

CHANGE

**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

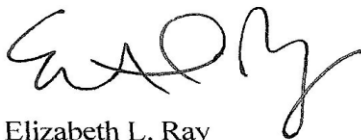
**JO 7110.10V
CHG 1**

Air Traffic Organization Policy

Effective Date:
July 26, 2012

SUBJ: Flight Services

- 1. Purpose of This Change.** This change transmits revised pages to Federal Aviation Administration Order JO 7110.10V, Flight Services, and the Briefing Guide.
- 2. Audience.** This change applies to select offices in Washington headquarters, service area offices, the William J. Hughes Technical Center, the Mike Monroney Aeronautical Center, and to all air traffic field facilities, international aviation field offices, and the interested aviation public.
- 3. Where Can I Find This Change?** This change is available on the FAA Web site at http://faa.gov/air_traffic/publications and http://employees.faa.gov/tools_resources/orders_notices/.
- 4. Explanation of Policy Change.** See the Explanation of Changes attachment which has editorial corrections and changes submitted through normal procedures. The Briefing Guide lists only new or modified material, along with background.
- 5. Distribution.** This change is distributed to select offices in Washington headquarters, service area offices, the William J. Hughes Technical Center, the Mike Monroney Aeronautical Center, and to all air traffic field facilities, international aviation field offices, and the interested aviation public.
- 6. Disposition of Transmittal.** Retain this transmittal until superseded by a new basic order.
- 7. Page Control Chart.** See the page control chart attachment.



Elizabeth L. Ray
Vice President, Mission Support Services
Air Traffic Organization

Date: June 1, 2012

Flight Services Explanation of Changes Change 1

**Direct questions through appropriate facility/service center office staff
to the Office of Primary Interest (OPI)**

**a. 6-3-3. IFR FLIGHT PLAN CONTROL
MESSAGES**

The requirements for including radiotelephony in the remarks field of the flight plan are expanded to be consistent with FAAO JO 7340.2, Contractions. Notes are added describing special radiotelephony designators and to acknowledge that the pilot is responsible for knowing when to include the radiotelephony in the remarks field, or may request to include the radiotelephony in the remarks field to meet special needs of the flight. This change cancels and incorporates N JO 7110.566, IFR Flight Plan Control Messages, effective October 13, 2011.

b. 13-1-14. FACILITY IDENTIFICATION

In 2007 flight services in the contiguous United States, Hawaii and Puerto Rico, transitioned to a new concept of operations. In this concept of operations services are not exclusive to a particular facility. A calling tree routes calls based on the Area of Responsibility a specialist is logged into.

c. Additional editorial/format changes were made where necessary. Revision bars were not used because of the insignificant nature of these changes.

PAGE CONTROL CHART

REMOVE PAGES	DATED	INSERT PAGES	DATED
6-3-5	2/9/12	6-3-5	2/9/12
6-3-6 through 6-3-8	2/9/12	6-3-6 through 6-3-8	7/26/12
13-1-13	2/9/12	13-1-13	2/9/12
13-1-14 and 13-1-15	2/9/12	13-1-14 and 13-1-15	7/26/12
13-1-16	2/9/12	13-1-16	2/9/12
PCG-1	2/9/12	PCG-1	7/26/12
PCG O-1	2/9/12	PCG O-1	2/9/12
PCG O-2 through O-4	2/9/12	PCG O-2 through O-4	7/26/12
PCG P-5	2/9/12	PCG P-5	7/26/12
Index I-1 and Index I-2	2/9/12	Index I-1 and Index I-2	7/26/12

may be suffixed to certain military coded routes as follows:

[1] The entry and exit fix must be associated with a fix on the route, and the entry fix must be prior to the exit fix on the route.

EXAMPLE-
TNP355025..IR252
PKE107012

[2] Routes having reentries for a single Strategic Training Range (STR) site must contain the entry of alternate entry fix in terms of FRD, the route designator followed immediately by a plus sign (+), either the letter "R" (1st STR site) or "S" (2nd STR site), and a digit indicating the number of reentries.

EXAMPLE-
(FRD) IR240+R2 (FRD)
(FRD) IR240+S3 (FRD)

[3] Routes having reentries for two STR sites must contain the entry/alternate fix in terms of FRD, the route designator followed immediately by a plus sign (+), the letter "R," and a digit indicating the number of reentries on the first STR site, immediately followed by second plus sign (+), the letter "S," and a digit indicating the number of reentries on the second STR site.

EXAMPLE-
(FRD) IR240+R2+S3 (FRD)

[4] STR routes must be entered and exited at the respective primary fix. Alternate STR routes must be entered/exited at the alternate entry/exit fix. The routes must be identified by an individual name.

EXAMPLE-
(FRD) IR240+R2 (FRD) (Primary)
(FRD) IR240A+R2 (FRD) (Alternate)

[e] North American Routes (NAR). NAR routes are numerically coded over existing airways and route systems from and to specific coastal fixes serving the North Atlantic.

EXAMPLE-
.NA9
.NA50

[f] Stereo Routes. A stereo route must specify a prestored stereo tag. An FP message may be entered with a stereo tag as the only Field 10 entry, which causes the Field 10 data stored for the stereo tag to be substituted for the stereo tag and processed as the filed Field 10. Additionally, the filed departure

point (Field 06) must agree with the stored departure point.

[g] Incomplete Route Indicator (XXX). When XXX, the incomplete route indicator, appears in Field 10, the element preceding the XXX element must be a fix.

[h] Visual Flight Rules (VFR) or Defense Visual Flight Rules (DVFR) element. When VFR or DVFR is the second element of Field 10, the filed fix following VFR or DVFR must be internal to the ARTCC's area to whom the flight plan was initially submitted. When VFR or DVFR is other than the second element in Field 10, the element preceding the VFR or DVFR must be a filed fix.

(h) Fix Suffix.

(1) En Route Delay Suffix consists of an element separator (/), followed by the letter D, followed by the hours and minutes separated by a plus sign (+). Must be appended to a fix.

EXAMPLE-
.STL/D1+30
.PKE107012/D2+05

Use of this suffix is limited to the following cases:

[a] Aerial Refueling Tracks and Anchors. The suffix is appended to the entry fix.

EXAMPLE-
.ICT248055/D0+30.AR330

[b] En route delays not involving a change of altitude stratum and not involving a stopover, terminal area delay, or special use airspace delay unless specifically covered by a letter of agreement with the receiving ARTCC.

(2) Estimated Time En Route (ETE) Suffix. Consists of an element separator (/) and four digits appended to the destination. Leading zeros are required, and the time en route is expressed in hours and minutes.

EXAMPLE-
.STL/0105

(i) A period is not required after the last element of Field 10. If remarks (Field 11) are present, a space is required after the last element of Field 10. If remarks are not present, no space is required and Field F (End of Message) should be the next entry.

15. Remarks (Field 11). Consists of the appropriate remarks code character and the remarks. Remarks are considered mandatory or optional and

should be limited to those pertinent to air traffic control. Spaces are permitted within the remarks field to separate words or contractions.

(a) Mandatory Remarks. These remarks must be transmitted in Field 11 whenever a pilot files the information on the flight plan. A mandatory remark is required whenever there is a modification to the flight plan by the specialist.

(1) If it is necessary to make modifications to the filed route of flight for the purpose of achieving computer acceptance of the input due, for example, to correct a fix or an airway identification, “FRC,” meaning “Full Route Clearance Necessary,” or “FRC/(fix),” will be added to the remarks. “FRC” or “FRC/(fix)” must always be the first item of intra-center remarks. When “FRC” or “FRC/(fix)” appears on a flight progress strip, the controller issuing the ATC clearance to the aircraft must issue a full route clearance to the specified fix, or if no fix is specified, for the entire route. “FRC” or “FRC/(fix)” must always be first in Remarks (Field 11).

NOTE-

INPUT OPERATORS ARE LIMITED TO MAKING ONLY THOSE CHANGES REQUIRED FOR COMPUTER ACCEPTANCE. Modifications, such as those to conform with traffic flows and preferred/recommended routings, must only be made by the pilot or his/her operations office or the controller responsible for initiating the clearance to the aircraft.

(2) When a pilot files an FAA-assigned three-letter company designator, if the designator and/or radiotelephony is new or changed, the authorized radiotelephony call sign must be included in the remarks field for at least 60 days following the effective date. In cases where there is no three-letter identifier assignment or a three-letter identifier is used in a medical emergency, the assigned radiotelephony must be included in the remarks field.

NOTE-

1. *A radiotelephony may be assigned by the FAA without assigning a three-letter identifier. Special radiotelephony assignments are usually temporary and for commemorative flights, large number of aircraft in an organized race, aircraft operating during an emergency or disaster condition, or aircraft requiring special handling for test purposes.*

2. *The pilot is responsible for knowing when it is appropriate to file the radiotelephony in remarks under the 60-day rule or for special radiotelephony*

assignments. The pilot may also request the radiotelephony be filed in remarks due to special needs of the flight.

(b) Optional Remarks. These remarks must be transmitted when pertinent to air traffic control and can revert to mandatory status for some military flight plans.

(1) In the case of applicable military flights, NOPAR must be the first item in Remarks (Field 11).

(2) Remarks for military flight plans filing an IR route must contain the IR route designator, entry time prefaced by the letter E, exit time prefaced by the letter X, and MARSAs when applicable. Remarks for flight plans filing a terminal area delay must contain the airport identifier at which the delay will occur, followed by the letter D, followed by the duration of the delay in hours plus minutes, followed by the destination airport. These should be the initial items in the remarks field, unless subpara 6-3-3c15(a)(1) or (2) applies, and should be in order of occurrence.

16. End of Message Function (Field F). Consists of enter function.

d. Additional Messages. The following messages are eligible for input to ARTCC computers via Service B, in addition to the Flight Plan (FP) message:

1. Remove Strip (RS). The purpose of the RS message input is to advise the computer that data on a particular flight is no longer valid and in effect cancels the flight plan and removes it from computer storage.

(a) Eligibility. RS messages may be entered only for flight plans which:

(1) Are proposed flights.

(2) Have been previously entered by the same source entering the RS message.

(3) The flight plan is inactive; e.g., a departure strip must not yet have been printed. Otherwise, the following rejection message is returned: “REJECT--NOT YOUR CONTROL.”

(b) Format. Fields 01 (Message type) and 02 (Aircraft Identification) are required.

EXAMPLE-
RS SWA138

2. Amendment Message (AM). The purpose of the AM message is to change data previously stored in the ARTCC computer.

(a) Eligibility. Same as for the Remove Strip (RS) message (above).

(b) Format. AM messages sent to the ARTCC computer must follow a specific format. First, the field to be amended must be identified, then the amended information given. The ARTCC computer recognizes the following fields by either number or name: (See TBL 6-3-2.)

TBL 6-3-2

Field Number and Name

<i>Field</i>	<i>Field Number</i>	<i>Field Name</i>
Aircraft Identification	02	AID
Aircraft Type	03	TYP
Speed	05	SPD
Departure/Coordination Pt.	06	FIX
Proposed Time	07	TIM
Altitude	09	RAL
Route of Flight	10	RTE
Remarks	11	RMK

(c) Restrictions.

(1) If Field 02 is to be amended, no other field may be amended in the same message. If Field 02 and other fields are to be amended, send an RS message and reenter the entire corrected flight plan. If an attempt is made to amend Field 02 within a multiple amendment message or to amend Field 02 to M, the following rejection message is returned: “REJECT—INVALID AMENDMENT.”

NOTE—

Alternate procedure is to send two amendments – the first amends field 2; the second amends the other field or fields.

(2) Field 07 Amendments. An attempt to amend Field 07 to anything other than a P-time is not allowed. If such an amendment is attempted, the following error message is returned: “COFIE INVALID TIME PREFIX.”

(3) Amendment to Fields 06, 07, and 10: Where Fields 06, 07, and 10 are amended with a single AM message, the following rules apply:

[a] The amended Field 06 replaces the previously stored coordination fix (Field 06).

[b] The amended Field 07, with appropriate letter prefix, replaces the previously stored coordination time (Field 07).

[c] The amended route data (Field 10) may completely replace the previously filed Field 10 or may be merged with the filed Field 10.

[d] If the last element of the amended route data is followed by a destination indicator, this last element becomes the new destination fix.

[e] When amended route data are merged with filed data, it replaces all data between the departure point and the first nonamended element remaining in the field. The last element of the amended data must match the first element of the remaining nonamended data, otherwise the following rejection message is returned: “REJECT—(last element) CANNOT MERGE.”

(4) Amendment to Field 10 Only. Except as permitted above, a Field 10 amendment must be the only field amended; no other field may be amended with the same message. Otherwise, the following is returned: “REJECT—INVALID AMENDMENT.”

EXAMPLE—

<i>Message Type</i>	<i>Aircraft Identification</i>	<i>Field to be Revised</i>	<i>New Field Data</i>	<i>Field to be Revised</i>	<i>New Field Data</i>
AM	TWA179	07	P0800	08	350
AM	UAL466	07	0300		
AM	AAL4355	10	ORD.J60 .DEN		

3. Correction Message (CM). When the ARTCC computer detects an error in a flight plan, an error message is generated to the sender when the sender is within the departure ARTCC’s adapted boundaries.

NOTE—

These procedures may not apply to all operational systems.

(a) Eligibility. CM messages may be entered only for the period for which the departure ARTCC’s program is adapted, normally 5 minutes. After that time, the flight plan in error drops out to the ARTCC Primary A position for reentry. The sender has primary responsibility for corrective action.

NOTE-

Error messages are generated only on messages from sending stations within the adaptation parameters of the departure ARTCC and for only that portion of the route within that ARTCC's adapted boundaries. Other flight plans in error are referred to a Primary A position.

(b) Format. Responses to error messages must be transmitted in the form of a CM message within the time parameters adapted for your ARTCC.

EXAMPLE-

ARTCC-Generated Error Message:

Sending Facility	MSG Type	MSG NR	Field in Error	Data in Error	Reason
DCA	Error	123	08	9A	FORMAT
<i>CM Format:</i>					
Field 00	MSG Type		Correct Data		
DCA 1820123	CM		090		

(c) When a CM message in response to an error message results in any change to a pilot-filed Field 06 (Departure Point) or Field 10 (Route of Flight) once the flight plan has been accepted, an AM message must be sent to add a field 11 intra-ARTCC remark. In remarks, insert "FRC PILOT FILED (original data)."

(d) Should a "NOT YOUR CONTROL" response be received, do not retransmit the flight plan or the AM. Confirm ARTCC receipt of the flight plan or AM (FRC/REMARKS) via interphone with the Primary A position. (See TBL 6-3-3.)

TBL 6-3-3

Computer Flight Data Input

COMPUTER FLIGHT DATA INPUT CHART			
Field	Element	Example	Requirements
A	Start of Message (SOM code)	New Line Key	Required for SOM recognition.
B	Preamble Line	FF KZFWZQZ X	Provides priority, and addressee.
C	Originator	DTG KMLCYFY X	Required for ending the message header.
D	End of Line	(New Line Key)	EOL.
E	End of Message	(Enter Function)	End of Message.

6-3-4. COORDINATE RNAV ROUTES

a. When accepting flight plans containing coordinate RNAV routes, ensure that the route of flight after the departure fix is defined by latitude/longitude coordinates and a fix identifier.

b. The arrival fix must be identified by both the latitude/longitude coordinates and the fix identifier.

EXAMPLE-

(1)	(2)	(3)	(4)	(4)	(5)
MIA	SRQ	3407/10615	3407/11546	TNP	LAX

1. Departure airport.
2. Departure fix.
3. Intermediate fixes defined by latitude/longitude coordinates.
4. Arrival fix for the destination airport in terms of both the latitude/longitude coordinates and the fix identifier.
5. Destination airport.

TBL 13-1-41
Time Check

<i>Time</i>	<i>Phraseology</i>
1415:06	“Time, one four one five.”
1415:10	“Time, one four one five and one-quarter.”

4. Abbreviated time. The separate digits of the minutes only. (See TBL 13-1-42.)

TBL 13-1-42
Abbreviated Time

<i>Time</i>	<i>Phraseology</i>
1415	“One five.”
1420	“Two zero.”

NOTE-

Change to the next minute is made at the minute plus 30 seconds.

d. Field elevation. The words field elevation followed by the separate digits of the elevation. (See TBL 13-1-43.)

TBL 13-1-43
Field Elevation

<i>Elevation</i>	<i>Phraseology</i>
17 feet	“Field elevation, one seven.”
187 feet	“Field elevation, one eight seven.”
2,817 feet	“Field elevation, two eight one seven.”

e. The number 0, is stated as zero except where it appears in group form.

EXAMPLE-

“Field elevation One Six Zero.”

“Cessna Two One Six Zero Seven.”

“Boeing Seven - Oh - Seven.”

f. Heading. The word heading followed by the three separate digits of the number of degrees, but omit the word degrees. Use heading 360 degrees to indicate a north heading. (See TBL 13-1-44.)

TBL 13-1-44
Heading/Degrees

<i>Heading</i>	<i>Phraseology</i>
5 degrees	“Heading, zero zero five.”
30 degrees	“Heading, zero three zero.”
360 degrees	“Heading, three six zero.”

g. Radar beacon codes. The word squawk followed by the separate digits of the four-digit code. (See TBL 13-1-45.)

TBL 13-1-45
Radar Beacon

<i>Code</i>	<i>Phraseology</i>
1000	“Squawk one zero zero zero.”
2100	“Squawk two one zero zero.”

h. Runways. The word runway followed by the separate digits of the runway designation. For a parallel runway, state the word left, right, or center if the letter L, R, or C is included in the designation. (See TBL 13-1-46.)

TBL 13-1-46
Runway Designation

<i>Designation</i>	<i>Phraseology</i>
03	“Runway three.”
8L	“Runway eight left.”
27R	“Runway two seven right.”

i. Frequencies.

1. The separate digits of the frequency, inserting the word point where the decimal occurs. When the frequency is in the L/MF or HF band, include the word kilohertz. (See TBL 13-1-47.)

TBL 13-1-47
Frequencies

<i>Frequency</i>	<i>Phraseology</i>
302 kHz	“Three zero two kilohertz.”
5631 kHz	“Five six three one kilohertz.”
126.55 MHz	“One two six point five five.”
135.275 MHz	“One three five point two seven.”

2. Issue MLS/TACAN frequencies by stating the word CHANNEL followed by the assigned two-or three-digit channel number.

EXAMPLE-

“M-L-Schannel five three zero.”

“TACAN channel niner seven.”

j. Speeds.

1. The separate digits of the speed followed by the word knots. (See TBL 13-1-48.)

TBL 13-1-48
Speed

<i>Speed</i>	<i>Phraseology</i>
95	“Niner five knots.”
185	“One eight five knots.”
250	“Two five zero knots.”

2. For Mach speeds, the word Mach, followed by the separate digits of the Mach number inserting the word point where the decimal occurs. (See TBL 13-1-49.)

TBL 13-1-49
Speed

<i>Mach Number</i>	<i>Phraseology</i>
0.64	“Mach point six four.”
0.7	“Mach point seven.”
1.5	“Mach one point five.”

k. Miles. The separate digits of the mileage followed by the word mile(s). (See TBL 13-1-50.)

TBL 13-1-50
Miles

<i>Miles</i>	<i>Phraseology</i>
30	“Three zero miles.”

13-1-14. FACILITY IDENTIFICATION

Identify facilities as follows:

a. Airport traffic control towers: State the name of the facility followed by the word tower. Where military and civil airports are located in the same general area and have similar names, state the name of the military service followed by the name of the military facility and the word tower.

EXAMPLE-
“Barksdale Tower.”
“Columbus Tower.”
“Navy Jacksonville Tower.”

b. Function within a terminal facility. State the name of the facility followed by the name of the function.

EXAMPLE-
“Boston Departure.”
“LaGuardia Clearance Delivery.”
“O’Hare Ground.”

c. Approach control facilities, including TRACONS, RAPCONS, RATCFs, and ARACs. State the name of the facility followed by the word approach. Where military and civil facilities are located in the same general area and have similar names, state the name of the military service followed by the name of the military facility and the word approach.

EXAMPLE-
“Denver Approach.”
“Griffiss Approach.”
“Navy Jacksonville Approach.”

d. Air route traffic control centers. State the name of the facility followed by the word center.

e. When calling or replying on an interphone line which connects only two facilities, you may omit the facility’s name.

EXAMPLE-
“Flight Data.”
“Inflight, clearance request.”

f. FAA Automated Flight Service Stations/Flight Service Stations.

1. Inflight position. State the name of the FSS followed by the word radio, and position if appropriate.

EXAMPLE-
“Fairbanks Radio.”
“Fort Dodge Radio, Inflight 2.”

2. Flight Watch position. State the name of the associated ARTCC followed by the words FLIGHT WATCH.

EXAMPLE-
“Indianapolis Flight Watch.”

NOTE-
During transition to EFAS consolidation, nonconsolidated facilities will state the name of the parent FSS facility followed by the words FLIGHT WATCH.

3. When calling or replying on interphone lines connecting more than one facility, state the name of the FSS followed by the word radio.

EXAMPLE-
“San Angelo Radio.”

4. When answering public access telephone lines, state the geographical name of the FSS and the words “Flight Service.” Contract facilities must answer public access lines by stating the name of the service provider and type.

EXAMPLE-
“Juneau Flight Service.”
“(Service Provider Name) Flight Service.”

g. Radar facilities having ASR or PAR but not providing approach control service. State the name of the facility followed by the letters G-C-A.

EXAMPLE-
“Chanute G-C-A.”
“Corpus Christi G-C-A.”
“Davison G-C-A.”

13-1-15. AIRCRAFT IDENTIFICATION

a. Civil. State the aircraft type, the model, the manufacturer’s name, or the prefix November

followed by the numbers/letters of the aircraft registration.

EXAMPLE-

“Bonanza One Two Three Four Tango.”

“Douglas Three Zero Five Romeo.”

“Jet Commander One Four Two Four.”

“November One Two Three Four Golf.”

NOTE-

The prefix November denotes a U.S. aircraft registry.

1. Air carrier and other civil aircraft having FAA authorized call signs. State the call sign, in accordance with FAAO JO 7340.2, Contractions, followed by the flight number in group form.

EXAMPLE-

“American Five Twenty-One.”

“Commuter Six Eleven.”

“General Motors Thirty-Fifteen.”

“Eastern Ten Zero Four.”

“Delta One Hundred.”

2. If aircraft identification becomes a problem, the call sign must be restated after the flight number of the aircraft involved.

EXAMPLE-

“American Five Twenty-One American.”

“Commuter Six Eleven Commuter.”

“General Motors Thirty-Seven General Motors.”

REFERENCE-

FAAO JO 7210.3, Para 2-1-2, Facility Standard Operation Procedures Directive.

3. Air taxi and commercial operators not having FAA authorized call signs. State the prefix TANGO on initial contact, if used by the pilot, followed by the registration number. The prefix may be dropped in subsequent communications.

EXAMPLE-

On initial contact.

“Tango Mooney Five Five Five Two Quebec.”

or

“Tango November Five Five Five Two Quebec.”

On subsequent contacts.

“Mooney Five Two Quebec.”

or

“November Five Two Quebec.”

b. Lifeguard aircraft.

1. Air carrier/taxi/ambulance. State the prefix, LIFEGUARD, if used by the pilot, followed by the call sign and flight number in group form.

EXAMPLE-

“LIFEGUARD Delta Fifty-One.”

NOTE-

Usage of LIFEGUARD call sign indicates that operational priority is requested.

2. Civilian airborne ambulance. State the word LIFEGUARD, followed by the numbers/letters of the registration number.

EXAMPLE-

“LIFEGUARD Two Six Four Six X-Ray.”

c. U.S. Military. State one of the following:

1. The service name followed by the word copter, when appropriate, and a maximum of the last five digits of the serial number.

EXAMPLE-

“Air Guard Copter Two Six Three.”

“Army Copter Three Two One Seven Six.”

“Coast Guard Six One Three Two Seven.”

“Navy Five Six Seven One Three.”

2. If aircraft identification becomes a problem when the above procedures are used, the call sign must be restated after the flight number of the aircraft involved.

EXAMPLE-

“Army Copter Three Two One Seven Six Army Copter.”

“Coast Guard Six One Three Two Seven Coast Guard.”

3. Special military operations. State one of the following followed by a maximum of the last five digits of the serial number:

(a) Air evacuation flights. AIR EVAC, MARINE AIR EVAC, or NAVY AIR EVAC.

EXAMPLE-

“AIR EVAC One Seven Six Five Two.”

(b) Rescue flights. (Service name) RESCUE.

EXAMPLE-

“Air Force RESCUE Six One Five Seven Niner.”

(c) Air Mobility Command. REACH.

EXAMPLE-

“REACH Seven Eight Five Six Two.”

(d) Special Air Mission. U-S-SAM.

EXAMPLE-

“U-S-SAM Niner One Five Six Two.”

(e) USAF Contract Aircraft. LOGAIR.

EXAMPLE-

“LOGAIR Seven Five Eight Two Six.”

4. Military tactical and training.

(a) U.S. Air Force, Air National Guard, Military District of Washington priority aircraft, and

USAF civil disturbance aircraft. Pronounceable words of three, four, five, or six letters followed by a four-, three-, two-, or one-digit number.

EXAMPLE-

“Okey One Five Seven.”

“Pokey Four.”

“Slug Two Zero.”

NOTE-

When the Z suffix described in para 6-5-5, USAF/USN Undergraduate Pilots, para, is added to identify aircraft piloted by USAF undergraduate pilots, the call sign will be limited to a combination of six characters. Do not use this suffix, however, in ground-to-air communication.

(b) Navy or Marine fleet and training command aircraft. The service name and two letters or a digit and a letter (use letter phonetic equivalents) followed by two or three digits.

EXAMPLE-

“Marine Four Charlie Two Three Six.”

“Navy Golf Alpha Two One.”

(c) NORAD interceptors. An assigned double-letter two-digit flight number.

EXAMPLE-

“Alpha Kilo One Five.”

(d) Navy Fleet Support Missions. When handling Navy Fleet Support Mission aircraft, use the words Special Flight Number followed by the number as given by the pilot.

d. Foreign registry. State one of the following:

1. Civil. State the aircraft type, manufacturer’s name, or country of origin followed by the letters/numbers of the aircraft registration, or state the letters or digits of the aircraft registration or call sign.

EXAMPLE-

“Stationair F-L-R-B.”

“C-F-L-R-B.”

“Canadian Foxtrot Lima Romeo Bravo.”

NOTE-

Letters may be spoken individually or phonetically.

2. Air carrier. The abbreviated name of the operating company followed by:

(a) The letters or digits of the registration or call sign.

EXAMPLE-

“Air France F-L-R-L-G.”

NOTE-

Letters may be spoken individually or phonetically in accordance with the format used by the pilot.

(b) The flight number in group form, or separate digits may be used if that is the format used by the pilot.

EXAMPLE-

“Scandinavian Six Eight.”

“Scandinavian Sixty-Eight.”

3. Military, except Canada.

(a) State the name of the country and the military service followed by the separate digits or letters of the registration or call sign.

(b) Canadian Forces aircraft must be identified by the word CANFORCE followed by the separate digits of the serial number.

(c) The Canadian Coast Guard must be identified as Canadian Coast Guard followed by the separate digits of the serial number.

EXAMPLE-

“Brazilian Air Force Five Three Two Seven Six.”

“Canforce Five Six Two Seven.”

e. Presidential aircraft and Presidential family aircraft.

1. When the President is aboard a military aircraft, state the name of the military service followed by the word one.

EXAMPLE-

“Air Force One.”

“Army One.”

“Marine One.”

2. When the President is aboard a civil aircraft, state the words Executive One.

3. When a member of the President’s family is aboard any aircraft, if the U.S. Secret Service or the White House Staff determines it is necessary, state the words Executive One Foxtrot.

f. Vice Presidential aircraft.

1. When the Vice President is aboard a military aircraft, state the name of the military service followed by the word two.

EXAMPLE-

“Air Force Two.”

“Army Two.”

“Marine Two.”

2. When the Vice President is aboard a civil aircraft, state the words Executive Two.

PILOT/CONTROLLER GLOSSARY

PURPOSE

a. This Glossary was compiled to promote a common understanding of the terms used in the Air Traffic Control system. It includes those terms which are intended for pilot/controller communications. Those terms most frequently used in pilot/controller communications are printed in *bold italics*. The definitions are primarily defined in an operational sense applicable to both users and operators of the National Airspace System. Use of the Glossary will preclude any misunderstandings concerning the system's design, function, and purpose.

b. Because of the international nature of flying, terms used in the Lexicon, published by the International Civil Aviation Organization (ICAO), are included when they differ from FAA definitions. These terms are followed by "[ICAO]." For the reader's convenience, there are also cross references to related terms in other parts of the Glossary and to other documents, such as the Code of Federal Regulations (CFR) and the Aeronautical Information Manual (AIM).

c. This Glossary will be revised, as necessary, to maintain a common understanding of the system.

EXPLANATION OF CHANGES

a. Terms Added:
PROTECTED SEGMENT

b. Terms Deleted:
OMEGA

c. Editorial/format changes were made where necessary. Revision bars were not used due to the insignificant nature of the changes.

O

OBSTACLE– An existing object, object of natural growth, or terrain at a fixed geographical location or which may be expected at a fixed location within a prescribed area with reference to which vertical clearance is or must be provided during flight operation.

OBSTACLE DEPARTURE PROCEDURE (ODP)– A preplanned instrument flight rule (IFR) departure procedure printed for pilot use in textual or graphic form to provide obstruction clearance via the least onerous route from the terminal area to the appropriate en route structure. ODPs are recommended for obstruction clearance and may be flown without ATC clearance unless an alternate departure procedure (SID or radar vector) has been specifically assigned by ATC.

(See IFR TAKEOFF MINIMUMS AND DEPARTURE PROCEDURES.)

(See STANDARD INSTRUMENT DEPARTURES.)

(Refer to AIM.)

OBSTACLE FREE ZONE– The OFZ is a three dimensional volume of airspace which protects for the transition of aircraft to and from the runway. The OFZ clearing standard precludes taxiing and parked airplanes and object penetrations, except for frangible NAVAID locations that are fixed by function. Additionally, vehicles, equipment, and personnel may be authorized by air traffic control to enter the area using the provisions of FAAO JO 7110.65, Para 3–1–5, VEHICLES/EQUIPMENT/PERSONNEL ON RUNWAYS. The runway OFZ and when applicable, the inner-approach OFZ, and the inner-transitional OFZ, comprise the OFZ.

a. Runway OFZ. The runway OFZ is a defined volume of airspace centered above the runway. The runway OFZ is the airspace above a surface whose elevation at any point is the same as the elevation of the nearest point on the runway centerline. The runway OFZ extends 200 feet beyond each end of the runway. The width is as follows:

1. For runways serving large airplanes, the greater of:

(a) 400 feet, or

(b) 180 feet, plus the wingspan of the most demanding airplane, plus 20 feet per 1,000 feet of airport elevation.

2. For runways serving only small airplanes:

(a) 300 feet for precision instrument runways.

(b) 250 feet for other runways serving small airplanes with approach speeds of 50 knots, or more.

(c) 120 feet for other runways serving small airplanes with approach speeds of less than 50 knots.

b. Inner-approach OFZ. The inner-approach OFZ is a defined volume of airspace centered on the approach area. The inner-approach OFZ applies only to runways with an approach lighting system. The inner-approach OFZ begins 200 feet from the runway threshold at the same elevation as the runway threshold and extends 200 feet beyond the last light unit in the approach lighting system. The width of the inner-approach OFZ is the same as the runway OFZ and rises at a slope of 50 (horizontal) to 1 (vertical) from the beginning.

c. Inner-transitional OFZ. The inner transitional surface OFZ is a defined volume of airspace along the sides of the runway and inner-approach OFZ and applies only to precision instrument runways. The inner-transitional surface OFZ slopes 3 (horizontal) to 1 (vertical) out from the edges of the runway OFZ and inner-approach OFZ to a height of 150 feet above the established airport elevation.

(Refer to AC 150/5300-13, Chapter 3.)

(Refer to FAAO JO 7110.65, Para 3–1–5, VEHICLES/EQUIPMENT/PERSONNEL ON RUNWAYS.)

OBSTRUCTION– Any object/obstacle exceeding the obstruction standards specified by 14 CFR Part 77, Subpart C.

OBSTRUCTION LIGHT– A light or one of a group of lights, usually red or white, frequently mounted on a surface structure or natural terrain to warn pilots of the presence of an obstruction.

OCEANIC AIRSPACE– Airspace over the oceans of the world, considered international airspace, where oceanic separation and procedures per the International Civil Aviation Organization are applied. Responsibility for the provisions of air traffic control

service in this airspace is delegated to various countries, based generally upon geographic proximity and the availability of the required resources.

OCEANIC DISPLAY AND PLANNING SYSTEM– An automated digital display system which provides flight data processing, conflict probe, and situation display for oceanic air traffic control.

OCEANIC NAVIGATIONAL ERROR REPORT– A report filed when an aircraft exiting oceanic airspace has been observed by radar to be off course. ONER reporting parameters and procedures are contained in FAAO 7110.82, Monitoring of Navigational Performance In Oceanic Areas.

OCEANIC PUBLISHED ROUTE– A route established in international airspace and charted or described in flight information publications, such as Route Charts, DOD Enroute Charts, Chart Supplements, NOTAMs, and Track Messages.

OCEANIC TRANSITION ROUTE– An ATS route established for the purpose of transitioning aircraft to/from an organized track system.

ODAPS–

(See OCEANIC DISPLAY AND PLANNING SYSTEM.)

ODP–

(See OBSTACLE DEPARTURE PROCEDURE.)

OFF COURSE– A term used to describe a situation where an aircraft has reported a position fix or is observed on radar at a point not on the ATC-approved route of flight.

OFF-ROUTE VECTOR– A vector by ATC which takes an aircraft off a previously assigned route. Altitudes assigned by ATC during such vectors provide required obstacle clearance.

OFFSET PARALLEL RUNWAYS– Staggered runways having centerlines which are parallel.

OFFSHORE/CONTROL AIRSPACE AREA– That portion of airspace between the U.S. 12 NM limit and the oceanic CTA/FIR boundary within which air traffic control is exercised. These areas are established to provide air traffic control services. Offshore/Control Airspace Areas may be classified as either Class A airspace or Class E airspace.

OFT–

(See OUTER FIX TIME.)

OM–

(See OUTER MARKER.)

ON COURSE–

a. Used to indicate that an aircraft is established on the route centerline.

b. Used by ATC to advise a pilot making a radar approach that his/her aircraft is lined up on the final approach course.

(See ON-COURSE INDICATION.)

ON-COURSE INDICATION– An indication on an instrument, which provides the pilot a visual means of determining that the aircraft is located on the centerline of a given navigational track, or an indication on a radar scope that an aircraft is on a given track.

ONE-MINUTE WEATHER– The most recent one minute updated weather broadcast received by a pilot from an uncontrolled airport ASOS/AWSS/AWOS.

ONER–

(See OCEANIC NAVIGATIONAL ERROR REPORT.)

OPERATIONAL–

(See DUE REGARD.)

OPERATIONS SPECIFICATIONS [ICAO]– The authorizations, conditions and limitations associated with the air operator certificate and subject to the conditions in the operations manual.

OPPOSITE DIRECTION AIRCRAFT– Aircraft are operating in opposite directions when:

a. They are following the same track in reciprocal directions; or

b. Their tracks are parallel and the aircraft are flying in reciprocal directions; or

c. Their tracks intersect at an angle of more than 135°.

OPTION APPROACH– An approach requested and conducted by a pilot which will result in either a touch-and-go, missed approach, low approach, stop-and-go, or full stop landing.

(See CLEARED FOR THE OPTION.)

(Refer to AIM.)

ORGANIZED TRACK SYSTEM– A series of ATS routes which are fixed and charted; i.e., CEP, NOPAC, or flexible and described by NOTAM; i.e., NAT TRACK MESSAGE.

OROCA– An off-route altitude which provides obstruction clearance with a 1,000 foot buffer in nonmountainous terrain areas and a 2,000 foot buffer in designated mountainous areas within the United States. This altitude may not provide signal coverage from ground-based navigational aids, air traffic control radar, or communications coverage.

OTR–

(See OCEANIC TRANSITION ROUTE.)

OTS–

(See ORGANIZED TRACK SYSTEM.)

OUT– The conversation is ended and no response is expected.

OUTER AREA (associated with Class C airspace)– Nonregulatory airspace surrounding designated Class C airspace airports wherein ATC provides radar vectoring and sequencing on a full-time basis for all IFR and participating VFR aircraft. The service provided in the outer area is called Class C service which includes: IFR/IFR–standard IFR separation; IFR/VFR–traffic advisories and conflict resolution; and VFR/VFR–traffic advisories and, as appropriate, safety alerts. The normal radius will be 20 nautical miles with some variations based on site-specific requirements. The outer area extends outward from the primary Class C airspace airport and extends from the lower limits of radar/radio coverage up to the ceiling of the approach control’s delegated airspace excluding the Class C charted area and other airspace as appropriate.

(See CONFLICT RESOLUTION.)

(See CONTROLLED AIRSPACE.)

OUTER COMPASS LOCATOR–

(See COMPASS LOCATOR.)

OUTER FIX– A general term used within ATC to describe fixes in the terminal area, other than the final approach fix. Aircraft are normally cleared to these fixes by an Air Route Traffic Control Center or an Approach Control Facility. Aircraft are normally cleared from these fixes to the final approach fix or final approach course.

OR

OUTER FIX– An adapted fix along the converted route of flight, prior to the meter fix, for which crossing times are calculated and displayed in the metering position list.

OUTER FIX ARC– A semicircle, usually about a 50–70 mile radius from a meter fix, usually in high altitude, which is used by CTAS/HOST to calculate outer fix times and determine appropriate sector meter list assignments for aircraft on an established arrival route that will traverse the arc.

OUTER FIX TIME– A calculated time to depart the outer fix in order to cross the vertex at the ACLT. The time reflects descent speed adjustments and any applicable delay time that must be absorbed prior to crossing the meter fix.

OUTER MARKER– A marker beacon at or near the glideslope intercept altitude of an ILS approach. It is keyed to transmit two dashes per second on a 400 Hz tone, which is received aurally and visually by compatible airborne equipment. The OM is normally located four to seven miles from the runway threshold on the extended centerline of the runway.

(See INSTRUMENT LANDING SYSTEM.)

(See MARKER BEACON.)

(Refer to AIM.)

OVER– My transmission is ended; I expect a response.

OVERHEAD MANEUVER– A series of predetermined maneuvers prescribed for aircraft (often in formation) for entry into the visual flight rules (VFR) traffic pattern and to proceed to a landing. An overhead maneuver is not an instrument flight rules (IFR) approach procedure. An aircraft executing an overhead maneuver is considered VFR and the IFR flight plan is cancelled when the aircraft reaches the “initial point” on the initial approach portion of the maneuver. The pattern usually specifies the following:

- a. The radio contact required of the pilot.
- b. The speed to be maintained.
- c. An initial approach 3 to 5 miles in length.
- d. An elliptical pattern consisting of two 180 degree turns.
- e. A break point at which the first 180 degree turn is started.
- f. The direction of turns.
- g. Altitude (at least 500 feet above the conventional pattern).
- h. A “Roll-out” on final approach not less than 1/4 mile from the landing threshold and not less than 300 feet above the ground.

OVERLYING CENTER– The ARTCC facility that is responsible for arrival/departure operations at a specific terminal.

c. An obstacle beyond 10NM from an airport/heliport that requires an obstacle departure procedure (ODP) to ensure obstacle avoidance.

(See OBSTACLE.)

(See OBSTRUCTION.)

PROPOSED BOUNDARY CROSSING TIME– Each center has a PBCT parameter for each internal airport. Proposed internal flight plans are transmitted to the adjacent center if the flight time along the proposed route from the departure airport to the center boundary is less than or equal to the value of PBCT or if airport adaptation specifies transmission regardless of PBCT.

PROPOSED DEPARTURE TIME– The time that the aircraft expects to become airborne.

PROTECTED AIRSPACE– The airspace on either side of an oceanic route/track that is equal to one-half the lateral separation minimum except where reduction of protected airspace has been authorized.

PROTECTED SEGMENT– The protected segment is a segment on the amended TFM route that is to be inhibited from automatic adapted route alteration by ERAM.

PT–

(See PROCEDURE TURN.)

PTP–

(See POINT-TO-POINT.)

PTS–

(See POLAR TRACK STRUCTURE.)

PUBLISHED INSTRUMENT APPROACH PROCEDURE VISUAL SEGMENT– A segment on an IAP chart annotated as “Fly Visual to Airport” or “Fly Visual.” A dashed arrow will indicate the visual flight path on the profile and plan view with an associated note on the approximate heading and distance. The visual segment should be flown as a dead reckoning course while maintaining visual conditions.

PUBLISHED ROUTE– A route for which an IFR altitude has been established and published; e.g., Federal Airways, Jet Routes, Area Navigation Routes, Specified Direct Routes.

PWS–

(See PREDICTIVE WIND SHEAR ALERT SYSTEM.)

Index

[References are to page numbers]

A

Airport Lighting, 11-1-1
 ALS Intensity Setting, 11-1-1
 HIRL, 11-1-3
 MIRL, 11-1-3
 REDL, 11-1-1
 REIL, 11-1-3
 RVV/RVR, 11-1-4
 SFL, 11-1-1
 VASI, 11-1-3

B

Bomb Threats, 5-2-3
 Broadcast Procedures
 HIWAS, 2-4-1, 2-4-2
 Speech Rate, 2-1-1
 TIBS for AFSS, 2-3-1
 TWEB, 2-2-1, 2-2-2
 Types, 2-1-1

C

Changes, Recommendation for Procedural, 1-1-1,
 1-1-2
 Communication System, Interphone, 12-1-1
 Communication System, DATA, 10-1-1
 Control Symbolology, 4-2-6

D

Duty
 Familiarization and Transfer of Position
 Responsibility, 1-3-1
 Priority, 1-3-1

E

Effective Date of this Order, 1-1-1
 Emergency Services

ADF/VOR, 5-4-1, 5-4-2, 5-4-4
 DF, 5-3-1, 5-3-2
 General, 5-1-1, 5-1-2
 Operations, 5-2-1
 ELT, 5-2-2, 5-2-3

F

Flight Data
 Flight Plan Handling, 6-4-1, 6-4-2, 6-4-3
 Change in ETA, 6-4-4
 Military Flights to/from U.S., 6-4-5
 Flight Plan Proposals, 6-2-1, 6-2-3
 Flight Plans with Area Navigation (RNAV)
 Routes in Domestic U.S. Airspace, 6-2-4
 General, 6-1-1
 IFR Flight Plan Handling, 6-3-1, 6-3-8
 IFR/DVFR ADIZ Flight Plans, 6-6-1
 Law Enforcement Messages, 6-7-1
 Military Operations, 6-5-1, 6-5-2
 Nonemergency Parachute Jumping, 6-8-1

I

Inflight Services, 4-1-1
 Automatic Flight Information Service, 4-4-5
 Data Recording, 4-2-1
 Aircraft Contacts, 4-2-5
 Flight Progress, 4-2-3
 EFAS, 4-6-1, 4-6-2, 4-6-3
 LAA, 4-4-1, 4-4-4
 Radio Communications, 4-3-1, 4-3-4
 Blind Transmission, 4-3-5
 Routine Radio Contacts, 4-3-2
 Special VFR, 4-5-1, 4-5-2
 International Operations, 7-1-1
 AIREPS, 7-1-6
 Alerting Service, 7-3-1
 ARTCC Relay of VFR Messages, 7-1-9
 Customs Notification and ADIZ, 7-2-1
 Flight Plan Cancellations, 7-1-5
 Messages and Formats, 7-1-1
 Flight Plan, 7-1-4
 ICAO, 7-1-5
 Service Messages, 7-1-2
 Movement and Control
 Canadian, 7-4-1
 Mexican, 7-5-1

N

NAVAID Monitoring, Check, 4-1-2

P

Phraseology, 13-1-1, 13-1-12, 13-1-14, 13-1-18,
13-1-19

Weather, 13-1-2

Pilot Briefing, 3-1-1, 3-1-3

Preflight, 3-2-1, 3-2-2, 3-2-3

S

Search and Rescue

ALNOTs, 8-4-1

General, 8-1-1

INREQs, 8-3-1

Other SARs, 8-5-1

Overdue Aircraft, 8-2-1

T

Terms of Reference, 1-2-1, 6-9-1

Abbreviations, 1-2-1

W

Weather Service, FAAs

CWA, 9-11-1

FAs, 9-6-1

FDs, 9-4-1

Flight Advisories: WS, WA, WST, 9-8-1

FTs, 9-5-1

MIS, 9-10-1

SD/ROB, 9-3-1

Severe Weather Forecasts, 9-7-1

TWEB, 9-9-1

UA/UUA, 9-1-1

Weather Services, FAA, UA/UUA, 9-2-1

[References are to page numbers]

N

NAVAID Monitoring, Check, 4-1-2

P

Phraseology, 13-1-1, 13-1-12, 13-1-14, 13-1-18,
13-1-19

Weather, 13-1-2

Pilot Briefing, 3-1-1, 3-1-3

Preflight, 3-2-1, 3-2-2, 3-2-3

S

Search and Rescue

ALNOTs, 8-4-1

General, 8-1-1

INREQs, 8-3-1

Other SARs, 8-5-1

Overdue Aircraft, 8-2-1

T

Terms of Reference, 1-2-1, 6-9-1

Abbreviations, 1-2-1

W

Weather Service, FAAs

CWA, 9-11-1

FAs, 9-6-1

FDs, 9-4-1

Flight Advisories: WS, WA, WST, 9-8-1

FTs, 9-5-1

MIS, 9-10-1

SD/ROB, 9-3-1

Severe Weather Forecasts, 9-7-1

TWEB, 9-9-1

UA/UUA, 9-1-1, 9-2-1

BRIEFING GUIDE



**U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION**

**Initiated By: AJV-0
Vice President, Mission Support Services**

Table of Contents

Paragraph Number	Title	Page
6-3-3	IFR FLIGHT PLAN CONTROL MESSAGES	3
13-1-14	FACILITY IDENTIFICATION	4

1. PARAGRAPH NUMBER AND TITLE: 6-3-3. IFR FLIGHT PLAN CONTROL MESSAGES

2. BACKGROUND: A discrepancy between requirements in FAA Orders JO 7110.10, Flight Services, and JO 7340.2, Contractions, is being resolved. FAA Order JO 7110.10 required the radiotelephony to be included in remarks section of an IFR flight plan for all three-letter call signs. FAA Order JO 7340.2 requires the radiotelephony in remarks only if the disignator and/or radiotelephony are new or changed for 60 days following the effective date. In addition, Order JO 7340.2 includes a requirement for aircraft with no three-letter assignment but with an assigned radiotelephony, or aircraft with three-letter assignments while flying during a medical emergency.

3. CHANGE:

<u>OLD</u>	<u>NEW</u>
<p>6-3-3. IFR FLIGHT PLAN CONTROL MESSAGES</p> <p style="text-align: center;">Title thru c15(a)(1)</p> <p>(2) When a pilot files an FAA-assigned three-letter company designator, the authorized radiotelephony call sign must be included in the remarks field.</p>	<p>6-3-3. IFR FLIGHT PLAN CONTROL MESSAGES</p> <p style="text-align: center;">No change</p> <p>(2) When a pilot files an FAA-assigned three-letter company designator, <u>if the designator and/or radiotelephony is new or changed</u>, the authorized radiotelephony call sign must be included in the remarks field <u>for at least 60 days following the effective date. In cases where there is no three-letter identifier assignment or a three-letter identifier is used in a medical emergency, the assigned radiotelephony must be included in the remarks field.</u></p> <p><u>NOTE-</u></p> <p><u>1. A radiotelephony may be assigned by the FAA without assigning a three-letter identifier. Special radiotelephony assignments are usually temporary and for commemorative flights, large number of aircraft in an organized race, aircraft operating during an emergency or disaster condition, or aircraft requiring special handling for test purposes.</u></p> <p><u>2. The pilot is responsible for knowing when it is appropriate to file the radiotelephony in remarks under the 60-day rule or for special radiotelephony assignments. The pilot may also request the radiotelephony be filed in remarks due to special needs of the flight.</u></p>
<p>Add</p> <p>Add</p> <p>Add</p>	

1. PARAGRAPH NUMBER AND TITLE: 13-1-14. FACILITY IDENTIFICATION

2. BACKGROUND: In 2007 flight services in the contiguous United States, Hawaii and Puerto Rico, transitioned to a new concept of operations. In this concept of operations services are not exclusive to a particular facility. A calling tree routes calls based on the Area of Responsibility a specialist is logged into.

3. CHANGE:

<u>OLD</u>	<u>NEW</u>
13-1-14.FACILITY IDENTIFICATION	13-1-14.FACILITY IDENTIFICATION
Title thru f3	No change
<p>4. When answering public access telephone lines, state the geographical name of the FSS and the words Flight Service.</p> <p><i>EXAMPLE-</i> “<u>Burlington</u> Flight Service.” “<u>Miami</u> Flight Service.”</p>	<p>4. When answering public access telephone lines, state the geographical name of the FSS and the words “Flight Service.” <u>Contract facilities must answer public access lines by stating the name of the service provider and type.</u></p> <p><i>EXAMPLE-</i> “<u>Juneau</u> Flight Service.” “<u>(Service Provider Name)</u> Flight Service.”</p>
