



## **Communications Status Report for Areas Impacted by Hurricane Maria October 19, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 19, 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.

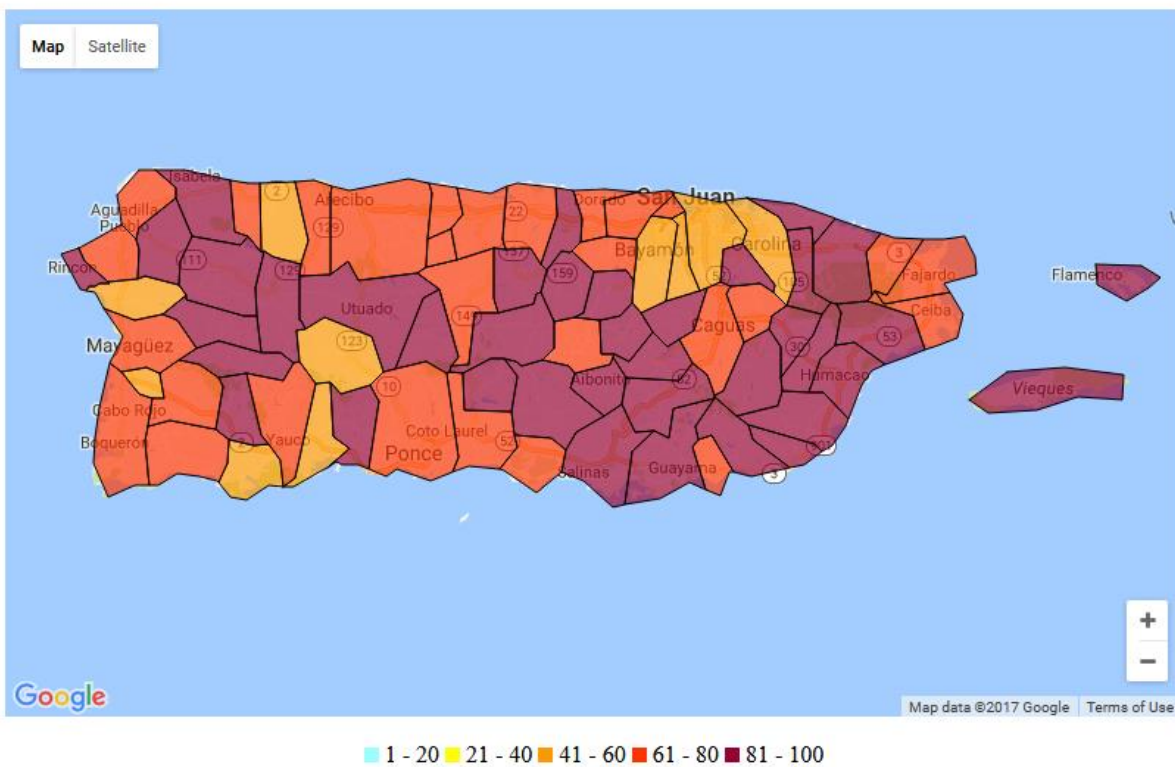
### Wireless Services

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

10/19/2017 11:01:39 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:** 69.8% (down from 71.2% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Adjuntas, Bayamon, Camuy, Carolina, Guaynabo, Hormigueros, and San Juan, have greater than 50% of their cell sites out of service. 8 (no change from yesterday) out of the 78 counties in Puerto Rico have 100% of their cell sites down.



The 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, 52.1% (down from 55.4% yesterday) of cell sites are out of service. 100% (up from 88.9% 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	5	50.0%	
PR	AGUADA	19	13	68.4%	
PR	AGUADILLA	48	36	75.0%	Yes
PR	AGUAS BUENAS	19	17	89.5%	
PR	AIBONITO	46	37	80.4%	
PR	ANASCO	26	15	57.7%	
PR	ARECIBO	61	45	73.8%	Yes
PR	ARROYO	31	24	77.4%	
PR	BARCELONETA	26	20	76.9%	
PR	BARRANQUITAS	21	14	66.7%	

PR	BAYAMON	129	63	48.8%	
PR	CABO ROJO	44	34	77.3%	
PR	CAGUAS	85	52	61.2%	
PR	CAMUY	18	8	44.4%	
PR	CANOVANAS	27	22	81.5%	
PR	CAROLINA	125	60	48.0%	
PR	CATANO	23	15	65.2%	
PR	CAYEY	43	39	90.7%	Yes
PR	CEIBA	14	11	78.6%	
PR	CIALES	17	12	70.6%	
PR	CIDRA	29	26	89.7%	
PR	COAMO	23	19	82.6%	
PR	COMERIO	15	13	86.7%	
PR	COROZAL	20	18	90.0%	
PR	CULEBRA	11	9	81.8%	
PR	DORADO	40	25	62.5%	
PR	FAJARDO	30	24	80.0%	Yes
PR	FLORIDA	8	5	62.5%	
PR	GUANICA	32	19	59.4%	
PR	GUAYAMA	28	24	85.7%	Yes
PR	GUAYANILLA	12	7	58.3%	
PR	GUAYNABO	129	60	46.5%	
PR	GURABO	30	22	73.3%	
PR	HATILLO	34	21	61.8%	

PR	HORMIGUEROS	18	9	50.0%	
PR	HUMACAO	47	42	89.4%	Yes
PR	ISABELA	33	29	87.9%	
PR	JAYUYA	10	9	90.0%	
PR	JUANA DIAZ	29	23	79.3%	
PR	JUNCOS	22	19	86.4%	
PR	LAJAS	19	15	78.9%	
PR	LARES	15	15	100.0%	
PR	LAS MARIAS	9	9	100.0%	
PR	LAS PIEDRAS	18	18	100.0%	
PR	LOIZA	11	10	90.9%	
PR	LUQUILLO	13	10	76.9%	
PR	MANATI	28	22	78.6%	Yes
PR	MARICAO	5	5	100.0%	
PR	MAUNABO	11	11	100.0%	
PR	MAYAGUEZ	66	48	72.7%	Yes
PR	MOCA	19	17	89.5%	
PR	MOROVIS	21	20	95.2%	
PR	NAGUABO	23	23	100.0%	
PR	NARANJITO	23	19	82.6%	
PR	OROCOVIS	15	13	86.7%	
PR	PATILLAS	15	13	86.7%	
PR	PENUELAS	19	17	89.5%	
PR	PONCE	101	67	66.3%	

PR	QUEBRADILLAS	19	15	78.9%	Yes
PR	RINCON	15	14	93.3%	
PR	RIO GRANDE	44	38	86.4%	Yes
PR	SABANA GRANDE	13	11	84.6%	
PR	SALINAS	29	26	89.7%	
PR	SAN GERMAN	25	16	64.0%	Yes
PR	SAN JUAN	358	172	48.0%	
PR	SAN LORENZO	22	22	100.0%	
PR	SAN SEBASTIAN	21	18	85.7%	
PR	SANTA ISABEL	18	14	77.8%	
PR	TOA ALTA	43	33	76.7%	
PR	TOA BAJA	54	35	64.8%	
PR	TRUJILLO ALTO	46	40	87.0%	
PR	UTUADO	21	19	90.5%	Yes
PR	VEGA ALTA	27	25	92.6%	
PR	VEGA BAJA	34	22	64.7%	Yes
PR	VIEQUES	12	11	91.7%	
PR	VILLALBA	9	8	88.9%	
PR	YABUCOA	31	31	100.0%	
PR	YAUCO	19	14	73.7%	Yes
<b>TOTAL</b>		<b>2,723</b>	<b>1,901</b>	<b>69.8%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	26	56.5%
VI	ST. JOHN	9	9	100.0%
VI	ST. THOMAS	66	28	42.4%
<b>TOTAL</b>		<b>121</b>	<b>63</b>	<b>52.1%</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 2 (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.<sup>1</sup>

Television stations status:

**Puerto Rico:** (No change from yesterday)

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:** (No change from yesterday)

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

AM Radio stations status:

**Puerto Rico:** (No change from yesterday)

44 AM radio stations are confirmed operational (WA2XPA, WALO, WAPA, WBMJ, WBQN, WCMN, WCPR, WDEP, WENA, WEXS, WGDL, WI2XAC, WI2XSO, WI3XSO, WIAC,

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<sup>1</sup> 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.



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:** (No change from yesterday)

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:** (No change from yesterday)

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:** (No change from yesterday)

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

2 FM radio stations are suspected to be out of service (WGOD-FM, WVIZ)