

Press Release

A global Microsoft outage hits flight movements at Chennai International Airport.

Chennai International Airport, 20th July, 2024 – A major disruption in Microsoft Corp.'s cloud services on Friday led to significant flight cancellations and delays worldwide, including in India. The outage, which began at 10:40 IST, severely affected flight schedules, passenger check-ins, and communication systems.

Airlines such as IndiGo, Air India, Air India Express, SpiceJet, and Akasa Air experienced considerable operational disruptions. Many flights could not proceed as planned, resulting in numerous cancellations and delays.

27 domestic flights were cancelled (13 arrivals and 14 departures), and 66 out of 158 domestic flights and 8 out of 34 international flights experienced delays ranging from 30 minutes to an hour. Passengers were issued manual boarding passes to facilitate their travel despite the disruptions.

For rebooking and refund information, passengers are advised to contact their airlines directly. For real-time updates, please monitor the social media channels of Chennai International Airport and the respective airlines. Our customer service staff at the airport is available to assist with any questions.

Issued by

Corporate Communications Department,

AAI Chennai Airport.

Office Phone: 044 2256 0825 / Extn. 4665.