



## **Communications Status Report for Areas Impacted by Hurricane Maria November 14, 2017**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of November 14, 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 fully 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.

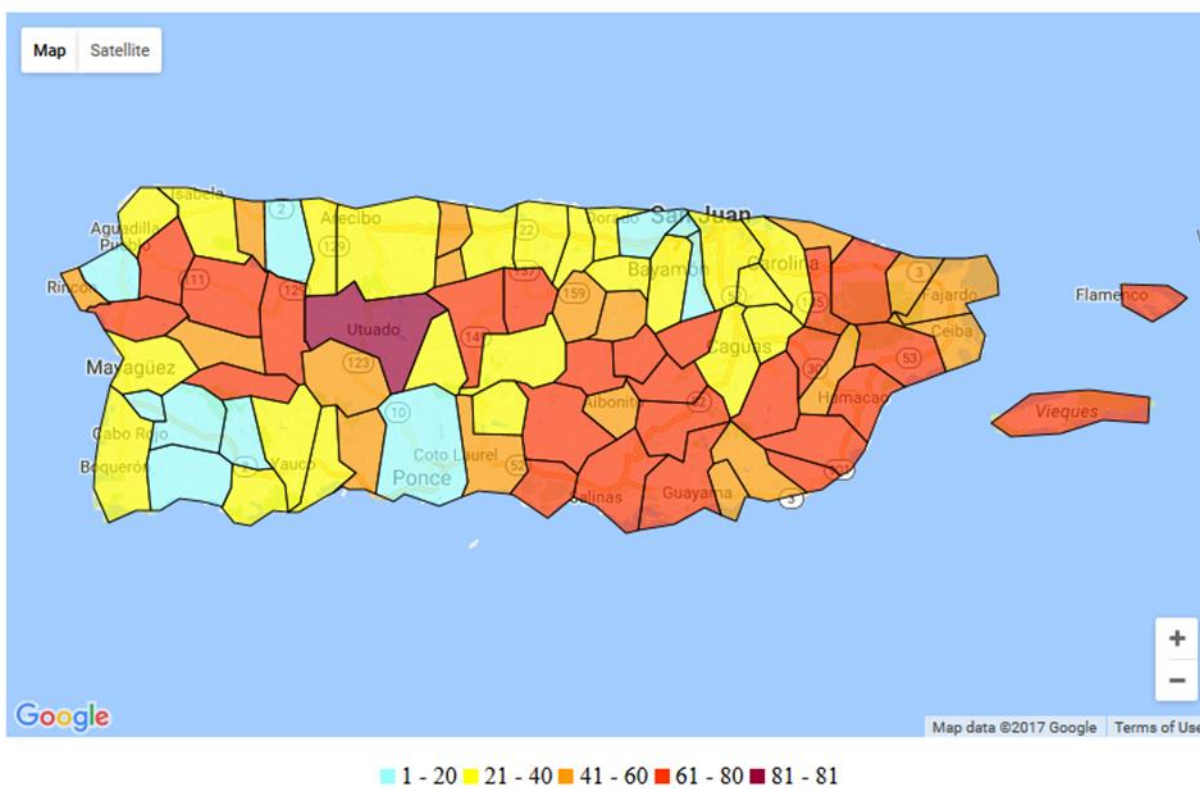
### Wireless Services

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

11/14/2017 11:18:29 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:** 38.4% (down from 39.6% yesterday) of the cell sites are out of service. 37 (down from 38 yesterday) out of 78 counties have greater than 50% of their cell sites out of service.

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 78% (up from 74% last week) of the population was reported recently to be covered by the wireless carriers in Puerto Rico.

**U.S. Virgin Islands:** Overall, 38.8% (up from 37.2 yesterday) of cell sites are out of service. 77.8% (same as yesterday) of cell sites in St. John are out of service. Approximately 95% (up from 93% last week) 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	6	60.0%	
PR	AGUADA	18	3	16.7%	
PR	AGUADILLA	47	12	25.5%	Yes
PR	AGUAS BUENAS	20	16	80.0%	
PR	AIBONITO	21	12	57.1%	
PR	ANASCO	15	10	66.7%	
PR	ARECIBO	69	16	23.2%	Yes
PR	ARROYO	10	6	60.0%	
PR	BARCELONETA	25	11	44.0%	
PR	BARRANQUITAS	18	11	61.1%	
PR	BAYAMON	154	45	29.2%	

PR	CABO ROJO	51	19	37.3%	
PR	CAGUAS	92	22	23.9%	
PR	CAMUY	17	3	17.6%	
PR	CANOVANAS	30	20	66.7%	
PR	CAROLINA	130	33	25.4%	
PR	CATANO	21	3	14.3%	
PR	CAYEY	46	30	65.2%	Yes
PR	CEIBA	13	7	53.8%	
PR	CIALES	13	8	61.5%	
PR	CIDRA	27	21	77.8%	
PR	COAMO	22	16	72.7%	
PR	COMERIO	18	13	72.2%	
PR	COROZAL	22	13	59.1%	
PR	CULEBRA	9	7	77.8%	
PR	DORADO	45	17	37.8%	
PR	FAJARDO	36	19	52.8%	Yes
PR	FLORIDA	6	3	50.0%	
PR	GUANICA	17	5	29.4%	
PR	GUAYAMA	30	20	66.7%	Yes
PR	GUAYANILLA	10	3	30.0%	
PR	GUAYNABO	99	13	13.1%	
PR	GURABO	34	13	38.2%	
PR	HATILLO	29	8	27.6%	
PR	HORMIGUEROS	10	1	10.0%	

PR	HUMACAO	44	27	61.4%	Yes
PR	ISABELA	35	14	40.0%	
PR	JAYUYA	7	2	28.6%	
PR	JUANA DIAZ	33	16	48.5%	
PR	JUNCOS	23	14	60.9%	
PR	LAJAS	19	3	15.8%	
PR	LARES	16	11	68.8%	
PR	LAS MARIAS	9	5	55.6%	
PR	LAS PIEDRAS	19	11	57.9%	
PR	LOIZA	13	6	46.2%	
PR	LUQUILLO	13	6	46.2%	
PR	MANATI	28	9	32.1%	Yes
PR	MARICAO	5	4	80.0%	
PR	MAUNABO	12	9	75.0%	
PR	MAYAGUEZ	68	24	35.3%	Yes
PR	MOCA	19	12	63.2%	
PR	MOROVIS	21	13	61.9%	
PR	NAGUABO	24	18	75.0%	
PR	NARANJITO	23	12	52.2%	
PR	OROCOVIS	15	4	26.7%	
PR	PATILLAS	16	8	50.0%	
PR	PENUELAS	19	8	42.1%	
PR	PONCE	103	20	19.4%	
PR	QUEBRADILLAS	20	9	45.0%	Yes

PR	RINCON	15	8	53.3%	
PR	RIO GRANDE	43	31	72.1%	Yes
PR	SABANA GRANDE	14	2	14.3%	
PR	SALINAS	29	23	79.3%	
PR	SAN GERMAN	25	5	20.0%	Yes
PR	SAN JUAN	367	80	21.8%	
PR	SAN LORENZO	22	14	63.6%	
PR	SAN SEBASTIAN	21	14	66.7%	
PR	SANTA ISABEL	18	12	66.7%	
PR	TOA ALTA	43	10	23.3%	
PR	TOA BAJA	54	7	13.0%	
PR	TRUJILLO ALTO	47	17	36.2%	
PR	UTUADO	21	17	81.0%	Yes
PR	VEGA ALTA	27	10	37.0%	
PR	VEGA BAJA	34	13	38.2%	Yes
PR	VIEQUES	12	9	75.0%	
PR	VILLALBA	9	3	33.3%	
PR	YABUCOA	32	24	75.0%	
PR	YAUCO	20	5	25.0%	Yes
<b>TOTAL</b>		<b>2,691</b>	<b>1,034</b>	<b>38.4%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	19	41.3%
VI	ST. JOHN	9	7	77.8%
VI	ST. THOMAS	66	21	31.8%
<b>TOTAL</b>		<b>121</b>	<b>47</b>	<b>38.8%</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)

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

30 TV stations have unconfirmed status

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

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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.



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

2 TV stations have unconfirmed status

AM Radio stations status:

**Puerto Rico:**

42 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, WORA, WPAB, WPPC, WPRA, WPRP, WSKN, WSOL, WTIL, WUNO, WUPR, WVJP, WXEW, WYEL)

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

21 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, WOSO, WQBS, WRSJ, WUKQ)

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:**

55 FM radio stations are confirmed operational (WAEL-FM, WCAD, WCMN-FM, WCMN-FM3, WCMN-FM6, WEGM, WERR, WERR-FM1, WERR-FM2, WERR-FM3, WFDT, WFID, WIDI, WIRI, WIVA-FM, WKAQ-FM, WKAQ-FM1, WKAQ-FM2, WLUZ, WMAA-LP, WMEG, WMIO, 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, WVIE, WVIS, WVJP-FM, WVJP-FM2, WXYX, WXYX-FM1, WXYX-FM2, WZAR, WZIN, WZNT, WZNT-FM1, WZOL)

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

17 FM radio stations are confirmed out of service by the Puerto Rican Broadcast Association (WCAD-FM1, WCAD-FM2, WCRP, WELX, WIDA-FM, WIOA, WIOA-FM1, WIOC, WNIK-FM, WQBS-FM, WQBS-FM1, WUKQ-FM, WUKQ-FM1, WXHD, WXLX, WYQE, WZET)

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

28 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