



Communications Status Report for Areas Impacted by Puerto Rico Earthquakes January 10, 2020

The following is a report on the status of communications services in geographic areas impacted by the earthquakes in Puerto Rico as of January 10, 2020 at 11:30 a.m. EST. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission's (FCC) Disaster Information Reporting System (DIRS). DIRS is currently activated for all counties/municipalities in Puerto Rico. 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/municipalities 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, 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





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.

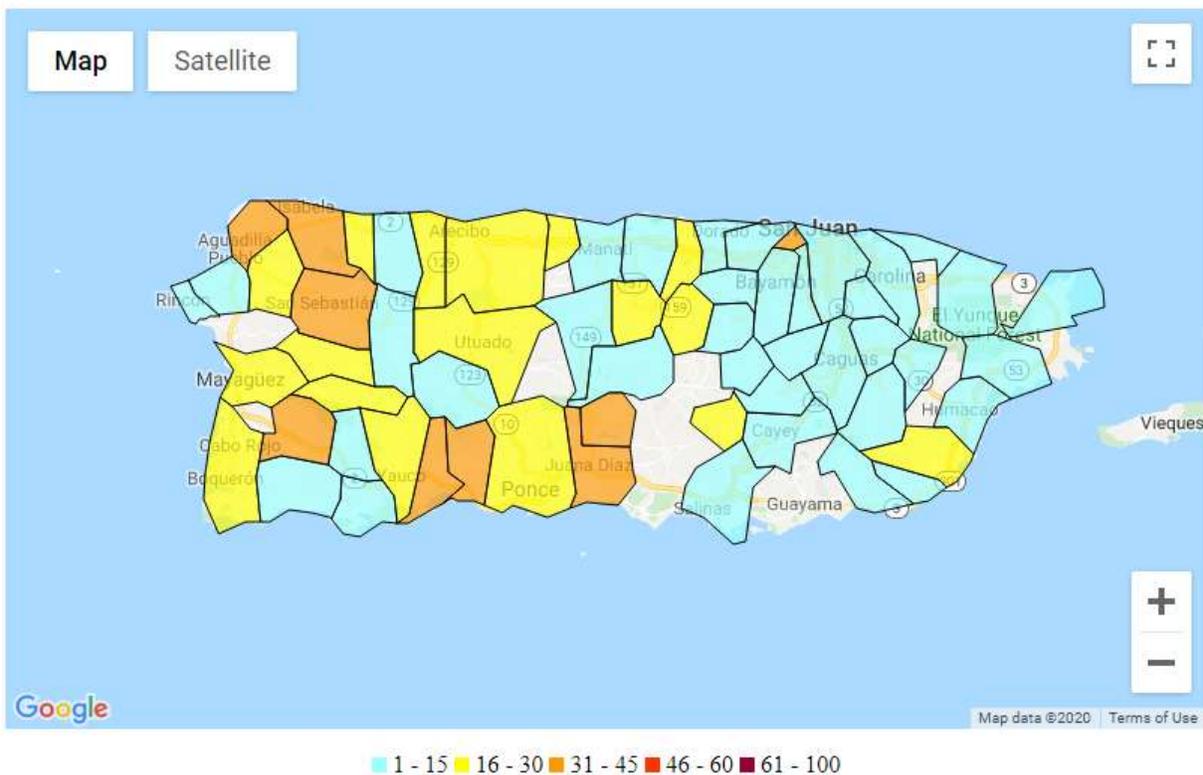
There are no outages affecting PSAPs in the disaster area.

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/municipality.

Percent Cell Sites Out-of-Service By County

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The following table provides cell sites out of service by county/municipality. There are 12.9% (down from 19.5% yesterday) 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 ¹	Cell Sites Out Due to Power
PR	ADJUNTAS	10	1	10.0%	0	0	1
PR	AGUADA	18	1	5.6%	0	0	1
PR	AGUADILLA	51	18	35.3%	0	4	16
PR	AGUAS BUENAS	21	1	4.8%	0	0	1
PR	AIBONITO	22	6	27.3%	0	2	4
PR	ANASCO	18	0	0.0%	0	0	0
PR	ARECIBO	70	12	17.1%	0	0	12
PR	ARROYO	12	0	0.0%	0	0	0
PR	BARCELONETA	24	6	25.0%	0	0	6
PR	BARRANQUITAS	15	0	0.0%	0	0	0
PR	BAYAMON	155	8	5.2%	0	0	8
PR	CABO ROJO	51	12	23.5%	0	0	13
PR	CAGUAS	95	9	9.5%	0	1	8
PR	CAMUY	19	2	10.5%	0	0	2
PR	CANOVANAS	29	0	0.0%	0	0	0
PR	CAROLINA	123	8	6.5%	0	0	8
PR	CATANO	23	10	43.5%	0	1	8
PR	CAYEY	46	5	10.9%	0	0	5
PR	CEIBA	13	0	0.0%	0	0	0
PR	CIALES	14	2	14.3%	0	0	2
PR	CIDRA	27	3	11.1%	0	1	2
PR	COAMO	21	0	0.0%	0	0	0
PR	COMERIO	18	1	5.6%	0	1	0
PR	COROZAL	24	5	20.8%	0	1	3
PR	CULEBRA	7	0	0.0%	0	0	0
PR	DORADO	41	3	7.3%	0	0	3
PR	FAJARDO	35	1	2.9%	0	1	0
PR	FLORIDA	6	0	0.0%	0	0	0

¹ 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.



PR	GUANICA	19	1	5.3%	0	0	1
PR	GUAYAMA	29	0	0.0%	0	0	0
PR	GUAYANILLA	9	3	33.3%	0	2	1
PR	GUAYNABO	94	7	7.4%	0	0	6
PR	GURABO	33	4	12.1%	0	0	4
PR	HATILLO	32	5	15.6%	0	0	5
PR	HORMIGUEROS	10	0	0.0%	0	0	0
PR	HUMACAO	44	5	11.4%	0	0	5
PR	ISABELA	34	11	32.4%	0	3	8
PR	JAYUYA	8	0	0.0%	0	0	0
PR	JUANA DIAZ	34	12	35.3%	0	2	10
PR	JUNCOS	22	2	9.1%	0	0	2
PR	LAJAS	15	2	13.3%	0	1	1
PR	LARES	14	2	14.3%	0	0	2
PR	LAS MARIAS	8	2	25.0%	0	0	2
PR	LAS PIEDRAS	18	0	0.0%	0	0	0
PR	LOIZA	12	1	8.3%	0	0	1
PR	LUQUILLO	12	0	0.0%	0	0	0
PR	MANATI	34	2	5.9%	0	0	2
PR	MARICAO	6	1	16.7%	0	0	1
PR	MAUNABO	11	1	9.1%	0	0	1
PR	MAYAGUEZ	68	13	19.1%	0	1	12
PR	MOCA	21	5	23.8%	0	0	5
PR	MOROVIS	18	5	27.8%	0	0	5
PR	NAGUABO	24	2	8.3%	0	0	2
PR	NARANJITO	24	2	8.3%	0	0	2
PR	OROCOVIS	13	1	7.7%	0	0	1
PR	PATILLAS	16	1	6.3%	0	0	1
PR	PENUELAS	19	6	31.6%	0	1	5
PR	PONCE	106	17	16.0%	0	0	17
PR	QUEBRADILLAS	18	5	27.8%	0	0	4
PR	RINCON	16	2	12.5%	0	0	2
PR	RIO GRANDE	43	3	7.0%	0	0	3
PR	SABANA GRANDE	11	1	9.1%	0	0	1
PR	SALINAS	30	3	10.0%	0	1	2
PR	SAN GERMAN	28	10	35.7%	0	1	8
PR	SAN JUAN	381	48	12.6%	0	3	42



PR	SAN LORENZO	24	2	8.3%	0	1	1
PR	SAN SEBASTIAN	22	7	31.8%	0	0	7
PR	SANTA ISABEL	19	0	0.0%	0	0	0
PR	TOA ALTA	39	1	2.6%	0	1	0
PR	TOA BAJA	56	7	12.5%	0	1	6
PR	TRUJILLO ALTO	42	1	2.4%	0	0	1
PR	UTUADO	21	6	28.6%	0	0	5
PR	VEGA ALTA	30	5	16.7%	0	0	6
PR	VEGA BAJA	37	3	8.1%	0	0	2
PR	VIEQUES	11	0	0.0%	0	0	0
PR	VILLALBA	13	5	38.5%	0	0	5
PR	YABUCOA	33	8	24.2%	0	0	7
PR	YAUCO	21	6	28.6%	0	0	5
TOTAL		2,710	350	12.9%	0	30	312

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)

Cable and wireline companies reported 78,892 (down from 173,392 yesterday) subscribers out of service in Puerto Rico; this may include the loss of telephone, television, and/or Internet services.

Broadcast

No broadcast stations reported being out of service.