



Communications Status Report for Areas Impacted by Hurricane Maria October 31, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 31, 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.

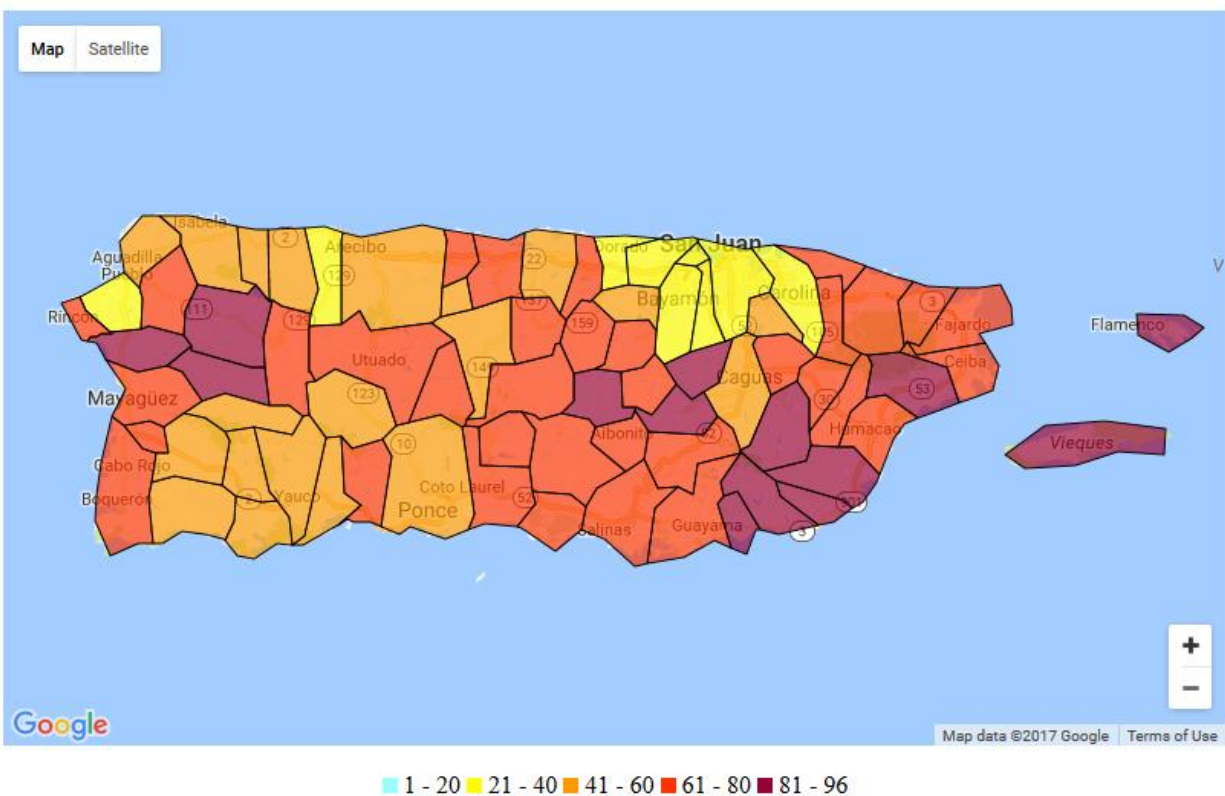
Wireless Services

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

10/31/2017 11:04:13 AM



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: 55.2% (down from 58.2% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Aguada, Bayamón, Caguas, Carolina, Catano, Ciales, Dorado, Florida, Guayanilla, Guaynabo, Hatillo, Ponce, San Juan, Toa Alta, Toa Baja, and Yauco have greater than 50% of their cell sites out of service. No county in Puerto Rico has 100% of its 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, Coamo 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% of the population was reported last week to be covered by the wireless carriers in Puerto Rico.

U.S. Virgin Islands: Overall, 47.1% (down from 49.6% 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 93% of the population was reported last week 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.

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	7	38.9%	
PR	AGUADILLA	47	28	59.6%	Yes
PR	AGUAS BUENAS	20	18	90.0%	
PR	AIBONITO	21	13	61.9%	
PR	ANASCO	15	13	86.7%	
PR	ARECIBO	69	41	59.4%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	25	19	76.0%	
PR	BARRANQUITAS	18	15	83.3%	
PR	BAYAMON	155	55	35.5%	

PR	CABO ROJO	51	35	68.6%	
PR	CAGUAS	92	39	42.4%	
PR	CAMUY	17	9	52.9%	
PR	CANOVANAS	30	22	73.3%	
PR	CAROLINA	130	49	37.7%	
PR	CATANO	21	7	33.3%	
PR	CAYEY	46	34	73.9%	Yes
PR	CEIBA	12	9	75.0%	
PR	CIALES	13	6	46.2%	
PR	CIDRA	27	22	81.5%	
PR	COAMO	22	17	77.3%	
PR	COMERIO	18	14	77.8%	
PR	COROZAL	22	17	77.3%	
PR	CULEBRA	9	8	88.9%	
PR	DORADO	45	17	37.8%	
PR	FAJARDO	36	26	72.2%	Yes
PR	FLORIDA	6	3	50.0%	
PR	GUANICA	17	10	58.8%	
PR	GUAYAMA	30	24	80.0%	Yes
PR	GUAYANILLA	10	5	50.0%	
PR	GUAYNABO	98	34	34.7%	
PR	GURABO	34	21	61.8%	
PR	HATILLO	29	11	37.9%	
PR	HORMIGUEROS	10	8	80.0%	

PR	HUMACAO	44	32	72.7%	Yes
PR	ISABELA	34	20	58.8%	
PR	JAYUYA	7	5	71.4%	
PR	JUANA DIAZ	33	22	66.7%	
PR	JUNCOS	23	16	69.6%	
PR	LAJAS	19	10	52.6%	
PR	LARES	16	12	75.0%	
PR	LAS MARIAS	9	8	88.9%	
PR	LAS PIEDRAS	19	13	68.4%	
PR	LOIZA	13	9	69.2%	
PR	LUQUILLO	13	9	69.2%	
PR	MANATI	28	18	64.3%	Yes
PR	MARICAO	5	3	60.0%	
PR	MAUNABO	12	10	83.3%	
PR	MAYAGUEZ	68	52	76.5%	Yes
PR	MOCA	19	13	68.4%	
PR	MOROVIS	21	15	71.4%	
PR	NAGUABO	23	22	95.7%	
PR	NARANJITO	24	17	70.8%	
PR	OROCOVIS	15	12	80.0%	
PR	PATILLAS	16	13	81.3%	
PR	PENUELAS	19	12	63.2%	
PR	PONCE	103	42	40.8%	
PR	QUEBRADILLAS	20	11	55.0%	Yes



PR	RINCON	15	12	80.0%	
PR	RIO GRANDE	43	32	74.4%	Yes
PR	SABANA GRANDE	14	8	57.1%	
PR	SALINAS	29	22	75.9%	
PR	SAN GERMAN	25	14	56.0%	Yes
PR	SAN JUAN	367	109	29.7%	
PR	SAN LORENZO	22	21	95.5%	
PR	SAN SEBASTIAN	21	17	81.0%	
PR	SANTA ISABEL	18	14	77.8%	
PR	TOA ALTA	43	21	48.8%	
PR	TOA BAJA	54	15	27.8%	
PR	TRUJILLO ALTO	47	24	51.1%	
PR	UTUADO	21	16	76.2%	Yes
PR	VEGA ALTA	27	19	70.4%	
PR	VEGA BAJA	34	19	55.9%	Yes
PR	VIEQUES	12	10	83.3%	
PR	VILLALBA	9	6	66.7%	
PR	YABUCOA	31	29	93.5%	
PR	YAUCO	20	10	50.0%	Yes
TOTAL		2,688	1,485	55.2%	

U.S. Virgin Islands:



State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	24	52.2%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	25	37.9%
TOTAL		121	57	47.1%

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 no major switches that are affected.

Broadcast

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

Television stations status:

Puerto Rico: (No change from yesterday)

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

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

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

33 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

AM Radio stations status:

¹ 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.



Puerto Rico:

41 AM radio stations are confirmed operational (WA2X, WABA, WALO, WAPA, WBMJ, WCMN, WCGB, 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)

23 AM radio stations are confirmed out of service by the Puerto Rican Broadcast Association (WBQN, 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, 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)



22 FM radio stations 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

31 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