



## **Communications Status Report for Areas Impacted by Hurricane Maria October 20, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 20, 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.

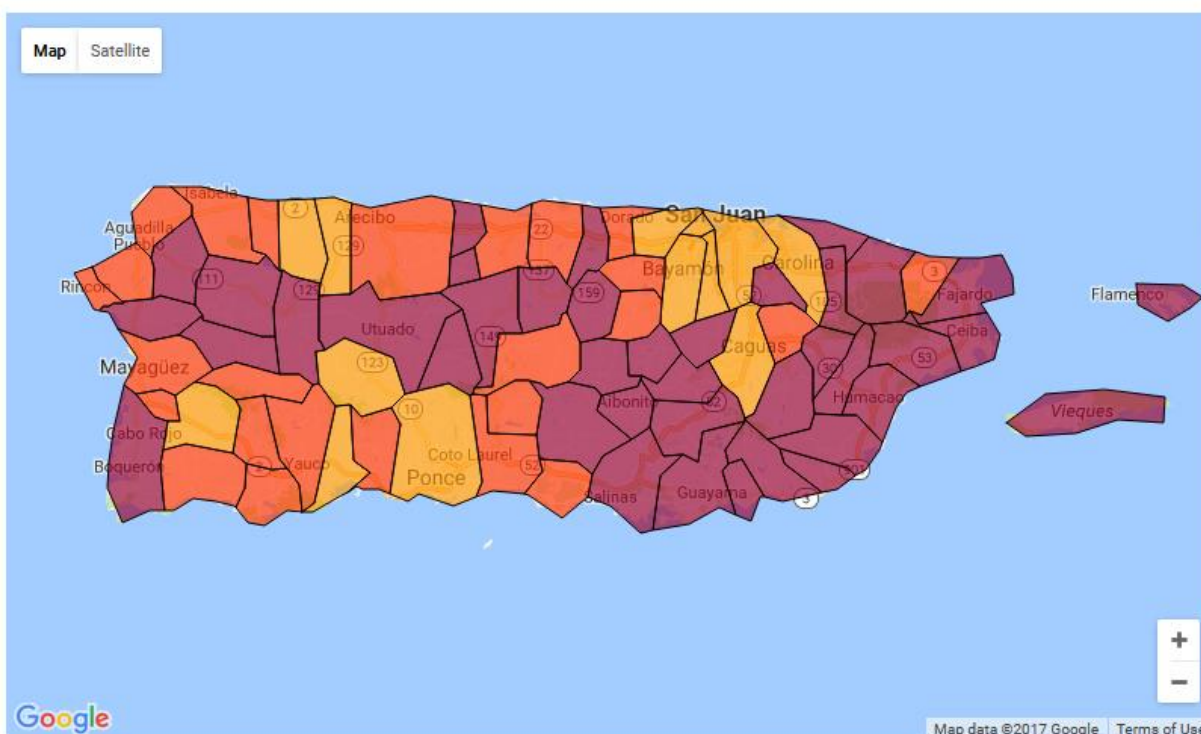
### Wireless Services

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

10/20/2017 11:05:28 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:** 68.2% (down from 69.8% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Bayamon, Caguas, Catano, San Juan, and Toa Baja have greater than 50% of their cell sites out of service. 5 (down from 8 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 61% (slightly up from 60% last week) of the population was reported to be covered by the wireless carriers in Puerto Rico.

**U.S. Virgin Islands:** Overall, 48.8% (down from 52.1% yesterday) of cell sites are out of service. 88.9% (down from 100% yesterday) of cell sites in St. John are out of service. Approximately 88% (up from 79% 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	37	78.7%	Yes
PR	AGUAS BUENAS	20	19	95.0%	
PR	AIBONITO	21	17	81.0%	
PR	ANASCO	15	14	93.3%	
PR	ARECIBO	68	49	72.1%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	24	20	83.3%	
PR	BARRANQUITAS	17	14	82.4%	

PR	BAYAMON	154	77	50.0%	
PR	CABO ROJO	50	41	82.0%	
PR	CAGUAS	91	45	49.5%	
PR	CAMUY	17	10	58.8%	
PR	CANOVANAS	30	25	83.3%	
PR	CAROLINA	130	69	53.1%	
PR	CATANO	21	10	47.6%	
PR	CAYEY	45	38	84.4%	Yes
PR	CEIBA	12	10	83.3%	
PR	CIALES	13	11	84.6%	
PR	CIDRA	27	24	88.9%	
PR	COAMO	21	18	85.7%	
PR	COMERIO	18	16	88.9%	
PR	COROZAL	22	20	90.9%	
PR	CULEBRA	9	8	88.9%	
PR	DORADO	45	28	62.2%	
PR	FAJARDO	35	30	85.7%	Yes
PR	FLORIDA	6	5	83.3%	
PR	GUANICA	17	11	64.7%	
PR	GUAYAMA	30	26	86.7%	Yes
PR	GUAYANILLA	10	6	60.0%	
PR	GUAYNABO	95	49	51.6%	
PR	GURABO	33	22	66.7%	
PR	HATILLO	29	16	55.2%	

PR	HORMIGUEROS	10	8	80.0%	
PR	HUMACAO	42	37	88.1%	Yes
PR	ISABELA	33	26	78.8%	
PR	JAYUYA	7	6	85.7%	
PR	JUANA DIAZ	32	24	75.0%	
PR	JUNCOS	22	19	86.4%	
PR	LAJAS	19	15	78.9%	
PR	LARES	15	14	93.3%	
PR	LAS MARIAS	9	8	88.9%	
PR	LAS PIEDRAS	18	18	100.0%	
PR	LOIZA	12	12	100.0%	
PR	LUQUILLO	13	10	76.9%	
PR	MANATI	28	22	78.6%	Yes
PR	MARICAO	5	4	80.0%	
PR	MAUNABO	11	11	100.0%	
PR	MAYAGUEZ	66	49	74.2%	Yes
PR	MOCA	19	17	89.5%	
PR	MOROVIS	21	18	85.7%	
PR	NAGUABO	23	23	100.0%	
PR	NARANJITO	24	19	79.2%	
PR	OROCOVIS	15	12	80.0%	
PR	PATILLAS	15	13	86.7%	
PR	PENUELAS	19	15	78.9%	
PR	PONCE	101	52	51.5%	

PR	QUEBRADILLAS	19	14	73.7%	Yes
PR	RINCON	15	12	80.0%	
PR	RIO GRANDE	43	37	86.0%	Yes
PR	SABANA GRANDE	13	10	76.9%	
PR	SALINAS	29	25	86.2%	
PR	SAN GERMAN	25	14	56.0%	Yes
PR	SAN JUAN	358	162	45.3%	
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	27	62.8%	
PR	TOA BAJA	54	23	42.6%	
PR	TRUJILLO ALTO	46	39	84.8%	
PR	UTUADO	21	19	90.5%	Yes
PR	VEGA ALTA	27	24	88.9%	
PR	VEGA BAJA	34	21	61.8%	Yes
PR	VIEQUES	12	11	91.7%	
PR	VILLALBA	9	7	77.8%	
PR	YABUCOA	31	31	100.0%	
PR	YAUCO	19	13	68.4%	Yes
<b>TOTAL</b>		<b>2,648</b>	<b>1,806</b>	<b>68.2%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	27	58.7%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	24	36.4%
<b>TOTAL</b>		<b>121</b>	<b>59</b>	<b>48.8%</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 1% of its consumers have had service restored). In Puerto Rico, there are at least 2 (same as yesterday) switches that are out of service due to either SS7 or toll isolation.

**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:**

- 4 TV stations are confirmed operational (WKAQ, WIPR, WNJX, WTIN)
- 2 TV station are suspected to be out of service (WIPM, WELU)
- 59 TV stations have been issued Special Temporary Authority to be offline

**U.S. Virgin Islands:**

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

AM Radio stations status:

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

- 44 AM radio stations are confirmed operational (WA2XPA, WALO, WAPA, WBMJ, WBQN, WCMN, WCPR, WDEP, WENA, WEXS, WGD, W12XAC, W12XSO, W13XSO, WIAC,

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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.



WIDA, WIPR, WISO, WJIT, WKAQ, WKFE, WKJB, WKUM, WKVM, WLEO, WLEY, WMDD, WMNT, WNEL, WNIK, WOIZ, WOLA, WPAB, WPPC, WPRA, WPRP, WQII, WSKN, WSOL, WTIL, WUKQ, WUNO, WVJP, WXEW)

29 AM radio stations are suspected to be out of service (WABA, WBSG, WBYM, WCGB, WCMA, WDNO, WEGA, WFAB, WGIT, WHOY, WIBS, WISA, WIVV, WLRP, WMIA, WMSW, WNVI, WOQI, WORA, WOSO, WQBS, WRRE, WRSJ, WRSS, WUPR, WVOZ, WYAC, WYEL, WYKO)

**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)

FM Radio stations status:

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

36 FM radio stations are confirmed operational (WAEL-FM, WCMN-FM, WEGM, WERR, WFID, WIDA-FM, WIDI, WIOA, WIOA-FM1, WKAQ-FM, WLUZ, WMAA-LP, WMEG, WNVM, WODA, WORO, WOYE, WPRM-FM, WPUC-FM, WPUC-FM1, WQML, WRIO, WRRH, WRTU, WRXD, WTOK-FM, WUKQ-FM, WVDJ-LP, WVIS, WVJP-FM, WXLX, WXYX, WYQE, WZNT, WZNT-FM1, WZOL)

22 FM radio stations are suspected to be out of service (W227CV, WCAD, WCAD-FM2, WCRP, WELX, WFDT, WIOC, WIPR-FM, WJDZ, WMIO, WNRT, WNVE, WQBS-FM, WTPM, WVQR, WXHD, WYAS, WZAR, WZCA, WZET, WZMT, WZOL-FM3)

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

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

2 FM radio stations are suspected to be out of service (WGOD-FM, WVIZ)