



## **Communications Status Report for Areas Impacted by Hurricane Maria October 25, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 25, 2017 at 11:00 AM EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for all counties in Puerto Rico and the U.S. Virgin Islands. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. It should also be noted that some communications providers have not yet reported in DIRS, so outage information almost certainly is not complete.

The following counties are in the geographic area that was covered by the DIRS activation as of this morning (the "disaster area").

**Puerto Rico:** Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamon, Cabo Rojo, Caguas, Camuy, Canovanas, Carolina, Catano, Cayey, Ceiba, Ciales, Cidra, Coamo, Comerio, Corozal, Culebra, Dorado, Fajardo, Florida, Guanica, Guayama, Guayanilla, Guaynabo, Gurabo, Hatillo, Hormigueros, Humacao, Isabela, Jayuya, Juana Diaz, Juncos, Lajas, Lares, Las Marias, Las Piedras, Loiza, Luquillo, Manati, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincon, Rio Grande, Sabana Grande, Salinas, San German, San Juan, San Lorenzo, San Sebastian, Santa Isabel, Toa Alta, Toa Baja, Trujillo Alto, Utuado, Vega Alta, Vega Baja, Vieques, Villalba, Yabucoa and Yauco

**U.S. Virgin Islands:** St. Croix, St. John, St. Thomas

### **911 Services**

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of each Public Safety Answering Point (PSAP) through the filings of 911 Service Providers in DIRS, reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

Both PSAPs in Puerto Rico are reported as operational. In the U.S. Virgin Islands, both the St. Croix and the St. Thomas 9-1-1 Call Centers are reported as operational; Phase I and Phase II location information for wireless callers and Automatic Number and Location Information (ANI/ALI) for VoIP callers has been intermittently available.

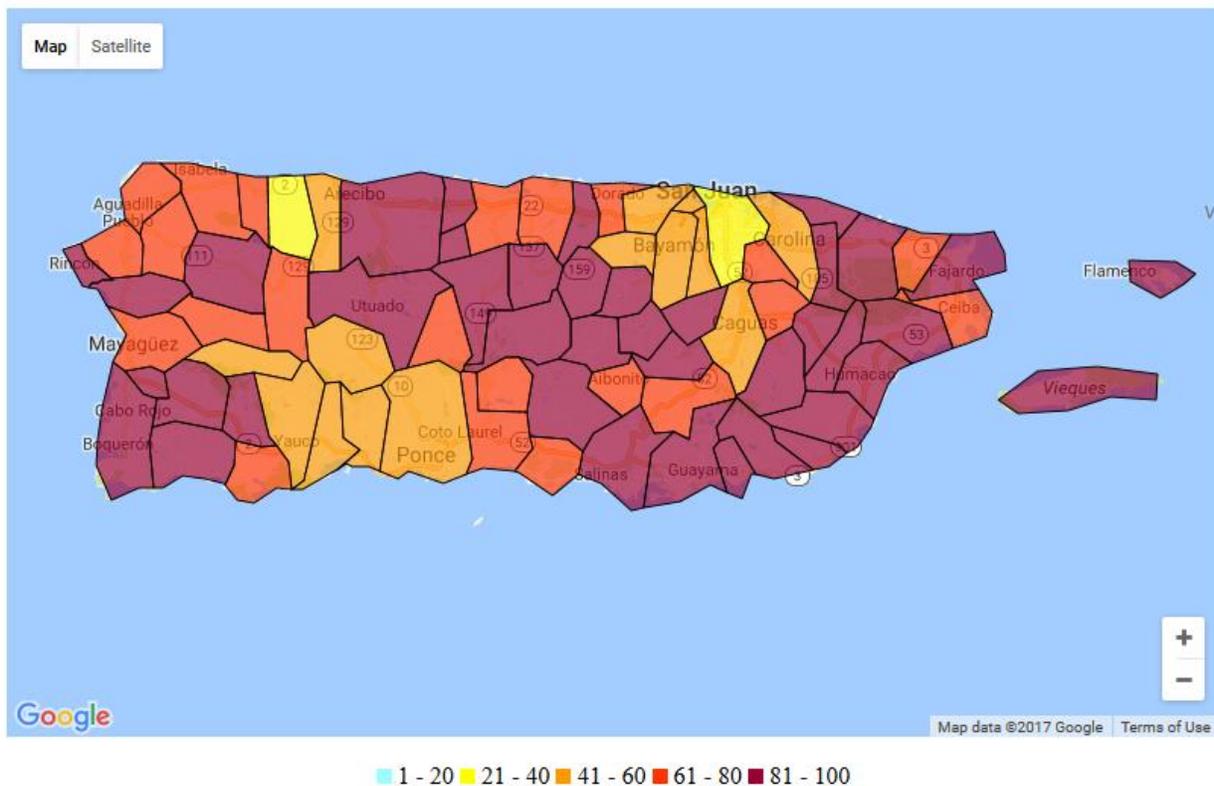
### Wireless Services

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites out of service for each county.

The following map of the disaster area illustrates which counties in Puerto Rico are most affected:

## Percent Cell Sites Out-of-Service By County

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The information shown was provided by the signatories to the Wireless Resiliency Cooperative Framework and several additional companies that agreed to allow us to include their data in the aggregated data:

**Puerto Rico:** 66.4% (up from 65.0% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Caguas, Camuy, Carolina, Guaynabo, San Juan, and Toa Baja, have greater than 50% of their cell sites out of service. 4 (same as yesterday) out of the 78 counties in Puerto Rico have 100% of their cell sites down.



The wireless companies have opened up roaming on the islands so that they, collectively, can serve the maximum population of the islands with the current coverage available. They are coordinating and prioritizing the recovery of cell sites and placement of temporary assets with the other carriers to maximize the coverage for all subscribers. Satellite Cells on Light Trucks (COLTs) have been deployed in Aguadilla, Arecibo, Cayey, Caomo Sur, Fajardo, Guayama, Manati, Mayaguez Mesa, San German, Vega Baja, and Yauco and Terrestrial Cells on Wheels (COWs)/COLTs in Humacao, Quebradillas, Rio Grande, and Utuado. Approximately 64% (up from 63% last week) of the population was reported to be covered by the wireless carriers in Puerto Rico.

**U.S. Virgin Islands:** Overall, 52.1% (same as yesterday) of cell sites are out of service. 88.9% (same as yesterday) of cell sites in St. John are out of service. Approximately 93% (up from 91% last week) of the population was reported to be covered by the wireless carriers in the U.S. Virgin Islands.

The tables below provide the percentage of cell sites out of service by county per state or territory. Counties highlighted in red have 100% of their cell sites out of service.

**Puerto Rico:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out	COWs or COLTs Deployed
PR	ADJUNTAS	10	6	60.0%	
PR	AGUADA	18	12	66.7%	
PR	AGUADILLA	47	34	72.3%	Yes
PR	AGUAS BUENAS	20	19	95.0%	
PR	AIBONITO	21	16	76.2%	
PR	ANASCO	15	14	93.3%	
PR	ARECIBO	69	57	82.6%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	24	22	91.7%	
PR	BARRANQUITAS	18	15	83.3%	

PR	BAYAMON	155	78	50.3%	
PR	CABO ROJO	51	46	90.2%	
PR	CAGUAS	92	43	46.7%	
PR	CAMUY	17	6	35.3%	
PR	CANOVANAS	30	26	86.7%	
PR	CAROLINA	130	61	46.9%	
PR	CATANO	21	11	52.4%	
PR	CAYEY	46	35	76.1%	Yes
PR	CEIBA	12	8	66.7%	
PR	CIALES	13	11	84.6%	
PR	CIDRA	27	22	81.5%	
PR	COAMO	22	18	81.8%	
PR	COMERIO	18	15	83.3%	
PR	COROZAL	22	20	90.9%	
PR	CULEBRA	9	8	88.9%	
PR	DORADO	45	29	64.4%	
PR	FAJARDO	36	30	83.3%	Yes
PR	FLORIDA	6	6	100.0%	
PR	GUANICA	17	13	76.5%	
PR	GUAYAMA	30	28	93.3%	Yes
PR	GUAYANILLA	10	6	60.0%	
PR	GUAYNABO	97	44	45.4%	
PR	GURABO	33	21	63.6%	
PR	HATILLO	29	15	51.7%	

PR	HORMIGUEROS	10	9	90.0%	
PR	HUMACAO	44	39	88.6%	Yes
PR	ISABELA	34	26	76.5%	
PR	JAYUYA	7	5	71.4%	
PR	JUANA DIAZ	33	23	69.7%	
PR	JUNCOS	23	19	82.6%	
PR	LAJAS	19	16	84.2%	
PR	LARES	15	11	73.3%	
PR	LAS MARIAS	9	6	66.7%	
PR	LAS PIEDRAS	18	18	100.0%	
PR	LOIZA	12	11	91.7%	
PR	LUQUILLO	13	10	76.9%	
PR	MANATI	28	22	78.6%	Yes
PR	MARICAO	5	3	60.0%	
PR	MAUNABO	12	12	100.0%	
PR	MAYAGUEZ	68	49	72.1%	Yes
PR	MOCA	19	13	68.4%	
PR	MOROVIS	21	19	90.5%	
PR	NAGUABO	23	22	95.7%	
PR	NARANJITO	24	20	83.3%	
PR	OROCOVIS	15	13	86.7%	
PR	PATILLAS	16	14	87.5%	
PR	PENUELAS	19	11	57.9%	
PR	PONCE	103	57	55.3%	

PR	QUEBRADILLAS	20	13	65.0%	Yes
PR	RINCON	15	14	93.3%	
PR	RIO GRANDE	43	38	88.4%	Yes
PR	SABANA GRANDE	14	12	85.7%	
PR	SALINAS	29	24	82.8%	
PR	SAN GERMAN	25	21	84.0%	Yes
PR	SAN JUAN	367	144	39.2%	
PR	SAN LORENZO	22	21	95.5%	
PR	SAN SEBASTIAN	21	18	85.7%	
PR	SANTA ISABEL	18	14	77.8%	
PR	TOA ALTA	43	25	58.1%	
PR	TOA BAJA	54	22	40.7%	
PR	TRUJILLO ALTO	47	34	72.3%	
PR	UTUADO	21	19	90.5%	Yes
PR	VEGA ALTA	27	24	88.9%	
PR	VEGA BAJA	34	24	70.6%	Yes
PR	VIEQUES	12	11	91.7%	
PR	VILLALBA	9	7	77.8%	
PR	YABUCOA	31	31	100.0%	
PR	YAUCO	20	12	60.0%	Yes
<b>TOTAL</b>		<b>2,682</b>	<b>1,780</b>	<b>66.4%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	23	50.0%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	32	48.5%
<b>TOTAL</b>		<b>121</b>	<b>63</b>	<b>52.1%</b>

**Cable Systems and Wireline (Combined)**

Since there are widespread power outages in Puerto Rico and the U.S. Virgin Islands, the FCC has received reports that large percentages of consumers are without either cable services or wireline service (one Puerto Rico cable company has reported that approximately 3% (up from 1% last week) of its consumers have had service restored). In Puerto Rico, there are 7 major switches that are toll isolated.

**Broadcast**

The following provides broadcast status based on data collected from DIRS input, FEMA reports, and FCC scans/ outreach.<sup>1</sup>

Television stations status:

**Puerto Rico:**

5 TV stations are confirmed operational (WKAQ, WIPR, WNJX, WTIN, WORO)

2 TV are suspected to be out of service (WIPM, WELU)

65 (up from 63 yesterday) TV stations have been issued Special Temporary Authority to be offline

35 TV stations have unconfirmed status

**U.S. Virgin Islands:**

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<sup>1</sup> When broadcast stations are listed as “suspected to be out of service”, the statement is based on field scanning of relevant bands. Stations listed may be operating on reduced power or on a reduced schedule.



14 TV stations have been issued Special Temporary Authority to be offline

2 TV stations have unconfirmed status

AM Radio stations status:

**Puerto Rico:**

40 AM radio stations are confirmed operational (WA2X, WABA, WALO, WAPA, WBMJ, WCMN, WCPR, WDEP, WENA, WEXS, WGDJ, WI2X, WI3X, WIAC, WIPR, WISO, WKAQ, WKFE, WKJB, WKUM, WLEO, WLEY, WMDD, WMNT, WMSW, WOIZ, WOQI, WPAB, WPPC, WPRA, WPRP, WQII, WSKN, WSOL, WTIL, WUPR, WVJP, WXEW, WYEL)

8 AM radio stations are suspected to be out of service (W227, WJDZ, WNVE, WVQR, WYAS, WZCA, WZMT, WZOL)

24 AM radio stations are confirmed out of service by the Puerto Rican Broadcast Association (WBQN, WCGB, WCMA, WDNO, WEGA, WFAB, WGIT, WHOY, WIBS, WIDA, WISA, WIVV, WJIT, WKVM, WLRP, WNEL, WNIK, WOLA, WORA, WOSO, WQBS, WRSJ, WUKQ, WUNO)

1 AM radio station has unconfirmed status

1 AM radio station has been issued Special Temporary Authority to be offline

**U.S. Virgin Islands:** (No change from yesterday)

2 AM radio stations are confirmed operational (WSTA, WUVI)

2 AM radio stations are suspected to be out of service (WDHP, WSTX)

1 AM radio station has unconfirmed status

FM Radio stations status:

**Puerto Rico:**

47 FM radio stations are confirmed operational (WAEL-FM, WCMN-FM, WCMN-FM3, WCMN-FM6, WEGM, WERR, WERR-FM1, WERR-FM2, WERR-FM3, WFID, WIDI, WKAQ-FM, WKAQ-FM1, WKAQ-FM2, WLUZ, WMAA-LP, WMEG, WNNV, WNRT, WNRT-FM1,



WNRT-FM2, WNVM, WODA, WORO, WOYE, WPRM-FM, WPUC-FM, WPUC-FM1, WQML, WRIO, WRRH, WRTU, WRXD, WTOK-FM, WTOK-FM2, WTPM, WTPM-FM1, WVDJ-LP, WVIS, WVJP-FM, WVJP-FM2, WXYX, WXYX-FM1, WXYX-FM2, WZNT, WZNT-FM1, WZOL)

8 FM radio stations are suspected to be out of service (W227CV, WJDZ, WNVE, WVQR, WYAS, WZCA, WZMT, WZOL-FM3)

23 FM are confirmed out of service by the Puerto Rican Broadcast Association (WCAD, WCAD-FM1, WCAD-FM2, WCRP, WELX, WFDT, WIDA-FM, WIOA, WIOA-FM1, WIOC, WIVA-FM, WMIO, WNIK-FM, WQBS-FM, WQBS-FM1, WUKQ-FM, WUKQ-FM1, WXHD, WXLX, WYQE, WZAR, WZET)

3 FM stations have been issued Special Temporary Authority to be offline

30 FM radio stations have unconfirmed status

**U.S. Virgin Islands:**

2 FM radio stations are confirmed operational (WVIE, WZIN)

1 FM radio stations are suspected to be out of service (WVIZ)

1 FM radio station has been issued Special Temporary Authority to be offline

19 FM radio stations have unconfirmed status