



AIRINC PHONE PATCH

Phone Patch Connections

Phone patch connections to company operational offices to and from aircraft operating over the continental United States, Hawaii, Mexico and coastal areas of Alaska are made through VHF voice networks. Patches to and from aircraft operating on oceanic routes are accommodated on the HF Single Sideband (SSB) LDOCF frequencies. Each ARINC Communications Center is equipped to switch telephone calls, placed through the Center's nonpublished telephone number, to applicable radio station equipment so that two-way communications can be exchanged between the aircraft and ground personnel.

Long distance calls to ARINC Communications Centers' phone patch numbers must be placed on a *station-to-station* basis prepaid; a collect call will not be accepted. The same procedure applies for calls made from the ARINC Communications Center to aircraft operators, except the associated toll charge is included in the Air/Ground message charge.

ARINC Communications Center (24 X 7) Phone Patch Numbers:

NYC 631-589-7224 or 631-589-7272

SFO 925-294-8297 or 800-621-0140

Phone Patch Authorization

A list of personnel authorized to originate or receive phone patch calls is maintained by ARINC Headquarters in the ARINC Phone Patch and Routing Guide List (APRL). This database is available to the NYC and SFO Communications Centers as a full-time reference through the ARINC Intranet. Communications Center personnel refer to this database to verify the authenticity of the office and telephone number when a request is received from an aircraft operator's ground personnel. A request for a ground-to-air connection that cannot be authenticated will be politely refused.

Communications Center personnel will honor a request for a phone patch to any telephone number provided by the flight crew, unless otherwise previously advised by the aircraft operator that phone patches are to be limited to numbers coordinated and listed on the operator's ARINC Phone Patch Page.

Phone Patch Authorization/Verification and Changes

In the interest of safety, and to prevent unnecessary delays in completing a phone patch, it is imperative that the ARINC Communications Centers have current information for those aircraft operators that use this service. Changes, deletions, or additions to an authorized user's phone patch list should be directed to ARINC Headquarters, Aviation Voice Services Support:
Pat Guido 410-266-4264 hpg@arinc.com

or

ARINC Service Desk 800-633-6882 helpdesk@arinc.com

or

703-637-6360

For those with access to IATA/AviNet send to mnemonic address HDQXGXA, via FAX to (410) 266-4729, Attention: Aviation Voice Services Support. Those customers that wish to verify their current phone patch authorization or message addressing/delivery procedures, or point-ofcontact information may request a copy by phone, email, teletype, or fax by using the above information.

Operation

The Air/Ground/Air radio channel is *one way* (send or receive) only; breakins and interruptions are not possible. In the normal "at rest" condition, the ground talker receives the aircraft transmission. When the ground talkerspeaks, a voice-operated relay switches the radio channel from receive to send and the aircraft receives the transmission. If the ground talker and aircraft transmit simultaneously, neither will receive the other.³ The ground talker should maintain a firm, even level of speech and avoid shouting. Each transmission by the ground talker should be preceded with an "err" or "uhh" to allow the voice-operated relay to complete its switching function.

Ground/Air Connection Procedures

Ground personnel wishing to contact airborne aircraft should call the ARINC Communications Center (24 X 7) closest to the proximity of the aircraft by calling:

NYC 631-589-7224 or 631-589-7272

SFO 925-294-8297 or 800-621-0140

For contacting aircraft utilizing the ARINC VHF domestic service, contact the SFO Communications Center. Communications Center personnel will

answer the call by identifying themselves, for example, "ARINC San Francisco." In response, the caller will supply the following information:

- SELCAL-Equipped Aircraft
 - Company ID/Job Title
 - Authorized telephone number
 - Flight identification of the aircraft as filed in the ATC flight plan and SELCAL code (if equipped); if not SELCAL equipped, state "Negative SELCAL"
 - Departure point, destination and approximate present location of the aircraft

- **ACARS/AFIS-Equipped Aircraft** (operating within the contiguous U. S.)
 - Company ID/Job Title
 - Authorized telephone number
 - Flight identification and/or aircraft tail number
 - Approximate geographic location of the aircraft

After authentication of the request, a Radio Operator will establish communications with the aircraft and inform the caller "Your flight is standing by, go ahead." At the conclusion of this phrase, the connection between the telephone facilities and ARINC radio equipment will be activated and the conversation can proceed.

At the conclusion of the conversation, the Radio Operator will deactivate the telephone and radio connection. The ground party should be familiar with and maintain proper radio discipline during phone patch connections.