

EGNOS SERVICE NOTICE

Number: 35

Version: 1.0

To: All EGNOS Users

Date: 13/10/2025

Subject: EGNOS Service Unavailability

This Service Notice informs EGNOS users of an **EGNOS service outage** on 13th October 2025 at 09:59 UTC. This situation affects all EGNOS services¹. The situation has been swiftly assigned the highest priority, and a dedicated technical team is working to solve the issue.

Both the European Satellite Services Provider (ESSP) and the European Union Agency for the Space Programme (EUSPA) are actively working together to solve the issue as quickly and efficiently as possible. The joint effort aims to address the root cause and minimize the overall downtime.

Should you have any immediate questions or require further assistance, do not hesitate to reach out through the appropriate support channels. Our teams will provide answers to queries related to the service outage and recovery.

¹ The EDAS service remains operational despite the current issue. However, users should be aware that SiSNeT data and new EMS files from FTP are not being transmitted, since there is no SiS available at this time.

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1 EGNOS STATUS AND PERFORMANCES

Latest information on EGNOS system status and performances can be found at the EGNOS User Support website <https://egnos.gsc-europa.eu>

Users can subscribe to notifications about planned GEO outages and configuration changes and to real-time notifications of unplanned GEO SIS outages and recoveries in the EGNOS User Support website <https://egnos.gsc-europa.eu>

2 CONFIGURATION GUIDELINES FOR OPEN SERVICE EQUIPMENT

Guidance material can be found in the Resources and Tools section of the EGNOS User Support Website: <https://egnos.gsc-europa.eu/resources-tools/guidance-material>

This section contains several documents among others which describe how to configure some EGNOS capable receivers, including examples and detailed pictures.

3 CONTACT US

Should you have any question related to this Service Notice or EGNOS Safety of Life (SoL) service for aviation users and Open Service, please, contact helpdesk@egnos.gsc-europa.eu or [+34 911 236 555](tel:+34911236555) (H24/7)

Should you have any question related to EDAS and EGNOS Safety of Life (SoL) assisted service for Maritime users, please, contact helpdesk@edas-maritime.gsc-europa.eu or [+34 911 236 555](tel:+34911236555) (H24/7)

For more information about EGNOS Safety of Life (SoL) service for aviation users and Open Service, please, visit the EGNOS User Support website at egnos.gsc-europa.eu. For more information about EDAS and EGNOS Safety of Life (SoL) assisted service for Maritime users, please, visit the Maritime Service Provider website at edas-maritime.gsc-europa.eu