Communications Status Report for Areas Impacted by Hurricane Irma

September 8, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Irma as of September 8, 2017 at 11:00 a.m. 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 areas of 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 not all communications providers have reported in DIRS, so some outage information may be missing.

Yesterday's report covered only the northern and eastern counties of Puerto Rico and all three counties of the U.S. Virgin Islands. Based on the information in yesterday's report, the Department of Homeland Security and the Federal Communications Commission decided to extend the data collection to all counties/municipalities in Puerto Rico.

The following counties are in the current geographic area that is covered by the DIRS activation (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, 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 the Disaster Information Reporting System (DIRS), reporting to the FCC's Public Safety Support Center (PSSC), coordination with state 911 Administrators, and, if necessary, from individual PSAPs.

There are a total of 4 PSAPs affected in the reporting area:

- Operational without Automatic Location Information (ALI): 2 (Centro de Guaynabo, PR and Centro de Hato Rey, PR)
- Operational without ALI or Automatic Numbering Information (ANI): 2 (both PSAPs in the U.S. Virgin Islands)

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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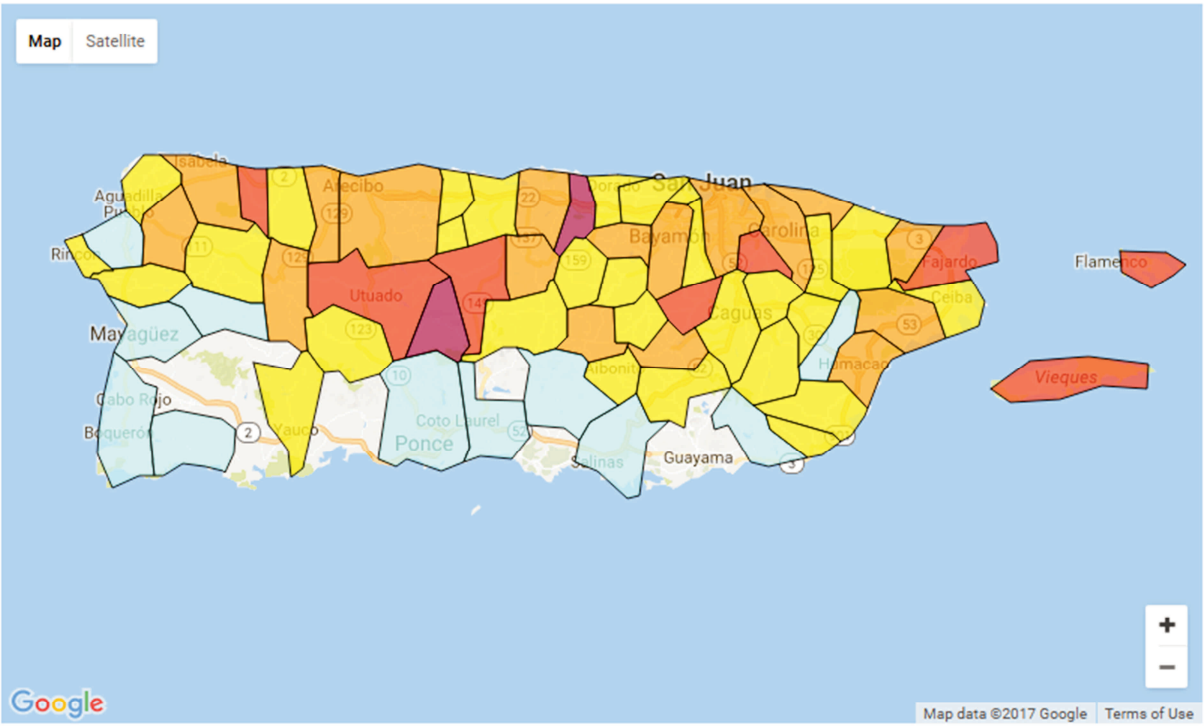

1 - 20 21 - 40 41 - 60 61 - 80 81 - 100

The following table provides the percentage of cell sites out of service by county. 38.9% of cell sites are out of service in the affected area. Note: Comparisons should not be made with the overall percentage in yesterday's report, as that report did not include all of Puerto Rico, only most of the hardest hit areas.

Over 50% of cell sites are out of service in the following counties:

- **Puerto Rico:** Aguas Buenas, Barranquitas, Carolina, Ciales, Cidra, Culebra, Fajardo, Isabela, Jayuya, Lares, Loiza, Luquillo, Quebradillas, San Juan, Trujillo Alto, Utuado, Vega Alta and Vieques.
- **U.S. Virgin Islands:** St. John and St. Thomas

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

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
PR	AGUADILLA	34	8	23.5%
PR	AGUAS BUENAS	11	8	72.7%
PR	ARECIBO	43	20	46.5%
PR	BARCELONETA	15	6	40.0%
PR	BAYAMON	104	44	42.3%
PR	CAGUAS	67	24	35.8%
PR	CAMUY	11	4	36.4%
PR	CANOVANAS	20	7	35.0%
PR	CAROLINA	88	52	59.1%
PR	CATANO	14	3	21.4%
PR	CEIBA	8	3	37.5%
PR	COROZAL	13	5	38.5%
PR	CULEBRA	5	4	80.0%
PR	DORADO	28	11	39.3%
PR	FAJARDO	25	17	68.0%
PR	FLORIDA	4	1	25.0%
PR	GUAYNABO	66	23	34.8%

PR	GURABO	22	8	36.4%
PR	HATILLO	19	8	42.1%
PR	HUMACAO	29	12	41.4%
PR	ISABELA	20	11	55.0%
PR	JUNCOS	14	4	28.6%
PR	LAS PIEDRAS	12	2	16.7%
PR	LOIZA	7	4	57.1%
PR	LUQUILLO	9	5	55.6%
PR	MANATI	21	8	38.1%
PR	MAUNABO	8	2	25.0%
PR	MOROVIS	11	5	45.5%
PR	NAGUABO	16	7	43.8%
PR	NARANJITO	15	5	33.3%
PR	QUEBRADILLAS	13	8	61.5%
PR	RIO GRANDE	30	8	26.7%
PR	SAN JUAN	251	133	53.0%
PR	SAN LORENZO	13	3	23.1%
PR	TOA ALTA	31	14	45.2%
PR	TOA BAJA	41	15	36.6%
PR	TRUJILLO ALTO	32	22	68.8%
PR	VEGA ALTA	22	18	81.8%
PR	VEGA BAJA	26	12	46.2%
PR	VIEQUES	8	6	75.0%
PR	YABUCOA	17	4	23.5%

PR	ADJUNTAS	5	2	40.0%
PR	AGUADA	11	2	18.2%
PR	AIBONITO	13	3	23.1%
PR	ANASCO	9	3	33.3%
PR	ARROYO	6	0	0.0%
PR	BARRANQUITAS	8	4	50.0%
PR	CABO ROJO	34	4	11.8%
PR	CAYEY	26	7	26.9%
PR	CIALES	9	6	66.7%
PR	CIDRA	16	9	56.3%
PR	COAMO	11	1	9.1%
PR	COMERIO	13	5	38.5%
PR	GUANICA	9	0	0.0%
PR	GUAYAMA	16	0	0.0%
PR	GUAYANILLA	5	0	0.0%
PR	HORMIGUEROS	8	0	0.0%
PR	JAYUYA	4	4	100.0%
PR	JUANA DIAZ	21	2	9.5%
PR	LAJAS	11	1	9.1%
PR	LARES	6	3	50.0%
PR	LAS MARIAS	5	1	20.0%
PR	MARICAO	3	0	0.0%
PR	MAYAGUEZ	44	8	18.2%
PR	MOCA	9	4	44.4%

PR	OROCOVIS	8	3	37.5%
PR	PATILLAS	10	2	20.0%
PR	PENUELAS	12	0	0.0%
PR	PONCE	74	4	5.4%
PR	RINCON	10	4	40.0%
PR	SABANA GRANDE	7	0	0.0%
PR	SALINAS	23	4	17.4%
PR	SAN GERMAN	13	0	0.0%
PR	SAN SEBASTIAN	13	3	23.1%
PR	SANTA ISABEL	11	0	0.0%
PR	UTUADO	10	7	70.0%
PR	VILLALBA	4	0	0.0%
PR	YAUCO	13	3	23.1%
VI	ST. CROIX	44	19	43.2%
VI	ST. JOHN	12	9	75.0%
VI	ST. THOMAS	79	44	55.7%
TOTAL		**1,888**	**735**	**38.9%**

Cable Systems and Wireline (Combined)

Since there are widespread power outages over 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.

Broadcast

Based on the limited input into DIRS, there are no stations reported out of service.