



Communications Status Report for Areas Impacted by Hurricane Maria October 28, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 28, 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.

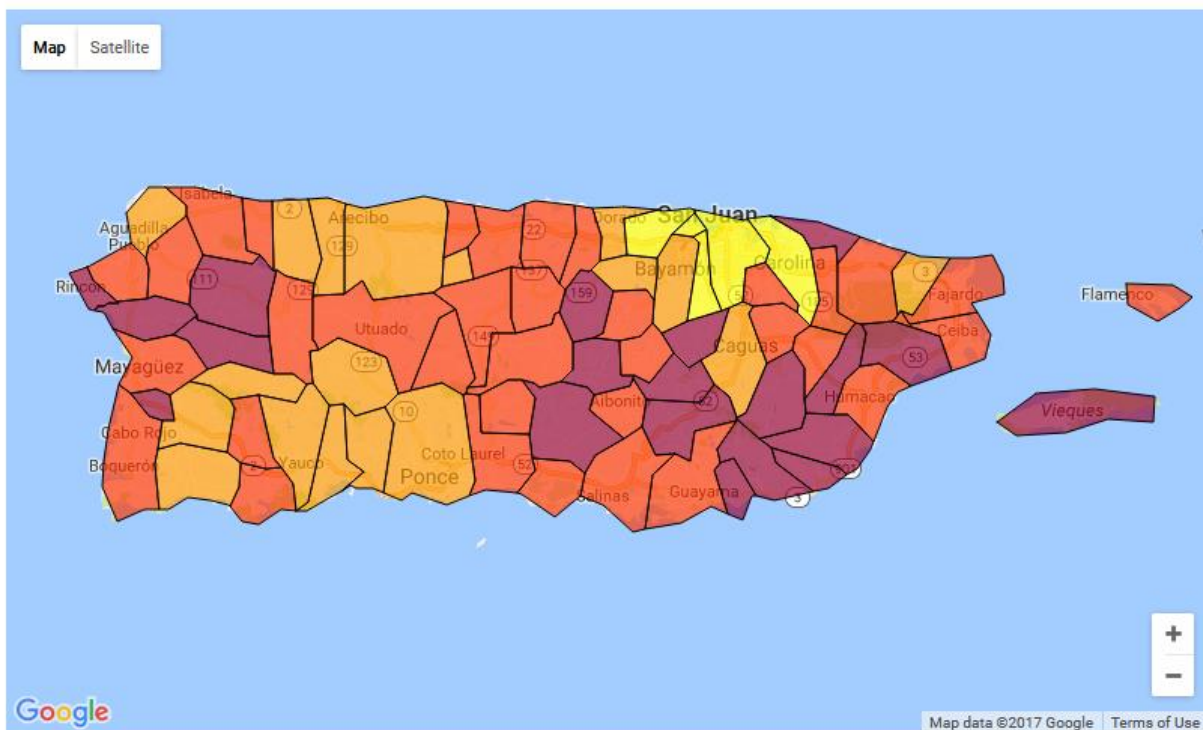
Wireless Services

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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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: 58.4% (down from 59.4% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Adjuntas, Bayamon, Caguas, Camuy, Carolina, Catano, Dorado, Florida, Guayanilla, Guaynabo, Hatillo, Ponce, San Juan, Toa Alta, and Toa Baja, have greater than 50% of their cell sites out of service. Only 1 county, Naguabo, (down from 4 yesterday) out of the 78 counties in Puerto Rico has 100% of its 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, Coamo 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, 43.0% (up from 39.7% 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 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	5	50.0%	
PR	AGUADA	18	11	61.1%	
PR	AGUADILLA	47	27	57.4%	Yes
PR	AGUAS BUENAS	20	19	95.0%	
PR	AIBONITO	21	16	76.2%	
PR	ANASCO	15	14	93.3%	
PR	ARECIBO	68	40	58.8%	Yes
PR	ARROYO	10	9	90.0%	
PR	BARCELONETA	24	18	75.0%	
PR	BARRANQUITAS	17	14	82.4%	

PR	BAYAMON	154	68	44.2%	
PR	CABO ROJO	50	36	72.0%	
PR	CAGUAS	91	39	42.9%	
PR	CAMUY	17	8	47.1%	
PR	CANOVANAS	30	23	76.7%	
PR	CAROLINA	130	50	38.5%	
PR	CATANO	21	8	38.1%	
PR	CAYEY	45	39	86.7%	Yes
PR	CEIBA	12	8	66.7%	
PR	CIALES	13	9	69.2%	
PR	CIDRA	27	23	85.2%	
PR	COAMO	21	17	81.0%	
PR	COMERIO	18	14	77.8%	
PR	COROZAL	22	18	81.8%	
PR	CULEBRA	9	7	77.8%	
PR	DORADO	45	21	46.7%	
PR	FAJARDO	35	25	71.4%	Yes
PR	FLORIDA	6	3	50.0%	
PR	GUANICA	17	11	64.7%	
PR	GUAYAMA	30	24	80.0%	Yes
PR	GUAYANILLA	10	5	50.0%	
PR	GUAYNABO	95	34	35.8%	
PR	GURABO	33	20	60.6%	
PR	HATILLO	29	12	41.4%	

PR	HORMIGUEROS	10	9	90.0%	
PR	HUMACAO	42	32	76.2%	Yes
PR	ISABELA	33	21	63.6%	
PR	JAYUYA	7	5	71.4%	
PR	JUANA DIAZ	32	21	65.6%	
PR	JUNCOS	22	17	77.3%	
PR	LAJAS	19	10	52.6%	
PR	LARES	15	11	73.3%	
PR	LAS MARIAS	9	8	88.9%	
PR	LAS PIEDRAS	18	17	94.4%	
PR	LOIZA	12	10	83.3%	
PR	LUQUILLO	13	7	53.8%	
PR	MANATI	28	19	67.9%	Yes
PR	MARICAO	5	3	60.0%	
PR	MAUNABO	11	10	90.9%	
PR	MAYAGUEZ	66	49	74.2%	Yes
PR	MOCA	19	13	68.4%	
PR	MOROVIS	21	15	71.4%	
PR	NAGUABO	23	23	100.0%	
PR	NARANJITO	24	18	75.0%	
PR	OROCOVIS	15	11	73.3%	
PR	PATILLAS	15	13	86.7%	
PR	PENUELAS	19	10	52.6%	
PR	PONCE	101	45	44.6%	

PR	QUEBRADILLAS	19	12	63.2%	Yes
PR	RINCON	15	13	86.7%	
PR	RIO GRANDE	43	30	69.8%	Yes
PR	SABANA GRANDE	13	9	69.2%	
PR	SALINAS	29	22	75.9%	
PR	SAN GERMAN	25	14	56.0%	Yes
PR	SAN JUAN	358	127	35.5%	
PR	SAN LORENZO	22	21	95.5%	
PR	SAN SEBASTIAN	21	17	81.0%	
PR	SANTA ISABEL	18	14	77.8%	
PR	TOA ALTA	43	19	44.2%	
PR	TOA BAJA	54	16	29.6%	
PR	TRUJILLO ALTO	46	28	60.9%	
PR	UTUADO	21	15	71.4%	Yes
PR	VEGA ALTA	27	20	74.1%	
PR	VEGA BAJA	34	21	61.8%	Yes
PR	VIEQUES	12	11	91.7%	
PR	VILLALBA	9	7	77.8%	
PR	YABUCOA	31	29	93.5%	
PR	YAUCO	19	10	52.6%	Yes
TOTAL		2,648	1,547	58.4%	



U.S. Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	17	37.0%
VI	ST. JOHN	9	9	100.0%
VI	ST. THOMAS	66	26	39.4%
TOTAL		121	52	43.0%

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 3% (up from 1% last week) of its consumers have had service restored). In Puerto Rico, there is one (same as yesterday) major switches that is 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: (No change from yesterday)

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

2 TV are suspected to be out of service (WIPM, WELU)

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

33 TV stations have unconfirmed status

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

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

2 TV stations have unconfirmed status

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.



AM Radio stations status:

Puerto Rico: (No change from yesterday)

40 AM radio stations are confirmed operational (WA2X, WABA, WALO, WAPA, WBMJ, WCMN, WCPR, WDEP, WENA, WEXS, WGDL, WI2X, WI2X, WI3X, WIAC, WIPR, WISO, WKAQ, WKFE, WKJB, WKUM, WLEO, WLEY, WMDD, WMNT, WMSW, WOIZ, WOQI, WPAB, WPPC, WPRA, WPRP, WQII, WSKN, WSOL, WTIL, WUPR, WVJP, WXEW, WYEL)

8 AM radio stations are suspected to be out of service (W227, WJDZ, WNVE, WVQR, WYAS, WZCA, WZMT, WZOL)

24 AM radio stations are confirmed out of service by the Puerto Rican Broadcast Association (WBQN, WCGB, WCMA, WDNO, WEGA, WFAB, WGIT, WHOY, WIBS, WIDA, WISA, WIVV, WJIT, WKVM, WLRP, WNEL, WNIK, WOLA, WORA, WOSO, WQBS, WRSJ, WUKQ, WUNO)

1 AM radio station has unconfirmed status

1 AM radio station has been issued Special Temporary Authority to be offline

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)

1 AM radio station has unconfirmed status

FM Radio stations status:

Puerto Rico: (No change from yesterday)

47 FM radio stations are confirmed operational (WAEL-FM, WCMN-FM, WCMN-FM3, WCMN-FM6, WEGM, WERR, WERR-FM1, WERR-FM2, WERR-FM3, WFID, WIDI, WKAQ-FM, WKAQ-FM1, WKAQ-FM2, WLuz, WMAA-LP, WMEG, WNNV, WNRT, WNRT-FM1, WNRT-FM2, WNVM, WODA, WORO, WOYE, WPRM-FM, WPUC-FM, WPUC-FM1, WQML, WRIO, WRRH, WRTU, WRXD, WTOK-FM, WTOK-FM2, WTPM, WTPM-FM1, WVDJ-LP, WVIS, WVJP-FM, WVJP-FM2, WXYX, WXYX-FM1, WXYX-FM2, WZNT, WZNT-FM1, WZOL)



8 FM radio stations are suspected to be out of service (W227CV, WJDZ, WNVE, WVQR, WYAS, WZCA, WZMT, WZOL-FM3)

22 FM are confirmed out of service by the Puerto Rican Broadcast Association (WCAD, WCAD-FM1, WCAD-FM2, WCRP, WELX, WFDT, WIDA-FM, WIOA, WIOA-FM1, WIOC, WIVA-FM, WMIO, WNIK-FM, WQBS-FM, WQBS-FM1, WUKQ-FM, WUKQ-FM1, WXHD, WXLX, WYQE, WZAR, WZET)

3 FM stations have been issued Special Temporary Authority to be offline

31 FM radio stations have unconfirmed status

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

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

1 FM radio station is suspected to be out of service (WVIZ)

1 FM radio station has been issued Special Temporary Authority to be offline

19 FM radio stations have unconfirmed status