

EGNOS SERVICE NOTICE

Number: 31

Version: 1.0

To: All EGNOS Users

Date: 13/03/2024

Subject: Updated EGNOS Services User Support Website and Helpdesk after the declaration of the new EGNOS Safety of Life (SoL) assisted service for MARitime userS (ESMAS)

Internal ESSP classification:

BLUE

This Service Notice informs all EGNOS users of the updates in the EGNOS Services User Support Websites and Helpdesk contact information.

The European Union Agency for the Space Programme (EUSPA) declared the new EGNOS Safety of Life (SoL) assisted service for MARitime userS (ESMAS). A new User Support Website for the service has been published and the former EGNOS User Support Website has been modified. The following changes are brought to the attention of all EGNOS users:

- The former EGNOS User Support Website has been revised and split into:
 - General EGNOS System, Safety of Life (SoL) service for aviation users and Open Service, available at egnos.gsc-europa.eu
 - EDAS and EGNOS Safety of Life (SoL) assisted service for MARitime userS (ESMAS), available at edas-maritime.gsc-europa.eu
- Correspondingly, the contact e-mail addresses for the EGNOS Helpdesk have been updated as follows:
 - For general EGNOS enquiries, Safety of Life (SoL) service for aviation users and Open Service: helpdesk@egnos.gsc-europa.eu. Users can also contact the EGNOS Helpdesk using the dedicated contact form available on the EGNOS User Support Website.
 - For enquiries related to the EDAS and EGNOS Safety of Life (SoL) assisted service for MARitime userS: helpdesk@edas-maritime.gsc-europa.eu. Users can also contact the EDAS and Maritime Helpdesk using the dedicated contact form available on the EDAS and Maritime User Support Website.

Users are kindly reminded to update their contact information and utilize the newly provided e-mail addresses for all future enquiries.

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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