



GALILEO SERVICE NOTICE #02

SERVICE NOTICE TO GALILEO USERS (SNGU): 2019001 Issue: 1.0

DATE GENERATED (UTC): 2019-07-13 21:05

SNGU TYPE: GENERAL

SNGU NUMBER: 2019001

***** GENERAL MESSAGE TO ALL GALILEO USERS *****

A technical incident in the Galileo ground infrastructure is affecting the functioning of the Galileo system, as a result of which there is a temporary interruption of some of the Galileo initial services. The navigation messages for all satellites are expired since 01:50 (UTC) on 12/07/2019, and according to the Service Definition Documents, users shall not use expired Galileo navigation messages.

This incident does not affect the Galileo Search and Rescue service used for locating and helping people in distress situations.

The cause of the technical incident is identified and recovery actions are implemented to ensure that the nominal service is resumed as soon as possible while safeguarding quality of the services.

Galileo provides “initial services”, the phase that precedes the “full operational services” phase, since December 2016. Nominal Galileo redundant capabilities and associated service continuity functions are partially affected by on-going major deployment activities towards the Galileo “full operational services”.

Dedicated Notice Advisory to Galileo Users (NAGUs) have been published at the European GNSS Service Centre to inform users on the service impact:

- NAGU number 2019025 on 2019-07-11 14:45 on the potential service degradation
- NAGU number 2019026 on 2019-07-13 20:15 on the service outage