

Spoken and written communication

Introduction

Effective written, radio and telephone communication is essential for safety in the MTS Network.

Spoken numbers

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1. Use the spoken numbers in the following table.
2. Stress the syllables in capital letters.
3. For a decimal point, say "point".

<i>For Digit</i>	<i>Say</i>	<i>For Digit</i>	<i>Say</i>
0	ZEE-roh	5	FI-yiv
1	WUN	6	SIX
2	TOO	7	SEV-en
3	thuh-REE	8	ATE
4	FO-wer	9	NINE-uh

Phonetic alphabet (spoken letter names)

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1. If it is necessary to spell words, use the spoken letter names in the following table.
2. Stress the syllables in capital letters.

Spoken and written communication

For	Letter Name	Say	For	Letter Name	Say
A	ALPHA	AL-fah	N	NOVEMBER	no-VEM-ber
B	BRAVO	BRAH-voh	O	OSCAR	OSS-cah
C	CHARLIE	CHAR-lee	P	PAPA	pah-PAH
D	DELTA	DELL-tah	Q	QUEBEC	keh-BECK
E	ECHO	ECK-oh	R	ROMEO	ROW-me-oh
F	FOXTROT	FOKS-trot	S	SIERRA	see-AIR-rah
G	GOLF	GOLF	T	TANGO	TANG-go
H	HOTEL	hoh-TEL	U	UNIFORM	YOU-nee-form
I	INDIA	IN-dee-ah	V	VICTOR	VIC-tah
J	JULIET	JEW-lee-ETT	W	WHISKEY	WISS-key
K	KILO	KEY-loh	X	X-RAY	ECKS-ray
L	LIMA	LEE-mah	Y	YANKEE	YANG-key
M	MIKE	MIKE	Z	ZULU	ZOO-loo

Standard terms

Use only these standard terms to convey these meanings:

Term	Meaning
Emergency, emergency, emergency	This is an <i>emergency</i>
Correct	Yes. You are right
I read back	I am going to repeat all, or part, of your statement exactly as I received it
I say again	I am going to repeat all, or part, of my last statement

Spoken and written communication

Term	Meaning
I spell	I am going to use the phonetic alphabet
Loud and clear	Your signal is strong, and every word is understood
Message received	I clearly received and understand your message
Negative	No. Not correct
Out	My transmission is complete
Over	I have finished speaking, and I am waiting for a reply
Read back	Repeat all, or a specified part, of my message back to me exactly as you received it
Receiving	I acknowledge your call. Proceed with the message
Roger	All your last statement is received and understood
Say again	Please repeat your last statement
Speak slower	Repeat what you said, speaking more slowly. It is hard to understand you
Stand by	Wait. I will be back soon

Open-channel communications

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1. Except in emergency, make sure that no one else is speaking before you begin to use an open-channel radio.

Sender

2. Start your message with the Safeworking designation, location, and/or train number or track vehicle number, as appropriate, of the person you are calling.

Say: "(Receiver) this is (Sender), over".

Identify yourself by Safeworking designation, location, and/or train or track vehicle number as appropriate.

Spoken and written communication

Receiver

3. Start your reply with the Safeworking designation, location and/or train or track vehicle number, as appropriate, of the person calling you.

Say: “(Sender) this is (Receiver), over”.

Identify yourself by Safeworking designation, location, and/or train or track vehicle number as appropriate.

Sender

4. Make your statement, ending with “Over”.

Receiver

5. Reply, ending with “Over”.

Sender and Receiver

6. Use standard terms as required in the communication.

Sender or Receiver

7. At the end of the communication, say “Out”.

Emergency radio communications

Use whatever communication method is available.

If an emergency button is fitted:

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1. Press the emergency button.
2. If there is no immediate answer, pause.
3. Repeat Step 1 until you are answered. If you are not answered, follow the steps for ‘If an emergency button is not fitted’.
4. When the Receiver answers, give your location and the emergency message.
5. Exchange necessary information and directions.

Spoken and written communication

If an emergency button is not fitted:

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1. Say: "Emergency, emergency, emergency, this is (your identification)".
2. If the radio is open-channel, give brief details about the emergency.
3. If the radio is open-channel, users other than the Sender and Receiver must immediately cease transmission.
4. If there is no immediate answer, pause.
5. Repeat Step 1, and Step 2 if necessary, until you are answered.
6. When a Receiver answers, give your location and the emergency message.
7. Exchange necessary information and directions.

Written communication abbreviations

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1. Use the standard abbreviations listed below in written Safeworking communications.

Abbreviation	Meaning
BF	blocking facility
CAN	Condition Affecting the Network
hr	hours (time of day by 24hr clock)
IBA	Infrastructure Booking Authority
Jct	Junction
km	Kilometre
km/h	kilometres per hour
kP	kilometre post
LPA	Local Possession Authority

Spoken and written communication

Abbreviation	Meaning
BEL	Battery Electric Locomotive
min	Minutes
NIN	Network Incident Notice
Nth	North
No.	Number
PPI	Point Position Indicator
pts	Points
Sig	Signal
Sth	South
TN	Traffic Notice
TOA	Track Occupancy Authority

Procedures

Nil

Effective date

28 April 2025