

Military Phonetic Alphabet

Letter	1957–Present
A	Alfa (or Alpha)
B	Bravo
C	Charlie
D	Delta
E	Echo
F	Foxtrot
G	Golf
H	Hotel
I	India
J	Juliett
K	Kilo
L	Lima
M	Mike
N	November
O	Oscar
P	Papa
Q	Quebec
R	Romeo
S	Sierra
T	Tango
U	Uniform
V	Victor
W	Whiskey
X	X-ray
Y	Yankee
Z	Zulu

Important Tips

1. The IVR will give you the option of responding by voice or through the telephone keypad. Please follow the prompt to make your choice.
2. The military phonetic alphabet is the standard that will be used as a means to distinguish similar sounding letters and to increase the accuracy and speed in the future
3. The IVR will accept either the letter 'Z' or the phonetic spelling 'Zulu,' but 'Zulu' is preferred
4. When giving the date, the IVR will accept both 'two-twelve-twenty-ten' and 'February-twelve-twenty-ten.' 'Two-thousand-ten' can also be used. It will not accept 'zero-two-twelve-twenty-ten.'
5. You can interrupt any prompt with 'Repeat,' 'Main Menu,' 'Survey' or 'Good Bye'

6. The IVR will give you three chances. On the third attempt, it will ask you to key in your response. If it fails to recognize the response, it will tell you to call back later.

7. Have your information readily available, the system expects a quick response

8. If you have to key in the HICN or PTAN, remember the system is expecting the same key combination as before