



## Communications Status Report for Areas Impacted by Hurricane Maria September 27, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of September 27, 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.

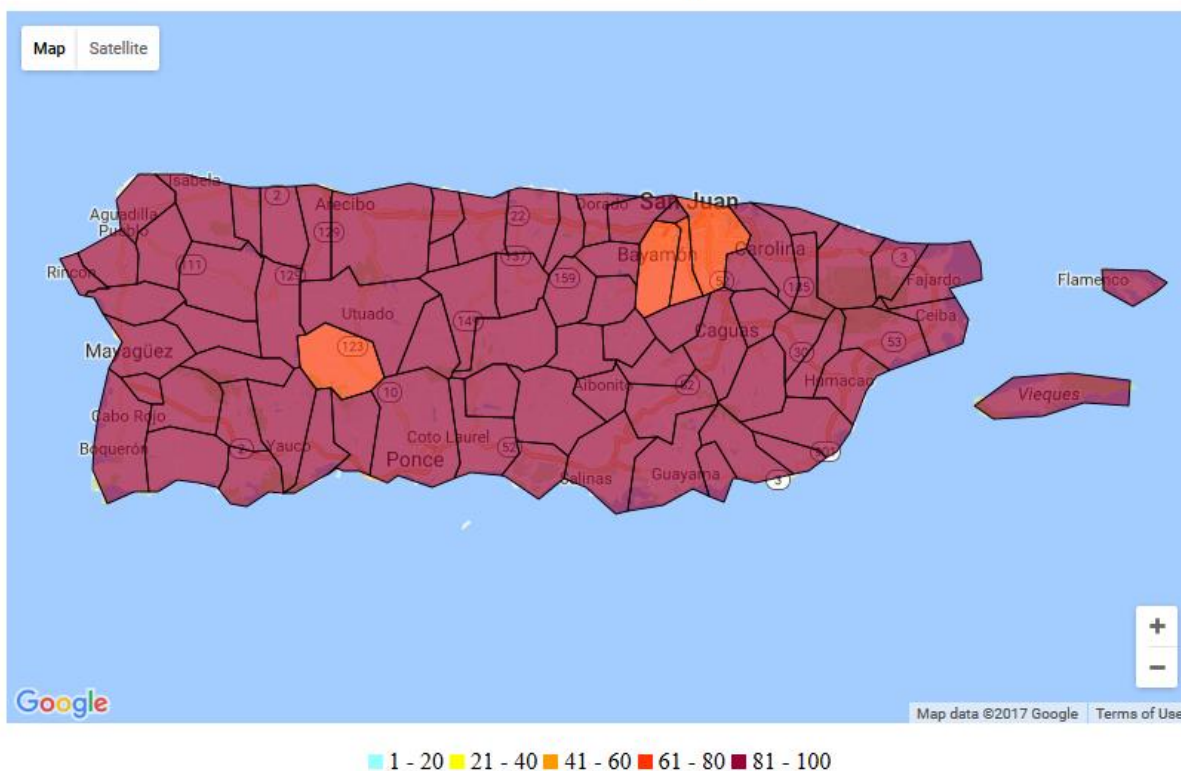
### Wireless Services

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

9/27/2017 11:17:47 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:** Overall, 91.1% (virtually no change from 90.9% yesterday) of cell sites are out of service. All counties in Puerto Rico have greater than 75% of their cell sites out of service. 31 (up from 29 yesterday) out of the 78 counties in Puerto Rico have 100% of their cell sites out of service.

**U.S. Virgin Islands:** Overall, 66.0% (up from 61.3% 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	8	80.0%
PR	AGUADA	18	16	88.9%
PR	AGUADILLA	47	46	97.9%
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	123	79.9%
PR	CABO ROJO	52	51	98.1%
PR	CAGUAS	91	82	90.1%
PR	CAMUY	17	16	94.1%
PR	CANOVANAS	29	27	93.1%
PR	CAROLINA	130	118	90.8%
PR	CATANO	21	17	81.0%
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	41	91.1%
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	76	78.4%
PR	GURABO	33	31	93.9%
PR	HATILLO	29	29	100.0%
PR	HORMIGUEROS	10	10	100.0%
PR	HUMACAO	44	40	90.9%
PR	ISABELA	33	32	97.0%
PR	JAYUYA	7	7	100.0%
PR	JUANA DIAZ	32	29	90.6%
PR	JUNCOS	23	22	95.7%
PR	LAJAS	19	19	100.0%
PR	LARES	15	15	100.0%
PR	LAS MARIAS	9	9	100.0%

PR	LAS PIEDRAS	18	18	100.0%
PR	LOIZA	11	11	100.0%
PR	LUQUILLO	13	12	92.3%
PR	MANATI	28	26	92.9%
PR	MARICAO	5	5	100.0%
PR	MAUNABO	12	11	91.7%
PR	MAYAGUEZ	67	59	88.1%
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	18	94.7%
PR	PONCE	103	99	96.1%
PR	QUEBRADILLAS	20	18	90.0%
PR	RINCON	15	15	100.0%
PR	RIO GRANDE	44	43	97.7%
PR	SABANA GRANDE	13	12	92.3%
PR	SALINAS	29	27	93.1%
PR	SAN GERMAN	25	23	92.0%
PR	SAN JUAN	364	286	78.6%
PR	SAN LORENZO	22	22	100.0%
PR	SAN SEBASTIAN	21	19	90.5%



PR	SANTA ISABEL	18	18	100.0%
PR	TOA ALTA	43	39	90.7%
PR	TOA BAJA	54	49	90.7%
PR	TRUJILLO ALTO	46	41	89.1%
PR	UTUADO	21	21	100.0%
PR	VEGA ALTA	27	25	92.6%
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%
<b>TOTAL</b>		<b>2,671</b>	<b>2,432</b>	<b>91.1%</b>

**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	6	66.7%
VI	ST. THOMAS	55	30	54.5%
<b>TOTAL</b>		<b>106</b>	<b>70</b>	<b>66.0%</b>

**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 (same as yesterday) switches that are out of service due to either SS7 or toll isolation.

### **Broadcast**

TV stations out of service: WIPR in San Juan, PR reported being out of service in DIRS. WKAQ-TV is on the air.

Radio stations out of service: WQBS, WCMN-FM, WMIO, WPRM-FM, WNEL, WPRP, WIPR-FM, WZAR and WUNO (all in Puerto Rico) are reported as being out of service in DIRS.

Based on informal reports earlier, it appears the following radio and televisions stations are operational in Puerto Rico:

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: Telemundo virtual Ch.2 UHF 28 is on the air.