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SECTION 6: FLIGHT LOCATING

6.1 FLIGHT LOCATING

6.1.1 PROCEDURES

Gama Aviation LLC must have a means of communicating with each flight. The company uses email, company approved electronic same time communication, satellite telephone, AFIS, Aeronautical air to ground facilities.

Flight Locating is accomplished by being able to quickly and reliably monitor the departure and arrival of aircraft. Flight Locating compliance is evidenced with proper communication of flight locating activity when accurate movement messages are communicated by the PIC or Flight Controller or Coordinator and recorded within 30 minutes of a reportable event.

Estimated times from a handler and or the Company approved flight locating software may not be used for official Flight Locating or crew flight time purposes. These times are considered informational in nature and do not allow the Flight Controller to terminate flight locating procedures.

If the Flight Controller has not received a movement message initiated by the flight crew within 30 minutes of the proposed movement, flight locating procedures will commence. Flight locating procedures are the continuous effort of the Flight Controller to contact the aircraft and obtain the movement times. The following procedures shall be followed by the Flight Controller:

1. Call the handler at the departure or destination airport as appropriate.
2. Reference the company approved flight locating software.
3. Telephone the aircraft using the aircraft telephone (if equipped). If the handler provides an estimate of the out or in times, endeavor to not phone the flight during a critical phase of flight (below 10,000 feet).
4. Call crewmember cell phones or attempt same time messaging communication using the company approved same time messaging software if information indicates the flight is on the ground.
5. Call Flight Service Station(s) to obtain the status of the flight plan.
6. Call ATC at the departure or destination airport or the ARTCC the crew is flying through and ask ATC to pass a message to the crew to contact the company. Call ATC and/or ARTCC facilities only after exhausting other resources. The ARTCC can be identified with proper configuration of the company approved flight locating software. A standardized configuration suite has been developed for the Flight Control team.
7. If unsuccessful, appropriate management personnel will then declare an emergency if necessary.

If an aircraft has not arrived at the destination within 30 minutes after the ETA it is considered overdue. 'Overdue aircraft' has a very specific meaning. It means that after all available resources have been exhausted and the aircraft has not been located, an emergency will be declared. This does not mean that an emergency is arbitrarily declared if the times are not received within 30 minutes. If an emergency is in fact declared because of an overdue aircraft the Director of Operations or his designee will immediately notify search and rescue authorities to begin a search for the missing aircraft. Should there in fact be an aircraft accident the Director of Operations or his designee will notify state agencies of any accident, as may be required by law.

6.1.2 EMERGENCY RESPONSE QUICK REFERENCE CHECKLIST

The purpose of this Checklist is to establish standard operating procedures and actions to be taken by the Company in the event of an injury or death resulting from either an aircraft or non-aircraft incident or accident. An incident is defined as an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operations. An aircraft accident is defined as an occurrence associated with the operation of an aircraft which takes place between the time any person boards the aircraft with the intention of flight and all such persons have disembarked, and in which any person suffers death or serious injury, or in which the aircraft receives substantial damage.

The Director of Operations is responsible for the control and management of the quality of the procedures contained in this checklist. Any questions regarding this checklist shall be directed to the Director of Operations.

Only the Director of Operations has the authority to make changes to the below defined checklist procedures.

See Gama Aviation LLC Emergency Response Plan Page 17 & 18 - Form SMS -01A

1. **Upon receipt of any incident or accident, Utilize Form SMS-01A, Initial Incident Report - Data Collection Form**
2. **NOTIFY Senior Management listed on SMS - 01A by telephone**
3. **If instructed to do so, ACTIVATE the Emergency Operations Center in accordance with the instructions of SMS - 01A**
4. **Gama Aviation LLC employees are PROHIBITED from making statements to anyone who is not a company employee regarding any incidents or accidents**
5. **Adhere to the Completion Checklist listed on the SMS - 01A form.**
6. **Clearly communicate and look for guidance from Operational Control Supervisory staff as well as Senior Management.**
7. **Ensure that all other normal operations and their associated duties continue to be carried out properly during the emergency.**

Ensuring adherence to the above-described procedures will be the responsibility of the Operational Control Center Manager. The Director of Operations shall ensure that all operations personnel are properly trained in the procedures contained in this checklist.

Periodically the Director of Operations will audit the procedures described in this checklist. Any deficiencies noted will be immediately brought to the attention of the Operational Control Center Manager.

6.1.2.1 MANDATORY REPORTING EVENTS

The following are **Mandatory Reporting Events** requiring immediate notification of the OCCS (Operational Control Center Supervisor) personally:

1. Occurrence Report Submission by Flight or Cabin Crew,
2. Crew duty day scheduled in excess of 13.0 hours
3. Crew flight time scheduled in excess of 9.0 hours w/in any 24 hour period ***or*** 9.0 hours w/in any 14 hour duty period for a crew of 2,
4. Crew call to operations stating inability to comply with 14 or 18 hour duty day requirement (as applicable)

5. When crew rest periods are scheduled to be under 11 hours,
6. Crew call to operations stating inability to comply with flight time requirements were mission is ***predicted*** to be in excess of 10 hours w/in any 24 hour period ***or*** 10 hours w/in any 14 hour duty period for a crew of 2 ***or*** 12 hours w/in any 18 hour duty period for a crew of 3,
7. Crew failure to implement pre/post flight check in procedures,

Please be advised that if a crewmember cannot comply with ***any*** regulatory requirement the trip should be delayed until the regulatory requirement that is at issue can be properly addressed. Please contact the Director of Operations with any questions on these procedures

6.2 NOTING DELAYS

6.2.1 FMS

Utilize the FMS to "remark" in simple text the specific reasoning why trips are delayed. Delays should be communicated promptly with all need to know parties of the trip in question. Some example delays are: ATC, Weather, and Passenger.

Delays reasoning should be ascertained directly by the Controller or Coordinator from the Flight Crews, Gama Aviation LLC scheduling departments, member services teams, or account managers.

Ensure that delays do not create duty time conflicts, or max flight time conflicts.

6.3 PRE AND POST FLIGHT REGULATORY COMPLIANCE PROCEDURES

Accurate Pre and Post flight documentation as well as communication procedures are critical to regulatory compliance. No aircraft can be released for flight without the appropriate documentation being properly executed and then forwarded to operations for a complete review. The following is a recap of the basic compliance issues that must be adhered to by operations and crews:

	FM		**CM w/o Ins**		**CM w/Ins**		**MM**	
Pre-Flight Reporting	**91**	**135**	**91**	**135**	**91**	**135**	**91**	**135**
AML and Pilot Flight &Duty Report				X	X	X		
Trip Sheet	X	X		X	X	X		
*Information conduit for crew through Operations Control	X	X		X	X	X		
Crew Pre-Flight call to Operations	X	X		X	X	X		
Post-Flight Reporting								
Crew Post-Flight call to Operations	X	X		X	X	X		
Post Flight Reports								
Flight log	X	X	X	X	X	X		

AML	X	X	X	X	X	X	X	
Occurrence Report	X	X	X	X	X	X	X	

* Gama Aviation LLC requires knowledge of where the aircraft is going who is on board and who the crew is.

Please advise the Operational Control Center Supervisor (OCCS) immediately of any documentation or communication process failures.

6.4 COMMUNICATIONS

6.4.1 PRIMARY CONTACTS

Primary communications to Flight Control will come through the following mediums. Messages may be passed through secondary sources (i.e. the handler, ATC, etc.) and for regulatory purposes are considered to be reliable when the PIC or the Flight Controller acknowledges receipt of the other's message within 15 minutes.

- Flight Control 203-337-4640
- Flight Control (Managed) 203-337-4641
- Flight Control (Crew Scheduling & Logistics) 203-337-4630
- Company approved same time messaging systems
- Email
- ATC Phone patch / Aircraft Satellite phone
- AFIS
- ACARS messaging / AIRINC

NOTE: Toll free numbers, when provided, are not to be given out to the general public.

6.4.2 GAMA AVIATION LLC INTERNAL TELEPHONE SYSTEM

Gama Aviation LLC internal telephone directories are available. Worldwide telephone access is provided to Flight Control using standard international direct-dialing methods.

6.4.2.1 AFTN

AFTN shares the SS emergency priority prefix with SITA/ARINC. If abused, it has the same repercussions as SITA/ARINC. Like SITA/ARINC, a message sent with the SS prefix will hold other message traffic in order to expedite.

AFTN operational traffic is not charged for directly. It is covered by other aeronautical charges, such as navigational fees. Airline flight operations and ATC are the primary users of AFTN. SITA defaults to the FF prefix priority for transmitting AFTN messages.

6.4.3 RADIO COMMUNICATIONS

6.4.3.1 AIR-TO-GROUND COMMUNICATIONS

Aircraft in flight primarily utilize VHF radio for communications with ground stations. VHF transmission range is limited by "line-of sight" and directly related to aircraft altitude. The range between an aircraft and the ground station may be only 50-80 miles below 10,000 feet. At FL350, a range of over 200 miles is possible.

In oceanic and remote areas where ground stations are not available within VHF range, HF radio is employed for long-range communications. The range of HF radio is affected by weather, daily, seasonal, and solar flare variations. Communications are the poorest during the hours of sunrise and sunset.

6.4.3.2 DEPARTURE & ARRIVAL MESSAGES

Aircraft are required to relay departure and arrival messages to Flight Control. The transmission of departure messages is classified as a non-essential cockpit duty and cannot be initiated until after the aircraft has passed through 10,000 feet on climb-out. Due to departure traffic conditions, this can be up to 15 minutes or more after takeoff. Departure and Arrival messages can be transmitted via: FMS, email, company approved same time messaging, or via aircraft satellite phone.

The necessity for establishing accurate departure and arrival information expeditiously on a flight cannot be overemphasized. If a flight has a catastrophic failure, the search area will expand 60 to 70 square miles for every minute of 'off' time inaccuracy. Departure or arrival information should be known within 30 minutes of the ETD/ETA. If this information has not been received within those time frames, then there must be continuous follow up until it is received.

Flight Locating cannot commence until departure information is received. Flight Following cannot cease until arrival information is received. Observed departure and arrival times from ATC or handlers are informative in nature and may not be used for official crew flight times.

Flight Controller should relay departure and arrival information to other authorized parties, such as down-line handlers, charter companies, other Gama Aviation LLC offices, etc.

Departure messages are required by the flight crew before each takeoff. Training flight crews are required to send a departure message only before the first takeoff.

Arrival messages to Flight Control are required 15 minutes after arrival at destination.

When a Pilot in Command is required to have a telephone conversation with a member of the Maintenance Department a Flight Controller or Coordinator must facilitate and monitor said telephone call between the pilot and the maintenance coordinator.

6.4.3.3 FLIGHT CONTROL COMMUNICATION INTERFACE

The PIC will keep Flight Control informed of the current passenger count and passenger identities for all flight operations. No flight operation can begin until this process is complied with. The Operational Control Center Manager or his designee will keep the charter services department notified of this passenger information including but not limited to an accurate passenger count as well as passenger identification information. Member Services or Charter Management will then relay this passenger count and identity information to the charter customer. Flight Control must always know the identity of all passengers on company aircraft.

6.5 HF COMMUNICATION OVERVIEW

HF radio is an essential part of the communications between Flight Controllers and enroute aircraft. In many parts of the world, it is the only way for the aircraft and Flight Controllers to communicate. It is also the only means of communications between the ATS Unit (ATC) and the aircraft in oceanic airspace and other remote areas throughout the world.

Most Gama Aviation LLC aircraft are normally equipped with two HF radio systems. During phases of flight that require the use of HF radio for communications between the aircraft and the ATS Unit it is required that the first HF radio system is set to the ATS primary frequency, and the second HF radio system is set to the ATS secondary frequency. This process ensures that there will always be a positive means of communications between the aircraft and the ATS Unit.

In areas where HF communication is required between the aircraft and the ATS Unit, the actual communications are relayed through a service provider. These service providers also provide communications, on a contracted basis, between the aircraft and the operator's base of operations or Flight Control Office. This means that an operator, for communications between the company and the aircraft, not just the ATS Units, can use these service providers. This is important to know when attempting to contact an aircraft, via HF radio, with operational information from the company

6.5.1 COMMUNICATIONS REGIONS AND HF SERVICE PROVIDERS

6.5.1.1 NORTH ATLANTIC OPERATIONS (NATS)

The communications service providers for the NATS are New York Radio, Gander Radio, Shanwick Radio and Santa Marta Radio. HF communications service providers for this region are ATS Unit communications providers. When sending a company message, to be transmitted to the aircraft, the communications service providers to be used should be dependent upon the location of the aircraft as follows:

- **New York Radio:**
  Eastern United States & Canada to/from Oceanic Entry/Exit waypoints.
- **Gander Radio:**
  Western Atlantic Oceanic Entry/Exit waypoints to/from 30W (No. of 45N).
- **Shanwick Radio:**
  30W from/to Eastern Atlantic Oceanic Entry/Exit waypoints (No. of 45N)
- **Santa Maria Radio:** East of 40W and South of 45N to western shore of Africa.

For aircraft operating to/from the NATS the service providers to be used are as follows:

- **Stockholm Radio:** East of the eastern most Atlantic Entry/Exit waypoints
- **New York Radio:** West of the western most Atlantic Entry/Exit waypoints

6.5.1.2 WESTERN ATLANTIC (WATRS)

The communications service provider for WATRS is New York Radio. The HF communications service provider for this region is an ATS Unit communications provider. All company messages should be sent via this service provider. Miami Radio may be used as an alternative for company messages however prior coordination with the aircraft must be established before using this communications service provider

6.5.1.3 SOUTH AMERICA

HF communications service providers for this region are not ATS Unit communications providers. Use of these communications service providers should be coordinated with the aircraft prior to departure. The communications providers for this region, for company messages to the aircraft, are as follows:

- **Miami Radio:** Northern and eastern South America
- **Houston Radio:** North Central and western South America
- **Lima Radio:** Southwestern South America

NOTES:

- **Northern South America** is defined as north of 05S

- **Eastern South America** is defined as east of 60W
- **South Western America** is defined as south of 05S and west of 60W

For Northern South America the primary provider should be coordinated with the crew with instructions to use the other provider as the secondary. Flight crews should check in with the appropriate provider and send message to company advising which provider they are monitoring as primary.

6.5.1.4 EUROPE, MIDDLE EAST AND AFRICA

This region is defined as all of Europe, east of the Oceanic entry/exit waypoints and all of the Middle East ending at the Arabian Sea. The service provider for this region is Stockholm Radio. The HF communications service provider for this region is not an ATS Unit communications provider. All company messages should be sent via the service provider as follows:

- **Stockholm Radio:** Europe, Middle East and Africa north of 10N.
- **Springbok Radio:** Africa south of 10N

6.5.1.5 AFRICA

This region is defined as all of Africa. The service provider for this region is Springbok Radio. The HF communications service providers for this region is not an ATS Unit communications provider. All company messages should be sent via the service provider as follows:

- Prior coordination with crew is required prior to use of Springbok Radio
- HF services in central Africa may be limited.

6.5.1.6 CENTRAL PACIFIC OCEAN (CPAC)

This area is defined as most of the Pacific Ocean region excluding the area covered by Tokyo Radio. The service provider for this region is San Francisco Radio. The HF communications service provider for this region is an ATS Unit communications provider. All company messages should be sent via this service provider.

6.5.1.7 NORTH PACIFIC OCEAN (NOPAC)

This region is defined as the area from the State of Alaska to eastern Japan and north of and including airway G344. The HF Communications service providers for this region are San Francisco Radio and Tokyo Radio. The HF communications service providers for this region are ATS Unit communications providers. The communications providers for this region, for company messages to the aircraft, are as follows:

San Francisco Radio:

The State of Alaska to/from the entry/exit waypoints for Tokyo Control (NIPPI, OMOTO, PASRO, AKISU and CUTEE). The HF communications service provider for this area is an ATS Unit communications provider for a portion of this area. Prior coordination with the flight crew is recommended.

Tokyo Radio:

The east coast of Japan to/from the entry/exit waypoints for Anchorage Oceanic (NIPPI, OMOTO, PASRO, AKISU and CUTEE). The HF communications service provider for this area is an ATS Unit communications provider.

6.5.1.8 SOUTH EAST ASIA

This region is defined as the area from 130E to the Arabian Sea and south of China. The HF Communications service providers for this region are San Francisco Radio and Springbok Radio. The service providers for this region are not ATS Unit communications providers. The communications providers for this region, for company messages to the aircraft, are as follows:

- **San Francisco Radio:** 30E to the western shore of South China Sea.
- **Springbok Radio:** Western shore of the South China Sea to the Arabian Sea

NOTE: Communications west of the South China Sea may be extremely limited. Prior coordination with flight crew is required prior to operations in this region.

6.5.2 PHONE PATCH OPERATIONS

Not all HF Communications service providers have the capability to provide phone patch services or may have very limited capability.

Services offering full capability are:

- New York Radio
- Stockholm Radio
- San Francisco Radio
- Miami Radio
- Houston Radio

The following services have limited capability however they may be able to provide phone patch services dependant on workload and their equipment status. A phone patch using these providers should be requested only if absolutely essential to the safety of flight.

- Lima Radio
- Springbok Radio

The services with no capability are:

- Gander Radio
- Shanwick Radio
- Tokyo Radio

If a phone patch is required for a flight using these providers, you should call the provider and request that the flight contact a different provider that does have phone patch capability. When communicating via phone patch there are a few things to know. The air/ground/air radio channel is "one-way" (send or receive) only; break- ins and interruptions are not possible. In the normal "at rest" condition, the ground talker receives the aircraft transmission. When the ground talker speaks, a voice- operated relay switches the radio channel from receive to send and the aircraft receives his transmission. If the ground talker and the aircraft transmit simultaneously, neither will receive the other. Thus, each should indicate the end of his transmission with the words "over" or "go ahead."

The ground talker should precede each transmission with the "tail number" to allow the voice-operated relay time to complete its switching function. If a malfunction of the voice-operated switch should occur during a connection, the Radio Operator will manually switch the channel between send and receive and the conversation can proceed as per normal. At the end of the conversation both parties should state, "phone patch completed". This will indicate to the Radio Operator that the conversation has been completed at which time he will disconnect the phone patch. All phone patch communications are conducted through the Flight Control telephone system. This provides a very convenient and flexible method of handling air-to-ground calls, however due to the structure of the telephone system, Flight Controllers must adhere to the following procedures in order to ensure professional handling of air-to-ground communications.

- An air-to-ground phone call should NEVER be placed on hold. If you answer the call and it is for another Flight Controller, keep the phone off the ~~hook~~ receiver, press the mute button and instruct the appropriate Flight Controller to pick up the call. You must also inform the Flight Controller of the aircraft number that is calling in order to allow time to prepare them to handle the situation.
- If an extended delay is expected in providing requested information or assistance to the flight crew, inform them that you will call them back in "X" amount of minutes and terminate the call.
- NEVER allow an air-to-ground communication to take place without the Flight Controller monitoring the call. The Flight Controller will conference in other parties and monitor the call to ensure that at no time has the operational control authority of the Flight Controller been compromised. DO NOT transfer any air-to-ground call to anyone other than a Gama Aviation LLC qualified Flight Controller.

NOTE: Significant events are required to be reported on the shift report.

- **ALWAYS use standard aviation phraseology**, nonstandard or slang language can easily lead to misunderstandings. The Flight Controller should request the flight crew to read back any significant information.
- Use the standard protocol for reporting the clarity of the connection as follows:

	STRENGTH	**READABILITY**
1	Bad	Unreadable
2	Poor	Readable now and then
3	Fair	Readable with difficulty
4	Good	Readable
5	Excellent	Perfectly readable

6.5.2.1 SUMMARY

In order to communicate with an aircraft en-route it is essential that Flight Controller know which region the aircraft is in and use the proper communications provider. This is especially important when the flight is operating via the North Atlantic. Remember, before coast out and after coast in, use New York Radio or Stockholm Radio as applicable. For the oceanic portion of the flight use Gander Radio or Shanwick Radio as applicable. In regions that require coordination with the crew to determine which communications service provider to use make sure that you are concise regarding the primary and secondary service provider they will be using. If the flight transitions several areas that will require a change of communications provider, ensure that you coordinate where the planned switch over will be.

6.5.3 PHONE NUMBERS SITA ADDRESSES AND PROCEDURES

To establish a phone patch, call the appropriate radio and give them the four-letter SELCAL identifier or the tail number. The following are SITA and AFTN phone numbers for the different communication service providers:

6.5.3.1 NEW YORK RADIO

Tel: 1-631-589-7272
Fax: 1-631-563-2412
SITA: NYCXGXA
AFTN: NYCXAAX

6.5.3.2 GANDER RADIO

Tel: 1-709-651-5293
Fax: 1-709-651-5234(primary)
1-709-651-5205(secondary)
SITA: NONE
AFTN: CZQXZQZX

6.5.3.3 SHANWICK RADIO

Tel: 011-44-1292-692-663
Fax: 011-44-1292-671-048
SITA: NONE
AFTN: EIAAZZZX

6.5.3.4 STOCKHOLM RADIO

Tel: 011-46-8-601-790
Fax: 011-46-8-601-7969
SITA: STOOOYF
AFTN: ESKRYFYX

6.5.3.5 SPRINGBOK RADIO

Tel: 011-27-11-973-3131
Fax: 011-27-11-970-4387
SITA: JNBWMSA JNBCMSA
AFTN: FAJSSAAO

6.5.3.6 SAN FRANCISCO RADIO

Tel: 1-925-294-8356
Fax: 1-925-294-4140
SITA: SFOXGXA
AFTN: KSFOXGXA

6.5.3.7 MIAMI RADIO

Tel: 1-305-599-9667
Fax: 1-305-599-9743
SITA: MIASRXH
AFTN:KMIAIJSX

6.5.3.8 HOUSTON RADIO

Tel: 1-713-944-1622 EXT 8311 ask for HOUSTON RADIO
Fax: 1-713-943-4625 ATTN: RADIO

6.5.3.9 LIMA RADIO

Tel: 011-511-575-1360
Fax: 011-511-575-1450
SITA: LIMCCAA
AFTN: SPIMAALW

6.5.3.10 SANTA MARIA RADIO

Tel: 011-351-296-820-423
Fax: 011-351-296-820-450
SITA: NONE
AFTN: LPAZYSYX

6.5.3.11 TOKYO RADIO

Tel: 011-81-4-7632-6440
Fax: 011-81-4-7632-6441
SITA: NONE
AFTN: RJAAYSYX

6.6 PHONE PATCHES

6.6.1 GENERAL

A phone patch is defined as the real-time relay of (Air-to-Ground) radio communications over landline telephone circuits. Approved communications providers provide phone patch capability.

NOTE: Most phone patch equipment uses voice-activated keying for control of the ground-based transmitter. These systems will also pickup background noise, music-on-hold, or any other sounds from the Flight Controller's telephone handset. This will key the transmitter and block all other communications on that frequency. Such unintentional transmissions are a violation of good operating practice and FCC rules.

The phone patch provider employs a control operator to supervise the communications and terminate the connection when the patch is complete. The control operator may interrupt or disconnect the patch if proper procedures are not followed.

6.6.1.1 PROCEDURES

- The phone patch must be conducted simplex (transmissions only one way at a time) with some means of activating the transmitters involved.
- Verbal acknowledgments must be promptly given for each transmission by the party receiving the transmission.
- Radio transmission/reception can vary, particularly with long distance HF links; speak clearly and utilize proper phraseology.
- **No aircraft-initiated phone patch may be declined** by any Gama Aviation LLC personnel (even from non-Gama Aviation LLC aircraft). Any qualified Flight Controller may receive an incoming phone patch.
- **No phone patch may be placed on hold for any reason** other than immediate transfer to another desk.
- Phone patches may not be used to convey non-operational information (i.e. hotel, travel plans, etc.)
- Phone patches may not be transferred to private homes, except to the Director of Operations.
- The Flight Controller should announce to the office that a phone patch is in progress. This has the effect of quieting the office environment so that the Flight Controller can devote his full attention to the flight without being distracted.
- Office background noise can activate the phone-patch equipment, blocking the frequency and preventing reception of aircraft transmissions. Keep background noise to a minimum and cover the telephone mouthpiece with your hand except when transmitting to aircraft.
- The communications frequencies are shared resources and other aircraft may be waiting to use the same frequency; all effort should be made to keep communications brief and concise. If a response cannot be immediately rendered advise the aircraft and ask if they would prefer to standby or call back.
- Gama Aviation LLC flights are not required to monitor commercial communications frequencies. However, when conducting international flights, the PIC and Flight Controller should agree to a primary and secondary communications provider.
- Use a normal speaking voice and remember to enunciate clearly and utilize proper phraseology for best radio transmission.
- If a response cannot be given immediately, advise the flight crew that they will be phone patched as soon as possible with the required information. Ascertain the facility that the flight will maintain contact with. Do not ask the flight to standby on the frequency while the necessary information is tracked down. This wastes money and prevents the control operator from conducting phone patches for other flights.
- Record the conversation with the flight crew in writing.
- At the conclusion of the patch, wait for the aircraft to sign-off and then ask the control operator to send a transcription of the phone patch via the Gama Aviation LLC ARINC address. Sign-off with the control operator.

6.6.1.2 CONTACT NUMBERS

If the aircraft initiates the phone patch, the control operator will contact the Flight Controller on the designated phone patch line.

The contact numbers for approved communications facilities are provided below and will be maintained in the Flight Control Office.

6.6.1.3 INITIATING A PHONE PATCH

1. Contact the facility.
2. Tell the control operator you wish to phone patch "Gama Aviation LLC Flight XXX".
3. Give the control operator the approximate position of the aircraft (this is particularly important for HF contacts where directional antennas are used) and the SELCAL CODE for the aircraft.

6.6.1.4 ACCEPTING A PHONE PATCH

1. Answer the phone patch line promptly as 'Gama Aviation LLC Operations'.
2. Tell the control operator that you are standing by for the transmission.
3. Ensure that the Jeppesen flight planning system is enabled in case a weather update, or a diversion is required.
4. Request a transcription from the control operator when finished.

INTENTIONALLY LEFT BLANK