

## **Communications Status Report for Areas Impacted by Hurricane Michael October 16, 2018**

The following is a report on the status of communications services in geographic areas impacted by Hurricane Michael as of October 16, 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 had a serious impact on communications services in the Florida Panhandle and parts of Georgia some improvements are evident, especially in wireless services. In Georgia, the percentage of cell sites out of service dropped over the last five days from 14.2% to 0.4%. In the Florida Panhandle, however, the percentage of cell sites out of service remains much more significant in several areas. The FCC continues to closely monitor status of communications services, especially in the hardest hit areas.

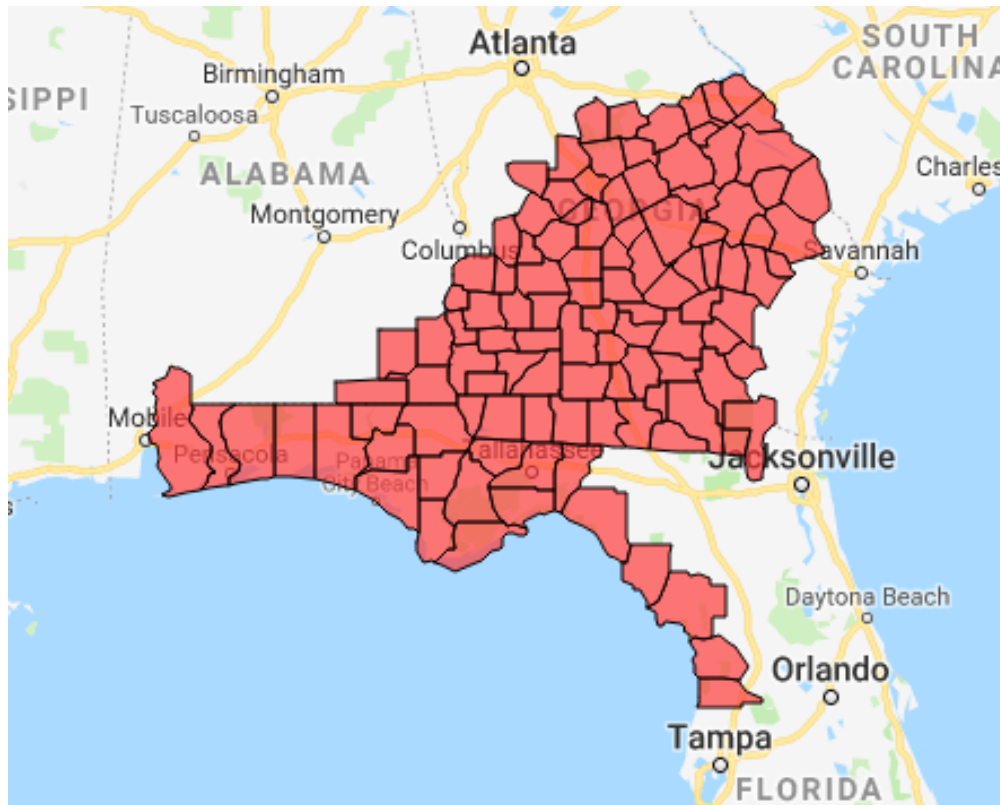
The following 110 counties are in the current geographic area that is part of the DIRS activation (the "disaster area"). Note that on October 11, DIRS activation area was expanded to nine additional counties in Georgia.

**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.

3 PSAPs (down from 6 yesterday) have been re-routed with ALL:

**Florida:** Panama City PD, Tyndall Airforce FD, Tyndall Airforce Law

1 PSAP (same as yesterday) has been re-routed without ALL:

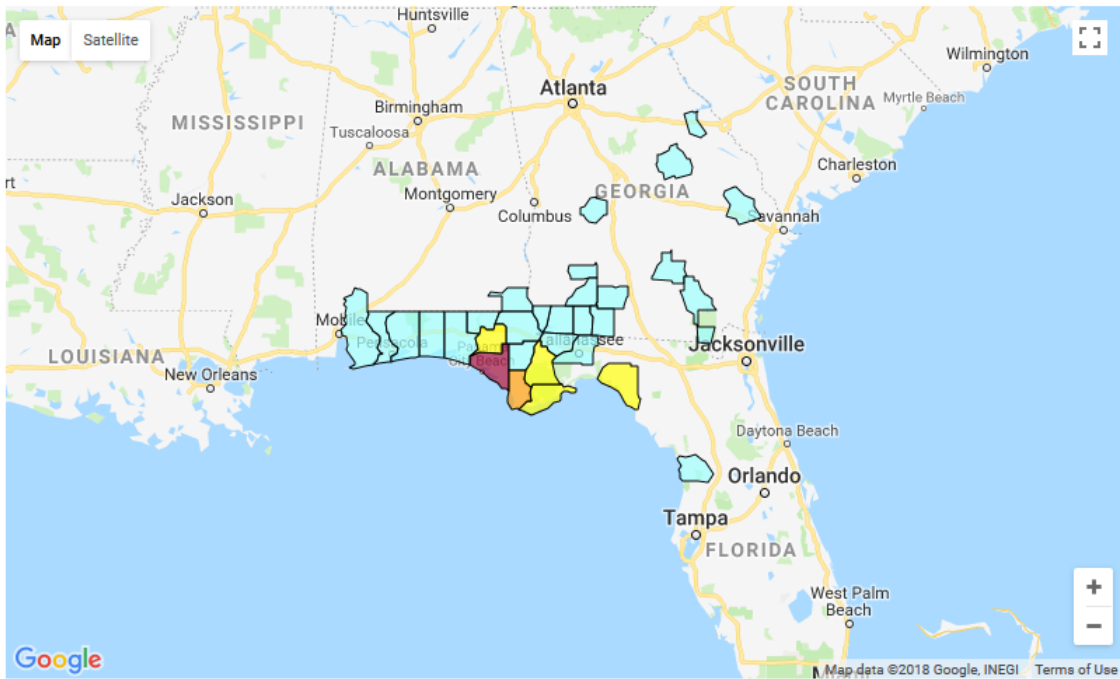
**Florida:** Gadsden County SO

### 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

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

The following table provides cell sites reported out of service by county. There are 4.4% (down from 5.2% yesterday) of cell sites reported out of service in the affected area. There is one county in Florida with more than 50% of the cell sites out of service (Bay). 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               | 1              | 0.3%        |
| AL           | DALE              | 105               | 0              | 0.0%        |
| AL           | GENEVA            | 59                | 0              | 0.0%        |
| AL           | HENRY             | 38                | 0              | 0.0%        |
| AL           | HOUSTON           | 209               | 1              | 0.5%        |
| <b>TOTAL</b> |                   | <b>759</b>        | <b>2</b>       | <b>0.3%</b> |

## Florida

| State        | Affected Counties | Cell Sites Served | Cell Sites Out | Percent Out  |
|--------------|-------------------|-------------------|----------------|--------------|
| FL           | BAY               | 327               | 201            | 61.5%        |
| FL           | CALHOUN           | 42                | 6              | 14.3%        |
| FL           | CITRUS            | 104               | 1              | 1.0%         |
| FL           | DIXIE             | 20                | 0              | 0.0%         |
| FL           | ESCAMBIA          | 243               | 1              | 0.4%         |
| FL           | FRANKLIN          | 36                | 8              | 22.2%        |
| FL           | GADSDEN           | 62                | 4              | 6.5%         |
| FL           | GULF              | 23                | 10             | 43.5%        |
| FL           | HERNANDO          | 100               | 0              | 0.0%         |
| FL           | HOLMES            | 27                | 1              | 3.7%         |
| FL           | JACKSON           | 83                | 12             | 14.5%        |
| FL           | JEFFERSON         | 261               | 0              | 0.0%         |
| FL           | LEON              | 418               | 35             | 8.4%         |
| FL           | LEVY              | 70                | 0              | 0.0%         |
| FL           | LIBERTY           | 9                 | 2              | 22.2%        |
| FL           | OKALOOSA          | 225               | 1              | 0.4%         |
| FL           | SANTA ROSA        | 165               | 2              | 1.2%         |
| FL           | TAYLOR            | 45                | 8              | 17.8%        |
| FL           | WAKULLA           | 39                | 0              | 0.0%         |
| FL           | WALTON            | 205               | 21             | 10.2%        |
| FL           | WASHINGTON        | 39                | 9              | 23.1%        |
| <b>TOTAL</b> |                   | <b>2,543</b>      | <b>322</b>     | <b>12.7%</b> |

## Georgia

| State | Affected Counties | Cell Sites Served | Cell Sites Out | Percent Out |
|-------|-------------------|-------------------|----------------|-------------|
| GA    | APPLING           | 38                | 0              | 0.0%        |
| GA    | ATKINSON          | 30                | 0              | 0.0%        |
| GA    | BACON             | 26                | 0              | 0.0%        |
| GA    | BAKER             | 19                | 0              | 0.0%        |
| GA    | BALDWIN           | 139               | 0              | 0.0%        |
| GA    | BEN HILL          | 18                | 0              | 0.0%        |
| GA    | BERRIEN           | 50                | 0              | 0.0%        |
| GA    | BIBB              | 169               | 0              | 0.0%        |
| GA    | BLECKLEY          | 23                | 0              | 0.0%        |
| GA    | BROOKS            | 52                | 0              | 0.0%        |

|    |            |     |   |      |
|----|------------|-----|---|------|
| GA | BULLOCH    | 136 | 2 | 1.5% |
| GA | BURKE      | 59  | 0 | 0.0% |
| GA | CALHOUN    | 41  | 0 | 0.0% |
| GA | CANDLER    | 33  | 0 | 0.0% |
| GA | CHARLTON   | 33  | 0 | 0.0% |
| GA | CLAY       | 12  | 0 | 0.0% |
| GA | CLINCH     | 36  | 0 | 0.0% |
| GA | COFFEE     | 61  | 1 | 1.6% |
| GA | COLQUITT   | 78  | 2 | 2.6% |
| GA | COLUMBIA   | 165 | 0 | 0.0% |
| GA | COOK       | 36  | 0 | 0.0% |
| GA | CRAWFORD   | 21  | 0 | 0.0% |
| GA | CRISP      | 46  | 0 | 0.0% |
| GA | DECATUR    | 60  | 4 | 6.7% |
| GA | DODGE      | 52  | 0 | 0.0% |
| GA | DOOLY      | 32  | 0 | 0.0% |
| GA | DOUGHERTY  | 124 | 1 | 0.8% |
| GA | EARLY      | 18  | 0 | 0.0% |
| GA | ECHOLS     | 22  | 0 | 0.0% |
| GA | EMANUEL    | 59  | 0 | 0.0% |
| GA | EVANS      | 19  | 0 | 0.0% |
| GA | GLASCOCK   | 5   | 0 | 0.0% |
| GA | GRADY      | 42  | 2 | 4.8% |
| GA | HANCOCK    | 27  | 0 | 0.0% |
| GA | HOUSTON    | 173 | 0 | 0.0% |
| GA | IRWIN      | 18  | 0 | 0.0% |
| GA | JASPER     | 31  | 0 | 0.0% |
| GA | JEFF DAVIS | 24  | 0 | 0.0% |
| GA | JEFFERSON  | 275 | 0 | 0.0% |
| GA | JENKINS    | 17  | 0 | 0.0% |
| GA | JOHNSON    | 15  | 0 | 0.0% |
| GA | JONES      | 49  | 0 | 0.0% |
| GA | LANIER     | 21  | 0 | 0.0% |
| GA | LAURENS    | 84  | 0 | 0.0% |
| GA | LEE        | 91  | 0 | 0.0% |
| GA | LOWNDES    | 163 | 0 | 0.0% |
| GA | MACON      | 39  | 1 | 2.6% |
| GA | MARION     | 29  | 0 | 0.0% |
| GA | MCDUFFIE   | 45  | 1 | 2.2% |
| GA | MILLER     | 8   | 0 | 0.0% |

|              |            |              |           |             |
|--------------|------------|--------------|-----------|-------------|
| GA           | MITCHELL   | 36           | 1         | 2.8%        |
| GA           | MONROE     | 53           | 0         | 0.0%        |
| GA           | MONTGOMERY | 69           | 0         | 0.0%        |
| GA           | PEACH      | 46           | 0         | 0.0%        |
| GA           | PIERCE     | 39           | 0         | 0.0%        |
| GA           | PULASKI    | 27           | 0         | 0.0%        |
| GA           | PUTNAM     | 40           | 0         | 0.0%        |
| GA           | QUITMAN    | 4            | 0         | 0.0%        |
| GA           | RANDOLPH   | 21           | 0         | 0.0%        |
| GA           | RICHMOND   | 290          | 0         | 0.0%        |
| GA           | SCHLEY     | 9            | 0         | 0.0%        |
| GA           | SCREVEN    | 30           | 0         | 0.0%        |
| GA           | SEMINOLE   | 86           | 1         | 1.2%        |
| GA           | STEWART    | 18           | 0         | 0.0%        |
| GA           | SUMTER     | 75           | 0         | 0.0%        |
| GA           | TATTNALL   | 36           | 0         | 0.0%        |
| GA           | TAYLOR     | 42           | 0         | 0.0%        |
| GA           | TELFAIR    | 31           | 0         | 0.0%        |
| GA           | TERRELL    | 19           | 0         | 0.0%        |
| GA           | THOMAS     | 76           | 1         | 1.3%        |
| GA           | TIFT       | 69           | 0         | 0.0%        |
| GA           | TOOMBS     | 57           | 0         | 0.0%        |
| GA           | TREUTLEN   | 21           | 0         | 0.0%        |
| GA           | TURNER     | 30           | 0         | 0.0%        |
| GA           | TWIGGS     | 49           | 0         | 0.0%        |
| GA           | UPSON      | 32           | 0         | 0.0%        |
| GA           | WARE       | 73           | 1         | 1.4%        |
| GA           | WARREN     | 23           | 0         | 0.0%        |
| GA           | WASHINGTON | 42           | 1         | 2.4%        |
| GA           | WEBSTER    | 17           | 0         | 0.0%        |
| GA           | WHEELER    | 8            | 0         | 0.0%        |
| GA           | WILCOX     | 32           | 0         | 0.0%        |
| GA           | WILKINSON  | 31           | 0         | 0.0%        |
| GA           | WORTH      | 53           | 0         | 0.0%        |
| <b>TOTAL</b> |            | <b>4,447</b> | <b>19</b> | <b>0.4%</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           | 735                               |
| FL           | 138,583                           |
| GA           | 46,393                            |

### **Broadcast**

#### Television stations status:

- 28 (up from 27 yesterday) TV stations reported being operational (WABW, WACS, WALA-TV, WALB, WCES, WDHN, WEIQ, WFLA-TV, WFNA, WGNM, WJCL, WJSP, WJTC, WKRG-TV, WMBB, WMOR-TV, WMUM, WPAN, WPMI, WRBL, WRMD-CD, WSAV-TV, WSCG, WTTA, WTXL, WVAN, WVUP-CD, WXGA).
- 1 (down from 2 yesterday) TV station reported being out of service (WFXL).

#### FM Radio stations status:

- 101 (up from 96 yesterday) FM radio stations reported being operational (W201DJ, W204CM, W206BP, W209CD, W209CG, W212BY, W214BZ, W219DH, W220DS, W232BI, W233AP, W242BF, W245BT, W259CA, W266CM, W269BJ, W271BC, W279CU, W287CG, W290AS, WAAC, WABD, WABR, WASU-LP, WBBQ-FM, WBLX-FM, WBYZ, WBZE, WCSN-FM, WCUG, WDBN, WDEN-FM, WDLT-FM, WDLV, WEBZ, WFLA-FM, WFLF-FM, WFRP, WFSY, WGCN, WGEX, WGLF, WGMY,

WGOV-FM, WHBX, WHHR, WHKV, WIBB-FM, WIFO, WIZB, WJIZ-FM, WJSP-FM, WJWV, WKAA, WKAK, WKKZ, WKSM, WLGK, WLOV-LP, WLUB, WLXF, WLZN, WMCG, WMGB, WMRZ, WMUM-FM, WNCV, WNUQ, 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, WXSJ, WXVS, WYCT, WYUM, WYZB, WZCH, WZNS).

- 13 (no change from yesterday) FM radio stations reported being out of service (WAKU, WASJ, WBMZ, WEGC, WJAD, WJEP, WKIH, WKNK, WPFM, WQVE, WRBA, WSWL-LP, WZRE-LP).
- 1 (no change from yesterday) FM radio station reported being down with programming sent to another station (WXRS).

AM Radio stations status:

- 22 (no change from yesterday) AM radio stations reported being operational (WAYS, WCLA, WDAK, WEBY, WFTW, WGSY, WGUN, WHBT, WHEP, WJAT, WJYZ, WLOP, WMAC, WMLT, WNRP, WTLY, WVLD, WVOP, WWIO, WWJB, WXLI, WXQW).
- 3 (up from 2 yesterday) AM radio stations reported being out of service (WALG, WDIZ, WXRS)