



Communications Status Report for Areas Impacted by Hurricane Maria September 24, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of September 24, 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. Overall, however, it appears as though there has been minimal improvement to communications networks in Puerto Rico since the hurricane departed.

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, Orocovi, 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.

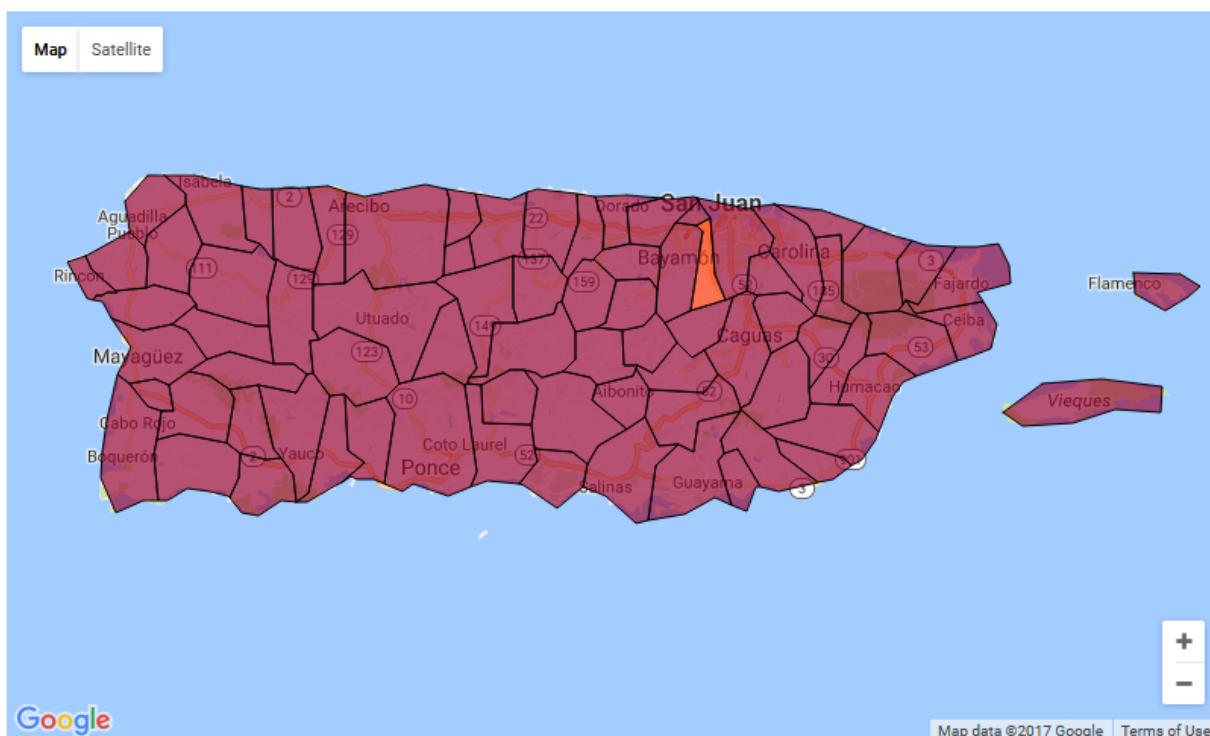
Wireless Services

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

9/24/2017 11:01:20 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: Overall, 92.5% (down from 95.6% yesterday) of cell sites are out of service. All counties in Puerto Rico have greater than 75% of their cell sites out of service. 37 (down from 48 yesterday) out of the 78 counties in Puerto Rico have 100% of their cell sites out of service.



U.S. Virgin Islands: Overall, 61.3% (down from 66% yesterday) of cell sites are 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	10	9	90.0%
PR	AGUADA	18	18	100.0%
PR	AGUADILLA	47	47	100.0%
PR	AGUAS BUENAS	20	20	100.0%
PR	AIBONITO	21	20	95.2%
PR	ANASCO	15	15	100.0%
PR	ARECIBO	69	68	98.6%
PR	ARROYO	10	10	100.0%
PR	BARCELONETA	24	23	95.8%
PR	BARRANQUITAS	18	17	94.4%
PR	BAYAMON	154	126	81.8%
PR	CABO ROJO	52	51	98.1%
PR	CAGUAS	91	84	92.3%
PR	CAMUY	17	17	100.0%
PR	CANOVANAS	29	27	93.1%
PR	CAROLINA	130	115	88.5%
PR	CATANO	21	18	85.7%
PR	CAYEY	46	45	97.8%

PR	CEIBA	12	12	100.0%
PR	CIALES	13	11	84.6%
PR	CIDRA	27	27	100.0%
PR	COAMO	22	20	90.9%
PR	COMERIO	18	18	100.0%
PR	COROZAL	22	21	95.5%
PR	CULEBRA	9	8	88.9%
PR	DORADO	45	45	100.0%
PR	FAJARDO	36	34	94.4%
PR	FLORIDA	6	6	100.0%
PR	GUANICA	17	17	100.0%
PR	GUAYAMA	30	30	100.0%
PR	GUAYANILLA	10	10	100.0%
PR	GUAYNABO	97	77	79.4%
PR	GURABO	33	32	97.0%
PR	HATILLO	29	29	100.0%
PR	HORMIGUEROS	10	10	100.0%
PR	HUMACAO	44	39	88.6%
PR	ISABELA	33	32	97.0%
PR	JAYUYA	7	7	100.0%
PR	JUANA DIAZ	32	30	93.8%
PR	JUNCOS	23	20	87.0%
PR	LAJAS	19	19	100.0%
PR	LARES	15	15	100.0%

PR	LAS MARIAS	9	9	100.0%
PR	LAS PIEDRAS	18	17	94.4%
PR	LOIZA	11	11	100.0%
PR	LUQUILLO	13	12	92.3%
PR	MANATI	28	28	100.0%
PR	MARICAO	5	5	100.0%
PR	MAUNABO	12	11	91.7%
PR	MAYAGUEZ	67	65	97.0%
PR	MOCA	19	19	100.0%
PR	MOROVIS	21	21	100.0%
PR	NAGUABO	23	23	100.0%
PR	NARANJITO	23	23	100.0%
PR	OROCOVIS	15	14	93.3%
PR	PATILLAS	16	15	93.8%
PR	PENUELAS	19	19	100.0%
PR	PONCE	103	101	98.1%
PR	QUEBRADILLAS	20	18	90.0%
PR	RINCON	15	15	100.0%
PR	RIO GRANDE	44	41	93.2%
PR	SABANA GRANDE	13	12	92.3%
PR	SALINAS	29	27	93.1%
PR	SAN GERMAN	25	25	100.0%
PR	SAN JUAN	364	298	81.9%
PR	SAN LORENZO	22	22	100.0%



PR	SAN SEBASTIAN	21	20	95.2%
PR	SANTA ISABEL	18	18	100.0%
PR	TOA ALTA	43	41	95.3%
PR	TOA BAJA	54	49	90.7%
PR	TRUJILLO ALTO	46	41	89.1%
PR	UTUADO	21	21	100.0%
PR	VEGA ALTA	27	26	96.3%
PR	VEGA BAJA	34	34	100.0%
PR	VIEQUES	12	12	100.0%
PR	VILLALBA	9	9	100.0%
PR	YABUCOA	31	31	100.0%
PR	YAUCO	20	18	90.0%
TOTAL		2,671	2,470	92.5%

U.S. Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	42	33	78.6%
VI	ST. JOHN	9	6	66.7%
VI	ST. THOMAS	55	26	47.3%
TOTAL		106	65	61.3%



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 18 (up from 9 yesterday) switches that are out of service due to either SS7 or toll isolation.

Broadcast

TV stations out of service: No TV stations are reported out of service in DIRS.

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

Based on informal reports yesterday, it appears the following radio and televisions stations are operational:

AM: WKAQ 580, WPAB 550, WIPR 940, WAPA 680, WISO 1260, WTIL 1300, WKUM 1470, WMDD 1480, WDEP 1490, WALO 1240, WSJN 1320, WXEW 840, WEXS 1070, WMIA 610

FM: 91.9, 94.7, 95.7, 96.1, 97.7, 104.1, 104.7, 106.9

TV: WKAQ-TV is on the air; Telemundo virtual Ch.2 UHF 28 is on the air.