



Communications Status Report for Areas Impacted by Hurricane Maria October 18, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 18, 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.

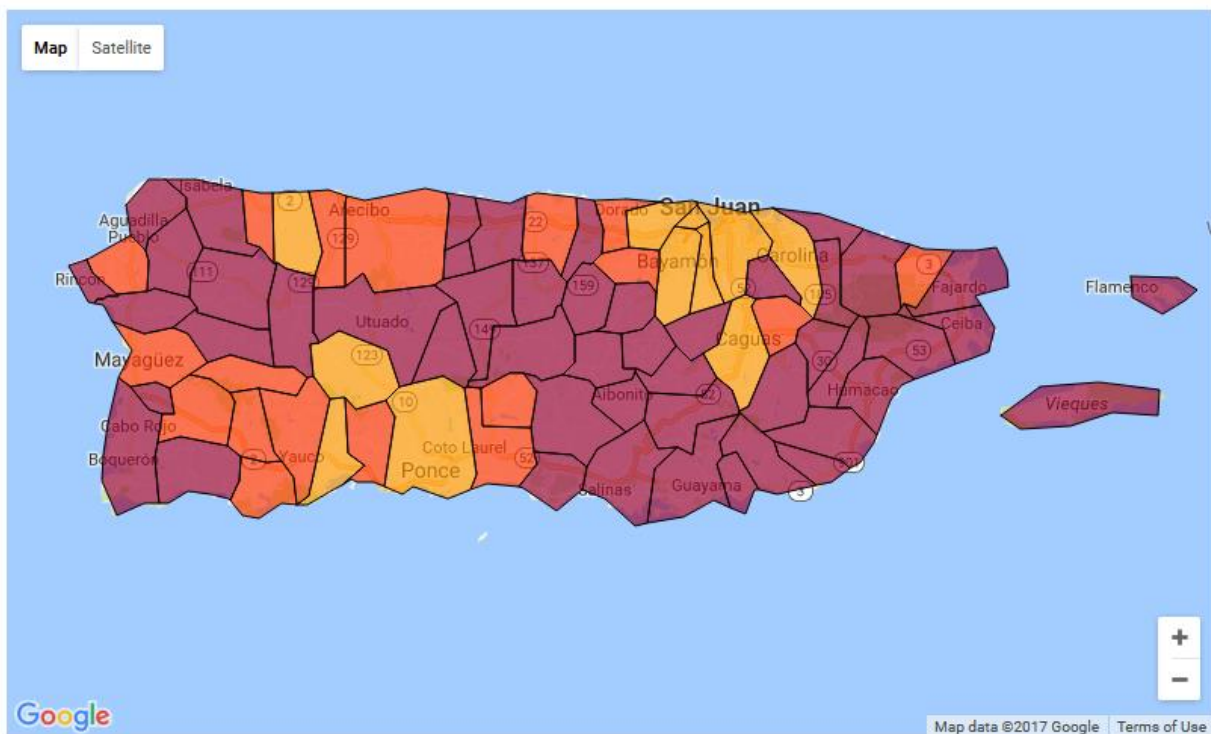
Wireless Services

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

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■ 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: 71.2% (down from 75.3% yesterday) of the cell sites are out of service. 8 (down from 12 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% (same as 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	6	60.0%	
PR	AGUADA	18	13	72.2%	
PR	AGUADILLA	47	40	85.1%	Yes
PR	AGUAS BUENAS	20	20	100.0%	
PR	AIBONITO	21	18	85.7%	
PR	ANASCO	15	14	93.3%	
PR	ARECIBO	69	51	73.9%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	24	22	91.7%	
PR	BARRANQUITAS	18	15	83.3%	

PR	BAYAMON	154	88	57.1%	
PR	CABO ROJO	51	42	82.4%	
PR	CAGUAS	92	52	56.5%	
PR	CAMUY	17	9	52.9%	
PR	CANOVANAS	30	27	90.0%	
PR	CAROLINA	130	69	53.1%	
PR	CATANO	21	10	47.6%	
PR	CAYEY	46	39	84.8%	Yes
PR	CEIBA	12	10	83.3%	
PR	CIALES	13	11	84.6%	
PR	CIDRA	27	25	92.6%	
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	28	62.2%	
PR	FAJARDO	36	31	86.1%	Yes
PR	FLORIDA	6	5	83.3%	
PR	GUANICA	17	13	76.5%	
PR	GUAYAMA	30	27	90.0%	Yes
PR	GUAYANILLA	10	6	60.0%	
PR	GUAYNABO	97	52	53.6%	
PR	GURABO	33	21	63.6%	
PR	HATILLO	29	18	62.1%	

PR	HORMIGUEROS	10	9	90.0%	
PR	HUMACAO	44	40	90.9%	Yes
PR	ISABELA	34	31	91.2%	
PR	JAYUYA	7	7	100.0%	
PR	JUANA DIAZ	33	26	78.8%	
PR	JUNCOS	23	20	87.0%	
PR	LAJAS	19	16	84.2%	
PR	LARES	15	15	100.0%	
PR	LAS MARIAS	9	8	88.9%	
PR	LAS PIEDRAS	18	18	100.0%	
PR	LOIZA	11	10	90.9%	
PR	LUQUILLO	13	10	76.9%	
PR	MANATI	28	23	82.1%	Yes
PR	MARICAO	5	4	80.0%	
PR	MAUNABO	12	12	100.0%	
PR	MAYAGUEZ	68	52	76.5%	Yes
PR	MOCA	19	16	84.2%	
PR	MOROVIS	21	19	90.5%	
PR	NAGUABO	23	23	100.0%	
PR	NARANJITO	23	21	91.3%	
PR	OROCOVIS	15	13	86.7%	
PR	PATILLAS	16	14	87.5%	
PR	PENUELAS	19	15	78.9%	
PR	PONCE	103	60	58.3%	

PR	QUEBRADILLAS	20	15	75.0%	Yes
PR	RINCON	15	14	93.3%	
PR	RIO GRANDE	44	38	86.4%	Yes
PR	SABANA GRANDE	14	11	78.6%	
PR	SALINAS	29	26	89.7%	
PR	SAN GERMAN	25	16	64.0%	Yes
PR	SAN JUAN	367	166	45.2%	
PR	SAN LORENZO	22	22	100.0%	
PR	SAN SEBASTIAN	21	18	85.7%	
PR	SANTA ISABEL	18	15	83.3%	
PR	TOA ALTA	43	26	60.5%	
PR	TOA BAJA	54	32	59.3%	
PR	TRUJILLO ALTO	47	41	87.2%	
PR	UTUADO	21	19	90.5%	Yes
PR	VEGA ALTA	27	25	92.6%	
PR	VEGA BAJA	34	25	73.5%	Yes
PR	VIEQUES	12	11	91.7%	
PR	VILLALBA	9	7	77.8%	
PR	YABUCOA	31	31	100.0%	
PR	YAUCO	20	15	75.0%	Yes
TOTAL		2,680	1,909	71.2%	



U.S. Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	28	60.9%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	31	47.0%
TOTAL		121	67	55.4%

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 2 (down from 6 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.¹

Television stations status:

Puerto Rico:

- 4 TV stations are confirmed operational (WKAQ, WIPR. WNJX, WTIN)
- 2 TV station are suspected to be out of service (WIPM, WELU)
- 54 TV stations have been issued Special Temporary Authority to be offline

U.S. Virgin Islands:

- 8 TV stations have been issued Special Temporary Authority to be offline

AM Radio stations status:

Puerto Rico:

¹ When broadcast stations are listed as “suspected to be out of service”, the statement is based on field scanning of relevant bands. Stations listed may be operating on reduced power or on a reduced schedule.



44 AM radio stations are confirmed operational (WA2XPA, WALO, WAPA, WBMJ, WBQN, WCMN, WCPR, WDEP, WENA, WEXS, WGDL, 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 suspected to be 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 suspected to be 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 suspected to be 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 suspected to be out of service (WGOD-FM, WVIZ)