



## Communications Status Report for Areas Impacted by Tropical Storm Laura August 23, 2020

The following is a report on the status of communications services in geographic areas impacted by Tropical Storm Laura as of August 23, 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.

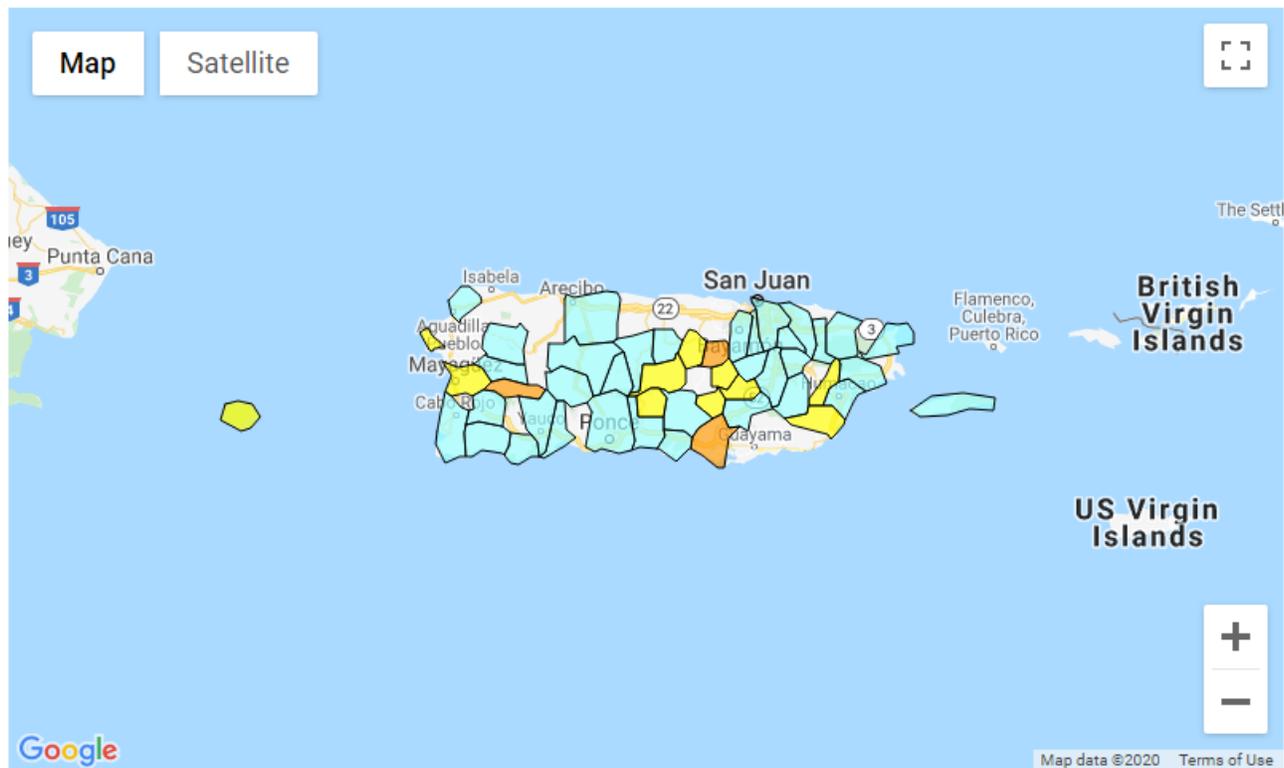
There are no outages affecting PSAPs in the disaster area.

### 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.

## 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 6.0% (up from 0.4% yesterday) of the cell sites out of service in Puerto Rico and no (down from 2% yesterday) 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 <sup>1</sup>	Cell Sites Out Due to Power
PR	ADJUNTAS	10	1	10.0%	0	0	1
PR	AGUADA	19	0	0.0%	0	0	0
PR	AGUADILLA	54	2	3.7%	0	0	2
PR	AGUAS BUENAS	21	2	9.5%	0	0	2
PR	AIBONITO	22	4	18.2%	0	0	4
PR	ANASCO	18	0	0.0%	0	0	0
PR	ARECIBO	71	1	1.4%	0	0	1
PR	ARROYO	12	0	0.0%	0	0	0
PR	BARCELONETA	26	0	0.0%	0	0	0
PR	BARRANQUITAS	16	0	0.0%	0	0	0
PR	BAYAMON	159	1	0.6%	0	0	1
PR	CABO ROJO	53	4	7.5%	0	0	4
PR	CAGUAS	100	4	4.0%	1	2	1
PR	CAMUY	19	0	0.0%	0	0	0
PR	CANOVANAS	30	2	6.7%	0	0	2
PR	CAROLINA	132	2	1.5%	0	0	2
PR	CATANO	25	0	0.0%	0	0	0
PR	CAYEY	47	7	14.9%	0	2	5
PR	CEIBA	13	0	0.0%	0	0	0
PR	CIALES	14	2	14.3%	0	0	2
PR	CIDRA	27	7	25.9%	0	1	5

<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.



PR	COAMO	22	3	13.6%	0	0	3
PR	COMERIO	19	3	15.8%	0	1	2
PR	COROZAL	26	4	15.4%	0	1	3
PR	CULEBRA	10	0	0.0%	0	0	0
PR	DORADO	42	0	0.0%	0	0	0
PR	FAJARDO	36	2	5.6%	0	2	0
PR	FLORIDA	7	0	0.0%	0	0	0
PR	GUANICA	21	1	4.8%	0	0	1
PR	GUAYAMA	31	0	0.0%	0	0	0
PR	GUAYANILLA	9	1	11.1%	0	0	1
PR	GUAYNABO	99	2	2.0%	0	0	2
PR	GURABO	35	4	11.4%	0	0	4
PR	HATILLO	33	0	0.0%	0	0	0
PR	HORMIGUEROS	11	0	0.0%	0	0	0
PR	HUMACAO	46	2	4.3%	0	0	2
PR	ISABELA	36	0	0.0%	0	0	0
PR	JAYUYA	8	1	12.5%	0	0	1
PR	JUANA DIAZ	35	2	5.7%	0	0	2
PR	JUNCOS	25	0	0.0%	0	0	0
PR	LAJAS	14	1	7.1%	0	0	1
PR	LARES	14	0	0.0%	0	0	0
PR	LAS MARIAS	8	1	12.5%	0	0	1
PR	LAS PIEDRAS	18	4	22.2%	0	0	3
PR	LOIZA	13	0	0.0%	0	0	0
PR	LUQUILLO	13	0	0.0%	0	0	0
PR	MANATI	37	0	0.0%	0	0	0
PR	MARICAO	6	2	33.3%	0	0	2
PR	MAUNABO	11	0	0.0%	0	0	0
PR	MAYAGUEZ	70	18	25.7%	0	1	16
PR	MOCA	22	0	0.0%	0	0	0
PR	MOROVIS	18	1	5.6%	0	0	1
PR	NAGUABO	24	1	4.2%	0	1	0
PR	NARANJITO	26	9	34.6%	0	2	5
PR	OROCOVIS	13	3	23.1%	0	0	3
PR	PATILLAS	16	0	0.0%	0	0	0
PR	PENUELAS	20	0	0.0%	0	0	0
PR	PONCE	113	3	2.7%	0	0	3
PR	QUEBRADILLAS	19	0	0.0%	0	0	0



PR	RINCON	16	4	25.0%	0	2	2
PR	RIO GRANDE	46	2	4.3%	0	0	2
PR	SABANA GRANDE	11	0	0.0%	0	0	0
PR	SALINAS	31	12	38.7%	0	4	8
PR	SAN GERMAN	33	2	6.1%	0	1	1
PR	SAN JUAN	386	15	3.9%	0	8	7
PR	SAN LORENZO	24	1	4.2%	0	0	1
PR	SAN SEBASTIAN	23	1	4.3%	0	0	1
PR	SANTA ISABEL	21	2	9.5%	0	0	1
PR	TOA ALTA	40	0	0.0%	0	0	0
PR	TOA BAJA	59	0	0.0%	0	0	0
PR	TRUJILLO ALTO	48	5	10.4%	0	1	4
PR	UTUADO	21	3	14.3%	0	0	3
PR	VEGA ALTA	33	0	0.0%	0	0	0
PR	VEGA BAJA	38	0	0.0%	0	0	0
PR	VIEQUES	12	1	8.3%	0	0	1
PR	VILLALBA	14	4	28.6%	0	0	4
PR	YABUCOA	35	9	25.7%	0	0	9
PR	YAUCO	25	1	4.0%	0	0	1
<b>TOTAL</b>		<b>2,830<sup>2</sup></b>	<b>169</b>	<b>6.0%</b>	<b>1</b>	<b>29</b>	<b>133</b>

**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	33	0	0.0%	0	0	0
VI	ST. JOHN	10	0	0.0%	0	0	0
VI	ST. THOMAS	48	0	0.0%	0	0	0
<b>TOTAL</b>		<b>91<sup>2</sup></b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0</b>	<b>0</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

<sup>2</sup> This number is different from yesterday because there were some internal issues with the providers that generated the reports needed for DIRS. This issue has been corrected.



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 60,501 (up from 20,435 yesterday) 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.