



### **Message from Neil Wilson**

NAV CANADA experienced an outage shortly after midnight on July 15 which affected our automated flight planning system. The cause of the problem was a severe thunderstorm in Ottawa that flooded one of our facilities. The water affected the Aeronautical Fixed Telecommunication Network (AFTN) which handles flight plans as well as our Notice to Airmen (NOTAM) office. Staff was evacuated and quickly moved to a nearby facility where back-up systems are located..

Contingency plans included bringing in extra staff to help process flight plans manually, but delays occurred due to problems reinstating connectivity of the system with neighbouring air navigation service providers. Throughout the outage NAV CANADA worked closely with the FAA and NATS, our counterparts in the U.S. and the U.K. to adjust traffic flows.

There has been no impact on our air traffic control surveillance or communications systems, i.e. air traffic controllers can still see and talk to aircraft. Safety has not been compromised.

The system was restored at 15:30 ET but there may continue to be some delays as the backlogs are processed.

NAV CANADA apologizes to customers and all members of the travelling public for any inconvenience arising from this unforeseen incident. As always, our primary focus continues to be on the safe operation of the air navigation system and the safety of the travelling public.

Neil R. Wilson  
President and CEO NAV Canada