



Communications Status Report for Areas Impacted by Hurricane Maria November 2, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of November 2, 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.

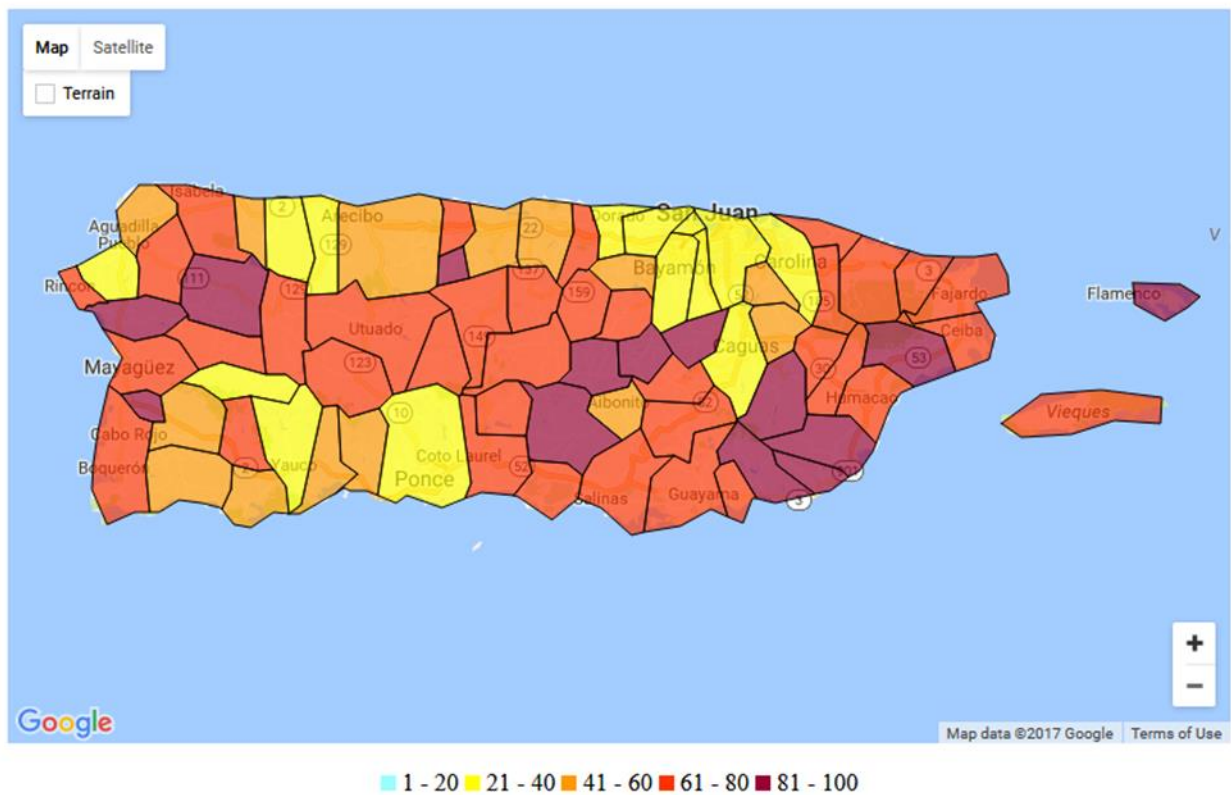
Wireless Services

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

11/2/2017 11:24:48 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: 53.6% (down from 55.1% yesterday) of the cell sites are out of service. All counties in Puerto Rico except Aguada, Bayamón, Caguas, Camuy, Carolina, Catano, Dorado, Guayanilla, Guaynabo, Hatillo, Lajas, Maricao, Ponce, San German, San Juan, Toa Baja, Trujillo Alto, Vega Baja, and Yauco have greater than 50% of their cell sites out of service. One county, Florida, in Puerto Rico (up from zero yesterday) 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 68% (up from 64% last week) of the population was reported last week to be covered by the wireless carriers in Puerto Rico.

U.S. Virgin Islands: Overall, 47.1% (slightly down from 47.9% 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% of the population was reported this week 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.

Puerto Rico:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out	COWs or COLTs Deployed
PR	ADJUNTAS	10	7	70.0%	
PR	AGUADA	18	7	38.9%	
PR	AGUADILLA	47	25	53.2%	Yes
PR	AGUAS BUENAS	20	18	90.0%	
PR	AIBONITO	21	12	57.1%	
PR	ANASCO	15	13	86.7%	
PR	ARECIBO	69	37	53.6%	Yes
PR	ARROYO	10	8	80.0%	
PR	BARCELONETA	25	16	64.0%	
PR	BARRANQUITAS	18	16	88.9%	

PR	BAYAMON	155	58	37.4%	
PR	CABO ROJO	51	35	68.6%	
PR	CAGUAS	92	36	39.1%	
PR	CAMUY	17	5	29.4%	
PR	CANOVANAS	30	23	76.7%	
PR	CAROLINA	130	42	32.3%	
PR	CATANO	21	5	23.8%	
PR	CAYEY	46	32	69.6%	Yes
PR	CEIBA	12	8	66.7%	
PR	CIALES	13	9	69.2%	
PR	CIDRA	27	21	77.8%	
PR	COAMO	22	19	86.4%	
PR	COMERIO	18	15	83.3%	
PR	COROZAL	22	16	72.7%	
PR	CULEBRA	9	8	88.9%	
PR	DORADO	45	18	40.0%	
PR	FAJARDO	36	27	75.0%	Yes
PR	FLORIDA	6	6	100.0%	
PR	GUANICA	17	10	58.8%	
PR	GUAYAMA	30	23	76.7%	Yes
PR	GUAYANILLA	10	5	50.0%	
PR	GUAYNABO	98	29	29.6%	
PR	GURABO	34	18	52.9%	
PR	HATILLO	29	11	37.9%	

PR	HORMIGUEROS	10	9	90.0%	
PR	HUMACAO	44	32	72.7%	Yes
PR	ISABELA	34	21	61.8%	
PR	JAYUYA	7	5	71.4%	
PR	JUANA DIAZ	33	24	72.7%	
PR	JUNCOS	23	18	78.3%	
PR	LAJAS	19	9	47.4%	
PR	LARES	16	12	75.0%	
PR	LAS MARIAS	9	6	66.7%	
PR	LAS PIEDRAS	19	14	73.7%	
PR	LOIZA	13	10	76.9%	
PR	LUQUILLO	13	9	69.2%	
PR	MANATI	28	16	57.1%	Yes
PR	MARICAO	5	2	40.0%	
PR	MAUNABO	12	10	83.3%	
PR	MAYAGUEZ	68	50	73.5%	Yes
PR	MOCA	19	13	68.4%	
PR	MOROVIS	21	15	71.4%	
PR	NAGUABO	23	20	87.0%	
PR	NARANJITO	24	17	70.8%	
PR	OROCOVIS	15	10	66.7%	
PR	PATILLAS	16	13	81.3%	
PR	PENUELAS	19	10	52.6%	
PR	PONCE	103	40	38.8%	

PR	QUEBRADILLAS	20	11	55.0%	Yes
PR	RINCON	15	11	73.3%	
PR	RIO GRANDE	43	33	76.7%	Yes
PR	SABANA GRANDE	14	9	64.3%	
PR	SALINAS	29	22	75.9%	
PR	SAN GERMAN	25	12	48.0%	Yes
PR	SAN JUAN	367	107	29.2%	
PR	SAN LORENZO	22	20	90.9%	
PR	SAN SEBASTIAN	21	17	81.0%	
PR	SANTA ISABEL	18	14	77.8%	
PR	TOA ALTA	43	23	53.5%	
PR	TOA BAJA	54	14	25.9%	
PR	TRUJILLO ALTO	47	22	46.8%	
PR	UTUADO	21	16	76.2%	Yes
PR	VEGA ALTA	27	19	70.4%	
PR	VEGA BAJA	34	17	50.0%	Yes
PR	VIEQUES	12	9	75.0%	
PR	VILLALBA	9	6	66.7%	
PR	YABUCOA	31	29	93.5%	
PR	YAUCO	20	8	40.0%	Yes
TOTAL		2,688	1,442	53.6%	



U.S. Virgin Islands:

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	24	52.2%
VI	ST. JOHN	9	8	88.9%
VI	ST. THOMAS	66	25	37.9%
TOTAL		121	57	47.1%

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 3% of its consumers have had service restored). In Puerto Rico, there are no major switches that are affected.

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 stations 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:

40 AM radio stations are confirmed operational (WA2X, WABA, WALO, WAPA, WBMJ, WCMN, WCGB, WCPR, WDEP, WENA, WEXS, WGDJ, WI2X, WI2X, WI3X, WIAC, WIPR, WISO, WKAQ, WKFE, WKJB, WKUM, WLEO, WLEY, WMDD, WMNT, WMSW, WOIZ, WOQI, WPAB, WPPC, WPRP, 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)

23 AM radio stations are confirmed out of service by the Puerto Rican Broadcast Association (WBQN, 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

2 AM radio stations have 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