



GALILEO SERVICE NOTICE #02

SERVICE NOTICE TO GALILEO USERS (SNGU): 2019001 Issue: 1.2

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

This note is an update of the service notice of 13 July on the temporary interruption of Galileo services.

Galileo initial services have now been restored. Commercial users can already see signs of recovery of the Galileo navigation and timing services, although some fluctuations may be experienced until further notice.

The technical incident originated by an equipment malfunction in the Galileo ground infrastructure, affecting the calculation of time and orbit predictions, and which are used to compute the navigation message. The malfunction affected different elements on the ground facilities.

A team composed of GSA experts, industry, ESA and Commission, worked together 24/7 to address the incident. The team is monitoring the quality of Galileo services to restore Galileo timing and navigation services at their nominal levels.

We will set an Independent Inquiry Board to identify the root causes of the major incident. This will allow the Commission, as the programme manager, together with the EU Agency GSA to draw lessons for the management of an operational system with several millions of users worldwide.

Galileo provides 'initial services' since December 2016. During this initial 'pilot' phase preceding the 'full operational services' phase, Galileo signals are used in combination with other satellite navigation systems, which allows for the detection of technical issues before the system becomes fully operational. In the full operational phase, Galileo should function independently of other satellite navigation systems.

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



EUROPEAN COMMISSION

Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs

EU Satellite Navigation Programmes

- 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.
- NAGU number 2019027 on 2019-07-18 08:20 on the service recovery

as well as a news item on the GSA website on 14 July

(<https://www.gsa.europa.eu/newsroom/news/update-availability-some-galileo-initial-services>) and 17 July (<https://www.gsa.europa.eu/news/galileo-initial-service-recovery-actions-underway>)

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