



## **Communications Status Report for Areas Impacted by Hurricane Maria October 26, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 26, 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.

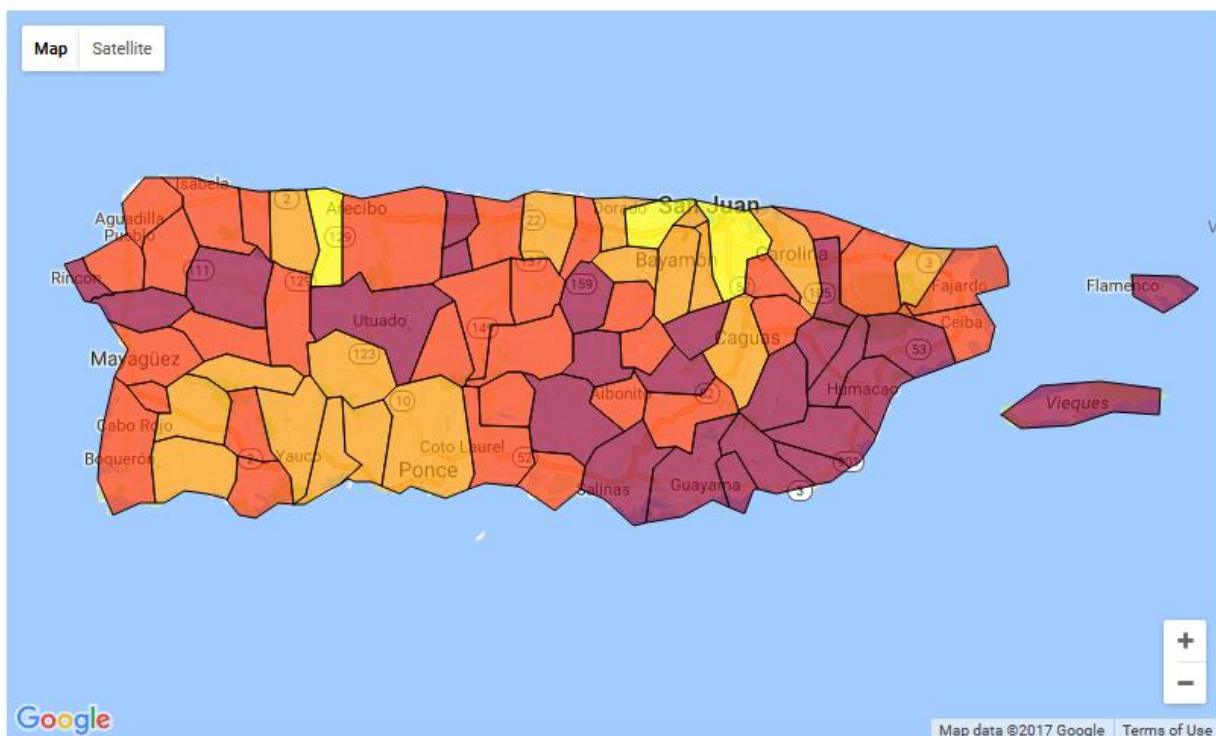
### Wireless Services

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

10/26/2017 11:02:44 AM



1 - 20 21 - 40 41 - 60 61 - 80 81 - 100

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:** 60.8% (down from 66.4% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Bayamon, Camuy, Carolina, Catano, Dorado, Guayanilla, Guaynabo, Hatillo, Lajas, Ponce, 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, 49.6% (down from 52.1% 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	13	72.2%	
PR	AGUADILLA	47	35	74.5%	Yes
PR	AGUAS BUENAS	20	19	95.0%	
PR	AIBONITO	21	13	61.9%	
PR	ANASCO	15	14	93.3%	
PR	ARECIBO	68	45	66.2%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	24	20	83.3%	

PR	BARRANQUITAS	17	14	82.4%	
PR	BAYAMON	154	72	46.8%	
PR	CABO ROJO	50	37	74.0%	
PR	CAGUAS	91	46	50.5%	
PR	CAMUY	17	7	41.2%	
PR	CANOVANAS	30	25	83.3%	
PR	CAROLINA	130	53	40.8%	
PR	CATANO	21	9	42.9%	
PR	CAYEY	45	32	71.1%	Yes
PR	CEIBA	12	9	75.0%	
PR	CIALES	13	9	69.2%	
PR	CIDRA	27	22	81.5%	
PR	COAMO	21	17	81.0%	
PR	COMERIO	18	14	77.8%	
PR	COROZAL	22	18	81.8%	
PR	CULEBRA	9	8	88.9%	
PR	DORADO	45	19	42.2%	
PR	FAJARDO	35	27	77.1%	Yes
PR	FLORIDA	6	6	100.0%	
PR	GUANICA	17	12	70.6%	
PR	GUAYAMA	30	26	86.7%	Yes
PR	GUAYANILLA	10	5	50.0%	
PR	GUAYNABO	95	40	42.1%	
PR	GURABO	33	21	63.6%	

PR	HATILLO	29	11	37.9%	
PR	HORMIGUEROS	10	8	80.0%	
PR	HUMACAO	42	35	83.3%	Yes
PR	ISABELA	33	22	66.7%	
PR	JAYUYA	7	5	71.4%	
PR	JUANA DIAZ	32	21	65.6%	
PR	JUNCOS	22	18	81.8%	
PR	LAJAS	19	9	47.4%	
PR	LARES	15	10	66.7%	
PR	LAS MARIAS	9	6	66.7%	
PR	LAS PIEDRAS	18	18	100.0%	
PR	LOIZA	12	9	75.0%	
PR	LUQUILLO	13	7	53.8%	
PR	MANATI	28	19	67.9%	Yes
PR	MARICAO	5	3	60.0%	
PR	MAUNABO	11	11	100.0%	
PR	MAYAGUEZ	66	49	74.2%	Yes
PR	MOCA	19	13	68.4%	
PR	MOROVIS	21	16	76.2%	
PR	NAGUABO	23	21	91.3%	
PR	NARANJITO	24	19	79.2%	
PR	OROCOVIS	15	11	73.3%	
PR	PATILLAS	15	13	86.7%	
PR	PENUELAS	19	11	57.9%	

PR	PONCE	101	44	43.6%	
PR	QUEBRADILLAS	19	12	63.2%	Yes
PR	RINCON	15	14	93.3%	
PR	RIO GRANDE	43	32	74.4%	Yes
PR	SABANA GRANDE	13	9	69.2%	
PR	SALINAS	29	24	82.8%	
PR	SAN GERMAN	25	13	52.0%	Yes
PR	SAN JUAN	358	136	38.0%	
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	23	53.5%	
PR	TOA BAJA	54	17	31.5%	
PR	TRUJILLO ALTO	46	31	67.4%	
PR	UTUADO	21	18	85.7%	Yes
PR	VEGA ALTA	27	20	74.1%	
PR	VEGA BAJA	34	18	52.9%	Yes
PR	VIEQUES	12	11	91.7%	
PR	VILLALBA	9	7	77.8%	
<b>PR</b>	<b>YABUCOA</b>	<b>31</b>	<b>31</b>	<b>100.0%</b>	
PR	YAUCO	19	11	57.9%	Yes
<b>TOTAL</b>		<b>2,648</b>	<b>1,611</b>	<b>60.8%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	22	47.8%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	30	45.5%
<b>TOTAL</b>		<b>121</b>	<b>60</b>	<b>49.6%</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 two (down from seven yesterday) 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:** (No change from yesterday)

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:** (No change from yesterday)

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

2 TV stations have unconfirmed status

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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.



AM Radio stations status:

**Puerto Rico:** (No change from yesterday)

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:** (No change from yesterday)

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, WNVN, 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:** (No change from yesterday)

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

1 FM radio station is 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