



## **Communications Status Report for Areas Impacted by Hurricane Maria October 17, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 17, 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 some 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.

Both PSAPs in Puerto Rico are reported as operational. In the U.S. Virgin Islands, both the St. Croix and the St. Thomas 9-1-1 Call Centers are reported as operational; Phase I and Phase II location information for wireless callers and Automatic Number and Location Information (ANI/ALI) for VoIP callers has been intermittently available.

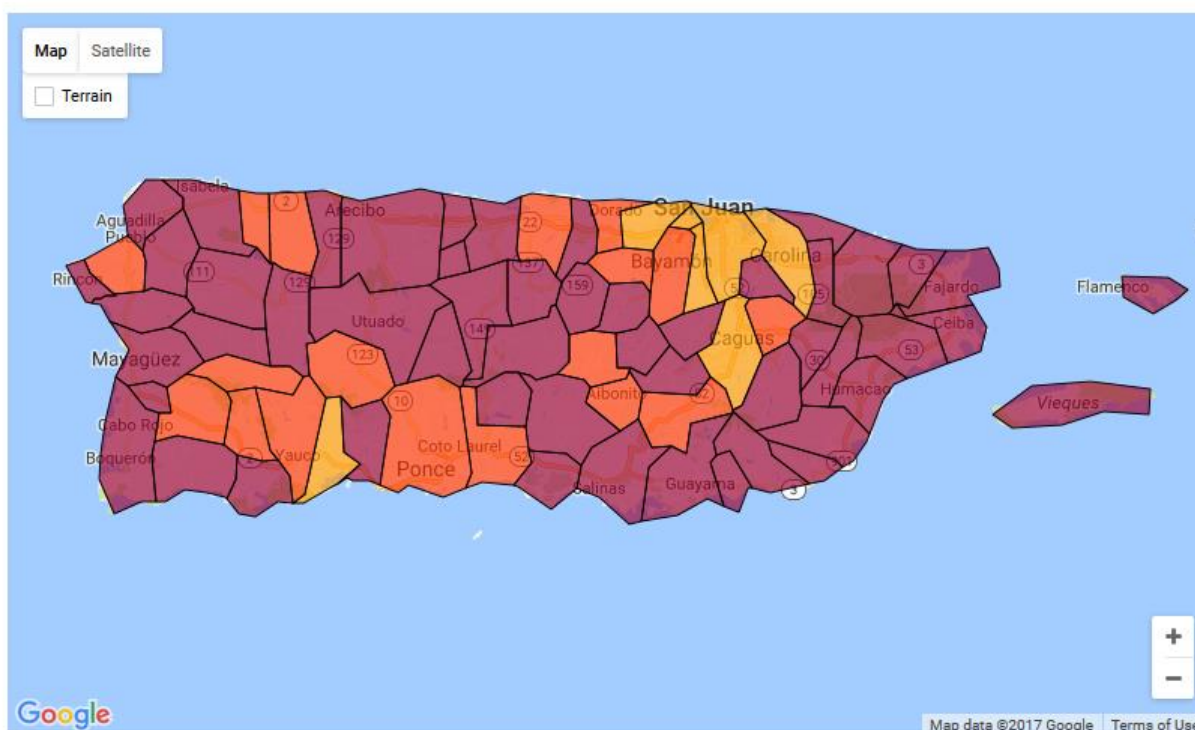
### Wireless Services

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

10/17/2017 11:00:11 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:** 75.3% (up slightly from 74.1% yesterday) of the cell sites are out of service. 12 (up from 11 yesterday) out of the 78 counties in Puerto Rico have 100% of their cell sites down.



The four major wireless companies have opened up roaming on the islands so that they, collectively, can serve the maximum population of the islands with the current coverage available. They are coordinating and prioritizing the recovery of cell sites and placement of temporary assets with the other carriers to maximize the coverage for all subscribers. Satellite Cells on Light Trucks (COLTs) have been deployed in Aguadilla, Arecibo, Cayey, Caomo Sur, Fajardo, Guayama, Manati, Mayaguez Mesa, San German, Vega Baja, and Yauco and Terrestrial Cells on Wheels (COWs)/COLTs in Humacao, Quebradillas, Rio Grande, and Utuado. Approximately 61% (slightly up from 60% last week) of the population was reported to be covered by the wireless carriers in Puerto Rico.

**U.S. Virgin Islands:** Overall, 55.4% (same as yesterday) of cell sites are out of service. 88.9% (down from 100% yesterday) of cell sites in St. John are out of service. Approximately 88% (up from 79% last week) of the population was reported to be covered by the wireless carriers in the U.S. Virgin Islands.

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	COWs or COLTs Deployed
PR	ADJUNTAS	10	7	70.0%	
PR	AGUADA	18	14	77.8%	
PR	AGUADILLA	47	44	93.6%	Yes
PR	AGUAS BUENAS	20	20	100.0%	
PR	AIBONITO	21	16	76.2%	
PR	ANASCO	15	15	100.0%	
PR	ARECIBO	69	57	82.6%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	24	21	87.5%	
PR	BARRANQUITAS	18	14	77.8%	

PR	BAYAMON	154	96	62.3%	
PR	CABO ROJO	51	47	92.2%	
PR	CAGUAS	92	53	57.6%	
PR	CAMUY	17	12	70.6%	
PR	CANOVANAS	30	27	90.0%	
PR	CAROLINA	130	76	58.5%	
PR	CATANO	21	11	52.4%	
PR	CAYEY	46	36	78.3%	Yes
PR	CEIBA	12	10	83.3%	
PR	CIALES	13	11	84.6%	
PR	CIDRA	27	26	96.3%	
PR	COAMO	22	19	86.4%	
PR	COMERIO	18	16	88.9%	
PR	COROZAL	22	20	90.9%	
PR	CULEBRA	9	8	88.9%	
PR	DORADO	45	31	68.9%	
PR	FAJARDO	36	34	94.4%	Yes
PR	FLORIDA	6	6	100.0%	
PR	GUANICA	17	14	82.4%	
PR	GUAYAMA	30	28	93.3%	Yes
PR	GUAYANILLA	10	6	60.0%	
PR	GUAYNABO	97	52	53.6%	
PR	GURABO	33	24	72.7%	
PR	HATILLO	29	26	89.7%	

PR	HORMIGUEROS	10	10	100.0%	
PR	HUMACAO	44	38	86.4%	Yes
PR	ISABELA	34	29	85.3%	
PR	JAYUYA	7	7	100.0%	
PR	JUANA DIAZ	33	26	78.8%	
PR	JUNCOS	23	19	82.6%	
PR	LAJAS	19	17	89.5%	
PR	LARES	15	15	100.0%	
PR	LAS MARIAS	9	8	88.9%	
PR	LAS PIEDRAS	18	18	100.0%	
PR	LOIZA	11	11	100.0%	
PR	LUQUILLO	13	12	92.3%	
PR	MANATI	28	24	85.7%	Yes
PR	MARICAO	5	4	80.0%	
PR	MAUNABO	12	11	91.7%	
PR	MAYAGUEZ	68	59	86.8%	Yes
PR	MOCA	19	17	89.5%	
PR	MOROVIS	21	20	95.2%	
PR	NAGUABO	23	23	100.0%	
PR	NARANJITO	23	21	91.3%	
PR	OROCOVIS	15	13	86.7%	
PR	PATILLAS	16	15	93.8%	
PR	PENUELAS	19	16	84.2%	
PR	PONCE	103	75	72.8%	

PR	QUEBRADILLAS	20	16	80.0%	Yes
PR	RINCON	15	14	93.3%	
PR	RIO GRANDE	44	42	95.5%	Yes
PR	SABANA GRANDE	14	10	71.4%	
PR	SALINAS	29	26	89.7%	
PR	SAN GERMAN	25	19	76.0%	Yes
PR	SAN JUAN	367	181	49.3%	
PR	SAN LORENZO	22	22	100.0%	
PR	SAN SEBASTIAN	21	18	85.7%	
PR	SANTA ISABEL	18	16	88.9%	
PR	TOA ALTA	43	28	65.1%	
PR	TOA BAJA	54	32	59.3%	
PR	TRUJILLO ALTO	47	43	91.5%	
PR	UTUADO	21	20	95.2%	Yes
PR	VEGA ALTA	27	25	92.6%	
PR	VEGA BAJA	34	27	79.4%	Yes
PR	VIEQUES	12	12	100.0%	
PR	VILLALBA	9	8	88.9%	
PR	YABUCOA	31	31	100.0%	
PR	YAUCO	20	15	75.0%	Yes
<b>TOTAL</b>		<b>2,680</b>	<b>2,019</b>	<b>75.3%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	27	58.7%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	32	48.5%
<b>TOTAL</b>		<b>121</b>	<b>67</b>	<b>55.4%</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 Puerto Rico cable company has reported that approximately 1% of its consumers have had service restored). In Puerto Rico, there are at least 6 (same as yesterday) switches that are out of service due to either SS7 or toll isolation.

**Broadcast**

The following provides broadcast status based on data collected from DIRS input, FEMA reports, and FCC scans/outreach.

Television stations status:

**Puerto Rico:**

5 TV stations are confirmed operational (WKAQ, WIPR, WIPN, WTIN, WNJX)

9 TV stations are confirmed out of service (WAPA, WIPM, WTCV, WUJA, WELU, WECN, WRSV, WORO, WRUA)

**U.S. Virgin Islands:** None reported

AM Radio stations status:

**Puerto Rico:**

44 AM radio stations are confirmed operational (WA2XPA, WALO, WAPA, WBMJ, WBQN, WCMN, WCPR, WDEP, WENA, WEXS, WGD, WI2XAC, WI2XSO, WI3XSO, WIAC, WIDA, WIPR, WISO, WJIT, WKAQ, WKFE, WKJB, WKUM, WKVM, WLEO, WLEY, WMDD,



WMNT, WNEL, WNIK, WOIZ, WOLA, WPAB, WPPC, WPRA, WPRP, WQII, WSKN, WSOL, WTIL, WUKQ, WUNO, WVJP, WXEW)

29 AM radio stations are confirmed out of service (WABA, WBSG, WBYM, WCGB, WCMA, WDNO, WEGA, WFAB, WGIT, WHOY, WIBS, WISA, WIVV, WLRP, WMIA, WMSW, WNVI, WOQI, WORA, WOSO, WQBS, WRRE, WRSJ, WRSS, WUPR, WVOZ, WYAC, WYEL, WYKO)

**U.S. Virgin Islands:**

2 AM radio stations are confirmed operational (WSTA, WUVI)

2 AM radio stations are confirmed out of service (WDHP, WSTX)

FM Radio stations status:

**Puerto Rico:**

36 FM radio stations are confirmed operational (WAEL-FM, WCMN-FM, WEGM, WERR, WFID, WIDA-FM, WIDI, WIOA, WIOA-FM1, WKAQ-FM, WLUZ, WMAA-LP, WMEG, WNVM, WODA, WORO, WOYE, WPRM-FM, WPUC-FM, WPUC-FM1, WQML, WRIO, WRRH, WRTU, WRXD, WTOK-FM, WUKQ-FM, WVDJ-LP, WVIS, WVJP-FM, WXLX, WXYX, WYQE, WZNT, WZNT-FM1, WZOL)

22 FM radio stations are confirmed out of service (W227CV, WCAD, WCAD-FM2, WCRP, WELX, WFDT, WIOC, WIPR-FM, WJDZ, WMIO, WNRT, WNVE, WQBS-FM, WTPM, WVQR, WXHD, WYAS, WZAR, WZCA, WZET, WZMT, WZOL-FM3)

**U.S. Virgin Islands:**

2 FM radio stations are confirmed operational (WVIE, WZIN)

2 FM radio stations are confirmed out of service (WGOD-FM, WVIZ)