

WHAT SERVICE DOES AIREON ALERT PROVIDE?

Aireon Aircraft Locating and Emergency Response Tracking (Aireon ALERT) provides the last received ADS-B reported position of an aircraft to assist pre-registered aviation stakeholders such as ANSPs, airlines and search and rescue organizations in aircraft emergency situations.

WHO CAN REGISTER FOR AIREON ALERT?

The service is only available to commercial aircraft operators, ANSPs, regulators and search and rescue organizations who may at some point need to know the last known position of an aircraft in an uncertainty phase, alert phase or distress phase. The service is not designed for private pilots and the General Aviation (GA) community, who are reminded that they should escalate all requests for uncertainty, alert or distress actions with the appropriate ANSP and mandatory State authority in accordance with current procedures. Use of the Aireon ALERT service by persons who want to know the last position of an aircraft, but are not directly related to or responsible for the aircraft in focus, can compromise the timely delivery of the service.

WHAT DOES AIREON ALERT COST?

The Aireon ALERT service is free of charge to pre-registered authorities such as ANSPs, aircraft operators, regulators and search and rescue organizations.

WHAT IS THE PROCESS FOR REGISTERING FOR AIREON ALERT?

See the [Aireon ALERT user guide](#).

HOW DOES AIREON ALERT WORK?

When an aircraft is in an uncertainty phase, alert phase or distress phase, a pre-registered ANSP, aircraft operator, regulator or search and rescue organization can call the Aireon ALERT 24/7 phone number and provide the missing aircraft's unique ICAO Aircraft Address or ICAO Flight ID. The Aireon ALERT operator will search for the last known position of the aircraft, and if found, will provide that location in WGS84 coordinates to the ANSP, aircraft operator or search and rescue organization over the phone. The Aireon ALERT operator will also email a report of the location of the missing aircraft to the designated representative within the pre-registered organization.

WHO IS PROVIDING AIREON ALERT?

Aireon is providing the global air traffic surveillance coverage for the Aireon ALERT service. The Irish Aviation Authority (IAA) operates the 24/7 Aireon ALERT service center and the Aireon ALERT registration system.

WHEN SHOULD AVIATION STAKEHOLDERS REGISTER FOR AIREON ALERT?

Pre-registration for Aireon ALERT began in August 2018 and is available to ANSPs, aircraft operators, regulators and search and rescue organizations. Stakeholders can register anytime.

WHAT IS AIREON ALERTSM

Aireon Aircraft Locating and Emergency Response Tracking (Aireon ALERT) provides aircraft position information, upon request, to assist pre-registered authorities such as ANSPs, aircraft operators, regulators and search and rescue organizations when an aircraft is determined by a registered user to be in an uncertainty phase, alert phase or distress phase.

Aireon ALERT provides the last known position / track, upon request, for an aircraft that has been determined to be in an uncertainty phase, alert phase or distress phase. It provides registered aviation stakeholders with precise location updates, free of charge. Through a 24/7 communications facility, operated by the Irish Aviation Authority (IAA), Aireon ALERT makes it possible to precisely query the location and flight track of any ADS-B OUT 1090MHz equipped aircraft, regardless of region, location, terrain or status as an Aireon customer.

DO I HAVE TO BE AN AIREON CUSTOMER TO REGISTER FOR AIREON ALERT?

No. Any ANSP, aircraft operator, regulator or search and rescue organization can register for the Aireon ALERT service. In fact, it is highly recommended that non-Aireon customers, who do not already have access to global aircraft tracking and surveillance, register as soon as possible.

WHEN WOULD AN AVIATION STAKEHOLDER NEED TO UTILIZE AIREON ALERT?

If an ANSP, aircraft operator, regulator and search or rescue organization has determined that an aircraft is in an emergency situation, defined as an uncertainty phase, alert phase or distress phase, the stakeholder can utilize the Aireon ALERT service to obtain a 4-dimensional report including the aircraft altitude, latitude, longitude and time information, if applicable.

WHAT IS THE DIFFERENCE BETWEEN AIREON ALERT AND GLOBALBEACONSM

Aireon ALERT is a free service that is filling a critical need, ensuring ANSPs, aircraft operators, regulators and search and rescue organizations have the most accurate aircraft position data available when responding to an incident in remote or oceanic airspace. Aireon ALERT uses global space-based ADS-B data provided by Aireon, but is operated by the IAA. Once a stakeholder has registered for Aireon ALERT, it can contact the 24/7 operations facility to obtain the last known position of an aircraft in an uncertainty phase, alert phase or distress phase. This will include a map of the last 15 minutes of flight, with one plot per minute and a 4-dimensional report including altitude, latitude, longitude and time information. Aireon ALERT is only to be used when an aircraft is in an uncertainty phase, alert phase or distress phase.

GlobalBeacon is a fee-based product developed by Aireon and FlightAware that allows aircraft operators to continuously track their fleet movements. This capability will help airline and operator compliance with existing and upcoming International Civil Aviation Organization (ICAO) Global Aeronautical Distress Safety System (GADSS) standards outside of surveilled airspace. By combining FlightAware's web interface, algorithms and airline flight information with Aireon's space-based ADS-B network, GlobalBeacon provides aircraft operators with a minute-by-minute aircraft tracking dashboard that features configurable alerts, offering immediate notification of abnormal events. Airline Operations Centers can proactively monitor their fleet and identify deviations from its intended flight path, abnormal flight situations or a sudden loss of position data and activate an alert of a distressed status when the situation occurs. Further details can be found at <https://globalbeacon.aero/>.

WHAT IS CONSIDERED AN AIREON ALERT "EMERGENCY SITUATION"?

If an ANSP, aircraft operator, regulator or search or rescue organization has determined that an aircraft is in an uncertainty phase, alert phase or distress phase and they need additional information, outside of normal enquiries, on the location of the aircraft.

WILL AIREON ALERT BE ABLE TO TRACK ALL AIRCRAFT?

The AireonSM system is optimised to detect commercial aircraft with a functioning ADS-B out 1090MHz transponder and a typical power output of 120W or greater. Aircraft with transponders that do not meet these requirements may not be fully tracked by the Aireon system and data may not be available to support an Aireon ALERT query.

IF I AM REGISTERED FOR AIREON ALERT, DOES AIREON ALERT CONTACT ME IF MY AIRCRAFT IS IN AN UNCERTAINTY PHASE, ALERT PHASE OR DISTRESS PHASE?

No. Aireon ALERT does not provide registered entities with any proactive notification of aircraft in an uncertainty phase, alert phase or distress phase. The registered entity needs to determine the status of the flight and then contact Aireon ALERT for this information to initiate a query. If a stakeholder would like to have global air traffic surveillance and tracking, they will need to contact Aireon at <https://aireon.com/contact/> for information on global air traffic surveillance.

CAN AIREON ALERT MAKE AIRCRAFT OPERATORS AND ANSPs ICAO GADSS COMPLIANT?

No. Aireon ALERT does not make aviation stakeholders GADSS compliant. Aireon ALERT simply helps ANSPs, aircraft operators, regulators and search and rescue organizations get the last-known position of an aircraft in an uncertainty phase, alert phase or distress phase.

WHAT TIMES ARE THE AIREON ALERT HELPLINE/SERVICES AVAILABLE?

Aireon ALERT is a 24 hours a day, 7 days a week service. It is operated out of the IAA's communications facility located at their North Atlantic Communications Centre in Ballygirreen, Ireland.

HOW DO I REGISTER?

ANSPs, aircraft operators, regulators and search and rescue organizations can register for Aireon ALERT by visiting aireonALERT.com. Once on the site, find the "register" button and click it to arrive at a form submission page. After you fill in basic information about yourself and your organization, and following acceptance of the "End User Agreement", the Aireon ALERT administrators will verify and validate that you qualify for the service.

HOW WILL I KNOW IF I AM APPROVED TO USE AIREON ALERT?

Following the Aireon ALERT administrator's verification of your details, you will receive an email confirming that you are an authorized Aireon ALERT user and you will see the updated status on your dashboard when logging into Aireon ALERT. If you do meet the requirements for the Aireon ALERT service, you will be informed of that status.

WHAT DOCUMENTATION WILL I RECEIVE WITH MY EMERGENCY LOCATION REQUEST?

Once the emergency request has been received by Aireon ALERT the operator will execute a search query, and if the aircraft is found, a 4-dimensional report will be verbally provided – latitude, longitude, altitude and time. A package will then be produced that goes to the Aireon ALERT technical support team and the requester. It will include a map of the last 15 minutes of flight, with one plot per minute and the 4-dimensional report information.

WHAT LANGUAGE IS AIREON ALERT AVAILABLE IN?

Aireon ALERT is available in English. English is the de facto international language of civil aviation.

HOW DO I CONTACT THE SERVICE TO FIND MY AIRCRAFT?

Aireon ALERT service is only available through the dedicated dial up number. The requestor will log into their Aireon ALERT dashboard, where they can view their unique identification, "PIN" and dial-in numbers enabling them to speak directly with an Aireon ALERT operator. If your call cannot be answered immediately it will enter an automated queue.

HOW MANY PEOPLE FROM MY ORGANIZATION CAN HAVE ACCESS TO AIREON ALERT?

When registering, a user can enter an organization group email address, rather than their personal address, as the “Aireon ALERT email” address. This will ensure that the Aireon ALERT data package, which will include a 4-dimensional report – latitude, longitude, altitude and time, will automatically be distributed to all who need the information in the organization. Only aviation stakeholders who need to know the last known position of an aircraft in an uncertainty phase, alert phase or distress phase should register. Organizations are encouraged to arrange their internal structure to have an “Aireon ALERT” focal point, this will minimize the risk of multiple calls being received on the same aircraft from the same organization.

WHAT INFORMATION WILL AIREON ALERT PROVIDE ME IF I CALL?

Once the request has been received by Aireon ALERT, the operator will execute a search query, and if the aircraft is found, a 4-dimensional report will be verbally provided – latitude, longitude, altitude and time. A package will then be produced that goes to the Aireon ALERT technical support team and the requester. It will include a map of the last 15 minutes of flight, with one plot per minute and the 4-dimensional report.

WHO CANNOT REGISTER FOR AIREON ALERT?

Aireon ALERT is only provided to ANSPs, aircraft operators, regulators and search and rescue organizations. If the applicant does not meet one of those stakeholder designations, the application will not be approved for Aireon ALERT.

WILL AIREON ALERT ADVISE THE RESCUE COORDINATION CENTER (RCC) OR SEARCH AND RESCUE SERVICES (SAR) IN AN EMERGENCY SITUATION?

No. It is up to the caller to interpret the information provided by the Aireon ALERT service and initiate actions they determine are appropriate for the event.

WHAT IF THE ADS-B TRANSMITTER ON THE AIRCRAFT IS AN OLDER OR LOW-POWERED MODEL?

The AireonSM system was designed primarily to provide air traffic surveillance-grade aircraft position updates with ADS-B transmitters of at least 120W. The system is able to see aircraft with lower-powered transmitters, though it may not support an update rate equivalent to an air traffic surveillance-grade position update for those aircraft. For aircraft with lower-powered transmitters, Aireon ALERT will provide whatever tracking information is available.

WHY WAS AIREON ALERT CREATED?

Before the AireonSM system, global surveillance was not possible for the entire planet. Remote, oceanic and polar regions had little to no air traffic surveillance. This was not just a tremendous inefficiency, but had safety, financial and environmental consequences. As a result, the ability to know the location of any aircraft equipped with a functioning ADS-B OUT 1090MHz transponder and a typical power output of 120W or greater while over remote or oceanic airspace is a new, invaluable asset, especially in emergency situations where just a few minutes of time can make a difference. With global space-based data provided by Aireon, the Irish Aviation Authority (IAA) provides this free service to all ANSPs, aircraft operators, regulators or search and rescue organizations who register.