



## Communications Status Report for Areas Impacted by Hurricane Maria November 4, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of November 4, 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.



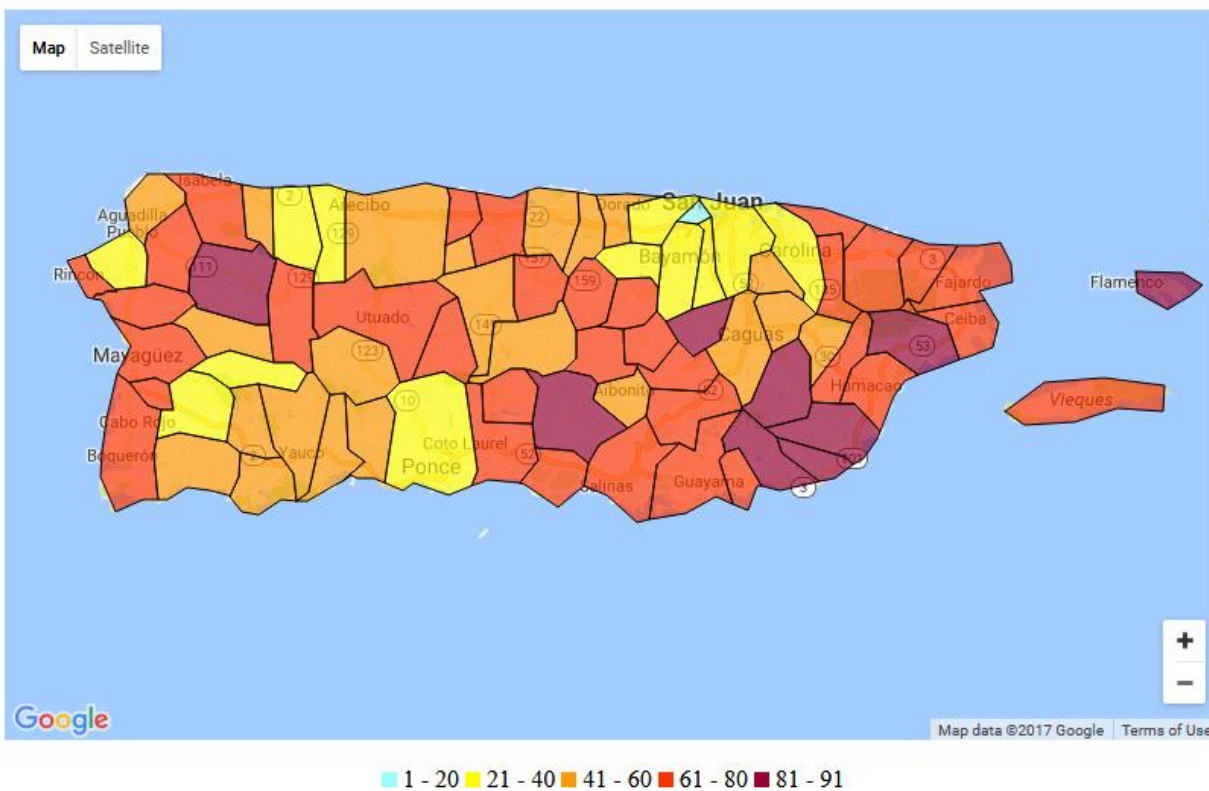
### Wireless Services

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:** 50.6% (down from 51.6% yesterday) of the cell sites are out of service. 54 (up one from yesterday) out of 78 counties have greater than 50% of their cell sites out of service. None of the counties in Puerto Rico (same as yesterday) have 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% of the population was reported recently to be covered by the wireless carriers in Puerto Rico.

**U.S. Virgin Islands:** Overall, 41.3% (down from 43% 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 recently 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                | 5              | 50.0%       |                        |
| PR    | AGUADA            | 18                | 7              | 38.9%       |                        |
| PR    | AGUADILLA         | 47                | 22             | 46.8%       | Yes                    |
| PR    | AGUAS BUENAS      | 20                | 18             | 90.0%       |                        |
| PR    | AIBONITO          | 21                | 11             | 52.4%       |                        |
| PR    | ANASCO            | 15                | 12             | 80.0%       |                        |
| PR    | ARECIBO           | 69                | 38             | 55.1%       | Yes                    |
| PR    | ARROYO            | 10                | 8              | 80.0%       |                        |
| PR    | BARCELONETA       | 25                | 17             | 68.0%       |                        |
| PR    | BARRANQUITAS      | 18                | 14             | 77.8%       |                        |
| PR    | BAYAMON           | 155               | 53             | 34.2%       |                        |

|    |             |     |    |       |     |
|----|-------------|-----|----|-------|-----|
| PR | CABO ROJO   | 51  | 33 | 64.7% |     |
| PR | CAGUAS      | 92  | 37 | 40.2% |     |
| PR | CAMUY       | 17  | 4  | 23.5% |     |
| PR | CANOVANAS   | 30  | 21 | 70.0% |     |
| PR | CAROLINA    | 130 | 40 | 30.8% |     |
| PR | CATANO      | 21  | 4  | 19.0% |     |
| PR | CAYEY       | 46  | 32 | 69.6% | Yes |
| PR | CEIBA       | 12  | 8  | 66.7% |     |
| PR | CIALES      | 13  | 7  | 53.8% |     |
| PR | CIDRA       | 27  | 21 | 77.8% |     |
| PR | COAMO       | 22  | 18 | 81.8% |     |
| PR | COMERIO     | 18  | 13 | 72.2% |     |
| PR | COROZAL     | 22  | 15 | 68.2% |     |
| PR | CULEBRA     | 9   | 8  | 88.9% |     |
| PR | DORADO      | 45  | 19 | 42.2% |     |
| PR | FAJARDO     | 36  | 27 | 75.0% | Yes |
| PR | FLORIDA     | 6   | 3  | 50.0% |     |
| PR | GUANICA     | 17  | 10 | 58.8% |     |
| PR | GUAYAMA     | 30  | 22 | 73.3% | Yes |
| PR | GUAYANILLA  | 10  | 5  | 50.0% |     |
| PR | GUAYNABO    | 98  | 27 | 27.6% |     |
| PR | GURABO      | 34  | 16 | 47.1% |     |
| PR | HATILLO     | 29  | 11 | 37.9% |     |
| PR | HORMIGUEROS | 10  | 7  | 70.0% |     |

|    |              |     |    |       |     |
|----|--------------|-----|----|-------|-----|
| PR | HUMACAO      | 44  | 31 | 70.5% | Yes |
| PR | ISABELA      | 34  | 21 | 61.8% |     |
| PR | JAYUYA       | 7   | 5  | 71.4% |     |
| PR | JUANA DIAZ   | 33  | 22 | 66.7% |     |
| PR | JUNCOS       | 23  | 13 | 56.5% |     |
| PR | LAJAS        | 19  | 11 | 57.9% |     |
| PR | LARES        | 16  | 11 | 68.8% |     |
| PR | LAS MARIAS   | 9   | 5  | 55.6% |     |
| PR | LAS PIEDRAS  | 19  | 12 | 63.2% |     |
| PR | LOIZA        | 13  | 8  | 61.5% |     |
| PR | LUQUILLO     | 13  | 8  | 61.5% |     |
| PR | MANATI       | 28  | 20 | 71.4% | Yes |
| PR | MARICAO      | 5   | 2  | 40.0% |     |
| PR | MAUNABO      | 12  | 10 | 83.3% |     |
| PR | MAYAGUEZ     | 68  | 43 | 63.2% | Yes |
| PR | MOCA         | 19  | 12 | 63.2% |     |
| PR | MOROVIS      | 21  | 15 | 71.4% |     |
| PR | NAGUABO      | 23  | 19 | 82.6% |     |
| PR | NARANJITO    | 24  | 16 | 66.7% |     |
| PR | OROCOVIS     | 15  | 9  | 60.0% |     |
| PR | PATILLAS     | 16  | 13 | 81.3% |     |
| PR | PENUELAS     | 19  | 10 | 52.6% |     |
| PR | PONCE        | 103 | 33 | 32.0% |     |
| PR | QUEBRADILLAS | 20  | 10 | 50.0% | Yes |

|              |               |              |              |              |     |
|--------------|---------------|--------------|--------------|--------------|-----|
| PR           | RINCON        | 15           | 11           | 73.3%        |     |
| PR           | RIO GRANDE    | 43           | 32           | 74.4%        | Yes |
| PR           | SABANA GRANDE | 14           | 7            | 50.0%        |     |
| PR           | SALINAS       | 29           | 22           | 75.9%        |     |
| PR           | SAN GERMAN    | 25           | 9            | 36.0%        | Yes |
| PR           | SAN JUAN      | 367          | 107          | 29.2%        |     |
| PR           | SAN LORENZO   | 22           | 20           | 90.9%        |     |
| PR           | SAN SEBASTIAN | 21           | 18           | 85.7%        |     |
| PR           | SANTA ISABEL  | 18           | 12           | 66.7%        |     |
| PR           | TOA ALTA      | 43           | 16           | 37.2%        |     |
| PR           | TOA BAJA      | 54           | 16           | 29.6%        |     |
| PR           | TRUJILLO ALTO | 47           | 20           | 42.6%        |     |
| PR           | UTUADO        | 21           | 15           | 71.4%        | Yes |
| PR           | VEGA ALTA     | 27           | 15           | 55.6%        |     |
| PR           | VEGA BAJA     | 34           | 16           | 47.1%        | Yes |
| PR           | VIEQUES       | 12           | 9            | 75.0%        |     |
| PR           | VILLALBA      | 9            | 6            | 66.7%        |     |
| PR           | YABUCOA       | 31           | 28           | 90.3%        |     |
| PR           | YAUCO         | 20           | 9            | 45.0%        | Yes |
| <b>TOTAL</b> |               | <b>2,688</b> | <b>1,360</b> | <b>50.6%</b> |     |



**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                | 20             | 30.3%        |
| <b>TOTAL</b> |                   | <b>121</b>        | <b>50</b>      | <b>41.3%</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. While the companies have been actively restoring service, the majority of their customers do not have service because commercial power is not yet available in their respective areas. 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.<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 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

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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.



2 TV stations have unconfirmed status

AM Radio stations status:

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

40 AM radio stations are confirmed operational (WA2X, WABA, WALO, WAPA, WBMJ, WCMN, WCGB, 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, 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, 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 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