



GALILEO SERVICE NOTICE #02

SERVICE NOTICE TO GALILEO USERS (SNGU): 2019001 Issue: 1.3

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

This note is an update of the service notice of 18 July on the service recovery of the Galileo initial services.

Galileo initial navigation and timing services are now fully restored and stable (link to NAGU of 22 July 2019).

As per standard procedure in such situations, an Independent Inquiry Board is being set up to review the identified root causes of the incident. Based on the findings, the Galileo Programme will draw lessons for the future management of the system.

Galileo has been providing 'initial services' since December 2016. One of objectives of this phase is to enable the detection of technical issues before the system becomes fully operational. During this initial phase (preceding the 'full operational services' phase), user devices use Galileo signals in combination with signals from 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:

- 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.
- NAGU number 2019028 on 2019-07-22 17:50 on the service restored.