Memorandum

Date: February 16th, 2018

Ready Call Center

To: CCS Team

From: Training

Re: NATO Phonetic Alphabet

CHARACTER	MORSE CODE	TELEPHONY	PHONIC (PRONUNCIATION)
A	• —	Alfa	(AL-FAH)
B	— • • •	Bravo	(BRAH-VOH)
C	— • — •	Charlie	(CHAR-LEE) or (SHAR-LEE)
D	— • •	Delta	(DELL-TAH)
E	•	Echo	(ECK-OH)
F	• • — •	Foxtrot	(FOKS-TROT)
G	— — •	Golf	(GOLF)
H	• • • •	Hotel	(HOH-TEL)
I	• •	India	(IN-DEE-AH)
J	• — — —	Juliett	(JEW-LEE-ETT)
K	— • —	Kilo	(KEY-LOH)
L	• — • •	Lima	(LEE-MAH)
M	— —	Mike	(MIKE)
N	— •	November	(NO-VEM-BER)
O	— — —	Oscar	(OSS-CAH)
P	• — — •	Papa	(PAH-PAH)
Q	— — • —	Quebec	(KEH-BECK)
R	• — •	Romeo	(ROW-ME-OH)
S	• • •	Sierra	(SEE-AIR-RAH)
T	—	Tango	(TANG-GO)
U	• • —	Uniform	(YOU-NEE-FORM) or (OO-NEE-FORM)
V	• • • —	Victor	(VIK-TAH)
W	• — —	Whiskey	(WISS-KEY)
X	— • • —	Xray	(ECKS-RAY)
Y	— • — —	Yankee	(YANG-KEY)
Z	— — • •	Zulu	(ZOO-LOO)
1	• — — — —	One	(WUN)
2	• • — — —	Two	(TOO)
3	• • • — —	Three	(TREE)
4	• • • • —	Four	(FOW-ER)
5	• • • • •	Five	(FIFE)
6	— • • • •	Six	(SIX)
7	— — • • •	Seven	(SEV-EN)
8	— — — • •	Eight	(AIT)
9	— — — — •	Nine	(NIN-ER)
0	— — — — —	Zero	(ZEE-RO)

IMPORTANT

Effective immediately, all employees are to begin using the NATO alphabets when reading the Activity ID or any other reference that includes letters. This includes but is not limited to Serial and MAC Addresses. For example, when referring to 1-2TZW310K it should be read "The activity ID is 1-2 Tango Zulu Whiskey 310 Kilo". Our Quality Control team will be evaluating your calls for this. This will be applied under section Efficient Use of Tool which has a total value of 10pts. This starts on Monday, February 19th, 2018.