



Communications Status Report for Areas Impacted by Hurricane Maria October 24, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 24, 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.

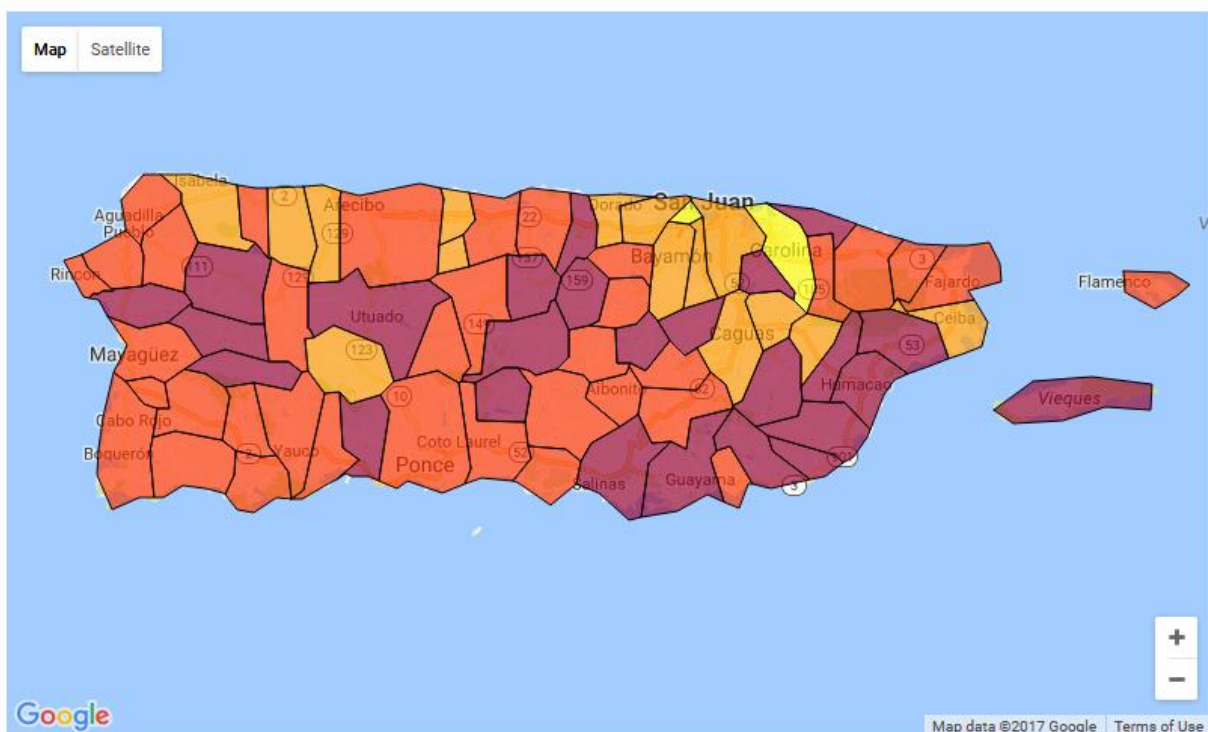
Wireless Services

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

10/24/2017 11:01:56 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: 65.0% (down from 66.1% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Bayamon, Caguas, Carolina, Catano, Dorado, Florida, Guaynabo, Hatillo, and San Juan have greater than 50% of their cell sites out of service. 4 (same as 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 64% (up from 63% 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. 88.9% (same as yesterday) of cell sites in St. John are out of service. Approximately 93% (up from 91% 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	24	16	66.7%	
PR	AGUADILLA	42	28	66.7%	Yes
PR	AGUAS BUENAS	20	18	90.0%	
PR	AIBONITO	27	18	66.7%	
PR	ANASCO	14	12	85.7%	
PR	ARECIBO	87	61	70.1%	Yes
PR	ARROYO	18	14	77.8%	
PR	BARCELONETA	36	20	55.6%	
PR	BARRANQUITAS	17	13	76.5%	

PR	BAYAMON	148	73	49.3%	
PR	CABO ROJO	45	33	73.3%	
PR	CAGUAS	83	40	48.2%	
PR	CAMUY	19	10	52.6%	
PR	CANOVANAS	28	22	78.6%	
PR	CAROLINA	116	46	39.7%	
PR	CATANO	20	5	25.0%	
PR	CAYEY	41	31	75.6%	Yes
PR	CEIBA	27	16	59.3%	
PR	CIALES	18	11	61.1%	
PR	CIDRA	29	23	79.3%	
PR	COAMO	23	18	78.3%	
PR	COMERIO	19	17	89.5%	
PR	COROZAL	23	21	91.3%	
PR	CULEBRA	12	8	66.7%	
PR	DORADO	38	18	47.4%	
PR	FAJARDO	30	22	73.3%	Yes
PR	FLORIDA	8	4	50.0%	
PR	GUANICA	17	12	70.6%	
PR	GUAYAMA	31	26	83.9%	Yes
PR	GUAYANILLA	9	6	66.7%	
PR	GUAYNABO	81	36	44.4%	
PR	GURABO	45	26	57.8%	
PR	HATILLO	27	10	37.0%	

PR	HORMIGUEROS	9	6	66.7%	
PR	HUMACAO	42	34	81.0%	Yes
PR	ISABELA	80	46	57.5%	
PR	JAYUYA	9	7	77.8%	
PR	JUANA DIAZ	36	24	66.7%	
PR	JUNCOS	28	17	60.7%	
PR	LAJAS	24	18	75.0%	
PR	LARES	18	12	66.7%	
PR	LAS MARIAS	12	10	83.3%	
PR	LAS PIEDRAS	17	15	88.2%	
PR	LOIZA	13	11	84.6%	
PR	LUQUILLO	13	9	69.2%	
PR	MANATI	28	21	75.0%	Yes
PR	MARICAO	5	5	100.0%	
PR	MAUNABO	11	11	100.0%	
PR	MAYAGUEZ	66	49	74.2%	Yes
PR	MOCA	19	15	78.9%	
PR	MOROVIS	21	19	90.5%	
PR	NAGUABO	23	23	100.0%	
PR	NARANJITO	24	19	79.2%	
PR	OROCOVIS	15	14	93.3%	
PR	PATILLAS	15	13	86.7%	
PR	PENUELAS	19	15	78.9%	
PR	PONCE	101	69	68.3%	

PR	QUEBRADILLAS	19	15	78.9%	Yes
PR	RINCON	15	13	86.7%	
PR	RIO GRANDE	43	33	76.7%	Yes
PR	SABANA GRANDE	13	10	76.9%	
PR	SALINAS	29	24	82.8%	
PR	SAN GERMAN	25	17	68.0%	Yes
PR	SAN JUAN	358	171	47.8%	
PR	SAN LORENZO	22	21	95.5%	
PR	SAN SEBASTIAN	21	18	85.7%	
PR	SANTA ISABEL	18	14	77.8%	
PR	TOA ALTA	43	29	67.4%	
PR	TOA BAJA	54	29	53.7%	
PR	TRUJILLO ALTO	46	38	82.6%	
PR	UTUADO	21	17	81.0%	Yes
PR	VEGA ALTA	27	23	85.2%	
PR	VEGA BAJA	34	23	67.6%	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
TOTAL		2,739	1,781	65.0%	



U.S. Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	22	47.8%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	33	50.0%
TOTAL		121	63	52.1%

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 no major switches that are out of service or toll isolated.

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)

63 (up from 62) TV stations have been issued Special Temporary Authority to be offline

U.S. Virgin Islands: (no change from yesterday)

14 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, WIDA, WIPR, WISO, WJIT, WKAQ, WKFE, WKJB, WKUM, WKVM, WLEO, WLEY, WMDD,

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.



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)

1 FM station has been issued Special Temporary Authority to be offline (WIPR-FM)

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)