



Communications Status Report for Areas Impacted by Hurricane Maria September 22, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of September 22, 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 many 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.

The two PSAPs in Puerto Rico are currently functioning normally according to the primary service provider. In the U.S. Virgin Islands, the St. Croix 9-1-1 Call Center has been reported as completely down. FEMA has reported significant damage to the building. The St. Thomas 9-1-1 Call Center is unable to retrieve Phase I and Phase II location information for wireless callers and ANI/ALI for VoIP Callers.

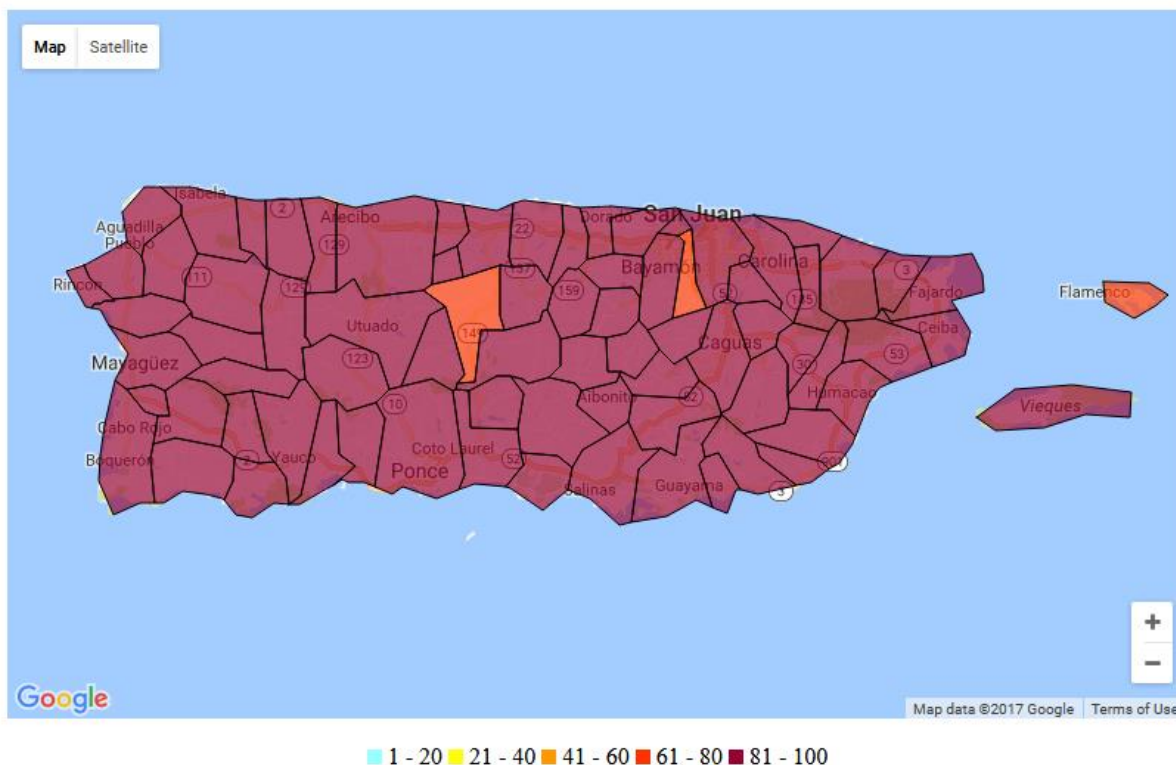
Wireless Services

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

9/22/2017 11:00:59 AM



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 their data in the aggregated data:

Puerto Rico: Overall, 95.4% (up slightly from 95.2%) of cell sites are out of service. All counties in Puerto Rico have greater than 75% of their cell sites out of service. 47 out of the 78 counties in Puerto Rico have 100% of their cell sites out of service.

U.S. Virgin Islands: Overall, 68.9% (down from 76.6%) of cell sites are out of service. All counties have 50% or more of their cell sites out of service.



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 |
|-------|-------------------|-------------------|----------------|-------------|
| PR | ADJUNTAS | 7 | 6 | 85.7% |
| PR | AGUADA | 11 | 11 | 100.0% |
| PR | AGUADILLA | 34 | 34 | 100.0% |
| PR | AGUAS BUENAS | 11 | 11 | 100.0% |
| PR | AIBONITO | 13 | 12 | 92.3% |
| PR | ANASCO | 11 | 11 | 100.0% |
| PR | ARECIBO | 43 | 43 | 100.0% |
| PR | ARROYO | 7 | 7 | 100.0% |
| PR | BARCELONETA | 15 | 14 | 93.3% |
| PR | BARRANQUITAS | 8 | 8 | 100.0% |
| PR | BAYAMON | 108 | 104 | 96.3% |
| PR | CABO ROJO | 34 | 34 | 100.0% |
| PR | CAGUAS | 67 | 65 | 97.0% |
| PR | CAMUY | 11 | 11 | 100.0% |
| PR | CANOVANAS | 20 | 18 | 90.0% |
| PR | CAROLINA | 90 | 88 | 97.8% |
| PR | CATANO | 15 | 14 | 93.3% |
| PR | CAYEY | 26 | 26 | 100.0% |

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|----|-------------|----|----|--------|
| PR | CEIBA | 8 | 8 | 100.0% |
| PR | CIALES | 9 | 7 | 77.8% |
| PR | CIDRA | 16 | 16 | 100.0% |
| PR | COAMO | 11 | 10 | 90.9% |
| PR | COMERIO | 13 | 12 | 92.3% |
| PR | COROZAL | 12 | 11 | 91.7% |
| PR | CULEBRA | 5 | 4 | 80.0% |
| PR | DORADO | 30 | 30 | 100.0% |
| PR | FAJARDO | 25 | 24 | 96.0% |
| PR | FLORIDA | 4 | 4 | 100.0% |
| PR | GUANICA | 12 | 12 | 100.0% |
| PR | GUAYAMA | 16 | 16 | 100.0% |
| PR | GUAYANILLA | 7 | 7 | 100.0% |
| PR | GUAYNABO | 68 | 54 | 79.4% |
| PR | GURABO | 22 | 21 | 95.5% |
| PR | HATILLO | 19 | 19 | 100.0% |
| PR | HORMIGUEROS | 8 | 8 | 100.0% |
| PR | HUMACAO | 29 | 28 | 96.6% |
| PR | ISABELA | 20 | 19 | 95.0% |
| PR | JAYUYA | 4 | 4 | 100.0% |
| PR | JUANA DIAZ | 21 | 20 | 95.2% |
| PR | JUNCOS | 15 | 15 | 100.0% |
| PR | LAJAS | 11 | 11 | 100.0% |
| PR | LARES | 6 | 6 | 100.0% |

| | | | | |
|----|---------------|-----|-----|--------|
| PR | LAS MARIAS | 5 | 5 | 100.0% |
| PR | LAS PIEDRAS | 12 | 12 | 100.0% |
| PR | LOIZA | 7 | 7 | 100.0% |
| PR | LUQUILLO | 9 | 8 | 88.9% |
| PR | MANATI | 21 | 21 | 100.0% |
| PR | MARICAO | 3 | 3 | 100.0% |
| PR | MAUNABO | 8 | 8 | 100.0% |
| PR | MAYAGUEZ | 44 | 43 | 97.7% |
| PR | MOCA | 12 | 12 | 100.0% |
| PR | MOROVIS | 12 | 12 | 100.0% |
| PR | NAGUABO | 16 | 16 | 100.0% |
| PR | NARANJITO | 15 | 15 | 100.0% |
| PR | OROCOVIS | 8 | 7 | 87.5% |
| PR | PATILLAS | 10 | 10 | 100.0% |
| PR | PENUELAS | 15 | 15 | 100.0% |
| PR | PONCE | 74 | 74 | 100.0% |
| PR | QUEBRADILLAS | 13 | 12 | 92.3% |
| PR | RINCON | 10 | 10 | 100.0% |
| PR | RIO GRANDE | 30 | 29 | 96.7% |
| PR | SABANA GRANDE | 7 | 7 | 100.0% |
| PR | SALINAS | 23 | 21 | 91.3% |
| PR | SAN GERMAN | 17 | 17 | 100.0% |
| PR | SAN JUAN | 253 | 225 | 88.9% |
| PR | SAN LORENZO | 13 | 13 | 100.0% |



| | | | | |
|--------------|---------------|--------------|--------------|--------------|
| PR | SAN SEBASTIAN | 13 | 12 | 92.3% |
| PR | SANTA ISABEL | 14 | 14 | 100.0% |
| PR | TOA ALTA | 31 | 30 | 96.8% |
| PR | TOA BAJA | 41 | 37 | 90.2% |
| PR | TRUJILLO ALTO | 32 | 32 | 100.0% |
| PR | UTUADO | 10 | 10 | 100.0% |
| PR | VEGA ALTA | 22 | 21 | 95.5% |
| PR | VEGA BAJA | 24 | 24 | 100.0% |
| PR | VIEQUES | 8 | 8 | 100.0% |
| PR | VILLALBA | 4 | 4 | 100.0% |
| PR | YABUCOA | 18 | 18 | 100.0% |
| PR | YAUCO | 13 | 12 | 92.3% |
| TOTAL | | 1,789 | 1,707 | 95.4% |

U.S. Virgin Islands:

| State | Affected Counties | Cell Sites Served | Cell Sites Out | Percent Out |
|--------------|-------------------|-------------------|----------------|--------------|
| VI | ST. CROIX | 42 | 34 | 81.0% |
| VI | ST. JOHN | 9 | 9 | 100.0% |
| VI | ST. THOMAS | 55 | 30 | 54.5% |
| TOTAL | | 106 | 73 | 68.9% |



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 company reported that 100% of its consumers are out of service due to lack of commercial power). There are at least 10 switches that are out of service due to either SS7 or toll isolation.

Broadcast

TV stations out of service: Only one television station has reported being out of service. Other stations have yet to report in DIRS.

Puerto Rico: WKAQ

Radio stations out of service: No radio stations have reported in DIRS so far.

[Note: Through informal reports received yesterday, it appears there may be six radio stations operational, and no television stations operational in Puerto Rico.]