



## Communications Status Report for Areas Impacted by Hurricane Fiona September 18, 2022

The following is a report on the status of communications services in geographic areas impacted by Hurricane Fiona as of September 18, 2022, at 11:00 a.m. EDT.<sup>1</sup> This report incorporates network outage data submitted by communications providers to the Federal Communications Commission (FCC) Disaster Information Reporting System (DIRS). Note that the operational status of communications services during an event may evolve rapidly, and this report represents a snapshot in time.

The following counties/municipalities in Puerto Rico and the U.S. Virgin Islands are in the current geographic area that is part of DIRS (the “disaster area”) for today’s report.

**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, Orocovi, 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, and 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.

**Puerto Rico:** No PSAPs are reported as being affected.

**U.S. Virgin Islands:** No PSAPs are reported as being affected.

### Wireless Services

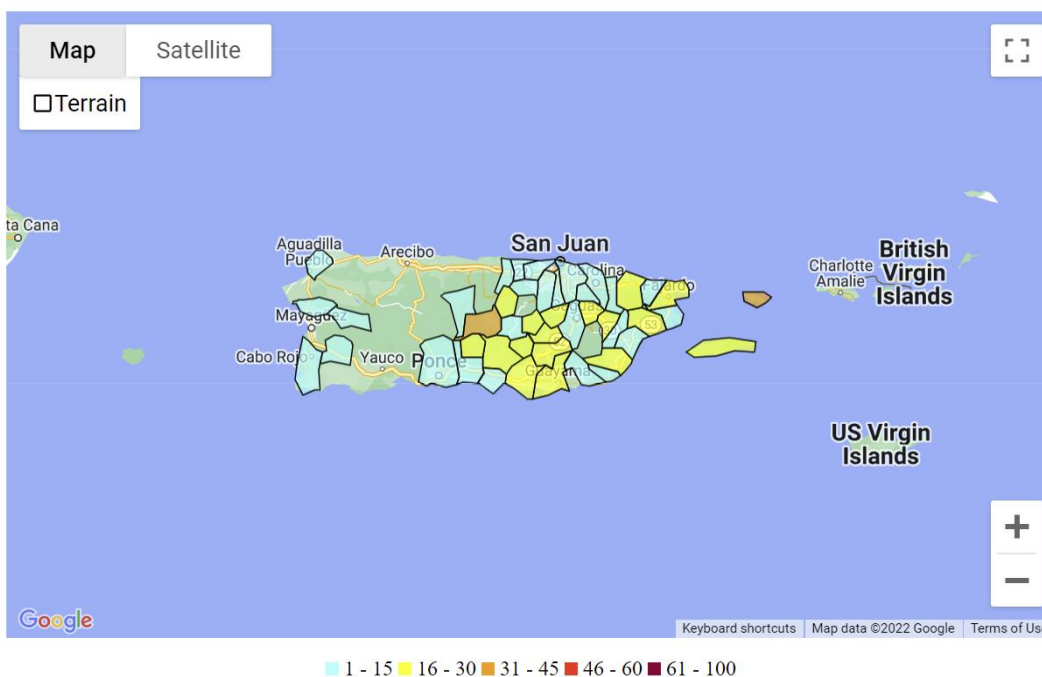
The following section describes the status of wireless communications services in the disaster area as reported in DIRS.

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<sup>1</sup> The National Hurricane Center upgraded Tropical Storm Fiona to Hurricane Fiona on September 18, 2022. See National Hurricane Center Public Advisory – Hurricane Fiona, <https://www.nhc.noaa.gov/archive/2022/al07/al072022.public.017.shtml> (last visited Sep 18, 2022)

## Percent Cell Sites Out-of-Service By County

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The following table provides cell sites out of service by county. 6.9% of the cell sites in the affected area are out of service. The information shown was provided by communications carriers providing services in Puerto Rico and the U.S. Virgin Islands.

### 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	Cell Sites Out Due to Power	Cell Sites Up but On Back-up Power
PR	ADJUNTAS	10	0	0.0%	0	0	0	3
PR	AGUADA	19	0	0.0%	0	0	0	0
PR	AGUADILLA	46	1	2.2%	0	0	1	3
PR	AGUAS BUENAS	17	3	17.6%	0	0	3	4
PR	AIBONITO	18	5	27.8%	0	0	5	2
PR	ANASCO	16	1	6.3%	0	0	1	4
PR	ARECIBO	54	0	0.0%	0	0	0	0

PR	ARROYO	10	0	0.0%	0	0	0	0
PR	BARCELONETA	18	0	0.0%	0	0	0	0
PR	BARRANQUITAS	15	1	6.7%	0	0	1	1
PR	BAYAMON	145	11	7.6%	0	1	11	7
PR	CABO ROJO	40	1	2.5%	0	0	1	0
PR	CAGUAS	100	6	6.0%	0	0	6	7
PR	CAMUY	14	0	0.0%	0	0	0	1
PR	CANOVANAS	23	3	13.0%	0	0	3	5
PR	CAROLINA	108	7	6.5%	0	1	7	5
PR	CATANO	22	0	0.0%	0	0	0	1
PR	CAYEY	36	7	19.4%	0	0	7	9
PR	CEIBA	10	1	10.0%	0	0	1	3
PR	CIALES	13	1	7.7%	0	0	1	5
PR	CIDRA	25	5	20.0%	0	0	5	5
PR	COAMO	16	4	25.0%	0	0	4	3
PR	COMERIO	14	3	21.4%	0	0	3	5
PR	COROZAL	21	4	19.0%	0	0	4	4
PR	CULEBRA	6	2	33.3%	0	0	2	1
PR	DORADO	31	3	9.7%	0	0	3	4
PR	FAJARDO	26	5	19.2%	0	0	5	2
PR	FLORIDA	5	0	0.0%	0	0	0	0
PR	GUANICA	15	0	0.0%	0	0	0	0
PR	GUAYAMA	28	8	28.6%	0	0	8	2
PR	GUAYANILLA	8	0	0.0%	0	0	0	2
PR	GUAYNABO	80	3	3.8%	0	0	3	5
PR	GURABO	29	6	20.7%	0	0	6	6
PR	HATILLO	27	0	0.0%	0	0	0	0
PR	HORMIGUEROS	7	0	0.0%	0	0	0	0
PR	HUMACAO	39	5	12.8%	0	0	5	6
PR	ISABELA	27	0	0.0%	0	0	0	2
PR	JAYUYA	6	0	0.0%	0	0	0	3
PR	JUANA DIAZ	26	2	7.7%	0	0	2	2
PR	JUNCOS	20	4	20.0%	0	0	4	4
PR	LAJAS	11	0	0.0%	0	1	0	0
PR	LARES	16	0	0.0%	0	0	0	0
PR	LAS MARIAS	9	1	11.1%	0	0	1	1
PR	LAS PIEDRAS	12	1	8.3%	0	0	1	3
PR	LOIZA	10	0	0.0%	0	0	0	1
PR	LUQUILLO	12	1	8.3%	0	0	1	2



PR	MANATI	33	0	0.0%	0	0	0	5
PR	MARICAO	6	0	0.0%	0	0	0	1
PR	MAUNABO	10	1	10.0%	0	0	1	4
PR	MAYAGUEZ	61	0	0.0%	0	0	0	4
PR	MOCA	18	0	0.0%	0	0	0	1
PR	MOROVIS	16	0	0.0%	0	0	0	2
PR	NAGUABO	17	3	17.6%	0	0	2	3
PR	NARANJITO	22	0	0.0%	0	0	0	3
PR	OROCOVIS	13	4	30.8%	0	0	4	3
PR	PATILLAS	10	1	10.0%	0	0	1	1
PR	PENUELAS	16	0	0.0%	0	0	0	2
PR	PONCE	84	4	4.8%	0	0	4	5
PR	QUEBRADILLAS	15	0	0.0%	0	0	0	1
PR	RINCON	9	0	0.0%	0	0	0	1
PR	RIO GRANDE	35	6	17.1%	0	0	6	3
PR	SABANA GRANDE	9	0	0.0%	0	0	0	0
PR	SALINAS	23	5	21.7%	0	0	3	5
PR	SAN GERMAN	25	1	4.0%	0	0	1	0
PR	SAN JUAN	332	18	5.4%	0	0	18	9
PR	SAN LORENZO	19	0	0.0%	0	0	0	6
PR	SAN SEBASTIAN	20	0	0.0%	0	0	0	0
PR	SANTA ISABEL	16	1	6.3%	0	0	1	3
PR	TOA ALTA	36	1	2.8%	0	0	1	3
PR	TOA BAJA	44	1	2.3%	0	0	1	4
PR	TRUJILLO ALTO	53	2	3.8%	0	0	2	3
PR	UTUADO	22	0	0.0%	0	0	0	1
PR	VEGA ALTA	26	2	7.7%	0	0	2	3
PR	VEGA BAJA	31	0	0.0%	0	0	0	5
PR	VIEQUES	9	2	22.2%	0	0	2	2
PR	VILLALBA	12	3	25.0%	0	0	3	1
PR	YABUCOA	28	5	17.9%	0	0	5	5
PR	YAUCO	19	0	0.0%	0	0	0	3
<b>TOTAL</b>		<b>2,342</b>	<b>165</b>	<b>7.0%</b>	<b>0</b>	<b>3</b>	<b>162</b>	<b>215</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	Cell Sites Up but On
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								<b>Back-up Power</b>
VI	ST. CROIX	18	0	0.0%	0	0	0	5
VI	ST. JOHN	4	0	0.0%	0	0	0	0
VI	ST. THOMAS	20	0	0.0%	0	0	0	3
<b>TOTAL</b>		<b>42</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</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), increase power at operational sites, initiate 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 1,028,960 subscribers out of service in the disaster area for Hurricane Fiona; this includes the loss of telephone, television, and/or Internet services.

**Broadcast:**

Television stations status:

- No TV stations are reported as being out of service.

FM Radio stations status:

- No FM stations are reported as being out of service.

AM Radio stations status:

- No AM stations are reported as being out of service.

**Special Temporary Authority (STA)/Waivers/Extensions**

The Federal Communications Commission (FCC) may grant Special Temporary Authority (STA) to permit immediate or temporary operation of certain radio facilities during emergencies or other urgent conditions, as well as waivers to support emergency communications and service restoration.

For Hurricane Fiona, the FCC has not received any requests for STAs, waivers, or extensions.