

9/16/2026

FOR YOUR INFORMATION

2026-326/6-39

2391493

To: FAA (ATM ZTL ARTCC, AJW-19)

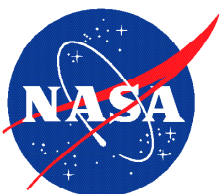
Info: FAA (AVP-1, AVP-200, AFS-260, AFS-200, Director of Air Traffic Operations, ESA South), A4A, ALPA, AOPA, APA, ASAP, ATSAP, ATSG, CAPA, IATA, ICAO, ICASS, IFALPA, NATCA, NBAA, NTSB, RAA, SWAPA

From: Becky L. Hooey, Director
NASA Aviation Safety Reporting System

Re: ZTL ARTCC VSCS Reliability Issues

We recently received ASRS reports describing a safety concern that may involve your area of operational responsibility. We do not have sufficient details to assess either the factual accuracy or possible gravity of the report. It is our policy to relay the reported information to the appropriate authority for evaluation and any necessary follow-up. We feel you should be aware of the enclosed deidentified report.

To properly assess the usefulness of our alert message service, we would appreciate it if you would take the time to give us your feedback on the value of the information that we have provided. Please contact Dr. Becky Hooey at (408) 541-2854 or email at becky.l.hooey@nasa.gov.



Aviation Safety Reporting System
P.O. Box 189 | Moffett Field, CA | 94035-0189



ACN 2391493**DATE / TIME**

Date of Occurrence	202607
Local Time Of Day	1801 to 2400

PLACE

Locale	ZTL.ARTCC
State	GA

AIRCRAFT / EQUIPMENT X

ATC / Advisory - Center	ZTL
Make Model Name	Any Unknown or Unlisted Aircraft Manufacturer

PERSON 1

Function - Air Traffic Control	Enroute
ASRS Report Number	2391493

PERSON 2

Function - Air Traffic Control	Enroute
ASRS Report Number	2391500

EVENTS

Anomaly	ATC Issue - All Types
Anomaly	Deviation / Discrepancy - Procedural - Published Material / Policy
Anomaly	Ground Event / Encounter - Ground Equipment Issue
Detector - Person	Air Traffic Control
Result - General	Maintenance Action

NARRATIVE 1

On Day 0, Crossville (37) VSCS (Voice Switching and Control System) system went down. This happened randomly without any notifications. I first caught wind of this when I was working at Sector XX and I tried to call the R side (@ 37) and could not get through. I at first thought it was a forwarding error and told the R side off the line about. He was too busy at that point to troubleshoot the issue fully. It went on for another couple of minutes before he had to make a call to Sector XY and realized nothing worked. He could not make call out and no one could make any calls to him. The D sides could not hear him transmit on the frequency and had to turn on our own frequencies in order to hear the aircraft. The CIC (Controller in Charge) was able to figure a way to configure the D side VSCS to allow the R side and the D side to hear one another. We were told that the situation would be resolved in 5 to 10 minutes, but it took closer to 15 to 20 minutes. This is not the first time this sector (37) has had this issue, it is a reoccurring problem at this point. I believe the 3 time in the last month.

I recommend determining a fix for the VSCS problem that works and stops it from occurring again. I also recommend there be a great sense of urgency when these issues happen. This is life traffic that will not stop, 5 to 10 minutes is unacceptably long. Under the right traffic conditions this could become a big problem.

NARRATIVE 2

On Day 0 at approximately XA:35 the R37 VSCS (Voice Switching and Control System) failed. The R-side needed to call an adjacent sector to coordinate an aircraft that was in conflict alert with an aircraft in the adjacent sector (Sector XY). R37 was unable to call anyone, and was unable to be called. The D-side position could not

monitor the R-side, so in order to be of any use they had to turn the frequency on the D-side position to hear the pilots and listen out of their ear to hear the R-side. The D-side was also unable to receive a position relief briefing from the R-side before jumping into the sector. I signed into the D-side to help out without a proper relief briefing, and then passed the D-side to someone else at XA:40. After a few minutes I was able to configure the position into split mode on the VSCS so the R-side and D-side could work the position together from the D37 VSCS.

In order to correct the issue the SOC (Security Operations Center) needed to reboot the R37 VSCS which took between 5-10 minutes. Many of my coworkers and the supervisor were unaware of the split mode capability. Without that knowledge we would have been handicapped by not being able to properly call from the R-side or monitor the R-side from the D-side.

I recommend determining a fix for the VSCS problems that have been plaguing ZTL for the last couple months. This situation could have be dangerous if a combined position loses its ability to call other sectors especially during a time when there is limited staffing.

SYNOPSIS

ZTL ARTCC Controllers reported losing communications resulting in an unsafe ATC environment. Reporters stated this is a recurring issue.