



Communications Status Report for Areas Impacted by Tropical Storm Laura August 22, 2020

The following is a report on the status of communications services in geographic areas impacted by Tropical Storm Laura as of August 22, 2020 at 12:00 p.m. EDT. 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 and the U.S. Virgin Islands. 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

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 outages affecting PSAPs in the disaster area.

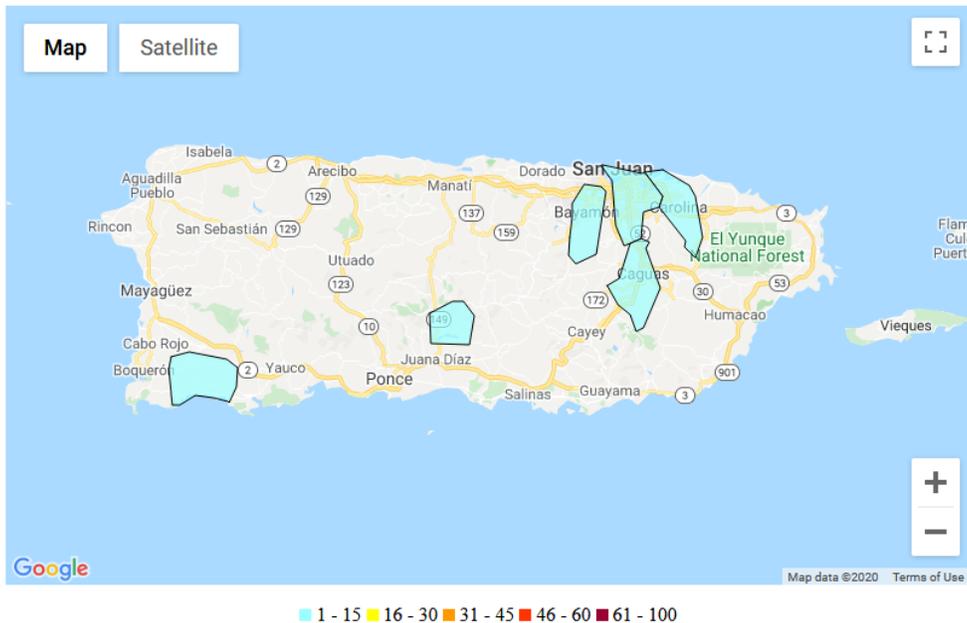
Wireless Services

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.

Puerto Rico

Percent Cell Sites Out-of-Service By County

8/22/2020 11:56:39 AM





St. Croix, U.S. Virgin Islands

Percent Cell Sites Out-of-Service By County

8/22/2020 11:56:39 AM



The following table provides cell sites out of service by county/municipality. There are 0.4% of the cell sites out of service in Puerto Rico and 2.0% of the cell sites out of service in the U.S. Virgin Islands. 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	11	0	0.0%	0	0	0
PR	AGUADA	19	0	0.0%	0	0	0
PR	AGUADILLA	59	0	0.0%	0	0	0
PR	AGUAS BUENAS	24	0	0.0%	0	0	0
PR	AIBONITO	25	0	0.0%	0	0	0
PR	ANASCO	21	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	ARECIBO	80	0	0.0%	0	0	0
PR	ARROYO	13	0	0.0%	0	0	0
PR	BARCELONETA	26	0	0.0%	0	0	0
PR	BARRANQUITAS	18	0	0.0%	0	0	0
PR	BAYAMON	179	1	0.6%	0	1	1
PR	CABO ROJO	61	0	0.0%	0	0	0
PR	CAGUAS	112	2	1.8%	0	0	2
PR	CAMUY	20	0	0.0%	0	0	0
PR	CANOVANAS	33	0	0.0%	0	0	0
PR	CAROLINA	150	1	0.7%	0	1	0
PR	CATANO	27	0	0.0%	0	0	0
PR	CAYEY	53	0	0.0%	0	0	0
PR	CEIBA	13	0	0.0%	0	0	0
PR	CIALES	14	0	0.0%	0	0	0
PR	CIDRA	28	0	0.0%	0	0	0
PR	COAMO	24	0	0.0%	0	0	0
PR	COMERIO	23	0	0.0%	0	0	0
PR	COROZAL	29	0	0.0%	0	0	0
PR	CULEBRA	10	0	0.0%	0	0	0
PR	DORADO	48	0	0.0%	0	0	0
PR	FAJARDO	41	0	0.0%	0	0	0
PR	FLORIDA	7	0	0.0%	0	0	0
PR	GUANICA	23	0	0.0%	0	0	0
PR	GUAYAMA	32	0	0.0%	0	0	0
PR	GUAYANILLA	11	0	0.0%	0	0	0
PR	GUAYNABO	105	0	0.0%	0	0	0
PR	GURABO	40	0	0.0%	0	0	0
PR	HATILLO	36	0	0.0%	0	0	0
PR	HORMIGUEROS	12	0	0.0%	0	0	0
PR	HUMACAO	47	0	0.0%	0	0	0
PR	ISABELA	38	0	0.0%	0	0	0
PR	JAYUYA	8	0	0.0%	0	0	0
PR	JUANA DIAZ	37	0	0.0%	0	0	0
PR	JUNCOS	28	0	0.0%	0	0	0
PR	LAJAS	18	1	5.6%	0	1	0
PR	LARES	14	0	0.0%	0	0	0
PR	LAS MARIAS	8	0	0.0%	0	0	0
PR	LAS PIEDRAS	21	0	0.0%	0	0	0



PR	LOIZA	15	0	0.0%	0	0	0
PR	LUQUILLO	15	0	0.0%	0	0	0
PR	MANATI	42	0	0.0%	0	0	0
PR	MARICAO	6	0	0.0%	0	0	0
PR	MAUNABO	12	0	0.0%	0	0	0
PR	MAYAGUEZ	77	0	0.0%	0	0	0
PR	MOCA	25	0	0.0%	0	0	0
PR	MOROVIS	20	0	0.0%	0	0	0
PR	NAGUABO	27	0	0.0%	0	0	0
PR	NARANJITO	28	0	0.0%	0	0	0
PR	OROCOVIS	13	0	0.0%	0	0	0
PR	PATILLAS	19	0	0.0%	0	0	0
PR	PENUELAS	21	0	0.0%	0	0	0
PR	PONCE	128	0	0.0%	0	0	0
PR	QUEBRADILLAS	21	0	0.0%	0	0	0
PR	RINCON	20	0	0.0%	0	0	0
PR	RIO GRANDE	49	0	0.0%	0	0	0
PR	SABANA GRANDE	12	0	0.0%	0	0	0
PR	SALINAS	33	0	0.0%	0	0	0
PR	SAN GERMAN	37	0	0.0%	0	0	0
PR	SAN JUAN	438	4	0.9%	0	3	1
PR	SAN LORENZO	26	0	0.0%	0	0	0
PR	SAN SEBASTIAN	24	0	0.0%	0	0	0
PR	SANTA ISABEL	22	0	0.0%	0	0	0
PR	TOA ALTA	47	0	0.0%	0	0	0
PR	TOA BAJA	66	0	0.0%	0	0	0
PR	TRUJILLO ALTO	54	0	0.0%	0	0	0
PR	UTUADO	22	0	0.0%	0	0	0
PR	VEGA ALTA	35	0	0.0%	0	0	0
PR	VEGA BAJA	38	0	0.0%	0	0	0
PR	VIEQUES	15	0	0.0%	0	0	0
PR	VILLALBA	15	2	13.3%	0	0	2
PR	YABUCOA	39	0	0.0%	0	0	0
PR	YAUCO	26	0	0.0%	0	0	0
TOTAL		3,133	11	0.4%	0	6	6



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	37	2	5.4%	0	0	2
VI	ST. JOHN	10	0	0.0%	0	0	0
VI	ST. THOMAS	53	0	0.0%	0	0	0
TOTAL		100	2	2.0%	0	0	2

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 20,435 subscribers out of service in the affected areas; this may include the loss of telephone, television, and/or Internet services.

Broadcast:

No broadcast stations reported being out of service.