

### 1.19.3 Radio Phraseology and Techniques.

Radio communications are a critical link in the ATC system. The use of proper radio procedures enhances safety and is the mark of a professional pilot. Standard phraseology should be adhered to at all times. Proper radio procedures include the following:

- Use the full call sign (company name, flight number) when communicating with ATC.
- If there is any doubt about the clearance or who the clearance is for, ask for verification. Do not read back a “best guess” at a clearance and expect ATC to catch any mistakes. This is particularly true when in areas of high terrain or when the clearances include heading, frequency, route changes and holding short of a runway.
- On initial contact, notify ATC of assigned altitude and, if applicable, assigned heading and airspeed. When on other than published routes, include the presently assigned routing.
- Acknowledge frequency change, including full call sign.

Pilots should confirm with one another any clearances to include headings, frequencies, routes and hold short instructions, particularly when there is any question of whether the other pilot heard the information.

### 1.19.4 Critical Phases of Flight—Sterile Flight Deck.

**Source:** 14 CFR Part 121.542

For the purpose of sterile Flight Deck procedures, “critical phase of flight” is defined as: all ground operations involving taxi, takeoff and landing, and all other flight operations conducted below 10,000 feet, except cruise flight. In the flight conditions mentioned above, all activities in the Flight Deck not required for the safe operation of the aircraft are prohibited to include non-essential conversation.

Prohibited activities do not include required company operational communications calls such as, “on-off” flight times, gate information or maintenance requirements. During the sterile Flight Deck period, flight attendants should contact the Flight Deck only to deal with safety-related information or situations. The sterile Flight Deck is not in effect when the aircraft is not in motion, with the parking brake set.

### 1.19.5 Cockpit Voice Recorder (CVR).

**Source:** 14 CFR Parts 121.359 and 91.609

The CVR is limited to use in an accident or incident investigation. The recording must not be erased before the completion of the PARKING CHECKLIST.

**Procedure.** If an incident has occurred within the last thirty minutes, before landing or during taxi before parking, requiring immediate notification to the NTSB. The Flight Crew will:

1. Preserve the recording after landing or after parking, removing power from the CVR by pulling circuit breakers;
2. Contact System Operations for notification so the Safety Office can be notified.
  - a. See also [Section 7.4, "National Transportation Safety Board \(NTSB\)"](#) for detailed definition on Notification to NTSB.

• Note •

See also [Section 1.18, "Flight Crew Irregularity Report"](#) for filing an FCIR.