



## **Communications Status Report for Areas Impacted by Hurricane Maria October 29, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of October 29, 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.

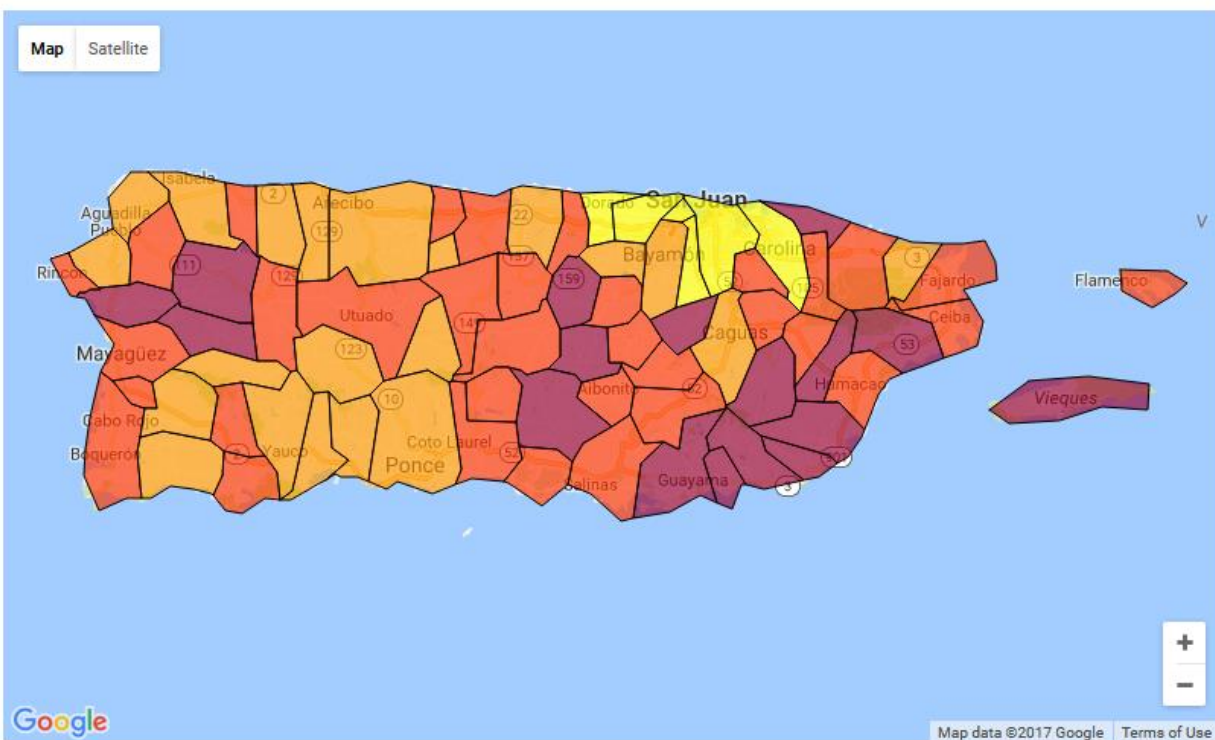
### Wireless Services

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:** 57.4% (down from 58.4% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Adjuntas, Aguada, 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. For the first time since Hurricane Maria made landfall, no county 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, 36.4% (down from 43.0% yesterday) of cell sites are out of service. 100% (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. St. John in the U.S. Virgin Islands is highlighted in red because it has 100% of its 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	4	40.0%	
PR	ADJUNTAS	10	5	50.0%	
PR	AGUADA	18	9	50.0%	Yes
PR	AGUADILLA	47	25	53.2%	
PR	AGUAS BUENAS	20	18	90.0%	
PR	AIBONITO	21	13	61.9%	
PR	ANASCO	15	14	93.3%	Yes
PR	ARECIBO	68	39	57.4%	
PR	ARROYO	10	9	90.0%	

PR	BARCELONETA	24	18	75.0%	
PR	BARRANQUITAS	17	15	88.2%	
PR	BAYAMON	154	64	41.6%	
PR	CABO ROJO	50	36	72.0%	
PR	CAGUAS	91	42	46.2%	
PR	CAMUY	17	8	47.1%	
PR	CANOVANAS	30	23	76.7%	
PR	CAROLINA	130	51	39.2%	
PR	CATANO	21	8	38.1%	Yes
PR	CAYEY	45	32	71.1%	
PR	CEIBA	12	8	66.7%	
PR	CIALES	13	8	61.5%	
PR	CIDRA	27	21	77.8%	
PR	COAMO	21	17	81.0%	
PR	COMERIO	18	14	77.8%	
PR	COROZAL	22	19	86.4%	
PR	CULEBRA	9	7	77.8%	
PR	DORADO	45	18	40.0%	Yes
PR	FAJARDO	35	25	71.4%	
PR	FLORIDA	6	3	50.0%	
PR	GUANICA	17	11	64.7%	Yes
PR	GUAYAMA	30	25	83.3%	
PR	GUAYANILLA	10	5	50.0%	
PR	GUAYNABO	95	33	34.7%	

PR	GURABO	33	20	60.6%	
PR	HATILLO	29	12	41.4%	
PR	HORMIGUEROS	10	8	80.0%	Yes
PR	HUMACAO	42	32	76.2%	
PR	ISABELA	33	19	57.6%	
PR	JAYUYA	7	4	57.1%	
PR	JUANA DIAZ	32	21	65.6%	
PR	JUNCOS	22	17	77.3%	
PR	LAJAS	19	11	57.9%	
PR	LARES	15	10	66.7%	
PR	LAS MARIAS	9	8	88.9%	
PR	LAS PIEDRAS	18	16	88.9%	
PR	LOIZA	12	10	83.3%	
PR	LUQUILLO	13	7	53.8%	Yes
PR	MANATI	28	17	60.7%	
PR	MARICAO	5	3	60.0%	
PR	MAUNABO	11	10	90.9%	Yes
PR	MAYAGUEZ	66	48	72.7%	
PR	MOCA	19	13	68.4%	
PR	MOROVIS	21	16	76.2%	
PR	NAGUABO	23	22	95.7%	
PR	NARANJITO	24	18	75.0%	
PR	OROCOVIS	15	11	73.3%	
PR	PATILLAS	15	13	86.7%	

PR	PENUELAS	19	11	57.9%	
PR	PONCE	101	45	44.6%	Yes
PR	QUEBRADILLAS	19	12	63.2%	
PR	RINCON	15	11	73.3%	Yes
PR	RIO GRANDE	43	30	69.8%	
PR	SABANA GRANDE	13	9	69.2%	
PR	SALINAS	29	22	75.9%	Yes
PR	SAN GERMAN	25	14	56.0%	
PR	SAN JUAN	358	125	34.9%	
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	20	46.5%	
PR	TOA BAJA	54	17	31.5%	
PR	TRUJILLO ALTO	46	34	73.9%	Yes
PR	UTUADO	21	16	76.2%	
PR	VEGA ALTA	27	20	74.1%	Yes
PR	VEGA BAJA	34	19	55.9%	
PR	VIEQUES	12	10	83.3%	
PR	VILLALBA	9	6	66.7%	
PR	YABUCOA	31	29	93.5%	Yes
PR	YAUCO	19	10	52.6%	
<b>TOTAL</b>		<b>2,648</b>	<b>1,521</b>	<b>57.4%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	16	34.8%
VI	ST. JOHN	9	9	100.0%
VI	ST. THOMAS	66	19	28.8%
<b>TOTAL</b>		<b>121</b>	<b>44</b>	<b>36.4%</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 3% (up from 1% last week) of its consumers have had service restored). In Puerto Rico, there are no (down from one yesterday) major switches that are affected.

**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)

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

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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.



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, WNVN, 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 radio stations 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