



Communications Status Report for Areas Impacted by Hurricane Dorian August 29, 2019

The following is a report on the status of communications services in geographic areas impacted by Hurricane Dorian as of August 29, 2019 at 11:30 a.m. EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS currently covers areas of all municipalities in Puerto Rico and all counties in the U.S. Virgin Islands. Damage to communications appears to be minimal. Typically, the worst effects of a hurricane are not felt until one or two days after the hurricane passes through. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time.

The following municipalities and counties are in the current geographic area that is part of DIRS (the "disaster area").

Puerto Rico: Adjuntas, Aguada, Aguadilla, Aguas Buenas, Aibonito, Anasco, Arecibo, Arroyo, Barceloneta, Barranquitas, Bayamón, 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, Manatí, Maricao, Maunabo, Mayaguez, Moca, Morovis, Naguabo, Naranjito, Orocovis, Patillas, Penuelas, Ponce, Quebradillas, Rincón, Rio Grande, Sabana Grande, Salinas, San Germán, San Juan, San Lorenzo, San Sebastián, 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, coordination with state 911 Administrators and, if necessary, direct contact with individual PSAPs.

There are no PSAPs reported down in the disaster area. No PSAPs are reported as rerouted. All PSAPs report receiving location information.

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 municipality or county.



The following tables provide cell sites out of service by municipality or county. There are 1% of the cell sites out of service in the affected areas. The information shown was provided by the signatories to the Wireless Network Resiliency Framework Cooperative Agreement.

Puerto Rico

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out	Cell Sites Out Due to Damage	Cell Sites Out Due to Transport	Cell Sites Out Due to Power
PR	ADJUNTAS	6	0	0.0%	0	0	0
PR	AGUADA	15	1	6.7%	0	1	0
PR	AGUADILLA	45	0	0.0%	0	0	0
PR	AGUAS BUENAS	19	0	0.0%	0	0	0
PR	AIBONITO	21	0	0.0%	0	0	0
PR	ANASCO	18	0	0.0%	0	0	0
PR	ARECIBO	62	0	0.0%	0	0	0
PR	ARROYO	10	0	0.0%	0	0	0
PR	BARCELONETA	23	1	4.3%	0	1	0
PR	BARRANQUITAS	14	1	7.1%	0	0	1
PR	BAYAMON	136	0	0.0%	0	0	0
PR	CABO ROJO	46	0	0.0%	0	0	0
PR	CAGUAS	86	2	2.3%	0	1	1
PR	CAMUY	17	1	5.9%	0	0	1
PR	CANOVANAS	27	0	0.0%	0	0	0
PR	CAROLINA	109	0	0.0%	0	0	0
PR	CATANO	20	0	0.0%	0	0	0
PR	CAYEY	40	0	0.0%	0	0	0
PR	CEIBA	11	0	0.0%	0	0	0
PR	CIALES	13	0	0.0%	0	0	0

PR	CIDRA	25	0	0.0%	0	0	0
PR	COAMO	19	1	5.3%	0	0	0
PR	COMERIO	15	0	0.0%	0	0	0
PR	COROZAL	22	0	0.0%	0	0	0
PR	CULEBRA	7	1	14.3%	0	0	1
PR	DORADO	35	0	0.0%	0	0	0
PR	FAJARDO	32	0	0.0%	0	0	0
PR	FLORIDA	5	0	0.0%	0	0	0
PR	GUANICA	15	0	0.0%	0	0	0
PR	GUAYAMA	27	0	0.0%	0	0	0
PR	GUAYANILLA	8	0	0.0%	0	0	0
PR	GUAYNABO	85	0	0.0%	0	0	0
PR	GURABO	32	0	0.0%	0	0	0
PR	HATILLO	29	0	0.0%	0	0	0
PR	HORMIGUEROS	9	0	0.0%	0	0	0
PR	HUMACAO	40	1	2.5%	0	0	1
PR	ISABELA	31	0	0.0%	0	0	0
PR	JAYUYA	7	0	0.0%	0	0	0
PR	JUANA DIAZ	30	0	0.0%	0	0	0
PR	JUNCOS	20	0	0.0%	0	0	0
PR	LAJAS	14	0	0.0%	0	0	0
PR	LARES	14	0	0.0%	0	0	0
PR	LAS MARIAS	8	0	0.0%	0	0	0
PR	LAS PIEDRAS	15	0	0.0%	0	0	0
PR	LOIZA	11	0	0.0%	0	0	0
PR	LUQUILLO	9	1	11.1%	0	0	0
PR	MANATI	32	0	0.0%	0	0	0
PR	MARICAO	4	0	0.0%	0	0	0
PR	MAUNABO	10	0	0.0%	0	0	0

PR	MAYAGUEZ	61	2	3.3%	0	0	2
PR	MOCA	20	1	5.0%	0	0	1
PR	MOROVIS	18	1	5.6%	0	1	0
PR	NAGUABO	21	0	0.0%	0	0	0
PR	NARANJITO	21	0	0.0%	0	0	0
PR	OROCOVIS	12	2	16.7%	0	0	1
PR	PATILLAS	15	0	0.0%	0	0	0
PR	PENUELAS	16	0	0.0%	0	0	0
PR	PONCE	92	1	1.1%	0	1	0
PR	QUEBRADILLAS	16	0	0.0%	0	0	0
PR	RINCON	13	0	0.0%	0	0	0
PR	RIO GRANDE	39	0	0.0%	0	0	0
PR	SABANA GRANDE	10	0	0.0%	0	0	0
PR	SALINAS	25	1	4.0%	0	0	1
PR	SAN GERMAN	26	1	3.8%	0	0	1
PR	SAN JUAN	333	0	0.0%	0	0	0
PR	SAN LORENZO	21	0	0.0%	0	0	0
PR	SAN SEBASTIAN	19	0	0.0%	0	0	0
PR	SANTA ISABEL	16	0	0.0%	0	0	0
PR	TOA ALTA	37	0	0.0%	0	0	0
PR	TOA BAJA	49	0	0.0%	0	0	0
PR	TRUJILLO ALTO	39	0	0.0%	0	0	0
PR	UTUADO	20	0	0.0%	0	0	0
PR	VEGA ALTA	27	0	0.0%	0	0	0
PR	VEGA BAJA	31	0	0.0%	0	0	0



PR	VIEQUES	11	0	0.0%	0	0	0
PR	VILLALBA	12	0	0.0%	0	0	0
PR	YABUCOA	31	1	3.2%	0	0	1
PR	YAUCO	19	0	0.0%	0	0	0
TOTAL		2,418	20	0.8%	0	5	12

U.S. Virgin Islands

State	Affected Counties	Cell Sites Served	Cell Sites Out	Percent Out	Cell Sites Out Due to Damage	Cell Sites Out Due to Transport	Cell Sites Out Due to Power
VI	ST. CROIX	16	0	0.0%	0	0	0
VI	ST. JOHN	3	1	33.3%	0	0	1
VI	ST. THOMAS	20	3	15.0%	1	1	0
TOTAL		39	4	10.3%	1	1	1

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. In addition, wireless providers frequently use temporary facilities such as cells-on-wheels (also known as COWs), 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, which may include the loss of telephone, television, and/or Internet services.

State	Subscribers Out of Service
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PR	6167
VI	419

Broadcast

No broadcast stations reported being out of service.