

Iris Service Notice

Number: 2

Version: 01-00

To: All Iris Stakeholders

Date: 26/01/2026

Subject: Temporary Service Desk contact details

Internal ESSP classification:

BLUE

This Service Notice informs all Iris Stakeholders of the temporary deviation to the in-force Iris Service Definition Document (available at the ESSP [Iris User Support Website](#)) regarding the specifications related to the Service Desk.

The Service Desk is the direct point of contact for any question, request or incident related to the Iris Service, its performance, and applications. The Iris Service Desk, which is reachable on a 24/7 basis, provides user support during Working Hours of Working Days. Further details are provided in section 3.3.2 of the [Iris Service Definition Document](#).

Temporarily, the telephone number of the Service Desk (+34 674 495 025) is only available during Working Hours of Working Days.

This Service Notice will be updated and published at ESSP [Iris User Support Website](#) to inform all Stakeholders of the full effectiveness and applicability of all specifications related to the Service Desk provided in the [Iris Service Definition Document](#).

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1 IRIS STATUS AND PERFORMANCES

Latest information on Iris system status and performances can be found at the ESSP Iris User Support website at <https://satcom-dls-support.essp-sas.eu/iris/>

Users can subscribe to Iris documentation updates in the ESSP Iris User Support website <https://satcom-dls-support.essp-sas.eu/iris-documentation-subscription>

2 ANSPS PARTICIPATING IN IRIS FLIGHTS

The ISCO Signatory ANSPs who are using Iris Service are provided at <https://satcom-dls-support.essp-sas.eu/resources-tools/>

This section shows the air space in which Iris Service is being provided. The information will be updated once the Service provision with any ANSPs is modified.

3 CONTACT US

Should you have any question related to this Service Notice or the Iris Service, please, contact <https://satcom-dls-support.essp-sas.eu/service-desk>

For more information about the Iris Service, visit the Iris User Support website at <https://satcom-dls-support.essp-sas.eu/>