



International Civil Aviation Organization

CAR/SAM Regional Planning and Implementation Group (GREPECAS)

**Eighth Meeting of the GREPECAS Aeronautical Meteorology Subgroup
(AERMETSG/8)**

Santiago, Chile, 9 to 13 October 2006

AERMETSG/8 – WP/15

12/09/06

Agenda Item 2: WAFS Implementation in the CAR/SAM Regions

Regional Progress in the Implementation of the World Area Forecast System (WAFS)

(Presented by the United States)

SUMMARY

Information on the 24-hour ISCS Help Desk and the availability of the ISCS broadcast is presented.

1. Introduction

1.1 The Meeting will recall from AERMETSG/7 that several States described problems that had occurred with the reception of the WAFS products using the ISCS. They also expressed a desire to improve the coordination with WAFC Washington.

2. ISCS Help Desk

2.1 The U.S. National Weather Service (NWS) Telecommunications Operations Center (TOC) operates the ISCS Help Desk 24 hours a day and 7 days a week. Thirty-one (31) requests for help from twenty-one (21) member States were processed and resolved during the 12 months between September 2005 and August 2006.

2.2 ISCS users can find information on how to report problems related to the reception of WAFS data at: <http://www.weather.gov/iscs/trouble.htm>. This site also contains an installation and troubleshooting guide for the VSAT receiver, satellite modem and antenna.

2.3 ISCS users without access to the Internet may report problems by calling the ISCS Help Desk at 1-303-713-0902 or by sending a FAX to 1-301-587-1773.

3. ISCS Availability

During the 12 months from August 2005 through July 2006 the ISCS was available over 99.94% of the time (Figure 1). The 99.9% availability requirement was exceeded in every month except November 2005.

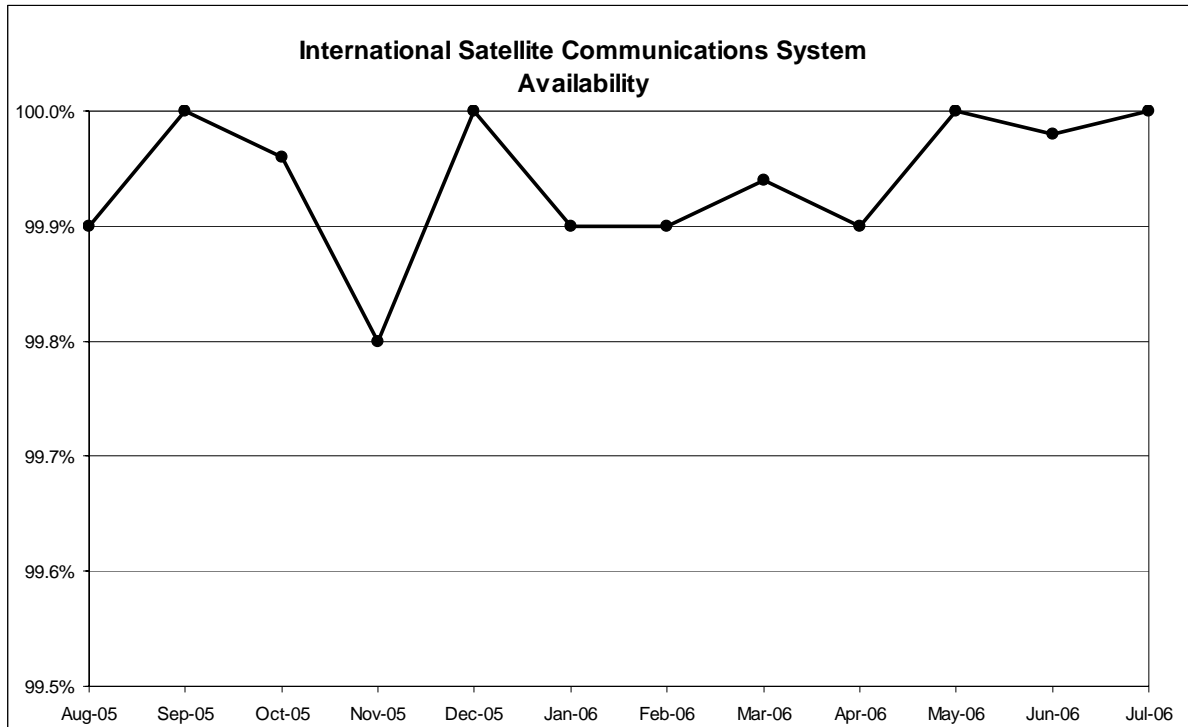


Figure 1. ISCS availability

4. **Action by AERMETSG/8**

4.1 The Meeting is invited to:

- a) note the information provided in this paper; and
- b) adopt any appropriate conclusions.