



Communications Status Report for Areas Impacted by Hurricane Zeta October 30, 2020

The following is a report on the status of communications services in geographic areas impacted by Hurricane Zeta as of October 30, 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). 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").

Alabama: Autauga, Baldwin, Bibb, Bullock, Butler, Calhoun, Chambers, Cherokee, Chilton, Choctaw, Clarke, Clay, Cleburne, Coffee, Conecuh, Coosa, Covington, Crenshaw, Dallas, DeKalb, Elmore, Escambia, Etowah, Greene, Hale, Jefferson, Lee, Lowndes, Macon, Marengo, Mobile, Monroe, Montgomery, Perry, Pickens, Pike, Randolph, Shelby, St. Clair, Sumter, Talladega, Tallapoosa, Tuscaloosa, Washington, Wilcox

Florida: Escambia, Santa Rosa

Georgia: Banks, Bartow, Carroll, Catoosa, Chattooga, Cherokee, Clayton, Cobb, Coweta, Dade, Dawson, DeKalb, Douglas, Fannin, Fayette, Floyd, Forsyth, Franklin, Fulton, Gilmer, Gordon, Gwinnett, Habersham, Hall, Haralson, Heard, Jackson, Lumpkin, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Troup, Union, Walker, White, Whitfield

Louisiana: Ascension, Assumption, East Baton Rouge, East Feliciana, Iberia, Iberville, Jefferson, Lafourche, Livingston, Orleans, Plaquemines, St. Bernard, St. Charles, St. Helena, St. James, St. John the Baptist, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Washington, West Baton Rouge

Mississippi: Amite, Clarke, Covington, Forrest, George, Greene, Hancock, Harrison, Jackson, Jasper, Jefferson Davis, Jones, Kemper, Lamar, Lauderdale, Lawrence, Lincoln, Marion, Noxubee, Pearl River, Perry, Pike, Simpson, Smith, Stone, Walthall, Wayne

North Carolina: Alamance, Alexander, Alleghany, Anson, Ashe, Avery, Buncombe, Burke, Cabarrus, Caldwell, Caswell, Catawba, Chatham, Cherokee, Clay, Cleveland, Davidson, Davie, Durham, Edgecombe, Forsyth, Franklin, Gaston, Graham, Granville, Guilford, Halifax, Harnett, Haywood, Henderson, Iredell, Jackson (Eastern Band of Cherokee Indians and Jackson), Johnston, Lee, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Montgomery, Moore, Nash, Northampton, Orange, Person, Polk, Randolph, Richmond, Rockingham, Rowan, Rutherford, Scotland, Stanly, Stokes, Surry, Swain, Transylvania, Union, Vance, Wake, Warren, Watauga, Wilkes, Wilson, Yadkin, Yancey

South Carolina: Cherokee, Greenville, Oconee, Pickens, Spartanburg, York



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.

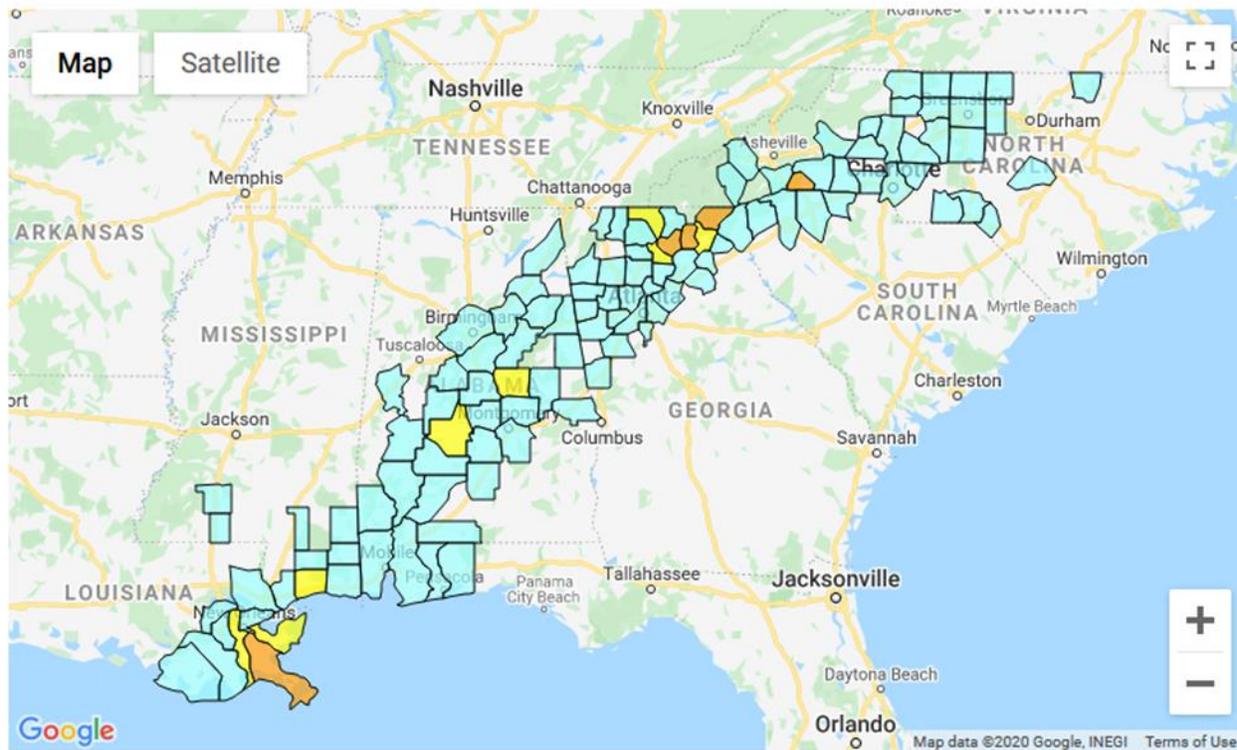
- Fannin County PSAP in Georgia has re-routed 911 calls to its administrative lines without location information.
- Pass Christian Police Department in Mississippi has re-routed 911 calls to another PSAP with location information.

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 county.

Percent Cell Sites Out-of-Service By County

10/30/2020 11:16:10 AM



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

The following table provides cell sites out of service by county. There are 3.9% of the cell sites out of service in the affected area. The information shown was provided by the signatories to the Wireless Network Resiliency Framework Cooperative Agreement.

Alabama

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
AL	AUTAUGA	62	6	9.7%	2	0	4
AL	BALDWIN	357	19	5.3%	3	9	7
AL	BIBB	48	2	4.2%	0	0	2
AL	BULLOCK	22	0	0.0%	0	0	0
AL	BUTLER	44	2	4.5%	0	1	1

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.

AL	CALHOUN	115	10	8.7%	5	1	4
AL	CHAMBERS	53	0	0.0%	0	0	0
AL	CHEROKEE	39	0	0.0%	0	0	0
AL	CHILTON	80	8	10.0%	2	1	5
AL	CHOCTAW	55	0	0.0%	0	0	0
AL	CLARKE	48	5	10.4%	1	1	3
AL	CLAY	22	0	0.0%	0	0	0
AL	CLEBURNE	46	1	2.2%	0	0	1
AL	COFFEE	46	0	0.0%	0	0	0
AL	CONECUH	39	0	0.0%	0	0	0
AL	COOSA	50	8	16.0%	3	0	5
AL	COVINGTON	44	0	0.0%	0	0	0
AL	CRENSHAW	29	0	0.0%	0	0	0
AL	DALLAS	54	13	24.1%	4	1	8
AL	DEKALB	84	2	2.4%	1	1	0
AL	ELMORE	85	2	2.4%	1	0	1
AL	ESCAMBIA	57	1	1.8%	0	1	0
AL	ETOWAH	110	1	0.9%	1	0	0
AL	GREENE	38	1	2.6%	0	1	0
AL	HALE	25	0	0.0%	0	0	0
AL	JEFFERSON	801	7	0.9%	2	0	5
AL	LEE	201	1	0.5%	0	1	0
AL	LOWNDES	32	3	9.4%	1	2	0
AL	MACON	41	0	0.0%	0	0	0
AL	MARENGO	65	8	12.3%	0	0	6
AL	MOBILE	514	25	4.9%	9	7	9
AL	MONROE	31	4	12.9%	0	3	1
AL	MONTGOMERY	236	4	1.7%	3	0	1
AL	PERRY	19	2	10.5%	0	1	1
AL	PICKENS	48	0	0.0%	0	0	0
AL	PIKE	48	0	0.0%	0	0	0
AL	RANDOLPH	36	4	11.1%	0	0	4
AL	SHELBY	274	27	9.9%	14	2	11
AL	ST. CLAIR	124	10	8.1%	8	1	1
AL	SUMTER	46	0	0.0%	0	0	0
AL	TALLADEGA	107	11	10.3%	4	1	6
AL	TALLAPOOSA	91	5	5.5%	2	0	3
AL	TUSCALOOSA	309	0	0.0%	0	0	0
AL	WASHINGTON	41	1	2.4%	0	0	1



AL	WILCOX	30	4	13.3%	0	1	4
TOTAL		4,746	197	4.2%	66	36	94

Florida

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
FL	ESCAMBIA	278	2	0.7%	0	2	0
FL	SANTA ROSA	163	4	2.5%	0	3	1
TOTAL		441	6	1.4%	0	5	1

Georgia

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
GA	BANKS	22	1	4.5%	0	0	1
GA	BARTOW	118	4	3.4%	2	0	2
GA	CARROLL	111	6	5.4%	5	0	1
GA	CATOOSA	62	0	0.0%	0	0	0
GA	CHATTOOGA	18	0	0.0%	0	0	0
GA	CHEROKEE	251	8	3.2%	2	1	5
GA	CLAYTON	218	6	2.8%	2	0	4
GA	COBB	625	21	3.4%	9	2	10
GA	COWETA	137	2	1.5%	1	0	1
GA	DADE	40	0	0.0%	0	0	0
GA	DAWSON	38	11	28.9%	5	0	6
GA	DEKALB	572	34	5.9%	17	4	13
GA	DOUGLAS	117	8	6.8%	7	1	0
GA	FANNIN	30	9	30.0%	3	1	5
GA	FAYETTE	142	0	0.0%	0	0	0
GA	FLOYD	112	6	5.4%	2	0	4
GA	FORSYTH	207	2	1.0%	0	0	2
GA	FRANKLIN	33	0	0.0%	0	0	0
GA	FULTON	1,588	147	9.3%	47	54	46
GA	GILMER	44	5	11.4%	1	1	3
GA	GORDON	52	0	0.0%	0	0	0



GA	GWINNETT	598	29	4.8%	14	2	13
GA	HABERSHAM	45	13	28.9%	5	1	7
GA	HALL	152	11	7.2%	3	1	7
GA	HARALSON	40	5	12.5%	1	0	4
GA	HEARD	18	0	0.0%	0	0	0
GA	JACKSON	86	4	4.7%	3	0	1
GA	LUMPKIN	45	18	40.0%	12	0	6
GA	MURRAY	43	1	2.3%	0	0	1
GA	PAULDING	131	16	12.2%	8	1	7
GA	PICKENS	39	4	10.3%	3	0	1
GA	POLK	42	5	11.9%	2	0	3
GA	RABUN	22	8	36.4%	0	0	8
GA	STEPHENS	27	3	11.1%	1	0	2
GA	TOWNS	15	0	0.0%	0	0	0
GA	TROUP	108	2	1.9%	0	2	0
GA	UNION	29	4	13.8%	0	0	3
GA	WALKER	77	0	0.0%	0	0	0
GA	WHITE	34	12	35.3%	8	0	3
GA	WHITFIELD	98	3	3.1%	1	0	2
TOTAL		6,186	408	6.6%	164	71	171

Louisiana

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
LA	ASCENSION	93	0	0.0%	0	0	0
LA	ASSUMPTION	19	0	0.0%	0	0	0
LA	EAST BATON ROUGE	366	0	0.0%	0	0	0
LA	EAST FELICIANA	27	0	0.0%	0	0	0
LA	IBERIA	50	0	0.0%	0	0	0
LA	IBERVILLE	43	0	0.0%	0	0	0
LA	JEFFERSON	310	64	20.6%	15	8	39
LA	LAFOURCHE	84	9	10.7%	2	2	5
LA	LIVINGSTON	113	0	0.0%	0	0	0
LA	ORLEANS	364	49	13.5%	12	6	26
LA	PLAQUEMINES	58	18	31.0%	3	1	14



LA	ST. BERNARD	39	9	23.1%	4	0	5
LA	ST. CHARLES	42	4	9.5%	3	0	1
LA	ST. HELENA	16	0	0.0%	0	0	0
LA	ST. JAMES	21	0	0.0%	0	0	0
LA	ST. JOHN THE BAPTIST	28	1	3.6%	0	0	1
LA	ST. MARTIN	51	0	0.0%	0	0	0
LA	ST. MARY	56	0	0.0%	0	0	0
LA	ST. TAMMANY	265	17	6.4%	6	0	11
LA	TANGIPAHOA	131	0	0.0%	0	0	0
LA	TERREBONNE	88	9	10.2%	1	2	6
LA	WASHINGTON	61	0	0.0%	0	0	0
LA	WEST BATON ROUGE	33	0	0.0%	0	0	0
TOTAL		2,358	180	7.6%	46	19	108

Mississippi

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
MS	AMITE	25	0	0.0%	0	0	0
MS	CLARKE	30	0	0.0%	0	0	0
MS	COVINGTON	26	0	0.0%	0	0	0
MS	FORREST	91	1	1.1%	0	0	1
MS	GEORGE	41	1	2.4%	0	0	1
MS	GREENE	37	2	5.4%	0	0	2
MS	HANCOCK	63	9	14.3%	4	0	5
MS	HARRISON	218	34	15.6%	14	0	20
MS	JACKSON	134	10	7.5%	0	3	7
MS	JASPER	28	0	0.0%	0	0	0
MS	JEFFERSON DAVIS	8	0	0.0%	0	0	0
MS	JONES	55	0	0.0%	0	0	0
MS	KEMPER	28	0	0.0%	0	0	0
MS	LAMAR	66	0	0.0%	0	0	0
MS	LAUDERDALE	109	0	0.0%	0	0	0
MS	LAWRENCE	9	0	0.0%	0	0	0
MS	LINCOLN	52	1	1.9%	0	1	0



MS	MARION	30	0	0.0%	0	0	0
MS	NOXUBEE	20	0	0.0%	0	0	0
MS	PEARL RIVER	85	0	0.0%	0	0	0
MS	PERRY	26	0	0.0%	0	0	0
MS	PIKE	45	1	2.2%	1	0	0
MS	SIMPSON	29	0	0.0%	0	0	0
MS	SMITH	14	0	0.0%	0	0	0
MS	STONE	20	1	5.0%	0	1	0
MS	WALTHALL	25	0	0.0%	0	0	0
MS	WAYNE	30	0	0.0%	0	0	0
TOTAL		1,344	60	4.5%	19	5	36

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	ALAMANCE	161	1	0.6%	0	0	1
NC	ALEXANDER	38	1	2.6%	1	0	0
NC	ALLEGHANY	4	0	0.0%	0	0	0
NC	ANSON	43	1	2.3%	0	1	0
NC	ASHE	5	0	0.0%	0	0	0
NC	AVERY	24	0	0.0%	0	0	0
NC	BUNCOMBE	208	0	0.0%	0	0	0
NC	BURKE	102	1	1.0%	1	0	0
NC	CABARRUS	303	1	0.3%	1	0	0
NC	CALDWELL	86	0	0.0%	0	0	0
NC	CASWELL	20	1	5.0%	0	1	0
NC	CATAWBA	182	3	1.6%	3	0	0
NC	CHATHAM	118	0	0.0%	0	0	0
NC	CHEROKEE	25	0	0.0%	0	0	0
NC	CLAY	7	0	0.0%	0	0	0
NC	CLEVELAND	98	1	1.0%	0	1	0
NC	DAVIDSON	194	1	0.5%	1	0	0
NC	DAVIE	74	0	0.0%	0	0	0
NC	DURHAM	460	0	0.0%	0	0	0
NC	EDGEcombe	43	0	0.0%	0	0	0
NC	FORSYTH	433	18	4.2%	7	7	4
NC	FRANKLIN	45	0	0.0%	0	0	0

NC	GASTON	217	2	0.9%	1	1	0
NC	GRAHAM	8	0	0.0%	0	0	0
NC	GRANVILLE	68	0	0.0%	0	0	0
NC	GUILFORD	647	11	1.7%	2	4	5
NC	HALIFAX	56	0	0.0%	0	0	0
NC	HARNETT	111	1	0.9%	1	0	0
NC	HAYWOOD	100	2	2.0%	1	0	0
NC	HENDERSON	122	3	2.5%	2	0	1
NC	IREDELL	189	3	1.6%	0	1	1
NC	JACKSON	52	1	1.9%	1	0	0
NC	JOHNSTON	167	0	0.0%	0	0	0
NC	LEE	62	0	0.0%	0	0	0
NC	LINCOLN	82	0	0.0%	0	0	0
NC	MACON	36	0	0.0%	0	0	0
NC	MADISON	30	0	0.0%	0	0	0
NC	MCDOWELL	65	0	0.0%	0	0	0
NC	MECKLENBURG	1,336	10	0.7%	3	4	3
NC	MITCHELL	10	0	0.0%	0	0	0
NC	MONTGOMERY	42	0	0.0%	0	0	0
NC	MOORE	112	0	0.0%	0	0	0
NC	NASH	128	0	0.0%	0	0	0
NC	NORTHAMPTON	19	0	0.0%	0	0	0
NC	ORANGE	238	0	0.0%	0	0	0
NC	PERSON	45	0	0.0%	0	0	0
NC	POLK	15	5	33.3%	1	0	4
NC	RANDOLPH	185	1	0.5%	1	0	0
NC	RICHMOND	77	1	1.3%	0	1	0
NC	ROCKINGHAM	98	3	3.1%	0	1	1
NC	ROWAN	131	1	0.8%	0	0	1
NC	RUTHERFORD	83	3	3.6%	1	0	2
NC	SCOTLAND	53	1	1.9%	0	1	0
NC	STANLY	78	0	0.0%	0	0	0
NC	STOKES	65	2	3.1%	0	0	2
NC	SURRY	68	1	1.5%	0	1	0
NC	SWAIN	19	0	0.0%	0	0	0
NC	TRANSYLVANIA	22	0	0.0%	0	0	0
NC	UNION	237	0	0.0%	0	0	0
NC	VANCE	51	0	0.0%	0	0	0
NC	WAKE	1,241	0	0.0%	0	0	0



NC	WARREN	28	1	3.6%	1	0	0
NC	WATAUGA	68	0	0.0%	0	0	0
NC	WILKES	34	0	0.0%	0	0	0
NC	WILSON	88	0	0.0%	0	0	0
NC	YADKIN	79	1	1.3%	0	0	1
NC	YANCEY	14	0	0.0%	0	0	0
TOTAL		9,349	82	0.9%	29	24	26

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	CHEROKEE	70	3	4.3%	1	0	2
SC	GREENVILLE	581	40	6.9%	12	5	23
SC	OCONEE	121	14	11.6%	5	0	7
SC	PICKENS	304	18	5.9%	5	1	10
SC	SPARTANBURG	441	15	3.4%	4	6	4
SC	YORK	240	0	0.0%	0	0	0
TOTAL		1,757	90	5.1%	27	12	46

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 in the impacted area, which may include the loss of telephone, television, and/or Internet services.

State	Subscribers Out of Service
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AL	110,054
FL	1,434
GA	86,256
LA	181,885
MS	52,841
NC	126,416
SC	45,248

Broadcast:

- No TV stations reported being out of service.
- 6 FM radio stations reported being out of service (WGYT-LP, WJHO, WLJS-FM, WRFS, WRYD, WSHP-FM).
- 1 FM radio station reported programming sent to another station (KMEZ).
- 4 AM radio stations reported being out of service (WCOG, WSGN, WSHO, WSJS).