

# **Communications Status Report for Areas Impacted by Hurricane Dorian September 6, 2019**

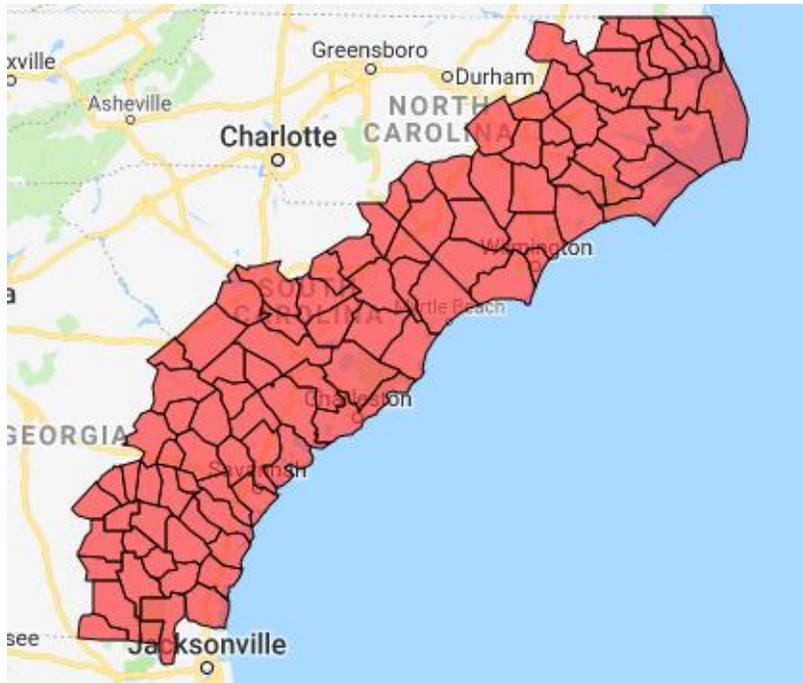
The following is a report on the status of communications services in geographic areas impacted by Hurricane Dorian as of September 6, 2019 at 11:30 a.m. EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's Disaster Information Reporting System (DIRS). DIRS is currently activated for counties in Georgia, North Carolina and South Carolina. Yesterday DIRS was deactivated in Florida. Note that the operational status of communications services during a disaster may evolve rapidly, and this report represents a snapshot in time.

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

**Georgia:** Appling, Atkinson, Bacon, Brantley, Bryan, Bulloch, Burke, Camden, Candler, Charlton, Chatham, Clinch, Coffee, Echols, Effingham, Emanuel, Evans, Glynn, Jeff Davis, Jenkins, Liberty, Long, McIntosh, Montgomery, Pierce, Richmond, Screven, Tattnall, Telfair, Toombs, Ware, Wayne and Wheeler

**North Carolina:** Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Cumberland, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hoke, Hyde, Johnston, Jones, Lenoir, Martin, New Hanover, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Robeson, Sampson, Scotland, Tyrrell, Washington, Wayne and Wilson

**South Carolina:** Aiken, Allendale, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Clarendon, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Hampton, Horry, Jasper, Lee, Lexington, Marion, Marlboro, Orangeburg, Richland, Sumter and Williamsburg



### **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.

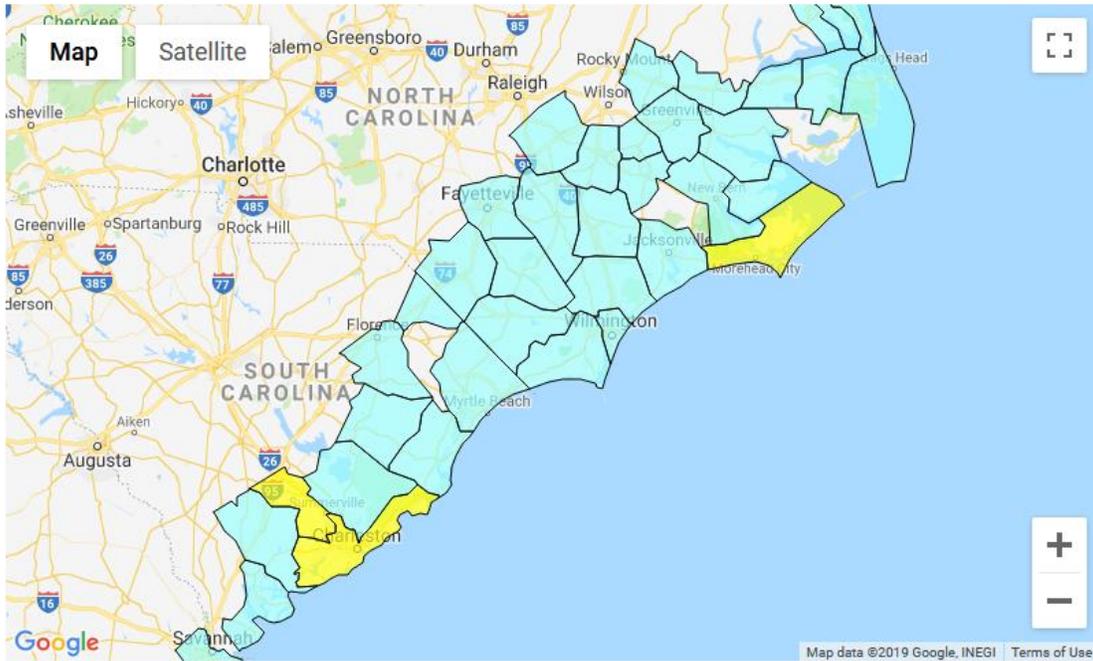
One PSAP, Dorchester Dispatch Center in South Carolina, is down with calls rerouted to the Summerville, SC PSAP. There are no other outages affecting PSAPs in the disaster area.

### **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.

# Percent Cell Sites Out-of-Service By County

9/6/2019 10:59:37 AM



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

The following tables provide cell sites out of service by county. There are 3.4% 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.

## Georgia:

There are 0.1% (down from 0.3%) of cell sites out of service in Georgia.

| State | Affected Counties | Cell Sites Served | Cell Sites Out | Percent Out | Cell Sites Out Due to Damage | Cell Sites Out Due to Transport <sup>1</sup> | Cell Sites Out Due to Power |
|-------|-------------------|-------------------|----------------|-------------|------------------------------|--|-----------------------------|
| GA    | APPLING           | 22                | 0              | 0.0%        | 0                            | 0  | 0                           |
| GA    | ATKINSON          | 22                | 0              | 0.0%        | 0                            | 0  | 0                           |
| GA    | BACON             | 14                | 0              | 0.0%        | 0                            | 0  | 0                           |
| GA    | BRANTLEY          | 22                | 0              | 0.0%        | 0                            | 0  | 0                           |
| GA    | BRYAN             | 64                | 0              | 0.0%        | 0                            | 0  | 0                           |

<sup>1</sup> These are cell sites that are out due to issues with the (typically wireline) networks that route communications traffic to and from the cell sites.

|              |            |              |          |             |          |          |          |
|--------------|------------|--------------|----------|-------------|----------|----------|----------|
| GA           | BULLOCH    | 111          | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | BURKE      | 45           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | CAMDEN     | 72           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | CANDLER    | 25           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | CHARLTON   | 17           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | CHATHAM    | 354          | 2        | 0.6%        | 1        | 1        | 0        |
| GA           | CLINCH     | 21           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | COFFEE     | 38           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | ECHOLS     | 16           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | EFFINGHAM  | 57           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | EMANUEL    | 42           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | EVANS      | 13           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | GLYNN      | 121          | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | JEFF DAVIS | 16           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | JENKINS    | 12           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | LIBERTY    | 56           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | LONG       | 22           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | MCINTOSH   | 23           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | MONTGOMERY | 58           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | PIERCE     | 21           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | RICHMOND   | 185          | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | SCREVEN    | 24           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | TATTNALL   | 21           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | TELFAIR    | 23           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | TOOMBS     | 28           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | WARE       | 36           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | WAYNE      | 42           | 0        | 0.0%        | 0        | 0        | 0        |
| GA           | WHEELER    | 8            | 0        | 0.0%        | 0        | 0        | 0        |
| <b>TOTAL</b> |            | <b>1,651</b> | <b>2</b> | <b>0.1%</b> | <b>1</b> | <b>1</b> | <b>0</b> |

**North Carolina:**

There are 3.8% (up from 0.1% yesterday) of cell sites out of service in North Carolina.

| 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 |
|-------|-------------------|-------------------|----------------|-------------|------------------------------|---------------------------------|-----------------------------|
| NC    | BEAUFORT          | 54                | 2              | 3.7%        | 0                            | 3                               | 0                           |
| NC    | BERTIE            | 14                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| NC    | BLADEN            | 57                | 4              | 7.0%        | 1                            | 2                               | 0                           |

|              |             |              |            |             |          |           |           |
|--------------|-------------|--------------|------------|-------------|----------|-----------|-----------|
| NC           | BRUNSWICK   | 184          | 11         | 6.0%        | 0        | 2         | 7         |
| NC           | CAMDEN      | 36           | 2          | 5.6%        | 0        | 2         | 0         |
| NC           | CARTERET    | 80           | 15         | 18.8%       | 1        | 8         | 5         |
| NC           | CHOWAN      | 9            | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | COLUMBUS    | 68           | 2          | 2.9%        | 0        | 1         | 1         |
| NC           | CRAVEN      | 139          | 8          | 5.8%        | 1        | 4         | 4         |
| NC           | CUMBERLAND  | 327          | 1          | 0.3%        | 0        | 0         | 1         |
| NC           | CURRITUCK   | 39           | 3          | 7.7%        | 0        | 3         | 0         |
| NC           | DARE        | 43           | 1          | 2.3%        | 0        | 1         | 0         |
| NC           | DUPLIN      | 75           | 4          | 5.3%        | 0        | 1         | 3         |
| NC           | EDGECOMBE   | 55           | 1          | 1.8%        | 0        | 0         | 1         |
| NC           | GATES       | 15           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | GREENE      | 29           | 1          | 3.4%        | 0        | 0         | 1         |
| NC           | HALIFAX     | 62           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | HERTFORD    | 21           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | HOKE        | 38           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | HYDE        | 9            | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | JOHNSTON    | 158          | 2          | 1.3%        | 0        | 0         | 1         |
| NC           | JONES       | 33           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | LENOIR      | 72           | 7          | 9.7%        | 0        | 2         | 5         |
| NC           | MARTIN      | 50           | 1          | 2.0%        | 0        | 0         | 1         |
| NC           | NEW HANOVER | 235          | 10         | 4.3%        | 0        | 1         | 8         |
| NC           | ONslow      | 187          | 6          | 3.2%        | 0        | 1         | 6         |
| NC           | PAMLICO     | 13           | 1          | 7.7%        | 0        | 1         | 0         |
| NC           | PASQUOTANK  | 26           | 1          | 3.8%        | 0        | 0         | 1         |
| NC           | PENDER      | 65           | 2          | 3.1%        | 0        | 0         | 3         |
| NC           | PERQUIMANS  | 13           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | PITT        | 190          | 4          | 2.1%        | 1        | 0         | 3         |
| NC           | ROBESON     | 117          | 4          | 3.4%        | 0        | 1         | 3         |
| NC           | SAMPSON     | 77           | 9          | 11.7%       | 0        | 3         | 6         |
| NC           | SCOTLAND    | 48           | 0          | 0.0%        | 0        | 0         | 0         |
| NC           | TYRRELL     | 10           | 1          | 10.0%       | 1        | 0         | 0         |
| NC           | WASHINGTON  | 19           | 1          | 5.3%        | 0        | 1         | 0         |
| NC           | WAYNE       | 129          | 6          | 4.7%        | 0        | 1         | 6         |
| NC           | WILSON      | 76           | 0          | 0.0%        | 0        | 0         | 0         |
| <b>TOTAL</b> |             | <b>2,872</b> | <b>110</b> | <b>3.8%</b> | <b>5</b> | <b>38</b> | <b>66</b> |

**South Carolina:**

There are 4.6% (slightly down from 4.7% yesterday) of cell sites out of service in South Carolina.

| 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 |
|--------------|-------------------|-------------------|----------------|-------------|------------------------------|---------------------------------|-----------------------------|
| SC           | AIKEN             | 197               | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | ALLENDALE         | 9                 | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | BAMBERG           | 22                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | BARNWELL          | 39                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | BEAUFORT          | 177               | 7              | 4.0%        | 0                            | 2                               | 6                           |
| SC           | BERKELEY          | 183               | 8              | 4.4%        | 0                            | 1                               | 7                           |
| SC           | CALHOUN           | 57                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | CHARLESTON        | 492               | 88             | 17.9%       | 1                            | 16                              | 69                          |
| SC           | CLARENDON         | 70                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | COLLETON          | 91                | 3              | 3.3%        | 0                            | 0                               | 3                           |
| SC           | DARLINGTON        | 87                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | DILLON            | 48                | 1              | 2.1%        | 0                            | 1                               | 1                           |
| SC           | DORCHESTER        | 132               | 27             | 20.5%       | 1                            | 10                              | 16                          |
| SC           | FLORENCE          | 194               | 2              | 1.0%        | 0                            | 0                               | 2                           |
| SC           | GEORGETOWN        | 97                | 9              | 9.3%        | 1                            | 0                               | 8                           |
| SC           | HAMPTON           | 31                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | HORRY             | 409               | 19             | 4.6%        | 0                            | 6                               | 14                          |
| SC           | JASPER            | 66                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | LEE               | 91                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | LEXINGTON         | 285               | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | MARION            | 50                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | MARLBORO          | 37                | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | ORANGEBURG        | 150               | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | RICHLAND          | 350               | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | SUMTER            | 141               | 0              | 0.0%        | 0                            | 0                               | 0                           |
| SC           | WILLIAMSBURG      | 139               | 5              | 3.6%        | 0                            | 1                               | 3                           |
| <b>TOTAL</b> |                   | <b>3,644</b>      | <b>169</b>     | <b>4.6%</b> | <b>3</b>                     | <b>37</b>                       | <b>129</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. 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.

| <b>State</b> | <b>Subscribers<br/>Out of<br/>Service</b> |
|--------------|---|
| GA           | 93  |
| NC           | 40,999                                    |
| SC           | 106,680                                   |

#### **Broadcast**

##### Television stations status:

WHDC-LD in South Carolina is reported being out of service.

##### FM Radio stations status:

WALC, WFCH, WMBJ and WMHE-LP in South Carolina and WHCJ in Georgia are reported being out of service.

##### AM Radio stations status:

WLTQ in South Carolina is reported being out of service.