

## **Communications Status Report for Areas Impacted by Hurricane Michael October 13, 2018**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Michael as of October 13, 2018 at 11:00 a.m. EDT. Hurricane Michael made landfall on October 10 as a Category 4 hurricane at approximately 1:00 p.m. EDT near Mexico Beach, Florida. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's (FCC) Disaster Information Reporting System (DIRS) as of 11 am. DIRS currently covers areas of Alabama, Florida, and Georgia. The operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time. Although Hurricane Michael has had a serious impact on communications services in the Florida Panhandle and parts of Georgia some improvements are evident, especially in wireless services where the percentage of cell sites out of service dropped over the last two days from 18.8% to 7.8%. The FCC continues to closely monitor status of communications services, especially in the hardest hit areas.

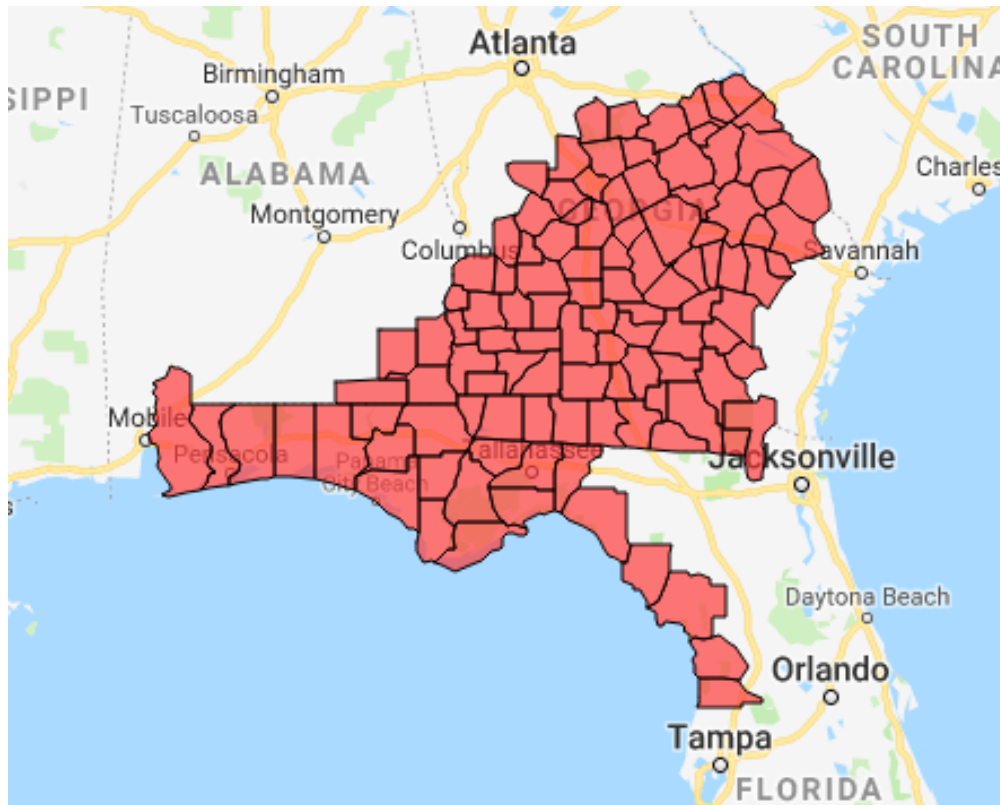
The following 110 counties are in the current geographic area that is part of the DIRS activation (the "disaster area"). Note that on October 11, DIRS activation area was expanded to nine additional counties in Georgia.

**ALABAMA:** Baldwin, Dale, Geneva, Henry, Houston

**FLORIDA:** Bay, Calhoun, Citrus, Dixie, Escambia, Franklin, Gadsden, Gulf, Hernando, Holmes, Jackson, Jefferson, Leon, Levy, Liberty, Okaloosa, Santa Rosa, Taylor, Wakulla, Walton, Washington

**GEORGIA:** Appling, Atkinson, Bacon, Baker, Baldwin, Ben Hill, Berrien, Bibb, Bleckley, Brooks, Bulloch, Burke, Calhoun, Candler, Charlton, Clay, Clinch, Coffee, Colquitt, Columbia, Cook, Crawford, Crisp, Decatur, Dodge, Dooly, Dougherty, Early, Echols, Emanuel, Evans, Glascock, Grady, Hancock, Houston, Irwin, Jasper, Jeff Davis, Jefferson, Jenkins, Johnson, Jones, Lanier, Laurens, Lee, Lowndes, Macon, Marion, McDuffie, Miller, Mitchell, Monroe, Montgomery, Peach, Pierce, Pulaski, Putnam, Quitman, Randolph, Richmond, Schley, Screven, Seminole, Stewart, Sumter, Tattnall, Taylor, Telfair, Terrell, Thomas, Tift, Toombs, Treutlen, Turner, Twiggs, Upson, Ware, Warren, Washington, Webster, Wheeler, Wilcox, Wilkinson, Worth

The following map shows the counties in the disaster area:



### 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, through reporting to the FCC's Public Safety Support Center (PSSC), and through coordination with state 911 Administrators and, if necessary, individual PSAPs.

No PSAPs are reported as being down.

8 PSAPs (same as yesterday) have been re-routed with ALI:

**Florida:** Lynn Haven, Panama City Beach PD, Panama City PD, Springfield PD, Tyndall Airforce FD, Tyndall Airforce Law

**Georgia:** Seminole County SO and Southwest Regional E911 Center

4 PSAPs (down from 7 yesterday) have been re-routed without ALI:

**Florida:** Gadsden County SO and Jackson County SO

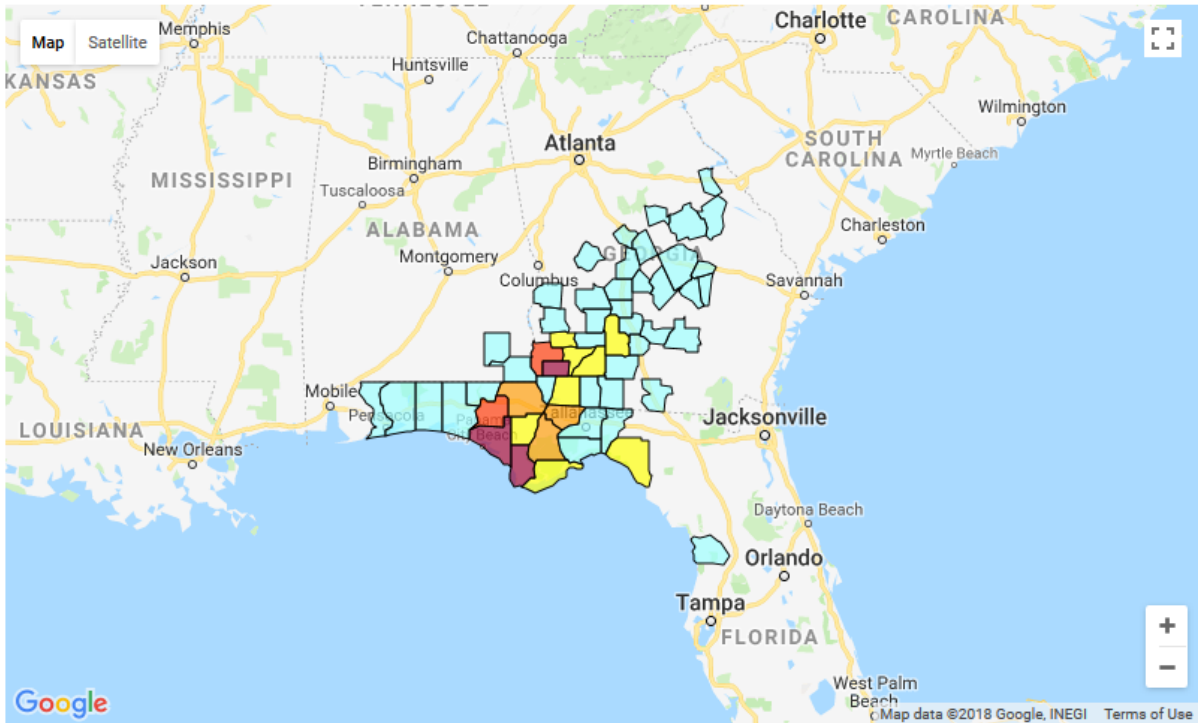
**Georgia:** Calhoun County SO and Lee County SO

**Wireless Services**

The following section describes the status of wireless communications services and restoration in the disaster area, including the percentage of cell sites reported out of service for each county. The following map of the disaster area illustrates which counties are most affected:

**Percent Cell Sites Out-of-Service By County**

10/13/2018 11:10:56 AM



■ 1 - 15 ■ 16 - 30 ■ 31 - 45 ■ 46 - 60 ■ 61 - 100

The following table provides cell sites reported out of service by county. There are 7.8% (down from 11.5% yesterday) of cell sites reported out of service in the affected area. There are two (down from four yesterday) counties in Florida with more than 50% of the cell sites out of service (Bay and Gulf). Also, there are two (up from zero yesterday) counties in Georgia with more than 50% of the cell sites out of service (Early and Miller). The information shown was provided by the signatories to the Wireless Network Resiliency Cooperative Agreement.

**Alabama**

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
AL	BALDWIN	348	0	0.0%
AL	DALE	105	1	1.0%
AL	GENEVA	59	0	0.0%

AL	HENRY	38	0	0.0%
AL	HOUSTON	209	11	5.3%
<b>TOTAL</b>		<b>759</b>	<b>12</b>	<b>1.6%</b>

### Florida

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
FL	BAY	327	229	70.0%
FL	CALHOUN	42	11	26.2%
FL	CITRUS	104	1	1.0%
FL	DIXIE	20	0	0.0%
FL	ESCAMBIA	243	2	0.8%
FL	FRANKLIN	36	10	27.8%
FL	GADSDEN	62	23	37.1%
FL	GULF	23	18	78.3%
FL	HERNANDO	100	0	0.0%
FL	HOLMES	27	2	7.4%
FL	JACKSON	83	36	43.4%
FL	JEFFERSON	261	3	1.1%
FL	LEON	418	59	14.1%
FL	LEVY	70	0	0.0%
FL	LIBERTY	9	4	44.4%
FL	OKALOOSA	225	3	1.3%
FL	SANTA ROSA	165	1	0.6%
FL	TAYLOR	45	9	20.0%
FL	WAKULLA	39	5	12.8%
FL	WALTON	205	24	11.7%
FL	WASHINGTON	39	19	48.7%
<b>TOTAL</b>		<b>2,543</b>	<b>459</b>	<b>18.0%</b>

### Georgia

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out
GA	APPLING	38	0	0.00%
GA	ATKINSON	30	0	0.00%
GA	BACON	26	0	0.00%
GA	BAKER	19	3	15.80%
GA	BALDWIN	139	1	0.70%

GA	BEN HILL	18	0	0.00%
GA	BERRIEN	50	0	0.00%
GA	BIBB	169	3	1.80%
GA	BLECKLEY	23	0	0.00%
GA	BROOKS	52	0	0.00%
GA	BULLOCH	136	0	0.00%
GA	BURKE	59	0	0.00%
GA	CALHOUN	41	8	19.50%
GA	CANDLER	33	0	0.00%
GA	CHARLTON	33	0	0.00%
GA	CLAY	12	0	0.00%
GA	CLINCH	36	0	0.00%
GA	COFFEE	61	1	1.60%
GA	COLQUITT	78	2	2.60%
GA	COLUMBIA	165	0	0.00%
GA	COOK	36	0	0.00%
GA	CRAWFORD	21	0	0.00%
GA	CRISP	46	1	2.20%
GA	DECATUR	60	10	16.70%
GA	DODGE	52	1	1.90%
GA	DOOLY	32	2	6.30%
GA	DOUGHERTY	124	8	6.50%
GA	EARLY	17	9	52.90%
GA	ECHOLS	22	0	0.00%
GA	EMANUEL	59	0	0.00%
GA	EVANS	19	0	0.00%
GA	GLASCOCK	5	0	0.00%
GA	GRADY	42	3	7.10%
GA	HANCOCK	27	0	0.00%
GA	HOUSTON	173	6	3.50%
GA	IRWIN	18	1	5.60%
GA	JASPER	31	0	0.00%
GA	JEFF DAVIS	24	0	0.00%
GA	JEFFERSON	275	4	1.50%
GA	JENKINS	17	0	0.00%
GA	JOHNSON	15	0	0.00%
GA	JONES	49	0	0.00%
GA	LANIER	21	0	0.00%
GA	LAURENS	84	2	2.40%
GA	LEE	91	8	8.80%

GA	LOWNDES	163	1	0.60%
GA	MACON	39	0	0.00%
GA	MARION	29	0	0.00%
GA	MCDUFFIE	45	1	2.20%
GA	MILLER	8	5	62.50%
GA	MITCHELL	36	6	16.70%
GA	MONROE	53	0	0.00%
GA	MONTGOMERY	69	1	1.40%
GA	PEACH	46	0	0.00%
GA	PIERCE	39	0	0.00%
GA	PULASKI	27	3	11.10%
GA	PUTNAM	40	0	0.00%
GA	QUITMAN	4	0	0.00%
GA	RANDOLPH	21	1	4.80%
GA	RICHMOND	290	0	0.00%
GA	SCHLEY	9	0	0.00%
GA	SCREVEN	30	0	0.00%
GA	SEMINOLE	86	6	7.00%
GA	STEWART	18	1	5.60%
GA	SUMTER	75	4	5.30%
GA	TATTNALL	36	0	0.00%
GA	TAYLOR	42	1	2.40%
GA	TELFAIR	31	0	0.00%
GA	TERRELL	19	0	0.00%
GA	THOMAS	76	9	11.80%
GA	TIFT	69	1	1.40%
GA	TOOMBS	57	0	0.00%
GA	TREUTLEN	21	3	14.30%
GA	TURNER	30	1	3.30%
GA	TWIGGS	49	1	2.00%
GA	UPSON	32	0	0.00%
GA	WARE	73	0	0.00%
GA	WARREN	23	0	0.00%
GA	WASHINGTON	42	1	2.40%
GA	WEBSTER	17	0	0.00%
GA	WHEELER	8	1	12.50%
GA	WILCOX	32	0	0.00%
GA	WILKINSON	31	0	0.00%
GA	WORTH	53	11	20.80%
<b>TOTAL</b>		<b>4,446</b>	<b>131</b>	<b>2.9%</b>

The number of cell site outages in a specific area does not necessarily correspond to the availability of wireless service to consumers in that area. See Improving the Resiliency of Mobile Wireless Communications Networks, Order, 31 FCC Rcd 13745, para. 10 (2016) (recognizing the difficulties in accurately depicting the ongoing status of a wireless provider's service during emergencies). Wireless networks are often designed with numerous, overlapping cell sites that provide maximum capacity and continuity of service even when an individual site is inoperable. Moreover, wireless providers frequently use temporary facilities such as cells-on-wheels, increased power at operational sites, roaming agreements, or take other actions to maintain service to affected consumers during emergencies or other events that result in cell site outages.

### **Cable Systems and Wireline (Combined)**

The cable system and wireline outage table reflects outages of communications service provided by cable and wireline companies in the impacted area, which may include the loss of telephone, television, and/or Internet services.

<b>State</b>	<b>Subscribers Out of Service</b>
AL	16,402
FL	233,843
GA	86,978

### **Broadcast**

#### Television stations status:

- 25 (no change from yesterday) TV stations reported being operational (WABW, WACS, WALA-TV, WALB, WCES, WEIQ, WFLA-TV, WFNA, WGNM, WJCL, WJSP, WJTC, WKRG-TV, WMOR-TV, WMUM, WPAN, WPMI, WRBL, WRMD-CD, WSAV-TV, WSCG, WTTA, WTXL, WVAN, WXGA).
- 4 (no change from yesterday) TV stations reported being out of service (WDHN, WFXL, WMBB, WVUP-CD).

#### FM Radio stations status:

- 94 (up from 80 yesterday) FM radio stations reported being operational (W201DJ, W204CM, W206BP, W209CD, W209CG, W212BY, W214BZ, W219DH, W220DS, W233AP, W245BT, W259CA, W266CM, W269BJ, W271BC, W279CU, W287CG, W290AS, WAAC, WABD, WABR,

WAKU, WASU-LP, WBBQ-FM, WBLX-FM, WBYZ, WBZE, WCSN-FM, WDBN, WDEN-FM, WDLT-FM, WDLV, WEBZ, WFLA-FM, WFLF-FM, WFRP, WFSY, WGCN, WGEX, WGLF, WGMY, WGOV-FM, WIBB-FM, WIFO, WIZB, WJIZ-FM, WJSP-FM, WJWV, WKAA, WKKZ, WKSM, WLK, WLOV-LP, WLUB, WLXF, WLZN, WMCG, WMGB, WMRZ, WMUM-FM, WNCV, WOBB, WPAP, WPEZ, WPLV, WQBZ, WQIL, WQPW, WQTS, WQXZ, WQZY, WSTI, WSVH, WTCQ, WTGF, WTNT-FM, WTSM, WUNV, WVGA, WVKV, WWET, WWLD, WWRQ, WWWD, WXHT, WXJB, WXRA, WXS, WXVS, WYCT, WYUM, WYZB, WZCH, WZNS).

- 14 (down from 27 yesterday) FM radio stations reported being out of service (W232BI, W242BF, WASJ, WBMZ, WCUG, WHHR, WHKV, WJEP, WKIH, WKNK, WPFM, WRBA, WSWL-LP, WZRE-LP).
- 2 (no change from yesterday) FM radio stations reported being down with programming sent to another station (WHBX, WXRS).

AM Radio stations status:

- 21 (up from 20 yesterday) AM radio stations reported being operational (WAYS, WCLA, WDAK, WEBY, WFTW, WGSY, WGUN, WHBT, WHEP, WJAT, WLOP, WMAC, WMLT, WNR, WTLY, WVLD, WVOP, WWIO, WWJB, WCLI, WXQW).
- 3 (down one from yesterday) AM radio stations reported being out of service (WDIZ, WJYZ, WXRS).