

## **5 FAH-2 H-420 TELEGRAM DELIVERY PRECEDENCE**

*(CT:TEL-28; 06-23-2008)*  
*(Office of Origin: IRM/BPC/PRG)*

### **5 FAH-2 H-421 AUTHORIZED PRECEDENCE DESIGNATORS**

*(CT:TEL-14; 07-28-2005)*  
*(Uniform all agencies)*

- a. The authorized precedence designators are: FLASH, NIACT IMMEDIATE, IMMEDIATE, PRIORITY, and ROUTINE. (See 5 FAH-1 H-221 and 5 FAH-1 H-222 for information on these precedences and how to apply them.)
- b. See 5 FAH-2 Exhibit H-421, which summarizes the acceptable delivery times and backlog quantities for the different precedences.

#### **5 FAH-2 H-421.1 How to Handle FLASH Telegrams**

*(CT:TEL-14; 07-28-2005)*  
*(Uniform all agencies)*

- a. You must process FLASH telegrams with the utmost urgency. All other activities should be suspended until you have sent the message and received acknowledgments from the relay facility and destination addressee.
- b. When you receive an incoming FLASH telegram, notify the responsible action office or officer instantly, regardless of the time of day or night. You must send an acknowledgment of receipt of the FLASH telegram. You send an RZ (see 5 FAH-2 H-423.1-1) service message to the relay facility and a ZDF (see 5 FAH-2 Exhibit H-423) service message to the originating station.
- c. See 5 FAH-1 H-222.1 for more information on the use of the FLASH precedence. (See 5 FAH-2 H-422 for information on processing telegrams after business hours.)

#### **5 FAH-2 H-421.2 How to Process IMMEDIATE Telegrams**

*(CT:TEL-14; 07-28-2005)*

*(Uniform all agencies)*

- a. You must process IMMEDIATE telegrams in the order received and ahead of PRIORITY and ROUTINE telegrams.
- b. If your post does not have electronic telegram delivery, notify the responsible office(r) immediately upon receipt during normal duty hours.
- c. See 5 FAH-1 H-222.3 for more information on the use of the IMMEDIATE precedence.

**5 FAH-2 H-421.2-1 How to Process *Night Action (NIACT)* IMMEDIATE Telegrams**

*(CT:TEL-28; 06-23-2008)*

*(Uniform State/USAID)*

- a. NIACT IMMEDIATE telegrams require immediate action by the destination office(r), regardless of the time of day or night. Only the action addressee(s), for whom the NIACT is intended, must take immediate action. Other action addressees will process the telegram during business hours.
- b. The ZZK operations signal is on format line (FL) 4 of the telegram heading. On a multi-address NIACT IMMEDIATE telegram the routing indicator of the station for whom the NIACT is intended may be listed after the ZZK.
- c. You must send an acknowledgment of receipt to the originating station.
- d. For outgoing NIACT telegrams, the approving officer must include in the first paragraph of the telegram text the justification for using NIACT. Refer to post's local procedures for the list of officers who can approve use of NIACT. This should also be included in the IPC standard operating procedures (SOP).
- e. See 5 FAH-1 H-222.2 for more information on the use of the NIACT IMMEDIATE precedence. (See 5 FAH-2 H-422 for information on processing telegrams after business hours.)

**5 FAH-2 H-421.2-2 How to Process ZZK Military Telegrams**

*(CT:TEL-14; 07-28-2005)*

*(Uniform all agencies)*

- a. Military telegrams requiring immediate action no matter what day or time use the IMMEDIATE precedence and ZZK operating signal (opsig). The ZZK opsig is entered at the end of FL4.
- b. Immediate telegrams from military addressees with ZZK must be acknowledged if your post is an action addressee.

- c. See 5 FAH-2 H-422 for information on processing telegrams after business hours.

## **5 FAH-2 H-421.3 How to Process PRIORITY Telegrams**

*(TL:TEL-2; 05-23-2002)*  
*(Uniform all agencies)*

PRIORITY telegrams are processed and transmitted in the order received and ahead of all ROUTINE precedence telegrams. Each post should establish its own procedures for processing PRIORITY telegrams.

## **5 FAH-2 H-421.4 How to Process ROUTINE Telegrams**

*(CT:TEL-14; 07-28-2005)*  
*(Uniform State/USAID)*

ROUTINE telegrams are processed and transmitted in the order received, after telegrams of a higher precedence. Each communications center should establish its own procedures for ROUTINE telegrams.

## **5 FAH-2 H-422 GUIDANCE FOR TELEGRAM PROCESSING AFTER BUSINESS HOURS**

### **5 FAH-2 H-422.1 Processing High Precedence Telegrams After Normal Business Hours**

*(CT:TEL-28; 06-23-2008)*  
*(Uniform all agencies)*

- a. Beltsville Messaging Center (BMC) will recall the IM duty officer, *via recall phone(s) provided by BMC*. Only posts that do not possess BMC provided recall phone(s) will be notified via *landline* to report to IPC for a FLASH or NIACT telegram *at posts abroad*. *Posts using the Enhanced Alternate Communications Terminal (EACT) system should consult the EACT Web site for current instructions on processing high-precedence telegrams after normal business hours.*
- b. Upon the request of the post's chief of mission, or other authorized officer, the IM duty officer will report back to IPC to send a FLASH or NIACT telegram. The IM duty officer must wait for an *RZ* acknowledgment from Beltsville or the servicing relay station *for Flash traffic and/or a ZDF from the destination station for both Flash and Night*

*Action (NIACT) traffic.* If the IM duty officer is not reachable, the IM duty officer's back-up will be notified by either the embassy duty officer or MSG **Post 1**.

- c. As the IM duty officer, you are required to report to the mission as soon as BMC, or MSG **Post 1** recalls you. You must receive the high-precedence telegram and send an acknowledgment of receipt as quickly as possible during the two-hour period following the recall.
- d. When you are recalled, you must follow IPC's SOP for re-activating the circuits, if they were in storage status, for after-hours processing. When ready to put the circuits back into storage, you must follow the SOP for closing following after-hours processing. The crypto procedures may vary depending on post's equipment and SOP.
- e. Under normal circumstances, you do not send or receive IMMEDIATE and PRIORITY telegrams after working hours. However, if you are recalled for a FLASH or NIACT IMMEDIATE telegram, the telegraphic circuit can remain active after receiving or sending the high precedence traffic and other precedence traffic may be exchanged provided it does not interfere with the high precedence telegram processing.
- f. See 5 FAH-2 H-524.7-2 and 5 FAH-2 H-524.8-1 for examples of service messages for opening and closing the circuit.

## **5 FAH-2 H-422.1-1 Opening/Closing IPC to Send or Receive FLASH**

*(CT:TEL-28; 06-23-2008)*  
*(Uniform all agencies)*

- a. BMC will recall the IM duty officer, *via* recall phone *or MSG at Post 1*, to receive a FLASH telegram regardless of whether the circuit is in storage or unattended status.
- b. As the IM duty officer, you are required to open IPC; activate the circuit, if necessary; receive the FLASH telegram; and send acknowledgments of receipt as quickly as possible within the two-hour period following your first recall. If BMC does not receive this acknowledgment within the two-hour window, it will re-initiate recall; *if post was recalled via recall phone, BMC will initiate the second recall via landline to MSG Post 1 or directly to the IM duty officer; it will* notify the messaging center operator (MCO) at the Main State Messaging Center (MSMC); and *will* issue a Recall Failure Notice Report in accordance with DTS regulations.
- c. You must send an acknowledgment of receipt of a FLASH to the originator using a ZDF service *message*. You must also send a receipt of FLASH traffic to BMC, or your servicing relay station, using an RZ service message.

- d. If you send a FLASH, you must keep the circuits active until you receive the acknowledgments of receipt. You should receive a ZDF service from the destination post and an RZ (service message acknowledging receipt Flash) from BMC or your servicing relay station.
- e. See 5 FAH-2 H-423.1-1 and H-423.1-2 for formatting information for acknowledgment of receipt of FLASH service messages.

## **5 FAH-2 H-422.1-2 Opening/Closing IPC to Send or Receive NIACT IMMEDIATE**

*(CT:TEL-28; 06-23-2008)*  
*(Uniform State/USAID)*

- a. *Beltsville Messaging Center (BMC) will recall the IM duty officer via recall phone(s) provided by BMC. Only posts that do not possess BMC-provided recall phone(s) will be notified via landline to report to IPC for NIACT telegram at posts abroad* regardless of whether the circuit is in storage or unattended status.
- b. As the IM duty officer, you are required to open IPC; activate the circuit, if necessary; receive the NIACT telegram; and send an acknowledgment of receipt as quickly as possible within the two-hour period following your first recall.
- c. You must send the acknowledgment of receipt to the originator using a ZDF service message. If an acknowledgement is not received within the two hour window, the originator will re-transmit the message.
- d. If you send a NIACT IMMEDIATE, you must keep the circuits active until you receive the acknowledgment of receipt from the destination. If the destination is not responding, confirm with BMC that the telegram has been forwarded to the destination prior to departing the station. You should notify the originator that the destination has not acknowledged for the message.
- e. See 5 FAH-2 H-423.1-1 and 5 FAH-2 H-423.1-2 for formatting information for acknowledgment of receipt of FLASH service messages.

## **5 FAH-2 H-422.2 Contacting *the Department's Executive Secretariat's* Operations Center (S/ES-O)**

*(CT:TEL-28; 06-23-2008)*  
*(Uniform State/USAID)*

- a. If you want to communicate urgent information to S/ES-O you should first telephone it. A telephone call can take less time than processing a telegram. After placing the call, you should then send a telegram to establish an official record of the contact.

- b. The S/ES-O telephone number, (202) 647-1512, rotates through 25 lines, so it can answer all calls as quickly as possible.

## **5 FAH-2 H-423 ACKNOWLEDGMENT PROCEDURES**

*(CT:TEL-14; 07-28-2005)*  
*(Uniform all agencies)*

- a. You must send an acknowledgment of receipt service message for all telegrams with the ZFF operating signal in FL5. This includes, but is not limited to, FLASH, NIACT IMMEDIATE, NODIS, TOPAR, and PARTO telegrams.
- b. The numerical suffix after ZFF identifies who must acknowledge receipt. Usually the suffix 4 (ZFF-4) is used, requesting an acknowledgment of receipt from the communications center at the action station.
- c. See 5 FAH-2 Exhibit H-423 or ACP-131 (D) for an explanation of the ZFF numerical suffixes.

### **5 FAH-2 H-423.1 Most Often Used Acknowledgment Services**

*(CT:TEL-28; 06-23-2008)*  
*(Uniform all agencies)*

- a. You should create "canned" RZ and ZDF acknowledgment services in your TERP V to expedite the acknowledgment process. Canned service *messages* contain essential transmission format lines, macro characters, and blank editable fields. When you send a canned service message, TERP V adds the missing information requested by the macro characters. You can insert any additional information in the blank fields.
- b. If a telegram has ZFF4, ZFF5, ZFF6, or ZFF RXXXXX (routing indicator of post requesting acknowledgment) on FL4 of an incoming telegram TERP V will detect it. TERP V will automatically generate and send an acknowledgment service inserting the necessary information, such as time of receipt, routing indicator of posts, and message reference number (MRN) of the incoming telegram.
- c. If your post's telegraphic processor does not have automatic acknowledgment capabilities, you must retrieve the appropriate service *messages* from the database, edit and send it. Consult the operations guide for your post's telegraphic processor to create and store service *messages*.

## 5 FAH-2 H-423.1-1 R Z Service Message

(CT:TEL-28; 06-23-2008)

(Uniform State/USAID)

- a. You send an R Z service message to your servicing relay station to confirm receipt of FLASH traffic (**please ensure that a space is placed between the R and Z**). The characters RZ are the shorthand for the phonetic alphabet "Roger" and "Zulu." Roger stands for received, Zulu stands for the ZZ precedence designator FLASH.
- b. The R Z service redundantly identifies the incoming telegram by its Channel Sequence Number (CSN) on FL1. In the example below, send the service to RUEHZZ, which is the STARS terminal at BMC that clears pending FLASH acknowledgments. If your servicing relay is not BMC, enter the pertinent routing indicator in place of RUEHZZ.
- c. SF0123, in the example below, is the CSN of the incoming FLASH message that was sent from the Beltsville relay station to your station (in this example, Sofia). The relay station will resend the original FLASH message every ten (10) minutes until it receives this R Z service *message*.

### EXAMPLE

```
VZCZCSFI209
00 RUEHZZ
DE RUEHSF #0038 0661158
ZNR UUUUU ZZH
UNCLASSIFIED
BT
UNCLAS SVC R Z SF0123 IMI SF0123
BT
#0038
(EOM)
```

- d. *When posts are closed to unattended operations with their manual services shut off, an R Z is automatically sent to the TERP's manual release queue with the time it was received by the TERP. Post must ensure they change the file time of the service message before releasing the service message.*

## 5 FAH-2 H-423.1-2 ZDF Service Message

(CT:TEL-28; 06-23-2008)

(Uniform all agencies)

- a. You send a ZDF service message to the originating post to acknowledge

receipt of a message bearing the ZFF opsig in FL5.

- b. The ZDF identifies the incoming telegram by the Message Reference Number (MRN) provides the date and time of receipt (in Zulu date/time).
- c. In the following example, **RUEHMPI** is the routing indicator used by the **ATSIII** terminal at the Department to clear pending ZDF acknowledgments. STATE 222346 is the MRN of the incoming telegram. 071204Z NOV 00 is the Zulu date/time the telegram was received by Sofia's telegraphic processor.
- d. *When posts are closed to unattended operations with their manual services shut off, a ZDF is automatically sent to the TERP's manual release queue with the time it was received by the TERP. Post must ensure they change the file time and ZUB time of the service message before releasing the service.*

**NOTE:** The Zulu date may differ from your local date, depending on the country.

**EXAMPLE**

```
VZCZCSFI210
OO RUEHMPI
DE RUEHSF #0039 0511205
ZNR UUUUU ZZH
BT
UNCLAS SVC SOFIA
    ZDF STATE 222346 AT (or the OPSIG
    ZUB) 201204Z FEB 04
BT
#0039
(EOM)
```

## 5 FAH-2 H-423.2 Acknowledgments Required for FLASH Traffic

*(CT:TEL-28; 06-23-2008)*  
*(Uniform all agencies)*

- a. If you send a FLASH telegram you must receive:
  - (1) A RZ service message, always sent by IMMEDIATE precedence, from the first relay facility in the transmission path; and
  - (2) A ZDF service message, sent by IMMEDIATE precedence, from those action addressee stations to which the FLASH precedence was intended.

- b. Each relaying station, in the transmission path between the originator and addressees, must send an RZ service to the previous relay facility in the path. This is in accordance with ACP-127 Section 151, U.S. Supplement.
- c. FLASH telegrams must contain the precedence prosign ZZ on FL-2 and Z on FL-5 preceding the date-time-group. TERP V automatically prepares FLASH telegrams using the correct prosigns and required opsigs. If post's telegraphic processor does not automatically format FLASH telegrams the operator must edit the prosigns, opsigs, and text accordingly.
- d. See 5 FAH-2 Exhibit H-423.2(1) and 5 FAH-2 Exhibit H-423.2(2) for an example of a FLASH telegram and the corresponding acknowledgments.

### **5 FAH-2 H-423.3 Acknowledgments Required for NIACT IMMEDIATE Traffic**

*(CT:TEL-14; 07-28-2005)*  
*(Uniform State/USAID)*

- a. All action stations on NIACT traffic, for which the night action is intended, must send a ZDF acknowledgment to the originating station immediately upon receipt. If you are an action addressee but the NIACT precedence was not applied to your post (you were not called in), you send an acknowledgment of receipt at opening of business.
- b. If you send a NIACT telegram, be sure you include the opsigs ZZK on FL4 and ZFF-4 on FL5.
- c. See 5 FAH-2 H-423.1-2 for specific instructions in formatting the ZDF acknowledgment.

### **5 FAH-2 H-423.4 Acknowledgments Required for ZZK IMMEDIATE Military Traffic**

*(CT:TEL-28; 06-23-2008)*  
*(Uniform all agencies)*

- a. You must send a ZDF acknowledgment service to the military activity that originated and sent to your post a telegram bearing the ZZK opsig on FL-4.
- b. A ZDF service acknowledging military telegrams must include the originating station's routing indicator (OSRI) *only* and station serial number (SSN), and the plain language address designator (PLAD) and date-time group (DTG). See the example below.

**EXAMPLE**

VZCZCSFI210

```
OO RUEKJCS
DE RUEHSF #0039 0511205
ZNR UUUUU ZZH
BT
UNCLAS SVC SOFIA
ZDF RUEKJCS #7654 JCS WASHDC DTG
    201204Z FEB 04
BT
#0039
(EOM)
```

## 5 FAH-2 H-423.5 Acknowledgments for Other Telegrams

*(CT:TEL-14; 07-28-2005)*  
*(Uniform State/USAID)*

- a. The drafter or approving officer may request acknowledgment of telegrams other than FLASH, NIACT, NODIS, PARTO, and TOPAR. At posts abroad using pseudo-header format, the drafter can include the ZFF opsig, with numerical suffix, on the seventh line of the outgoing telegram. TERP V will format this and move it to FL5 of the formatted outgoing telegram.
- b. If the drafter is using CableXpress and wants an acknowledgment from an addressee, you will have to manually insert the ZFF signal. You can instruct the drafter to use an invalid symbol in one of the required fields, forcing the telegram to a TERP V error queue. You can then manipulate the telegram so you can edit in the required ZFF signal.
- c. If none of the ZFF numerical suffixes fits the purpose, you can use the routing indicator of the post concerned as the suffix.

### EXAMPLE

```
O 141640Z FEB 92 ZFF RUEHDK
```

## 5 FAH-2 H-423.6 Follow-Up Procedures For Unacknowledged NIACT or FLASH Telegrams

*(CT:TEL-28; 06-23-2008)*  
*(Uniform State/USAID)*

- a. If you do not receive an acknowledgment for your high precedence telegram *within two hours*, you must resend the telegram or send a service message requesting acknowledgment for the original transmission.

- b. Retransmissions should retain the same precedence as the original and should have the opsig ZFG (this message is an exact duplicate of a message previously transmitted and is to be delivered to all appropriate addressees served by the receiving communications facility) following ZZH in FL-4.
- c. If BMC, or your servicing relay station, does not receive an RZ service within 10 minutes of a FLASH transmission, it will resend the FLASH, or request the RZ via service message.

## **5 FAH-2 H-424 THROUGH H-429 UNASSIGNED**

## **5 FAH-2 EXHIBIT H-421 TIME FOR TELEGRAM DELIVERY**

*(CT:TEL-14; 07-28-2005)  
(Uniform State/USAID)*

Speed of service objectives apply to the total elapsed communications handling time. Time starts when you receive the outgoing telegram and stops when the telegram is available for delivery at the addressee's communications center. If you send or receive a FLASH or NIACT IMMEDIATE telegram after normal business hours the time starts when the originator opens up the IPC and ends when the originator (or its servicing relay station) receives the acknowledgment of receipt from the addressee. The total handling time for a recall, starting from your first recall and ending when you send the acknowledgement of receipt, must not exceed two hours.

PRECEDENCCE	PROSIGN	OBJECTIVE
FLASH	Z	As fast as possible, but not more that 10 minutes
IMMEDIATE	O	30 minutes
PRIORITY	P	3 hours
ROUTINE	R	6 hours

### SIGNIFICANT BACKLOG FACTORS

A significant backlog is a communications delay in excess of the following standards, during normal business hours. Significant backlog is measured in minutes and number of unprocessed messages. Significant backlog factors indicate an in-station delay above normal acceptable routine flow for a single message at any position within a terminal or relay center facility during normal business hours. A delay of a FLASH message, caused by other than a preceding FLASH message, is unacceptable. Note that the significant backlog factors below are for a large embassy and should be revised accordingly for a smaller post.

PRECEDENCE	TIME IN MINUTES	NUMBER OF MESSAGES
FLASH	1	1
IMMEDIATE	15	8
PRIORITY	120	64
ROUTINE	360	192

## **5 FAH-2 EXHIBIT H-423 ACKNOWLEDGMENT OPSIGN SUFFIXES**

*(CT:TEL-14; 07-28-2005)  
(Uniform all agencies)*

### **ZFF Suffixes:**

Use the numerical suffixes below with the ZFF operating signal to request acknowledgment of a message from a receiving station. Per ACP-131, the ZFF opsig is not authorized for use on general messages.

[Kevin, make bigger tabs like the ZDFs below.]

ZFF-1 Acknowledgment requested from action addressees

ZFF-2 Acknowledgment requested from information addressees

ZFF-3 Acknowledgment requested from all addressees

ZFF-4 Acknowledgment requested from action addressee's message center

ZFF-5 Acknowledgment requested from information addressee's message center

ZFF-6 Acknowledgment requested from all addressees' message centers

### **ZDF Suffixes:**

Use the numerical suffixes below with the ZDF operating signal when responding to messages with the ZFF opsig.

**NOTE:** ZDF service messages for Department telegrams do not include a numerical suffix. Other agencies' message centers, however, may expect the appropriate numerical suffix on the ZDF acknowledgment.

ZDF-1 Message was received by addressee at (insert date time group)

ZDF-2 Message was received by addressee's communications center at (insert date time group)

ZDF-3 Message was delivered to addressee by broadcast at (insert date time group)

ZDF-4 Message was forwarded to addressee by commercial means at (insert date time group)

ZDF-5 Message was mailed to addressee at (insert date time group)





## **5 FAH-2 EXHIBIT H-423.2(3) FLASH TELEGRAM ACKNOWLEDGMENTS**

*(CT:TEL-28; 06-23-2008)  
(Uniform all agencies)*

RZ Acknowledgment to the relay station:

VZCZCPRI209  
00 RUEHZZ  
DE RUEHFR #0038 3181131  
ZNR UUUUU ZZH  
BT  
UNCLAS SVC R Z ABC123 IMI ABC123  
BT  
#0038  
(EOM)

ZDF Acknowledgment to SECSTATE:

VZCZCPRI210  
00 RUEHMPI *(Use only this routing indicator for SECSTATE originated  
messages)*  
DE RUEHFR #0039 3181132  
ZNR UUUUU ZZH  
BT  
UNCLAS SVC PARIS ZDF SECSTATE 109214 ZUB 131131Z NOV 00  
BT  
#0039  
(EOM)

*ZDF Acknowledgment to the originating station:*

*VZCZCPRI210  
00 RUEHXX  
DE RUEHFR #0039 3181132  
ZNR UUUUU ZZH  
BT  
UNCLAS SVC PARIS ZDF LONDON 109214 ZUB 131131Z NOV 00  
BT*

*#0039*  
*(EOM)*