

A satellite image of a hurricane with a clear eye, positioned over the Gulf of Mexico. The storm's clouds are white and dense, contrasting with the dark blue of the ocean and the green of the surrounding landmasses. The text is overlaid on the lower portion of the image.

FC HURRICANE RESPONSE EFFORTS

SEPTEMBER 26, 2017



Emergency Preparation

- Identified necessary deployable resources.
- Conducted outreach to public safety and service providers.
- Issued Public Notices and consumer tips.
- Dedicated web page for one-stop access.
- Distributed DHS letters to facilitate access to fuel, generators and sites.



Emergency Response

- Deployed teams for communications resource needs.
- Activated Disaster Information Reporting System.
- Assessed impacts via long-distance RF monitoring.
- Analyzed and shared situational awareness information with Federal partners.
- Posted daily public situational awareness reports.

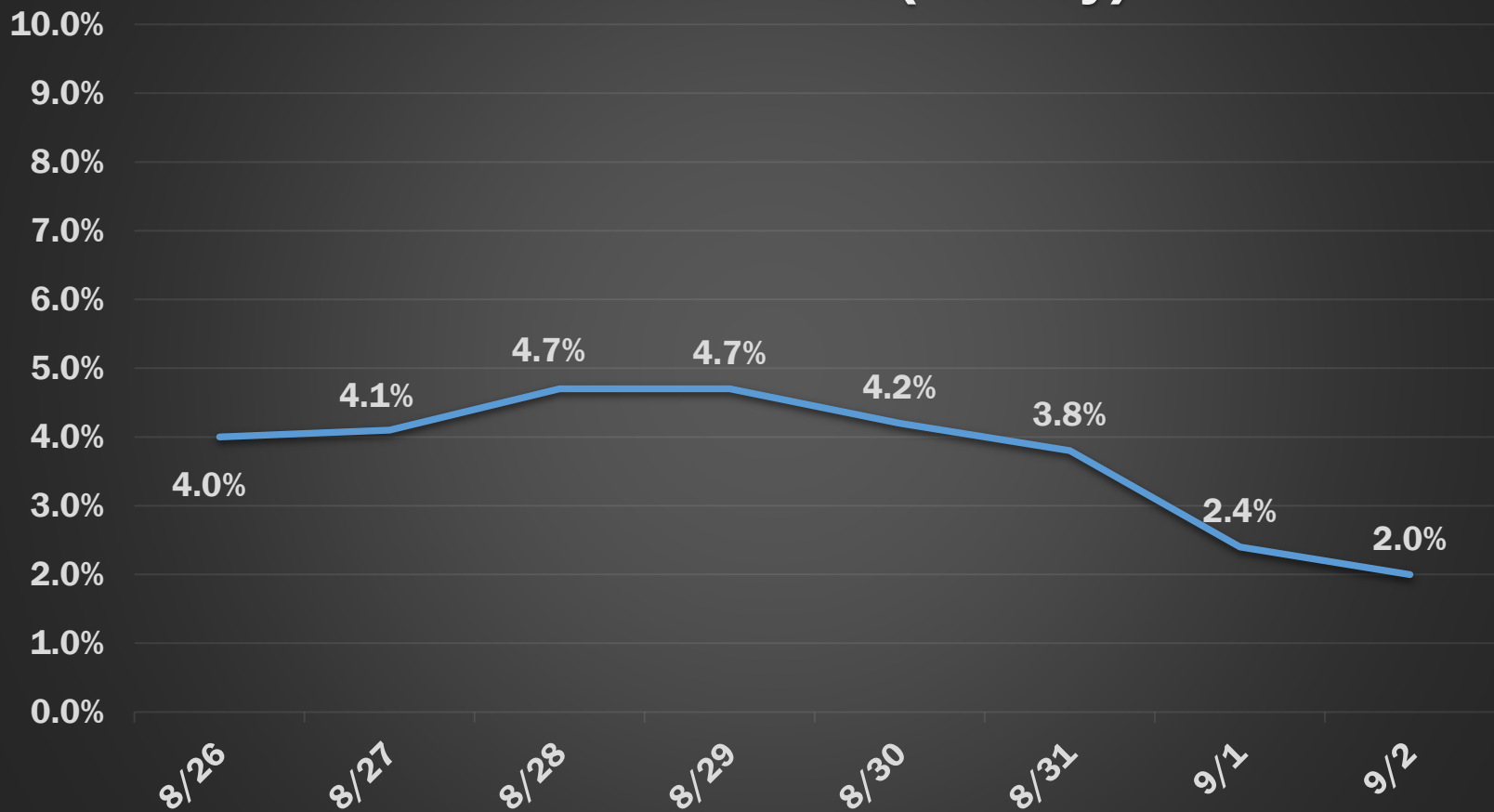


Emergency Response

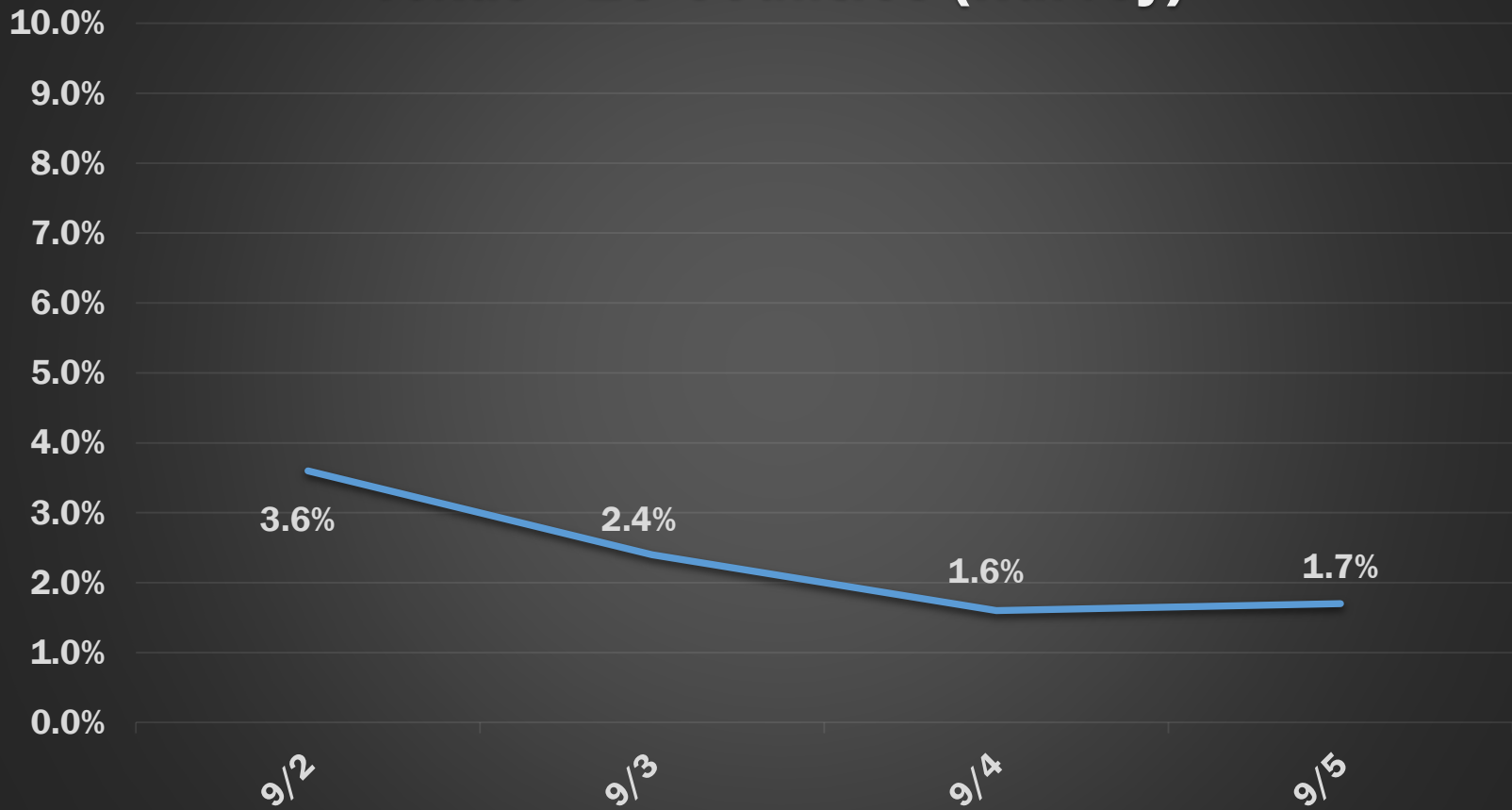
- Processed 48 requests for assistance from first responders and service providers.
- Granted 91 requests for Special Temporary Authorizations.
- Granted temporary waivers of Lifeline requirements.
- Waived number portability rules to facilitate restoration of telephone services.

Storm Impact on Wireless Networks

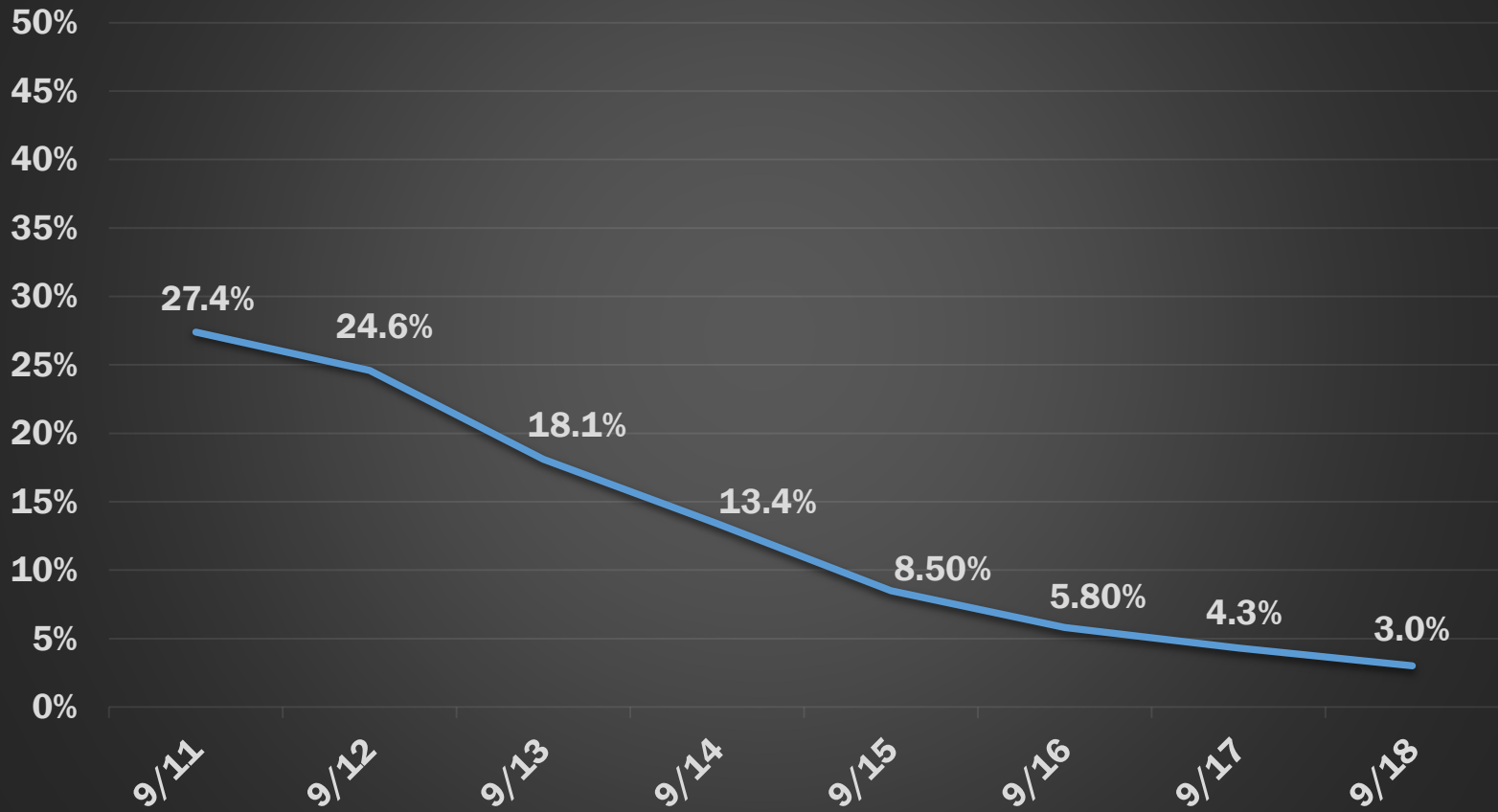
Percent of Cell Sites Out Per Day In Texas and Louisiana (Harvey)



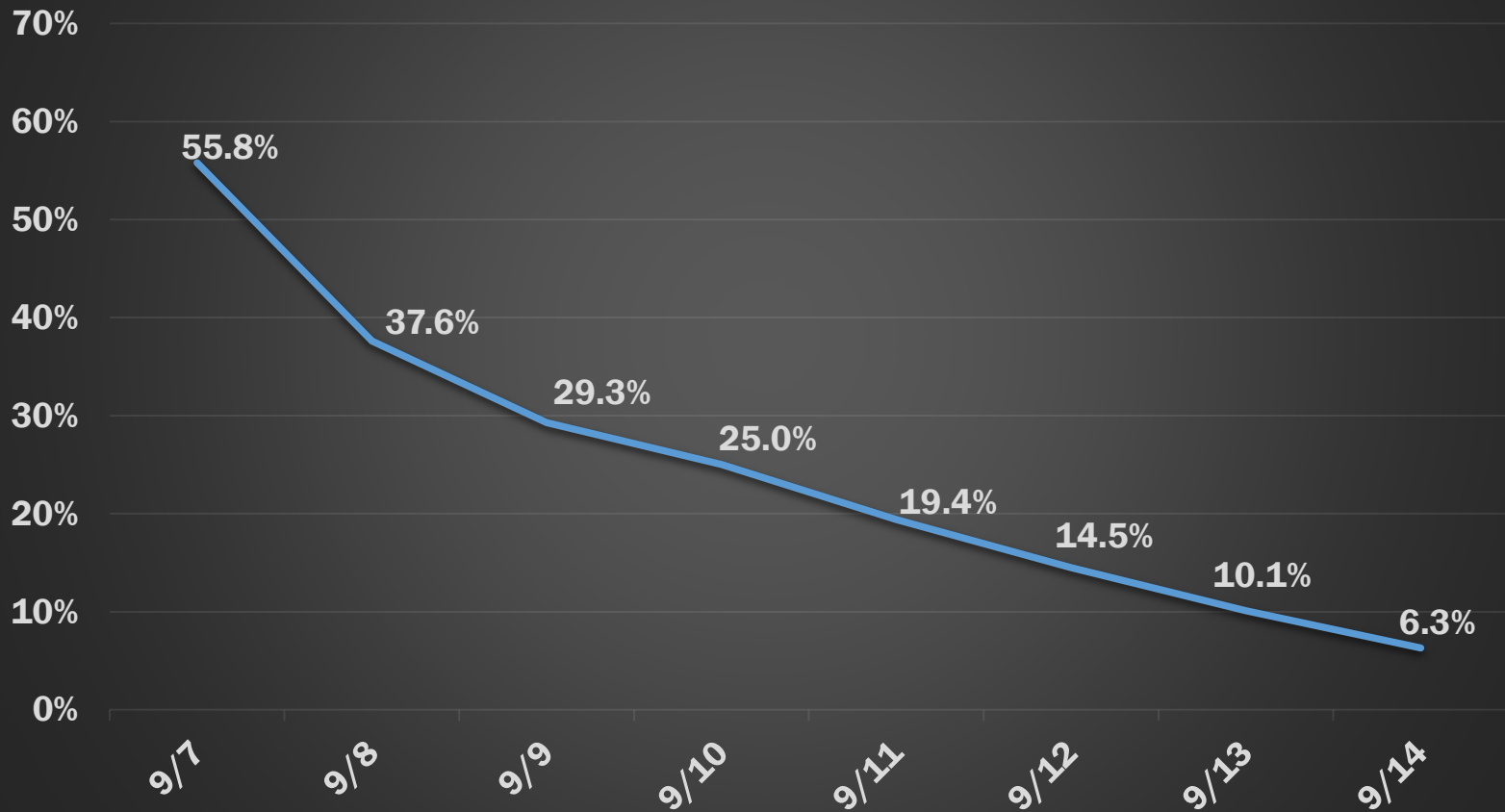
Percent of Cell Sites Out Per Day Texas - 13 Counties (Harvey)



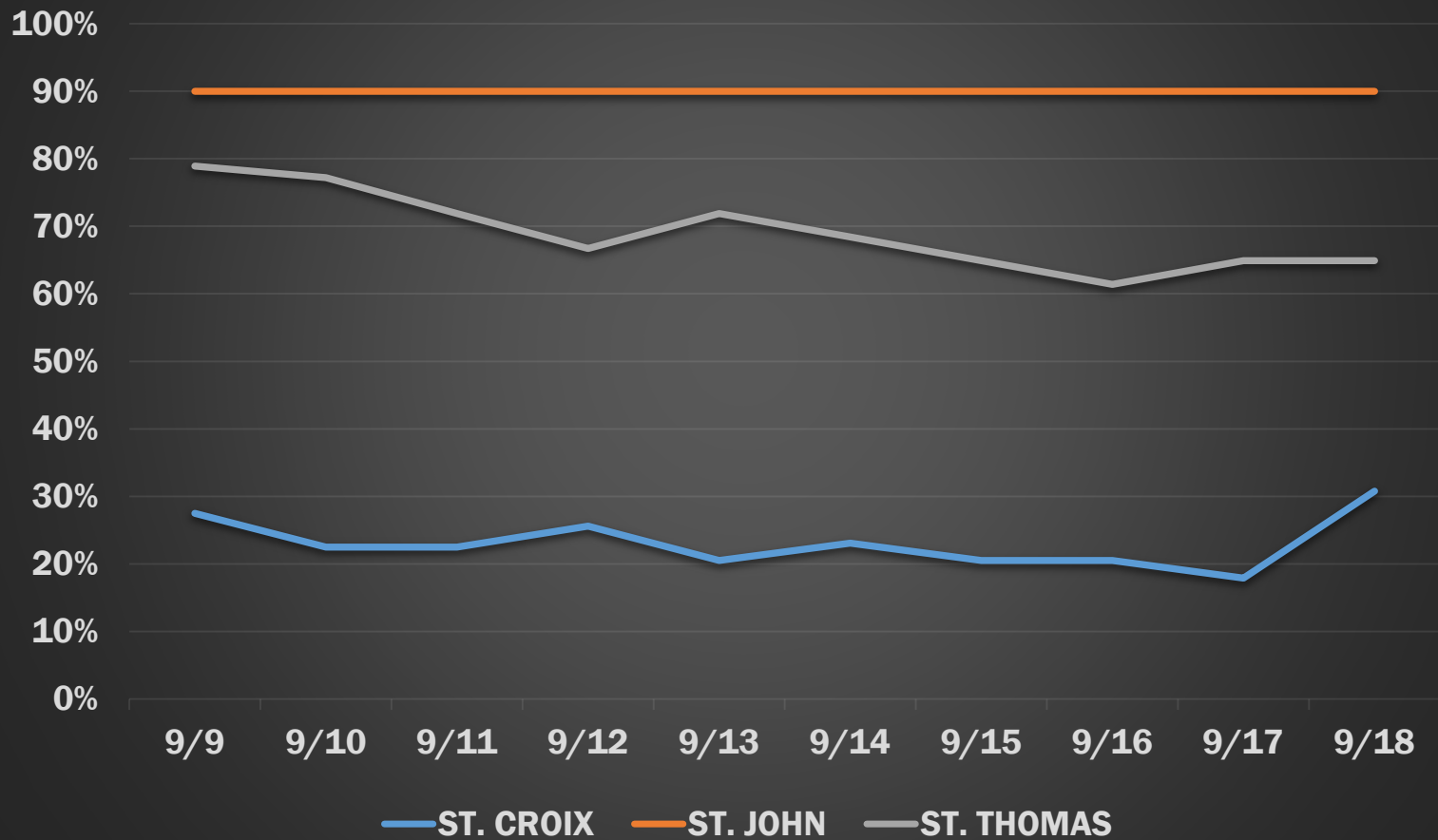
Percent of Cell Sites Out Per Day in Florida (Irma)



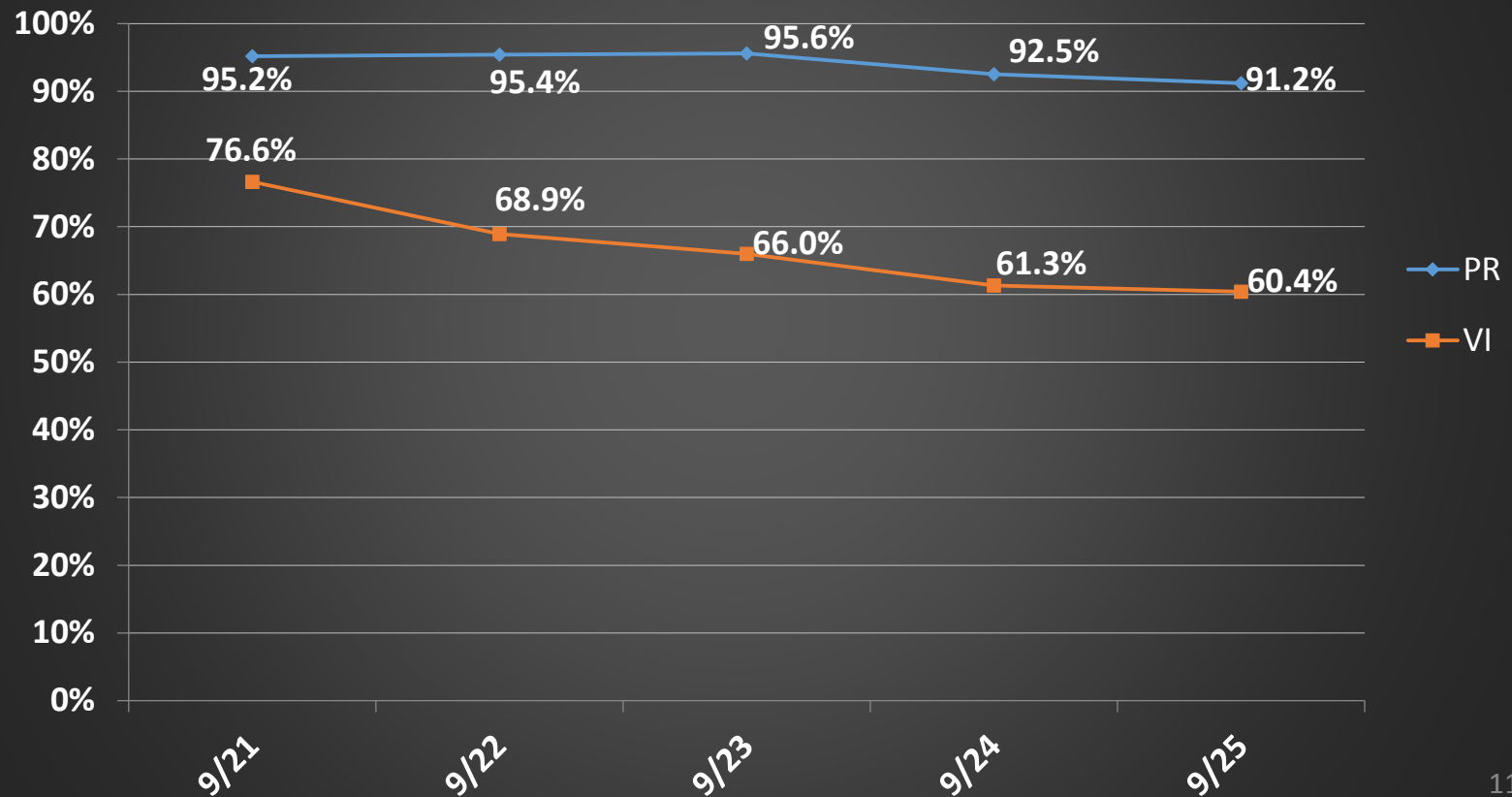
Percent of Cell Sites Out Per Day in Puerto Rico (Irma)



Percent of Cell Sites Out Per Day in U.S. Virgin Islands (Irma)



Percent of Cell Sites Out Per Day in Puerto Rico and U.S. Virgin Islands (Maria)





Storm Impact on 911 Call Centers



- Harvey (Texas)
 - High call volumes strained or exceeded call-taking capacity.
 - Small number of call centers non-operational and not rerouted.
- Irma (Florida)
 - 14 call centers non-operational and not rerouted.
- Maria (U.S. Virgin Islands)
 - One call center out of service.