



## Communications Status Report for Areas Impacted by Hurricane Maria November 24, 2017

The following is a report on the status of communications services in geographic areas impacted by Hurricane Maria as of November 24, 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.

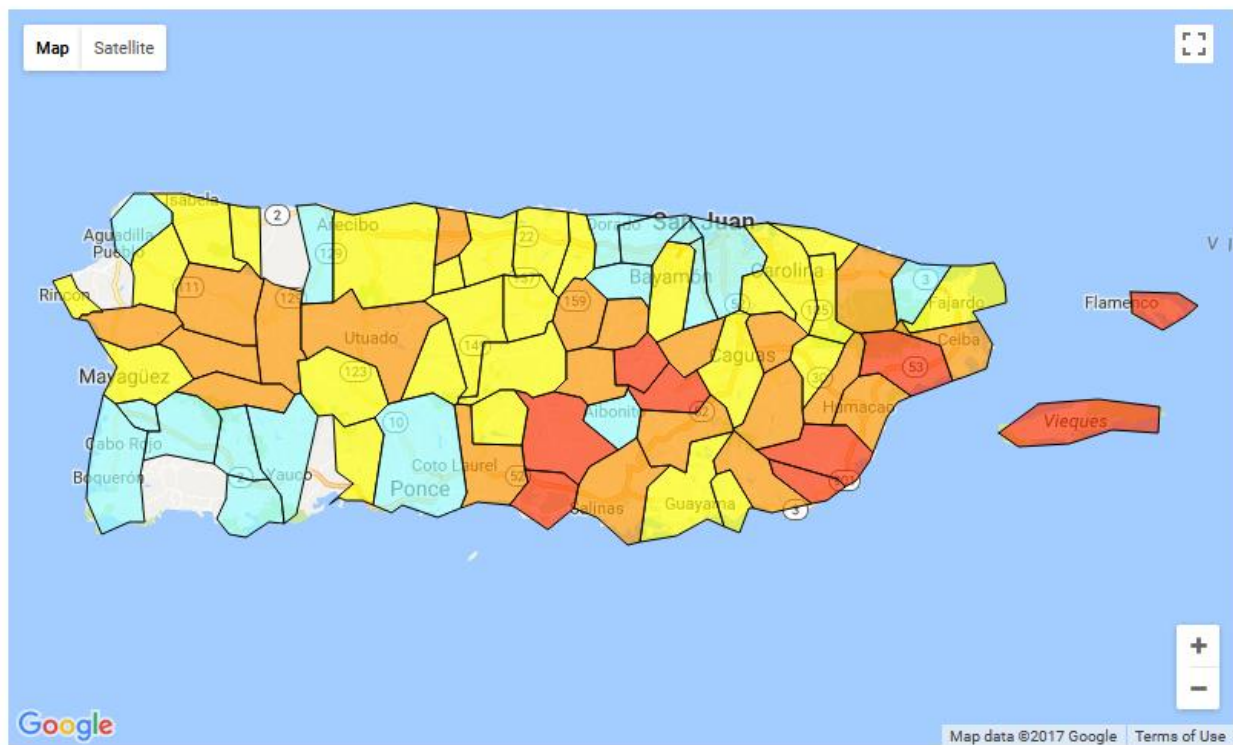
**Wireless Services**

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

11/24/2017 11:05:30 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:** 29.8% (down from 31.5% Wednesday) of the cell sites are out of service. 19 (down from 23 Wednesday) 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% of the population was reported recently to be covered by the wireless carriers in Puerto Rico.

**U.S. Virgin Islands:** Overall, 34.7% (up from 33.9% Wednesday) of cell sites are out of service. 77.8% of cell sites in St. John are out of service. Approximately 95% 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	3	30.0%	
PR	AGUADA	18	0	0.0%	
PR	AGUADILLA	48	8	16.7%	Yes
PR	AGUAS BUENAS	20	12	60.0%	
PR	AIBONITO	21	4	19.0%	
PR	ANASCO	15	7	46.7%	
PR	ARECIBO	69	18	26.1%	Yes
PR	ARROYO	10	4	40.0%	
PR	BARCELONETA	25	12	48.0%	
PR	BARRANQUITAS	18	9	50.0%	
PR	BAYAMON	154	45	29.2%	

PR	CABO ROJO	51	10	19.6%	
PR	CAGUAS	92	21	22.8%	
PR	CAMUY	17	0	0.0%	
PR	CANOVANAS	30	12	40.0%	
PR	CAROLINA	130	30	23.1%	
PR	CATANO	21	3	14.3%	
PR	CAYEY	46	23	50.0%	Yes
PR	CEIBA	13	6	46.2%	
PR	CIALES	14	4	28.6%	
PR	CIDRA	27	21	77.8%	
PR	COAMO	22	14	63.6%	
PR	COMERIO	18	12	66.7%	
PR	COROZAL	22	10	45.5%	
PR	CULEBRA	9	7	77.8%	
PR	DORADO	45	8	17.8%	
PR	FAJARDO	36	13	36.1%	Yes
PR	FLORIDA	6	2	33.3%	
PR	GUANICA	17	3	17.6%	
PR	GUAYAMA	30	10	33.3%	Yes
PR	GUAYANILLA	10	0	0.0%	
PR	GUAYNABO	99	15	15.2%	
PR	GURABO	34	14	41.2%	
PR	HATILLO	29	4	13.8%	
PR	HORMIGUEROS	10	1	10.0%	

PR	HUMACAO	44	23	52.3%	Yes
PR	ISABELA	35	10	28.6%	
PR	JAYUYA	8	2	25.0%	
PR	JUANA DIAZ	33	15	45.5%	
PR	JUNCOS	23	8	34.8%	
PR	LAJAS	19	0	0.0%	
PR	LARES	16	9	56.3%	
PR	LAS MARIAS	9	5	55.6%	
PR	LAS PIEDRAS	19	11	57.9%	
PR	LOIZA	13	4	30.8%	
PR	LUQUILLO	13	1	7.7%	
PR	MANATI	28	6	21.4%	Yes
PR	MARICAO	5	3	60.0%	
PR	MAUNABO	12	8	66.7%	
PR	MAYAGUEZ	68	14	20.6%	Yes
PR	MOCA	19	7	36.8%	
PR	MOROVIS	21	7	33.3%	
PR	NAGUABO	24	16	66.7%	
PR	NARANJITO	23	11	47.8%	
PR	OROCOVIS	15	4	26.7%	
PR	PATILLAS	16	7	43.8%	
PR	PENUELAS	19	6	31.6%	
PR	PONCE	103	14	13.6%	
PR	QUEBRADILLAS	20	7	35.0%	Yes

PR	RINCON	15	5	33.3%	
PR	RIO GRANDE	43	22	51.2%	Yes
PR	SABANA GRANDE	14	2	14.3%	
PR	SALINAS	29	16	55.2%	
PR	SAN GERMAN	26	1	3.8%	Yes
PR	SAN JUAN	368	64	17.4%	
PR	SAN LORENZO	22	11	50.0%	
PR	SAN SEBASTIAN	21	11	52.4%	
PR	SANTA ISABEL	18	12	66.7%	
PR	TOA ALTA	43	8	18.6%	
PR	TOA BAJA	54	7	13.0%	
PR	TRUJILLO ALTO	47	15	31.9%	
PR	UTUADO	21	11	52.4%	Yes
PR	VEGA ALTA	27	7	25.9%	
PR	VEGA BAJA	34	10	29.4%	Yes
PR	VIEQUES	12	9	75.0%	
PR	VILLALBA	9	3	33.3%	
PR	YABUCOA	32	23	71.9%	
PR	YAUCO	20	4	20.0%	Yes
<b>TOTAL</b>		<b>2,696</b>	<b>804</b>	<b>29.8%</b>	



**U.S. Virgin Islands:**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
VI	ST. CROIX	46	18	39.1%
VI	ST. JOHN	9	7	77.8%
VI	ST. THOMAS	66	17	25.8%
<b>TOTAL</b>		<b>121</b>	<b>42</b>	<b>34.7%</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 Wednesday)

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 Wednesday)

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 Wednesday)

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 Wednesday)

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 Wednesday)

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 Wednesday)

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