Decimal Point.	Pronounced DES-SEE-MAL
DIRECT CONTACT	Contact outstation to outstation.	Without a repeater.
DISREGARD	Consider that transmission as not sent.	
EMERGENCY	I have a message of life and death urgency.	Use ONLY for life and death urgency. Military may use "FLASH"
I SAY AGAIN	I repeat for clarity or emphasis	
IMMEDIATE	I have a message of life and death urgency.	Use ONLY for life and death urgency. Military may use "FLASH"
MESSAGE	I have a message for you.	
MESSAGE ENDS	The entire text of the formal message has now been sent.	It might be followed by a brief admin message.

PROWORD/PHRASE	MEANING	COMMENT
MISTAKE	There is an error in YOUR transmission.	e.g. "You have read back my transmission wrongly". Do NOT use "CORRECTION".
NEGATIVE	No; or incorrect; or Permission not granted.	
OVER	My transmission is ended and I expect a response from you.	
OUT	This exchange of transmissions is ended and no response expected.	To be used only by CONTROL to indicate the channel is clear for further traffic from outstations. "OVER and OUT" is meaningless !
PASS YOUR MESSAGE	Proceed with your message	Preferred to the ambiguous "GO AHEAD".
PRIORITY	I need to interrupt with a PRIORITY message.	Say immediately a station stops transmitting.
RADIO CHECK	Report the readability of my transmission.	Respond with "Good"; "Readable with difficulty"; "Unworkable" or "Nothing Heard".
READ BACK	Repeat all, or the specified part, of this message back exactly as received.	
RELEVANT	I have a message relevant to the current exchange of transmissions.	Used to interrupt to give assistance. Do NOT use "BREAK".
REPORT	Pass requested information.	e.g. "Report your location".
REQUEST	I should like to know... or, I wish to obtain... or, I wish to take certain action.	e.g. "request close down for 10 minutes".
ROGER	I have received and understand your message.	"ROGER" should not be used for any other meaning.
ROGER SO FAR	Confirm that you have received the message so far.	Reply :- "So far"
SAY AGAIN	Repeat all, or the following part, of your transmission.	
SEND	Proceed with your message.	Abbreviated form of "PASS YOUR MESSAGE".
SITREP	Situation report.	
STAND BY	Wait and I will call you.	
TALK-THROUGH	Direct contact outstation to outstation via a repeater.	

PROWORD/PHRASE	MEANING	COMMENT
WAIT	Do not transmit until I call you.	
WAIT ONE	Do not transmit; I will call you in about one minute.	
WILCO	I will comply with your request/instruction.	
YES-YES	Yes	Used by Police instead of the preferred "AFFIRM".

3.3 **CALLSIGNS/IDENTS**

The use of TACTICAL IDENTs for the duration of ALL exercises or actual emergencies is **STRONGLY RECOMMENDED**.

A tactical ident is a callsign, which identifies the User Service unit (or perhaps its location) for which a RAYNET station is providing communication at the time, rather than the identity of the RAYNET operator. A tactical ident will not change if there is a change of operator.

Some typical RAYNET tactical idents collocated with User Services in a major exercise might be, for example:

<u>USER SERVICE</u>	<u>RAYNET STATION WITH USER SERVICE: CONTROL POINT</u>	<u>RAYNET STATION WITH USER SERVICE: OUTSTATIONS</u>
Red Cross	Romeo Control	Romeo One; Romeo Two;
St John	Juliet Control	Juliet One; Juliet Two;...
Police	Papa Control	Papa One; Papa Two;...
Fire	Foxtrot Control	Foxtrot One; Foxtrot Two;..
County Ambulance	Charlie Alpha Control	Charlie Alpha One;....
Military Ambulance	Mike Alpha Control	Mike Alpha One;....

There are no firm rules about the selection of tactical idents but the Senior Controller of a major exercise or actual emergency should ensure they logically identify the User Service and its deployed units. Careful consideration should be given whether or not to duplicate a User Service's own callsign or ident, and the benefit or confusion that might result.

For a simple one-net exercise, for example a local cycle ride for which RAYNET might cover several checkpoints on behalf of a User Service, idents might be:

Control; Checkpoint One; Checkpoint Two;etc

Licence regulations stipulate that personal callsigns should be given at 15-minute intervals or less during an exchange of transmissions, including on a net. The net Controller could cover this in several ways, one being to request a Radio Check by all stations at appropriate intervals, replies to include both Tactical ident and Personal callsign; another method could be for each operator to include his personal callsign once at the beginning, or end, of an exchange of transmissions if he has not given it during the previous 15 minutes. Examples are given in paragraph 3.7.

Net Controllers must use their discretion to ensure that rigid adherence to this regulation is not allowed to jeopardise operations.

It is ESSENTIAL that net Controllers keep an accurate log of the personal callsign of each operator and his tactical ident, and that the times of operator change-over are logged.

At appropriate intervals net Controllers should broadcast their own (or RAYNET's) callsign, state their location, briefly explain the purpose of the RAYNET exercise, and politely ask for the frequency to be kept clear for the duration.

3.4 ESTABLISHING THE NET

The net Controller, or Senior Controller for a major event, will hold a briefing meeting during which RAYNET's objectives will be explained. Each RAYNET operator will be allocated a location and tactical ident. Net frequencies will be assigned.

After operators have been deployed to their locations, each will report his arrival and state of readiness to the net Controller using his personal callsign followed by his tactical ident. The net Controller will make the appropriate log entry. Radio Checks will be made and the net is ready for operation when all operators have established communication.

It might be important that outstations should be able to communicate directly with each other; if so, the net Controller will initiate the necessary Radio Checks at this stage.

It is essential for all stations to keep a listening watch so that they are aware of other activity on the net which may affect them as well as being able to provide a relay service if necessary.

3.5 MESSAGE PRECEDENCE

The great majority of messages will have ROUTINE precedence. ROUTINE messages do not need to have the precedence stated.

Definitions

ROUTINE	A message which has only the normal degree of urgency.
PRIORITY	A message which has more than the normal degree of urgency.
IMMEDIATE	A message which is extremely urgent – e.g. LIFE IS AT RISK.
EMERGENCY	A message which is extremely urgent – e.g. LIFE IS AT RISK. (Preferred International usage on HF).

Method of use

For PRIORITY and IMMEDIATE/EMERGENCY messages the precedence should be stated TWICE at the start of the transmission offering the message. See example in 3.6. If appropriate, Net Controllers should consider imposing a state or radio silence for all lower priority messages to avoid interruptions.

3.6 FORMAL MESSAGE PROCEDURES

RAYNET's aim is to pass messages with 100% accuracy and in a timely manner. For some scenarios User Services may require messages to be handled in a written format similar to a telegram. To ensure these messages are passed accurately and with sufficient information to allow them to be routed to their destination some discipline is required in formatting the message for transmission.

Communication is most efficient if a message reaches its destination written down exactly as it left the originator. So an originator should write down his message (telegram style) with an adequate address and normally an adequate signature. User Services and Local Authorities may have their own message forms for this purpose, but where such forms are not available the RAYNET standard form should be used and is reproduced at the end of this document.

Preamble

The station that originates the RAYNET message composes the preamble. The preamble contains the following information in the specified order.

NUMBER	The number is a serial number assigned to the message by the originating station. It may start at '1' for each event, month or year depending on the volume of messages generated.
PRECEDENCE	The precedence may be: IMMEDIATE OR EMERGENCY PRIORITY ROUTINE
STATION OF ORIGIN	This is the callsign or tactical ident of the station which first transmitted the radio message.
CHECK	The number of words in the <u>main text</u> i.e. Excluding the addressee and the signature. A word is simply a group of characters with a space either side as follows; Milton Keynes - Two Words 527B – One Word HQ – One Word J R Hartley – Three Words 0303 040 1080 – Three Words "X" or "X-ray" may be used internationally in place of a full stop and is counted in the check as is the word 'STOP' so that this piece of punctuation is not lost in transmission. If absolutely necessary other punctuation should be spoken in full (e.g. 'Comma') and included in the count.
PLACE OF ORIGIN	Place of origin is the place (city, town, village,) from where the originator sends his message.
FILING TIME	Time in UTC when the message was originated.
FILING DATE	Date when the message was originated in the format MMM-DD

Example of a formal message:

Papa Control from Alpha Control, Priority,
Priority, over.

*Alpha Control from Papa Control,
G3ABC, pass your message,
over."*

Papa Control from Alpha Control, MESSAGE
BEGINS

Number two six, Priority, G9AAA, 28,
Pooltown, 2215, Jan 14 *

To Casualty Bureau *

Please send us information about following
persons stop walter smith harbour street 4 stop*
adam brown and family water avenue 16 stop *
eva black rain way 37 stop *

From D Jones Red Cross

MESSAGE ENDS, from Alpha Control, over.

*Alpha Control from Papa Control
ROGER, out.*

* Consider checking that the receiving station has received all 'so far'. Not all operators can write quickly.

Pauses, or briefly stopping to listen, in order to allow the receiving operator time to write is a much better technique than sending words twice during long or complex messages. Very little is added to the message transmission time and it does permit obtaining corrections in mid-message rather than waiting until the end.

A log should be kept of all formal messages originated or relayed and should show the message number, Station of origin, the Station the message was sent from or to along with the date and time. This will allow tracing of messages later if required.

3.7 ABBREVIATED OPERATING PROCEDURES

The efficiency of a net can be measured by the accuracy and speed with which messages are passed and understood. As time progresses and the operators become more experienced it will be found that some procedural words and phrases can be omitted, thus increasing speed without losing accuracy or understanding. This ABBREVIATED PROCEDURE may involve the selective omission of CALLSIGNS/IDENTS, "OVER", "OUT", "ROGER", "WILCO". For example, in good conditions cessation of transmission can imply an intentional substitute for "OVER" or "OUT"; or the READ BACK of a received message can imply "ROGER" or "WILCO" and has the added advantage of confirming accuracy of receipt.

N.B. The ABBREVIATED PROCEDURE should be used ONLY by experienced operators under virtually perfect communication conditions. If conditions are difficult, either due to weak radio signals or acoustically noisy conditions locally, or some operators are not yet fully experienced, the Net Controller should adopt the FULL PROCEDURE.

A few examples of full and abbreviated procedures are given below:

FULL PROCEDURE

"Alpha 2 from Alpha Control, message, over."

"Alpha Control from Alpha 2, G3ABC, pass your message, over."*

"Alpha 2 from Alpha Control, request your ambulance moves now to First Aid Post 4, over."

"Alpha Control from Alpha 2, WILCO, out."

** (if not given within previous 15 mins)*

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"All stations from Alpha Control, Radio Check with Callsigns. To Alpha 1, over".

*"Alpha Control from Alpha 1. Good.** G3ABC out"*

"Control to Alpha 2, over".

*"Alpha Control from Alpha 2. Readable with difficulty.** G3DEF out"*

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"Alpha Control from Alpha 3, request DIRECT CONTACT with Alpha 4, over"

ABBREVIATED PROCEDURE

"Alpha 2 from Control."

"Alpha 2."

"Alpha 2, request your ambulance moves now to First Aid Post 4."

"First Aid Post 4. Alpha 2."

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"All stations from Control, Radio Check with Callsigns. To Alpha 1, over".

*"Alpha 1. Good.** G3ABC out"*

"To Alpha 2, over".

*"Alpha 2. Readable with difficulty.** G3DEF out"*

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"Control from Alpha 3, request DIRECT CONTACT with Alpha 4, over"

"Alpha 3, APPROVED."

"Alpha 3 from Alpha Control, DIRECT CONTACT with Alpha 4 is APPROVED, out".

"Alpha 4 from Alpha 3, message, over".

"Alpha 3 from Alpha 4, pass your message, over".

"Alpha 4 from Alpha 3, how many paramedics at your site? Over".

"Alpha 3 from Alpha 4, seven paramedics, I say again, seven, over".

"Alpha 4 from Alpha 3, ROGER, out".

"Alpha Control OUT".

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"Alpha 2 from Alpha Control, report your location, over".

"PRIORITY PRIORITY. Alpha Control from Alpha 5, over".

"Alpha 2 WAIT. BREAK. Alpha 5 from Alpha Control send your message, over".

"Alpha Control from Alpha 5, ambulance required at First Aid Post 3, over".

"Alpha 5, ROGER. WAIT..... Alpha 5, Ambulance on way, over".

"Alpha 5 to Alpha Control, ROGER, out"

(Control then starts again with Alpha 2).

(If Alpha 4 heard both transmissions):

"Alpha 3, SEND. Alpha 4.

"How many paramedics at your site? Alpha 3".

"Seven, I say again, seven. Alpha 4".

"ROGER. Alpha 3".

"Control OUT".

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"Alpha 2 from Control, report location."

"PRIORITY PRIORITY. Control from Alpha 5".

"Alpha 2 WAIT. BREAK. Alpha 5 send".

"Ambulance required at First Aid Post 3. Alpha 5.

"Alpha 5, ROGER. WAIT..... Alpha 5, Ambulance on way".

"ROGER. Alpha 5".

(Control then starts again with Alpha 2).

**** Readability Reports.**

Some Groups might like the shorter "R5"; "R3"; "R1" instead of the preferred "Good"; "Readable with difficulty"; "Unreadable"; "Nothing Heard". That is all right, but note that "R5" (etc) might not be understood by some User Services.

RAYNET MESSAGE FORM

NUMBE R	PRECEDENCE * ROUTINE PRIORITY IMMEDIATE EMERGENCY	STATION OF ORIGIN	CHECK	PLACE OF ORIGIN	FILING TIME	FILING DATE
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Originator's name in BLOCK letters :

FROM	DATE	TIME	TO	DATE	TIME
REC'D			SENT		

* delete where not applicable

Guidance notes for completing the RAYNET message form.

1. Use BLOCK CAPITALS for addresses. If your writing is anything less than good, it is best to use block capitals throughout.
2. Write full stops as STOP or X to avoid them getting lost in the text.
3. Figure 0, spoken zero is written as Ø. Write fractions, mathematical and other signs in words e.g. 2.5 as two point five, 7/8 as seven eights.
4. For time always use four figures on the 24 hours system e.g. 0830 hrs; 1530hrs.