## Message Handling

### ARRL Radiogram Form

<table>
<thead>
<tr>
<th>TO</th>
<th>AMATEUR STATION</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>NAME</th>
<th>STREET ADDRESS</th>
<th>CITY AND STATE</th>
</tr>
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<td></td>
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</table>

### Telephone Number

<table>
<thead>
<tr>
<th>PHONE NUMBER</th>
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<tbody>
<tr>
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</tbody>
</table>

### Received Form

<table>
<thead>
<tr>
<th>RECEIVED</th>
<th>FROM</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>SENT</th>
<th>TO</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
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**Message Handling Note:**

This message was handled free of charge by a licensed amateur radio operator, whose address is shown in the box at right above. As such messages are handled solely for the pleasure of operating, no compensation can be accepted by a “ham” operator. A return message may be filed with the “ham” delivering this message to you. Further information on amateur radio may be obtained from ARRL Headquarters, 225 MAIN STREET, NEWINGTON, CONN. 06111. The American Radio Relay League, Inc., is the national membership society of licensed radio amateurs and the publisher of QST magazine. One of its functions is promotion of public service communications among amateur operators. To that end, the League has organized the National Traffic System for daily nation-wide message handling. Printed in U.S.A.
When Not to Operate

During emergency operations listening and common sense are key.

Steve Sant Andrea, AG1YK

As this is being written in January 2010, Haitian earthquake disaster operations are ongoing. Such a disaster is immediately accompanied by a loss of the communications links that are vital for obtaining aid. We all have a desire to help those in need, but hams can do something immediate and concrete — supply that needed communications.

The downside to this desire to help comes when we fail to realize that equipment and training are two different things.

Emergency Nets

The Salvation Army and the International Red Cross have nets that operate on a regular basis. In an emergency these nets automatically shift to disaster mode. Other nets are often established and a general notice goes out regarding these frequencies on the ARRL Web site, through ARRL news broadcasts and at other ham oriented Web sites. All hams are requested to keep those frequencies clear.

A request to keep a frequency clear signifies that a guard band is established around the frequency. All modulation forms have a typical bandwidth. For example, the SSB bandwidth is 3 kHz.

We all desire to help...we (often) fail to realize that equipment and training are two different things.

In one case it took almost 15 minutes to pass one 25 word message.

“...almost 15 minutes to pass one 25 word message.”

Traffic Technique

Emergency operations have evolved and the methods for passing traffic have expanded. Much bulk information such as lists of people at a particular shelter are best sent using a digital mode. Health and welfare messages are still frequently handled in standard ARRL message format. When was the last time you handled a radiogram?

A member of my ARES® group was deployed to Hurricane Katrina operations. One of the problems he found was that many of the operators who were deployed had excellent go-kits and technical ability but were seriously wanting in traffic handling skill. In one case it took almost 15 minutes to pass one 25 word message.
GENERAL

– What follows is a description of the different parts of the Amateur Radio Message format.

– Some sections are mandatory and must be used.

– The use of this pre-printed message form from ARRL is NOT necessary for handling traffic. You may use any paper or tablet.

– Write neatly because this may become a legal record

– Brief, clear messages are important. Have the sender approve the message before sending.
MESSAGE NUMBER (Mandatory)

- This can be any number the originating station chooses.
- Most start with 1 the first of each year.
- Once a message is numbered, that same number remains with the message until delivered.
PRECEDENCE (Mandatory)

– The Precedence of the Message determines what order the messages will be handled.

– Most of the time all messages are handled on every net session.

– The following four precedences are used in ascending order of priority:
  • Routine
  • Welfare
  • Priority
  • Emergency
PRECEDENCE (cont.)

– ROUTINE (R on CW)
  • This is for routine or general purpose messages. These messages will be handled last.

– WELFARE (W on CW)
  • This message is either an inquiry to the health and welfare of an individual in a disaster area or a report of the health and welfare of an individual. These messages will be handled before ROUTINE traffic.
PRECEDENCE (cont.)

- **PRIORITY** (P on CW)
  - These are messages have specific time limits. They are also for Official messages, not covered in the EMERGENCY category. This traffic will be handled before WELFARE or ROUTINE.

- **EMERGENCY** (E on CW)
  - Any message having life and death urgency to any person or group of persons, which is transmitted by Amateur Radio in the absence of regular communication facilities. When in doubt, do NOT use this precedence. This traffic will be handle first and immediately.
HANDLING INSTRUCTIONS (Optional)

- Handling Instructions are used to tell the stations, what the desires of the originating station are. Only use if needed. The sending station says, “HX _“. If you do not hear the words “HX…” leave this section blank.

- **HXA** (Followed by a number) - Collect landline delivery authorized by the addressee within ... miles. (If no number, authorization is unlimited).

- **HXB** (Followed by a number) - Cancel message if not delivered within ... hours of filing time; service originating station.

- **HXC** - Report the time and date of delivery to originating station.
HANDLING INSTRUCTIONS (cont.)

– **HXD** - Report to the originating station the identity of the station from which you received, plus time and date. Report the identity of the station to which it was relayed, plus time and date, or if delivered report time and date of delivery.

– **HXE** - Delivering station get a reply from the addressee, and originate a message back.

– **HXF** (Followed by number)
  - Hold delivery until ... (date).

– **HXG** - Delivery by mail or landline toll call not required. If toll or other expense involved, cancel message and service originating station.
STATION OF ORIGIN (Mandatory)

- This is the call sign (or tactical call sign) of the Amateur Radio Station generating (originating) this message.
- This call sign, along with the message number, serve as the "serial number" of this message.
- Any future reference to this message would be: "Number nn of CALL nn4nnn".
CHECK (Mandatory)

– This is a count of the number of words used in the TEXT (only) of the message.
– Words in the address or signature are NOT counted.
– Groups of figures, letters, combinations of figures and letters, and "X" or “stop” are counted as words.
– This is the method that Amateurs use to make sure that the TEXT was received without error.
– Both the sender and receiver should end up with the same word count (CHECK).
CHECK (cont.)

– The principle of counting words as sent can be illustrated by a few examples, as follows:

- New York City..... 3 words
- NYC................ 1 word
- 527B................ 1 word
- H O Townsend... 3 words
- Fifty six........... 2 words
- W1YL/4............ 1 word
- X or “Stop”....... 1 word (you would say “symbol for X-ray”)
CHECK (cont.)

- A few rules have to be observed in sending words so this principle of "counting as sent" will not be abused:
  - Make your spacing methodical and accurate on both phone and CW.
  - Follow the dictionary wherever possible.
  - Do not waste time in traffic nets arguing about "how to count."
  - If your count is different and your message reads correctly, put /”your count” in the box after the count as sent. Thus 12/13. (means sent was “12” / “I count 13”)

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>PRECEDENCE</th>
<th>HK</th>
<th>STATION OF ORIGIN</th>
<th>CHECK</th>
<th>PLACE OF ORIGIN</th>
<th>TIME FILED</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>R</td>
<td>G</td>
<td>K4IWW</td>
<td>12</td>
<td>Cary, NC</td>
<td></td>
<td>Dec 20</td>
</tr>
</tbody>
</table>
PLACE OF ORIGIN (Mandatory)

- This field is the City and State of either the Station of Origin or the person in the Signature.
- In most cases, this will be the same place.
TIME FILED (Optional)

- The time the message was originated.
- You may either use UTC or Local time.
- Examples: 1615Z or 1115 EST.
- We recommend military (24 hour) local time for most messages
- Many messages do NOT use this field.
  - However, it is useful if the message has a short time value, or
  - To determine the transmit order of waiting messages.
DATE (Mandatory)

- This is the date the message was originated.
- In Amateur Radio, we use month and day.
- The year is NOT used. If the message is over a year old, it should not be sent but may be archived if needed.
ADDRESSEE (Mandatory)

- The name(s) and address of the person or section (such as “Belmont EOC”) to which this message is going.
- It looks like the address on an envelope used in snail mail.
- Include a phone number, e-mail, … if you have it.
- The more information here, the easier the delivery will be.
DELIVERING STATION INFO (Optional)

– This section is rarely used.

– If the message is to be mailed or hand delivered, it is nice to put your (the delivering station) info here.

– Then the addressee can reach you if there is any question, or they want to send a return message.

– Most messages are delivered by phone or email.
TEXT (Mandatory)

- This is the message you are sending for the signature person to the addressee.
- It should be short (usually less than 25 words) and in telegram style. No punctuation is used.
TEXT (Cont.)

- The letter "X" is used to end one idea and start another. Many messages do not even have an "X"
- The above TEXT has a count of 12. So the CHECK is 12.
SIGNATURE (Mandatory) …get this initialed before sending
– This is the name if the person sending the message.
– It may be the name or call of the originating station. However, it is usually the name of a "third party", for whom the originating station is generating the message.
The American Radio Relay League

Radiogram

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>PRECEDENCE</th>
<th>HX</th>
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<td>K4IUW</td>
<td>12</td>
<td>CARY NC</td>
<td></td>
<td>DEC 20</td>
</tr>
</tbody>
</table>

TO

JOHN Q PUBLIC
1234 MAPLE AVE
ANYTOWN NC 27000

TELEPHONE NUMBER 919 555 1234

ARRIVE
7PM
LOOKING
X

DEC
24
TO
SEEING
YOU

LOVE

RECEIVED (Optional)

This is for the handling station to write down whom they received the message from. This field is only for the bookkeeping of the handling station.
**SENT (Optional)**

- This is for the handling station to write down whom they sent the message to. This field is only for the bookkeeping of the handling station.
Informal message

Could you tell my husband John that I am going to come home and will arrive home on December 24, I think about 7pm and please also tell him that I love him and miss him. He lives in my home town of Anytown, North Carolina at 1234 Maple Ave, but maybe you could just call him at 919-555-1234 and let him know this information. Thanks, Betty M. Public. I think today is December 20th.

See next slide for re-formatted message that was initialed by Betty before accepting and sending…
THE AMERICAN RADIO RELAY LEAGUE
RADIOGRAM
VIA AMATEUR RADIO

NUMBER 1
PRECEDENCE R
HX G
STATION OF ORIGIN K41WW
CHECK 12
PLACE OF ORIGIN CARY NC
TIME FILED
DATE DEC 20

TO
JOHN Q PUBLIC
1234 MAPLE AVE
ANYTOWN NC 27000

THIS RADIO MESSAGE WAS RECEIVED AT
AMATEUR STATION ________ PHONE ________
NAME ________
STREET ADDRESS ________
CITY AND STATE ________

TELEPHONE NUMBER 919 555 1234

ARRIVE 7PM DEC 24 X
LOOKING FORWARD TO SEEING YOU
LOVE

BETTY M PUBLIC BMP

REC'D FROM DATE TIME
SENT TO DATE TIME

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