



Communications Status Report for Areas Impacted by Hurricane Fiona September 19, 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 12:00 p.m. EDT.¹ 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, 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, 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.

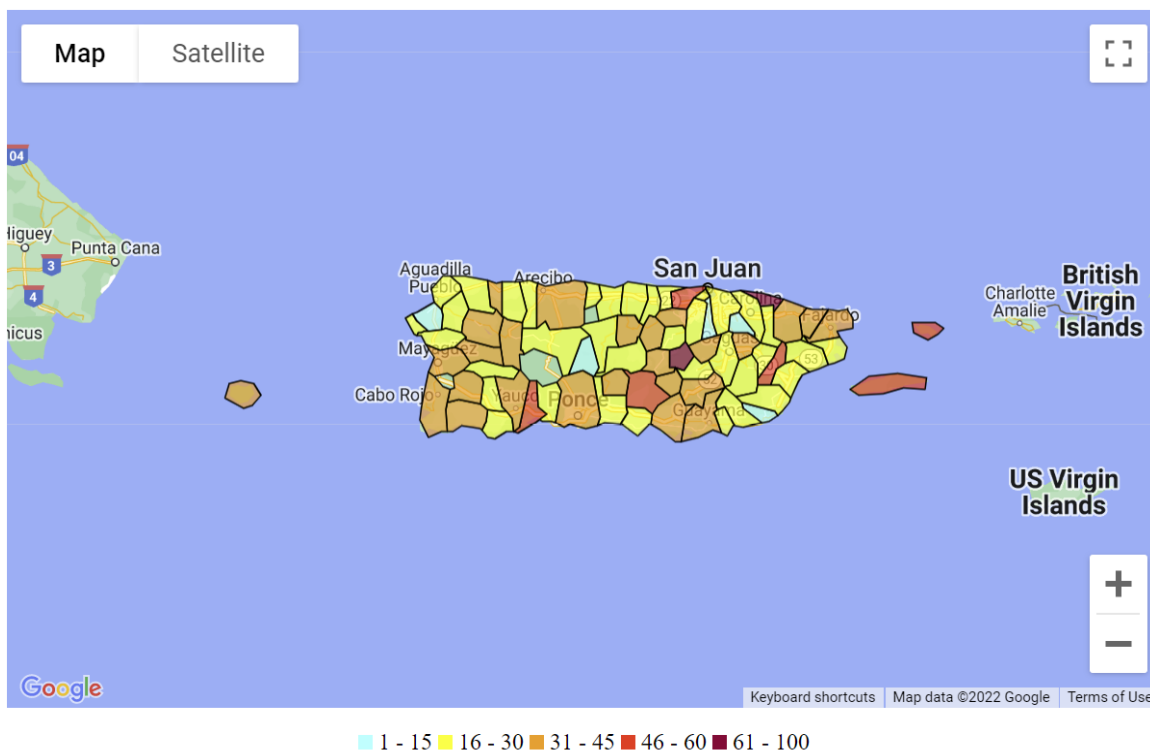
Wireless Services

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

¹ The National Hurricane Center upgraded Tropical Storm Fiona to Hurricane Fiona on September 18, 2022. See National Hurricane Center Advisory – Hurricane Fiona Advisory No. 17, <https://www.nhc.noaa.gov/archive/2022/al07/al072022.public.017.shtml> (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. 23.5% 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	11	0	0.00%	0	0	0	7
PR	AGUADA	18	2	11.10%	0	0	2	6
PR	AGUADILLA	47	10	27.70%	1	0	9	17
PR	AGUAS BUENAS	20	7	35.00%	2	0	5	9
PR	AIBONITO	20	7	35.00%	1	0	6	7

PR	ANASCO	15	3	20.00%	0	0	3	7
PR	ARECIBO	57	17	38.60%	1	0	16	18
PR	ARROYO	11	2	18.20%	1	0	1	5
PR	BARCELONETA	21	5	28.60%	0	0	5	9
PR	BARRANQUITAS	18	5	33.30%	1	0	4	5
PR	BAYAMON	158	38	28.50%	1	1	36	36
PR	CABO ROJO	45	19	42.20%	1	0	18	16
PR	CAGUAS	108	21	22.20%	5	0	16	29
PR	CAMUY	15	2	26.70%	0	0	2	5
PR	CANOVANAS	24	6	25.00%	0	0	6	7
PR	CAROLINA	121	29	24.80%	4	1	24	25
PR	CATANO	23	4	21.70%	0	0	4	6
PR	CAYEY	40	15	45.00%	1	0	14	12
PR	CEIBA	11	2	18.20%	0	0	2	5
PR	CIALES	13	3	23.10%	0	0	3	7
PR	CIDRA	27	6	22.20%	0	0	6	10
PR	COAMO	17	8	52.90%	0	0	8	3
PR	COMERIO	13	8	61.50%	1	0	7	5
PR	COROZAL	22	7	40.90%	0	0	7	8
PR	CULEBRA	7	4	57.10%	0	0	4	0
PR	DORADO	34	9	26.50%	1	0	8	14
PR	FAJARDO	28	9	39.30%	1	0	8	8
PR	FLORIDA	6	0	0.00%	0	0	0	3
PR	GUANICA	17	2	17.60%	1	0	1	5
PR	GUAYAMA	28	12	42.90%	0	0	12	8
PR	GUAYANILLA	8	3	50.00%	0	0	3	4
PR	GUAYNABO	84	9	14.30%	2	1	6	18
PR	GURABO	31	8	32.30%	0	0	8	12
PR	HATILLO	29	6	27.60%	0	0	6	14
PR	HORMIGUEROS	8	0	0.00%	0	0	0	3
PR	HUMACAO	41	10	26.80%	1	0	9	14
PR	ISABELA	28	7	25.00%	0	0	7	14
PR	JAYUYA	7	1	14.30%	0	0	1	4
PR	JUANA DIAZ	27	7	25.90%	0	0	7	11
PR	JUNCOS	22	6	27.30%	0	0	6	9
PR	LAJAS	12	5	33.30%	0	1	4	5
PR	LARES	19	6	31.60%	2	0	4	8

PR	LAS MARIAS	11	4	36.40%	0	0	4	4
PR	LAS PIEDRAS	15	6	46.70%	2	0	4	5
PR	LOIZA	13	7	61.50%	1	0	6	3
PR	LUQUILLO	14	6	42.90%	1	0	5	5
PR	MANATI	36	9	27.80%	0	0	9	12
PR	MARICAO	6	1	16.70%	0	0	1	3
PR	MAUNABO	11	1	9.10%	0	0	1	7
PR	MAYAGUEZ	65	20	36.90%	4	0	16	21
PR	MOCA	22	5	27.30%	1	0	4	10
PR	MOROVIS	18	4	44.40%	1	0	3	7
PR	NAGUABO	18	4	27.80%	0	0	4	10
PR	NARANJITO	23	4	17.40%	0	0	4	11
PR	OROCOVIS	15	3	26.70%	0	0	3	8
PR	PATILLAS	11	3	27.30%	0	0	3	3
PR	PENUELAS	16	2	18.80%	0	0	2	10
PR	PONCE	94	31	42.60%	4	0	27	28
PR	QUEBRADILLAS	19	4	31.60%	1	0	3	9
PR	RINCON	12	3	25.00%	1	0	2	6
PR	RIO GRANDE	38	11	34.20%	2	0	9	12
PR	SABANA GRANDE	10	1	20.00%	0	0	1	5
PR	SALINAS	22	5	36.40%	0	0	5	10
PR	SAN GERMAN	27	9	33.30%	2	0	7	9
PR	SAN JUAN	347	56	20.20%	3	2	51	42
PR	SAN LORENZO	24	7	29.20%	1	0	6	10
PR	SAN SEBASTIAN	23	7	34.80%	0	0	7	11
PR	SANTA ISABEL	16	4	25.00%	0	0	4	9
PR	TOA ALTA	36	10	36.10%	3	0	7	10
PR	TOA BAJA	46	16	45.70%	3	0	13	9
PR	TRUJILLO ALTO	55	6	10.90%	0	0	6	17
PR	UTUADO	24	3	16.70%	1	0	2	8
PR	VEGA ALTA	28	4	25.00%	0	0	4	11
PR	VEGA BAJA	32	8	25.00%	0	0	8	18
PR	VIEQUES	10	5	60.00%	1	0	4	1
PR	VILLALBA	13	5	38.50%	0	0	5	5
PR	YABUCOA	29	6	24.10%	0	0	6	12
PR	YAUCO	21	7	38.10%	2	0	5	5
TOTAL		2,531	617	24.30%	62	6	549	784



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 Back-up Power
VI	ST. CROIX	36	0	0.0%	0	0	0	10
VI	ST. JOHN	10	0	0.0%	0	0	0	0
VI	ST. THOMAS	48	0	0.0%	0	0	0	6
TOTAL		94	0	0.0%	0	0	0	16

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 767,858 subscribers out of service in the disaster area for Hurricane Fiona; this includes the loss of telephone, television, and/or Internet services. This is up from 122,358 subscribers yesterday.²

Broadcast:

Television stations status:

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

FM Radio stations status:

- 2 FM stations are reported as being out of service.

AM Radio stations status:

² We note that the September 18 report misstated the number of cable and wireline subscribers out of service as of 11:00 a.m. as 1,028,960. The actual number of subscribers reported as out of service at that time was 122,358.



- 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, but continues to assess the situation.