CANADA'S LARGEST COLLECTION OF OPERATIONAL HISTORICAL TANKS AND ARMOURED VEHICLES

ONTARIO REGIMENT MUSEUM

AN ACCREDITED CANADIAN ARMED FORCES MUSEUM

THE ONTARIO REGIMENT (RCAC) REGIMENTAL MUSEUM

Voice Procedure Handbook	

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1 PURPOSE

The purpose of this document is to set the standard expected by members of the Ontario Regiment Museum when using radios.

This Voice Procedure standard is based on the International Telecommunication Union (ITU) standards. The ITU Standard is the basis of both Military and Civilian radio communication in Canada and NATO.

The standard used at the Museum is a highly distilled version of the ITU or Military Voice Procedures. This is because radios are used for limited purposes within the Museum. Many elements of Military Voice Procedures such as entering/leaving the net and retransmitting, are not used at the Museum.

This document deals only with Voice Procedures using radios. The actual use of the radios is outside of the scope of this document.

2 BACKGROUND

Voice Procedure is used to clarify, simplify and standardize the communications on radio nets. Correct Voice Procedure will ensure clarity of spoken communication and reduce misunderstanding.

Proper Voice procedure is an element of professionalism.

The Museum uses radios in three specific situations:

1. Use during museum days,
2. Use during events such as Tank Saturdays, and
3. Convoys and Road Movements.

The Museum usually operates an informal net (No Control Callsign (ZERO) and informal callsigns). On occasions, the Museum may operate a Formal net for better command and control (Control Call sign (ZERO) and formal call signs).

3 GENERAL INFORMATION

3.1 DEFINITIONS

Call Sign – The name or identifier of a radio user, unit, or vehicle.

Net – A formal set of radio users using the same frequency at the same time.

Proword – A word that has specific meaning. Approved radio short form.

PTT – "Press to Talk" button. This is the button (or switch) that enables the radio to send traffic.

Stepped On – When one radio user attempts to transmit while another radio user is still transmitting, sending, or receiving messages. This is not a good thing.

Traffic – Radio messages on the net.

VOX – Voice Operation Exchange. This is a radio setting where the radio transmits when the user speaks. This setting is not used at the Museum.

Zero – The call sign of the user in control of the net.

3.2 PRIORITY OF COMMUNICATIONS

The order of priority for the transmission of messages is:

1. Emergency communications (MAYDAY)
2. Safety communications (SECURITE)
3. All other communications (MESSAGE, RADIO CHECK, SITREP)

This means that messages regarding an emergency or safety issues always go first.

Normal procedure requires that a "conversation" between two radio users must finish before other users can send messages. However, a user declaring an emergency immediately gets control over the net.

3.3 CONTROL OF COMMUNICATIONS

Each formal net will have a user in charge/control of it. This user will have the call sign "Zero" or "Control".

All other users are required to follow any and all instructions from "Zero".

NOTE: VOX is not used at the Museum. Only PPT is authorized.

4   VOICE PROCEDURE BASICS

4.1   DISCIPLINE AND VOICE CONTROL

Radio discipline is the responsibility of every museum member.

There are times when the Museum uses Military Frequencies lent by the Ontario Regiment/CAF. When this happens, the CAF may listen in to how the unit is using the frequency/ies. Failure to follow proper procedure could result in penalties to the Ontario Regiment.

Museum user will adhere to the following:

- Listen before speaking so there is no interruption of an ongoing conversation.
- Ensure that Emergency or Security calls take precedence.
- Use correct voice procedure.
- Maintain constant radio watch.
- Answer all calls promptly.
- Be brief and to the point, and
- Keep the airways free of unnecessary talk.

There is a strong emphasis on speaking correctly when using a radio in order to ensure good communications:

R	Rhythm	Speak in a constant steady pace.
S	Speed	Speak slower than normal
V	Volume	Speak directly into the microphone
P	Pitch	Speak in a constant monotone.

4.2   TIME

Times are always spoken in terms of military time (24 hour clock). Each number is spoken independently.

Example: 12:45 AM would be spoken as Zero Zero Four Five. Noon would be spoken as One Two Zero Zero.

It is good practice but not essential to add the word "HOURS" after the four numbers to further declare it a time.

Since all users in the museum net are in the same time zone, the time zone description can be ignored.

4.3   PHONETIC ALPHABET
When using letters, there is a standard alphabet that is used. This is an international standard and museum users must follow the standard.

Phonetic alphabet		
Letter	Word	Pronounced as
A	Alfa	AL FAH
B	Bravo	BRAH VOH
C	Charlie	CHAR LEE or SHAR LEE
D	Delta	DELL TAH
E	Echo	ECK OH
F	Foxtrot	FOKS TROT
G	Golf	GOLF
H	Hotel	HOH TELL
I	India	IN DEE AH
J	Juliette	JEW LEE ETT
K	Kilo	KEY LOH
L	Lima	LEE MAH
M	Mike	MIKE
N	November	NO VEM BER
O	Oscar	OSS CAH
P	Papa	PAH PAH
Q	Quebec	KEH BECK
R	Romeo	ROW ME OH
S	Sierra	SEE AIR RAH

T	Tango	TANG GO
U	Uniform	YOU NEE FORM or OO NEE FORM
V	Victor	VIK TAH
W	Whiskey	WISS KEY
X	X-ray	ECKS RAY
Y	Yankee	YANG KEY
Z	Zulu	ZOO LOO

Note:
The syllables to be emphasized are in bold.
Numbers are pronounced as follows:
0 – ZE-RO
1 – WUN
2 – TOO
3 – TREE
4 – FOW-er
5 – FIFE
6 – SIX
7 – SEV-en
8 – AIT
9 – NIN-er
Decimal – DAY-**SEE-MAL**
Hundred – HUN-**dred**
Thousand – TOU-**SAND**

4.4 TRANSMISSION OF NUMBERS

All numbers except whole thousands or hundreds are spoken independently.

For example: 543 is spoken FIVE FOUR THREE.

If the number is a round number such as 400 or 6,000; the words "HUNDRED" or "THOUSAND" can be used.

For example: 400 is spoken FOUR HUNDRED and 6,000 is SIX THOUSAND

4.5 PROCEDURAL WORDS AND PHRASES

The Museum members will use proper voice procedures. This specifically excludes using non-authorized words and phrases such as 10-4 or breaker-breaker.

Users must be aware of the following Prowords:

PROWORD	MEANING/USE	EXAMPLE
ACKNOWLEDGE	Let me know that you have received and understood this message.	"GO TO MARSHALLING AREA. ACKNOWLEDGE."
	I have heard and understood your message	"ACKNOWLEDGE YOUR LAST"
AFFIRMATIVE	Yes, or permission granted.	
BREAK	Used to break a long message into smaller more manageable parts.	"NOW IS THE WINTER OF OUR DISCONTENT. BREAK" "MADE GLORIOUS SUMMER BY THIS SON OF YORK. OUT"
CLEARED	Authorized to proceed under the conditions specified.	"YOU ARE CLEARED TO PROCEED"
CONFIRM	Have I received the following ... or Did you receive the message?	"CONFIRM ROLL OUT AT ONE TWO ZERO ZERO HOURS. OVER." "I CONFIRM. OUT."
CORRECTION	An error has been made in this message. The correct version is....	"MY DRIVER IS BLOGGINS CORRECTION SMITH"
DISREGARD	Consider this transmission as not sent.	"DISREGARD MY LAST"
GO AHEAD	Proceed with your message.	"CHARLIE 1. GO AHEAD"
I SAY AGAIN	Self-explanatory (use instead of "I REPEAT").	
LAST	Previous transmission	"DISREGARD MY LAST"
MAYDAY	The spoken word for emergency or distress	

	communications. When heard, stay off the air unless specifically directed. MAYDAY enforces SILENCE.	
NEGATIVE	No, or that is not correct, or I do not agree.	
NO DUFF	This is real and not an exercise.	
OUT	Conversation is ended and no response is expected.	
OVER	My transmission is ended and I expect a response from you.	
RADIO CHECK	How is my transmission.	"ZERO. THIS IS CHARLIE 1. RADIO CHECK. OVER"
ROGER	I have received your last transmission.	
SAY AGAIN	Self-explanatory. (Do not use the word "REPEAT".)	
SEND	Proceed with your message	"CHARLIE 1. SEND. OVER"
STAND BY	Wait for further	"STAND BY FOR MOVEMENT"
SEELONCE	Silence. An international expression to indicate that silence has been imposed on the frequency due to a distress situation.	
SEELONCE FEENEE	Silence Fini (French for End) An international expression to indicate that the distress situation has ended.	

SITREP	Situation Report. This is used to ask what is happening.	"SEND SITREP OVER"
THAT IS CORRECT	Self-explanatory.	
WAIT OVER	I am not done with the NET but need a few seconds	
WAIT OUT	I am not done with the NET but need more than a few seconds	
WILCO	Will Comply. Your instructions received, understood and will be complied with.	

4.6 CALL SIGNS

A Call Sign is a name of a specific role, radio user, unit, or vehicle.

Call Signs are normally assigned prior to large movements as part of the orders group for convoys, road moves, or events. In informal situations, the museum will use the name of the member or the name of the vehicle.

Call signs are formal and are assigned. They are not nicknames and cannot be made up.

4.6.1 Role-based Call Signs.

There are four role-based call signs that the Museum uses:

SUNRAY	Commander
SUNRAY MINOR	Second in Command
ZERO	Net Controller.
RECOVERY	Wrecker or other vehicle recovery asset

4.6.2 Informal Call Signs.

During most days and events, the museum uses member's names or specific vehicles as call signs.

For example; "Bob Smith. This is Karen Black. Message. Over." or "Green M60. This is Frank Lee. Radio Check. Over."

4.6.3 Formal Call Signs

On specific occasions (usually when there is a lot of movement); the Museum may choose to create a Formal Net. In this case, the Museum will formally assign Call signs and frequencies/channels.

On large convoys, vehicles are grouped together in packets or sections. Each packet/section will be assigned a unit designation (i.e. Alpha, Bravo, Charlie, etc.). This designator can be used to send messages to all of the vehicles in the units. The format is "ALL CALL SIGNS BRAVO. THIS IS BRAVO NINER. MOVE NOW. OUT."

There are a few common unit call signs that are appended to the unit designation.

NINER (9)	Unit Commander
LEAD	First Vehicle in packet
TRAIL	Last Vehicle in packet

Other call signs will normally just be the unit designation and a number.

4.7 THINGS THAT ARE NOT DONE

Radios and voice procedure are essential for safe and efficient Museum operations. As such a high level of professionalism is required.

Things that we do not do on the radios

- Chat – The radios are for exchanging quick messages that are applicable to the task at hand.
- Use slang – The radios are not CBs. We do not use Trucker slang or police 10 codes. "Breaker, Breaker" is right out.

- Be long winded – Radio messages must be short and to the point. If the message is longer than 30 seconds, it should be broken up (using the proword "Break").
- Say "Over and Out", "Roger Wilco", or the word "Repeat".
- Use profanity. – No F*(*^%)& swearing.

5   SPECIFIC SCENARIOS

5.1   GENERAL MESSAGE FORMAT

5.1.1   Initial Message Format
The initial message always has the same format:

1	To	The call sign or call signs that the message is being sent to.	BRAVO 1
2	From	"THIS IS" followed by the call sign of the sender	THIS IS BRAVO NINER
3	What	"MESSAGE", "RADIO CHECK", or short message.	RADIO CHECK
4	Close	OVER	OVER

* Since this is the initial message, "OUT" is rarely use as an acknowledgement is required. Sending an initial message with "OUT" is usually a sign of displeasure.

To send a message to everyone on the net, use the phrase "ALL CALL SIGNS".

To send a message to everyone in a unit use the unit designation "ALL CALL SIGNS BRAVO"

5.1.2   Follow on Messages Format
All following messages always has the same format:

1	From	Sending Call sign	BRAVO NINER
3	What	Short message.	LOUD AND CLEAR
4	Close	"BREAK" – if the message continues "WAIT OVER" – if the sender needs a few seconds	OVER

		"WAIT OUT" if the sender needs more that a few seconds "OVER" if the sender expects a response "OUT" if the sender does not expect a response and clears the net for other traffic.	

Example:

CHARLIE NINER. THIS IS CHARLIE 1. MESSAGE OVER.	
	CHARLIE NINER. SEND. OVER.
CHARLIE 1. CONFIRM ROAD MOVE TIME. OVER.	
	CHALIE NINER. ZERO NINER ZERO ZERO HOURS. OVER.
CHARLIE 1. ROGER. OUT.	

5.2 RADIO CHECKS

Radio Checks are used to ensure the operation of the radio. There are three occasions when a radio check is warranted:

1. When a radio is first turned on,
2. At the beginning of a road move, and
3. When the transmission strength is suspect.

 The response to a radio check is a confirmation of the message's strength and clarity i.e. "LOUD AND CLEAR".

Strength Prowords:

Proword	Meaning
LOUD	Your signal is very strong.
GOOD	Your signal strength is good.

WEAK	Your signal strength is weak.

Readability Prowords:

Proword	Meaning
CLEAR	The quality of your transmission is excellent.
READABLE	The quality of your transmission is satisfactory.
UNREADABLE	The quality of your transmission is so bad that I cannot read you.

Often, "ROGER" is synonymous with "LOUD AND CLEAR".

If a Formal net is in place for a large road move or similar event; the control callsign (or designate) will initiate the radio checks with all the call signs.   This will be done at a specific time announced in the Orders Group.

Example:

CHARLIE NINER. THIS IS CHARLIE 1. RADIO CHECK. OVER.	
	CHARLIE NINER. LOUD AND CLEAR. OUT.

It is essential to respond to a Radio Check message within 5-10 seconds. If the Sending Station does not hear a response, they will send "Nothing Heard. Out."

5.3   EMERGENCY RADIO PROTOCOL

5.3.1   MAYDAY

Any call sign can initiate a MAYDAY. The proword MAYDAY is repeated three times to initiate the message.

Upon hearing MAYDAY, all radio users stay off the net unless specifically called. The only exception is if the control or sunray call sign wishes to take over the situation. In that case, they will repeat the MAYDAY call and assume control.

When the urgency is over, the proword MAYDAY FINI is used to reopen the net for routine traffic. It is used three times.

Example:

MAYDAY MAYDAY MAYDAY THIS IS CHARLIE 1. THERE IS A FIRE IN THE PARKING LOT. OUT	
All network traffic stops.	
CHARLIE 2. THIS IS CHARLIE 1. CALL EMERGENCY SERVICES. OVER	
	CHARLIE 2. WILCO. OUT.
Fire department arrives and puts out fire.	
ALL CALL SIGNS. THIS IS CHARLIE 1. MAYDAY FINI. MAYDAY FINI. MAYDAY FINI. OUT.	
Normal network traffic resumes	

5.3.2   SECURITY

Any call sign can issue a SECURITY message.

Normally, Security messages are broad announcements and as such do not require acknowledgements. Routine messages can be sent after a security broadcast.

Example:

SECURITEE SECURITEE SECURITEE THIS IS CHARLIE 2 BE ADVISED THAT THERE IS A GAS SPILL NEAR THE POL SHED. THERE IS TO BE NO SMOKING. OUT.

5.3.3   Net Silence

Any call sign can initiate Net Silence. This is a non-emergency situation where the net needs to be cleared for some reason such as a weak signal from a radio or for some administrative reason.

Silence will be maintained until the call sign that imposed it, lifts it with SILENCE FINI.

ALL CALL SIGNS. THIS IS CHARLIE 1. SILENCE SILENCE SILENCE. OUT	
All network traffic stops.	

CHARLIE 2. THIS IS CHARLIE 1. CHECK YOUR VEHICLE RADIO. YOUR SIGNAL IS WEAK. OVER	
	CHARLIE 2. RADIO CHECK. OVER.
CHARLIE 1. ROGER. OUT	
ALL CALL SIGNS. THIS IS CHARLIE 1. SILENCE FINI. SILENCE FINI. SILENCE FINI. OUT.	
Normal network traffic resumes	