

Iridium Outage

2024-11-21 18:46z – 2024-11-22 02:50z

Impact Overview

Center	Total Impacted Flights	Start of Outage	End of Outage	Duration (Minutes)	ATC Alert Declared	ATC Alert Cancelled	LIR Ticket #
KZAK	138	2024-11-21 18:46	2024-11-22 02:50	484	2024-11-21 22:08	2024-11-22 04:39	900121924, 900165124
KZWH	103	2024-11-21 18:46	2024-11-22 02:50	484	2024-11-21 21:30	2024-11-22 04:16	924653632, 924640132
PAZN	17	2024-11-21 18:46	2024-11-22 02:50	484	2024-11-22 00:34	2024-11-22 04:30	900386424, 900386924

Other Notable Events

At all three sites, there were unsolicited altitude clearances issued due to the loss of reduced separation, at least 3 at Oakland, 1 at New York and 1 at Anchorage. At all three sites, flights were denied altitude requests due to the loss of ADS-C/CPDLC and reduced separation.

CSP Notifications

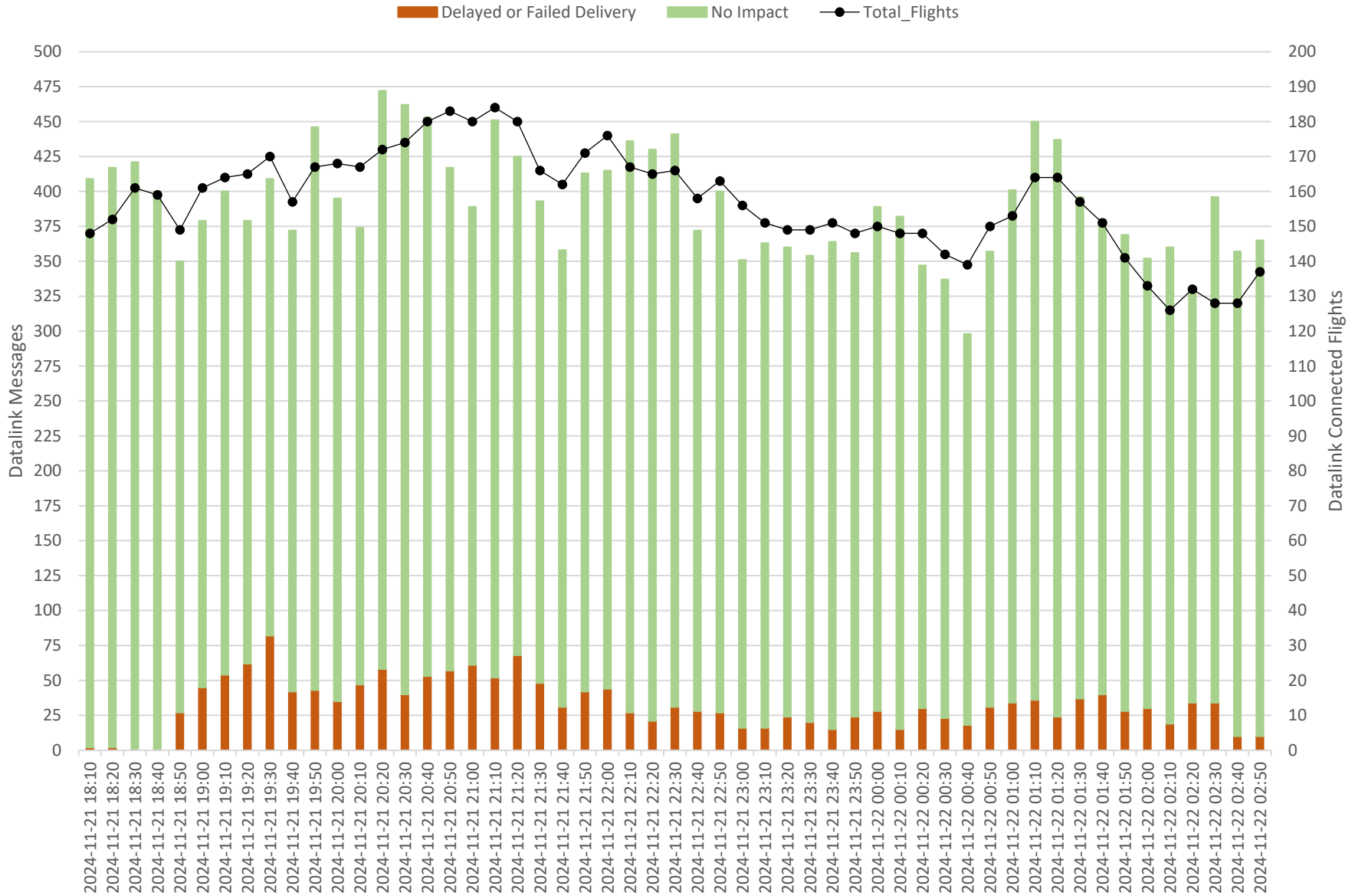
Source	Email Receipt Time	Reported Start Time	Reported End Time	Ticket Number	Status
ARINC	2024-11-11 21:26:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	2335883	Open
ARINC	2024-11-12 23:21:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	2335883	Update
ARINC	2024-11-18 17:18:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	2335883	Update
SITA	2024-11-20 11:00:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	CHG0068671	Open
ARINC	2024-11-20 14:40:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	2335883	Update
ARINC	2024-11-20 14:44:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	2335883	Update
ARINC	2024-11-21 14:54:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	2335883	Update
ARINC	2024-11-21 20:55:00z	2024-11-21 20:13:00z	N/A	TT-2335883	Update
ARINC	2024-11-21 20:57:00z	2024-11-21 20:13:00z	N/A	TT-2335883	Update
ARINC	2024-11-21 21:25:00z	2024-11-21 20:13:00z	N/A	TT-2335883	Update
ARINC	2024-11-21 21:26:00z	2024-11-21 20:13:00z	N/A	TT-2335883	Update
ARINC	2024-11-21 21:48:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-21 21:49:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
SITA	2024-11-21 22:40:00z	2024-11-21 18:45:00z	N/A	INC0167994	Open
ARINC	2024-11-21 22:51:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
SITA	2024-11-21 23:40:00z	2024-11-21 18:45:00z	N/A	INC0167994	Update
ARINC	2024-11-21 23:53:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-21 23:54:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-22 01:02:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-22 01:02:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
SITA	2024-11-22 01:11:00z	2024-11-21 18:45:00z	N/A	INC0167994	Update
ARINC	2024-11-22 01:59:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-22 01:59:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
SITA	2024-11-22 02:55:00z	2024-11-21 18:45:00z	N/A	INC0167994	Update
ARINC	2024-11-22 03:09:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-22 03:10:00z	2024-11-21 18:45:00z	N/A	TT-2335883	Update
ARINC	2024-11-22 04:01:00z	2024-11-21 18:45:00z	2024-11-22 02:35:00z	TT-2335883	Restoral
ARINC	2024-11-22 04:03:00z	2024-11-21 18:45:00z	2024-11-22 02:35:00z	TT-2335883	Restoral
SITA	2024-11-22 05:11:00z	2024-11-21 18:45:00z	2024-11-22 04:00:00z	INC0167994	Resolved
SITA	2024-11-22 05:20:00z	2024-11-21 16:00:00z	2024-11-22 04:00:00z	CHG0068671	Resolved

CSP Notification Issues:

During the outage, both ARINC and SITA informed FAA representatives that the outage was **not** due to the scheduled maintenance, however notifications from ARINC regarding the outage were coded “TT,” or “Trouble Ticket,” appended to the ticket number for the planned maintenance. Also notable is that SITA, with whom the FAA directly contracts service, did not send out an outage notification until nearly four hours into the event.

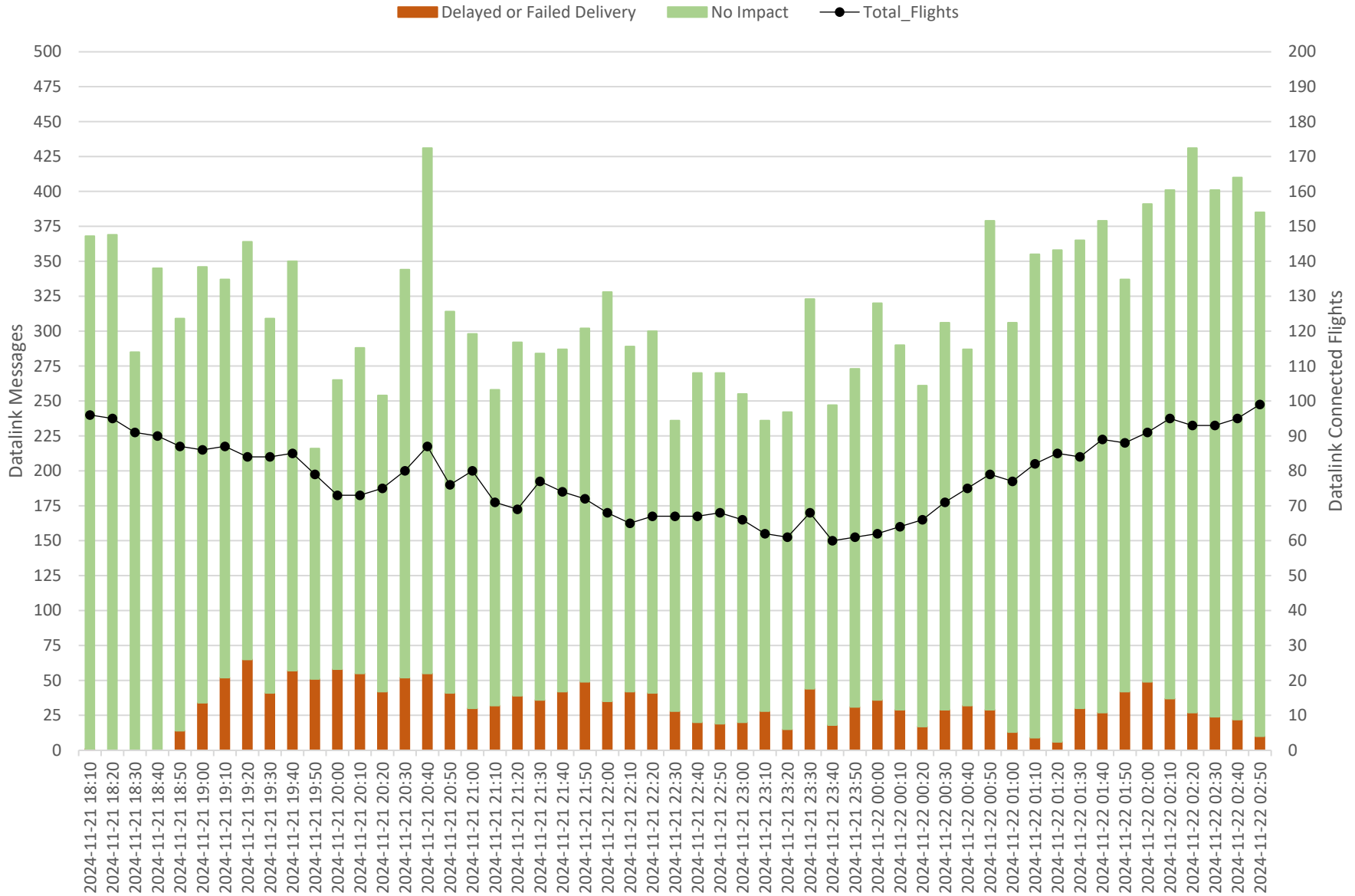
Iridium Outage - KZAK

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Iridium Outage - KZWY

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Iridium Outage - PAZN

2024-11-21 18:46z - 2024-11-22 02:50z

