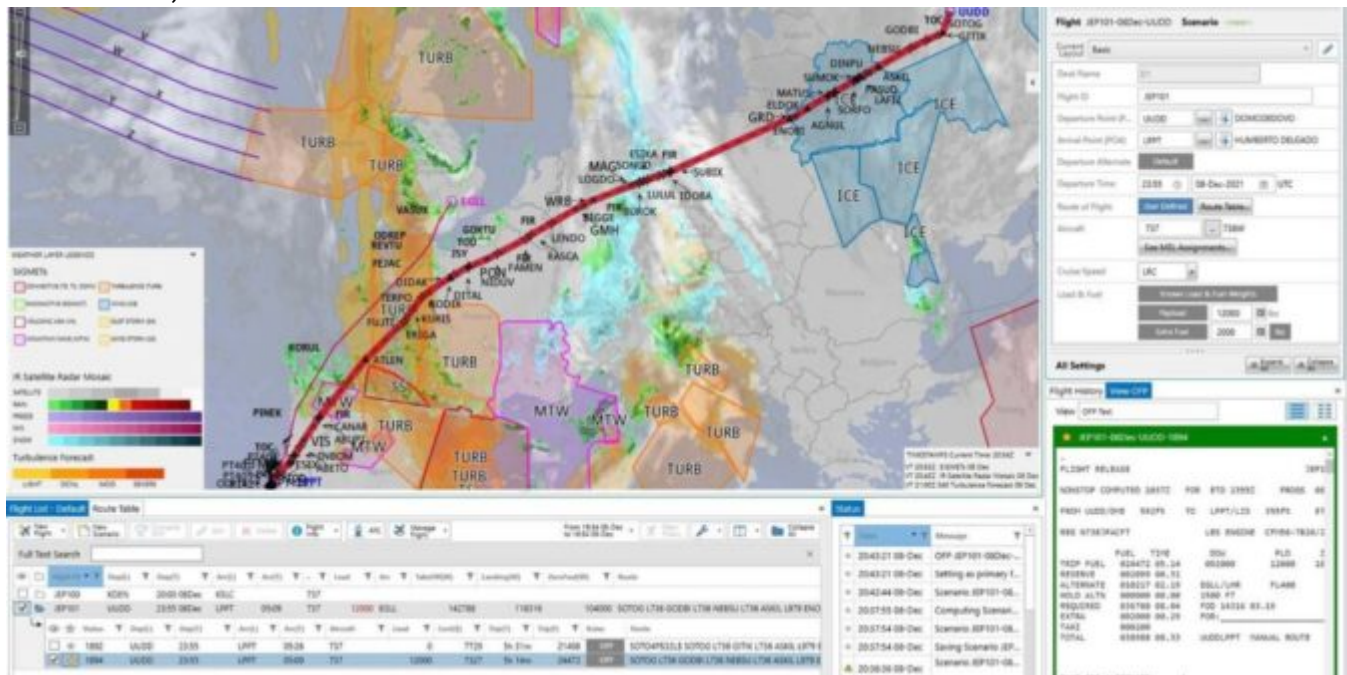


# Jetplanner, FD Pro, Charts - down

Mark Zee

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Hi members,

As those of you immediately affected by this will already be well aware of, **the majority of Jeppesen planning products are not working** at the moment.

Currently:

- **Jetplan.com** is down
- **Milplanner.com** is down
- **Jetplanner** (standalone) is not working
- **Chart viewer** products are not working (eg. Elink portal, and Icharts)
- **FliteDeck Pro** is not working
- **Foreflight** (now a Boeing company) is working but their Notam feed is not.

There is a note on the “outage” on the Jeppesen website, but reports from members here indicate that phone support is not available, and information is scarce.

We are currently experiencing technical issues with some of our products, services and communication channels. We are working to restore functionality as soon as possible.

If you need support at this time, please reach out to us at [support.jepesen.com](https://support.jepesen.com). Phone support is not available at this time.

This disruption is also impacting the receipt and processing of new NOTAMs and distribution of current NOTAMs. Flight Operators are reminded that the NOTAMs Offices (NoF) / Air Services Navigation Providers (ANSP) for the countries of departure, overflight, and arrival are alternative sources of NOTAMs.

The United States FAA and ICAO have access websites

<https://notams.aim.faa.gov/notamSearch/> | <https://www.icao.int/safety/istars/pages/notams.aspx>

However, it does appear that Jeppesen is dealing with a **ransomware attack**, meaning they have a choice of paying a ransom to restore service, or find an alternate way of providing service. Much as the impact of the outage will weigh heavy on some operators, our thoughts are with Jeppesen - not a nice situation to be in at all.

Given the situation it seems likly that the outage may continue for some time yet.

We will post any updates here and in the #flightops channel on OPSGROUP Slack.

If you have any information, please share with the OPSGROUP Team.