BULLETIN

Certified Radiogram Implementation
Effective June 1, 2025

26 May 2025

Effective June 1, 2025, Radio Relay International will begin conveying the new "Certified" precedence radiogram. The certified precedence radiogram, also referred to as the "fast telegram" message is a new classification reserved for unique, personal radiogram message traffic. The certified message fits into the following order of precedence:

Emergency
Priority
Welfare
Certified
Routine

The purpose of this new message classification is to ensure that RRI and NTS customers receive excellent service in the form of both *accuracy and timely delivery*. Likewise, established users will have confidence that any personal or unique organizational radiograms will be conveyed in a timely manner.

One might think of a certified radiogram as a routine radiogram that is unique in nature conveyed under a precedence that prioritizes a high quality of customer service.

Definition of the certified radiogram:

A "CERTIFIED" radiogram (precedence "C") is any message other than Emergency, Priority, or Welfare, which meets the following criteria:

- The originator *shall* have a reasonable expectation that the address, phone number and other contact information contained in the address is *timely and correct*. Addresses harvested from on-line databases such as "white pages" or the like *shall not* be used.
- The message transmitted must be unique in character.

- The message must be transmitted as the result of a prior relationship or transaction between the originator (from) and addressee (to). Examples include, but are not necessarily limited to:
    - ✓ A birthday or holiday greeting between family members or friends.
    - ✓ Acknowledgment of a membership, award, or other action by a club or organization, in which the message is originated *in response to an action by the addressee* and in which case the address information is known to be complete, timely and correct.
    - ✓ Personal communication between family and friends regarding events, planned activities, or other notifications.
- What is prohibited: The CERTIFIED precedence *shall not* be used for Bulk Traffic, which is defined under certain categories as follows:
    - ✓ The originator has no prior or *direct* relationship with the addressee.
    - ✓ The message is originated in response to the *inaction* of an addressee.
    - ✓ The message is designed to promote a particular organization or activity in which the addressee has had no prior involvement, expressed no prior interest, or in which the originator has no prior information of the potential interest of the addressee.
    - ✓ The message consists of a common text routinely sent to multiple parties.

- **All BULK TRAFFIC *shall* be classified as ROUTINE.**

Examples:

1. If a club or organization received a request for membership in which the individual has provided timely and known-correct contact information, and in which case the organization wants to send an acknowledgement of membership, this message could be transmitted as "certified."

2. If a club or organization sends multiple messages out inviting others to join the organization, yet the addressees are not known to have expressed a prior interest, these messages must stay in the "routine" category.

3. If a radio amateur originates a holiday greeting to a relative in which case there is a prior relationship, the message is unique to the originator, and the address/contact information is known to be timely and correct, this message can be originated as "certified."

Operational Considerations:

Certified messages might be viewed as "time sensitive" messages. The overriding principle is that of "customer service." The imperatives associated with this message classification are *accuracy and timely delivery*.

Historically, routine radiograms propagate through the traffic system in a timely manner. However, it is common for radiograms to be held by absent liaison stations or otherwise delayed at the section and local nets awaiting an "outlet" in the form of a volunteer located near the addressee. The result is often extended delivery delays.

While the goal remains to get the message as close to the "last mile" delivery point as possible, thereby preserving network capacity and encouraging participation in NTS, in the case of a certified message, this goal will be *secondary* to timely and accurate delivery. In other words, in the ideal case, the message will propagate to the section or local net level where a delivery outlet (volunteer) will be present on the net. However, upon expiration of the time limit, the message must be delivered from wherever it is within the traffic system.

Recognizing Modern Realities:

While the goal of the traffic system is the development of a robust organization with volunteers covering most communities, this is not always practical. Outside of disaster conditions, nearly everyone today has toll-free methods suitable for message delivery, whether via telephone, text message or Internet email. There is simply no reason for a unique, personal, or organizational radiogram to be delayed for days when it contains a valid address with multiple delivery options.

Address Requirements:

At a minimum, a certified message will contain a known correct and complete postal address and telephone number. Ideally, the certified message might have additional address information such as:

JOSEPH P HAMM
221 MINNEHAHA AVE EAST
ST PAUL MN 55106
651 223 1212 M
651 223 2121 L
JOSEPH DOT HAMM ATSIGN GMAIL DOT COM

Note that a mobile number is appended with an “M” and a landline is appended with an “L.” If the type of number is unknown, neither appendix is appended. The presence of an “M” indicates to the delivering operator that a text message can be sent to the addressee.

Date-Time Group Required:

A time of origin, in addition to the date is required for certified radiograms. All certified radiograms shall expire and must be delivered no later than within 48 hours of the date/time of origin and must be delivered from wherever they are within the system at that time.

Origination and Relay Methods:

The Digital Traffic Network (DTN) is the preferred method for originating or relaying a certified radiogram. DTN automatically forwards radiogram traffic to its destination, ensuring timely transfer at the infrastructure level.

RRI has also developed a “Certified Radio Operator” (CRO) program as both an emergency communications training program and to create a quality control method intended to support the effective and timely relay and delivery of certified radiograms. A specialized DTN “pipeline” method in which certified and higher precedence radiograms are routed to certified radio operators at the state/section level has been established. Likewise, CRO representation at the Winlink-RRI gateways is also being implemented. **The CRO is then responsible for delivery or relay to a known competent operator.**

While origination either directly through DTN or via the Digital Traffic Station function is a preferred method of origination, *certified radiograms can be originated and relayed via any method, voice, CW, manual digital modes, or the like*. The primary imperative is timeliness of delivery and accuracy.

The Role of the Certified Radio Operator:

While certified radiograms can be originated and relayed via any mode, RRI is expanding the process of deploying a cadre of *certified radio operators* responsible for staffing a DTN virtual pipeline utilizing tactical addresses. These DTS are responsible for ensuring that certified radiograms are either delivered directly or relayed to a traffic station that is experienced and willing to adhere to the RRI standards governing the delivery of radiograms and radiogram-ICS213

messages. Additionally, the CRO requirement will also apply to the Winlink-RRI gateway operators at the region net level.

The certified radiogram is NOT an exclusive RRI program. Any traffic operator, whether affiliated with RRI, ARRL, or an independent organization can originate or deliver a certified precedence radiogram.

Email Delivery:

Delivery via email should utilize both plain text within the body of the email and an attached PDF version of the radiogram utilizing an RRI fillable radiogram or radiogram-ICS213 message form. The plain-text message is provided in the email, and the PDF version of the radiogram printed on a professional style form is attached. Be sure to "print" the PDF radiogram as opposed to sending the fillable version directly. This ensures the content is not lost or otherwise altered.

It may be best to call or text the addressee to let him know a radiogram is being delivered by email, otherwise, the message may be diverted into a spam filter or ignored as a security risk.

More information on recommended delivery methods is available in other RRI publications.

Applicable to All Nets:

The certified radiogram is applicable to all net operations and is mode agnostic. Ideally, certified radiograms will be routed and delivered promptly, and accuracy will be assured through a process of relay and routing to traffic operators of known skills as a quality control measure.

It is hoped that all traffic operators will work together to ensure the success of this program.

Sample Certified Radiogram:

13 C W6RRI 21 MASCOUTAH IL 2230Z JUN 1
STEVE HAMM WB8HAM
715 N SHIAWASSEE ST
OWOSSO MI 48867
517 723 1212 M
STEVE DOT HAMM ATSIGN YAHOO DOT COM
BT
THE CERTIFIED MESSAGE IS INTENDED TO PRIORITIZE THE TIMELINESS OF DELIVERY AND ACCURACY OF CONTENT IN THE INTEREST OF CUSTOMER SERVICE
BT
RADIO RELAY INTERNATIONAL

NOTES:

1. Zip code is required for certified messages to facilitate routing via DTN.
2. Designate type of phone number (if known).
3. Email delivery option provided. Attachment of a properly serviced radiogram form should be included. See RRI forms 1703 and 1801 for examples.
4. Certified precedence shall not be used for bulk traffic. Please see rules regarding this classification of message.
5. Time of origin required. Message must be delivered no later than 48 hours from time/date of origin regardless of location within the traffic system.

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