



## Communications Status Report for Areas Impacted by Hurricane Helene October 2, 2024

The following is a report on the status of communications services in geographic areas impacted by Hurricane Helene as of October 2, 2024, at 9:00 a.m. EDT. This report incorporates network outage data submitted by communications providers to the Federal Communications Commission (FCC) Disaster Information Reporting System (DIRS). Hurricane Helene made landfall in Florida on Thursday, September 26, 2024. Note that the operational status of communications services during an event may evolve rapidly, and this report represents a snapshot in time.

On September 27, 2024, the activation area for Hurricane Helene was expanded to include additional counties in South Carolina, Tennessee, and Virginia.

On September 30, 2024, the FCC reduced reporting for certain counties in Florida and Georgia.

The following counties in Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia are in the current geographic area that is part of the DIRS activation area (the “disaster area”) for today’s report.

**Florida:** Hamilton.

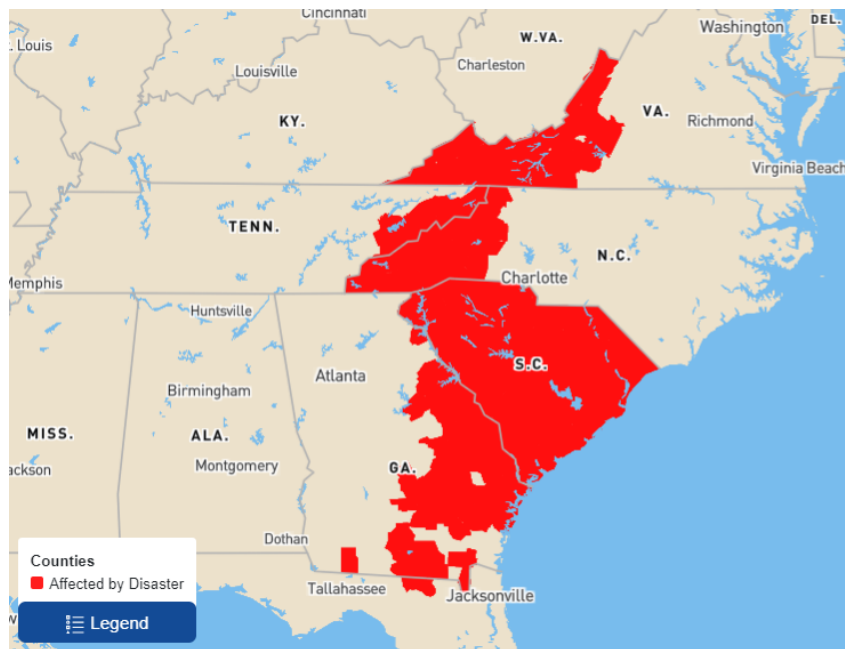
**Georgia:** Appling, Bacon, Ben Hill, Berrien, Bryan, Bulloch, Burke, Candler, Charlton, Chatham, Clinch, Coffee, Columbia, Cook, Dodge, Echols, Effingham, Emanuel, Glascock, Grady, Hancock, Hart, Jeff Davis, Jefferson, Jenkins, Johnson, Lanier, Liberty, Lincoln, Long, Lowndes, McDuffie, McIntosh, Montgomery, Pierce, Richmond, Screven, Taliaferro, Tattnall, Telfair, Toombs, Treutlen, Warren, Wayne, Wheeler, and Wilkes.

**North Carolina:** Ashe, Avery, Buncombe, Burke, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, and Yancey.

**South Carolina:** Abbeville, Aiken, Allendale, Anderson, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Cherokee, Chester, Chesterfield, Clarendon, Colleton, Darlington, Dillon, Dorchester, Edgefield, Fairfield, Florence, Georgetown, Greenville, Greenwood, Hampton, Horry, Jasper, Kershaw, Lancaster, Laurens, Lee, Lexington, Marion, Marlboro, McCormick, Newberry, Oconee, Orangeburg, Pickens, Richland, Saluda, Spartanburg, Sumter, Union, Williamsburg, and York.

**Tennessee:** Carter, Cocke, Greene, Jefferson, Johnson, Sevier, Unicoi, and Washington.

**Virginia:** Alleghany, Bath, Bedford, Bland, Botetourt, Buchanan, Carroll, Craig, Dickenson, Floyd, Franklin, Franklin, Giles, Grayson, Highland, Lee, Montgomery, Patrick, Pulaski, Roanoke, Russell, Scott, Smyth, Tazewell, Washington, Wise, and Wythe.



## 911 Services

The Public Safety and Homeland Security Bureau (PSHSB) learns the status of services provided to 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 and territory 911 Administrators, and, if necessary, direct contact with individual PSAPs.

### Florida:

There are no PSAPs reported as being affected by Hurricane Helene in Florida.

### Georgia:

The following PSAPs are operational without ALI: Bacon County, Brooks, Toombs County, and Tri County (Lakeland).

The following PSAPs are rerouted without ALI: Berrien County and Montgomery County.

### North Carolina:

The following PSAP is rerouted without ALI: Yancey County.

The following PSAPs have been rerouted with ALI: Beech Mountain Police Department, Cherokee County, Clay County, Eastern Band Of Cherokee Indians Primary, Madison County, Mitchell County 911, and Swain County.

### South Carolina:



The following PSAP is operational without ALI: Spartanburg Communications Center.

Tennessee:

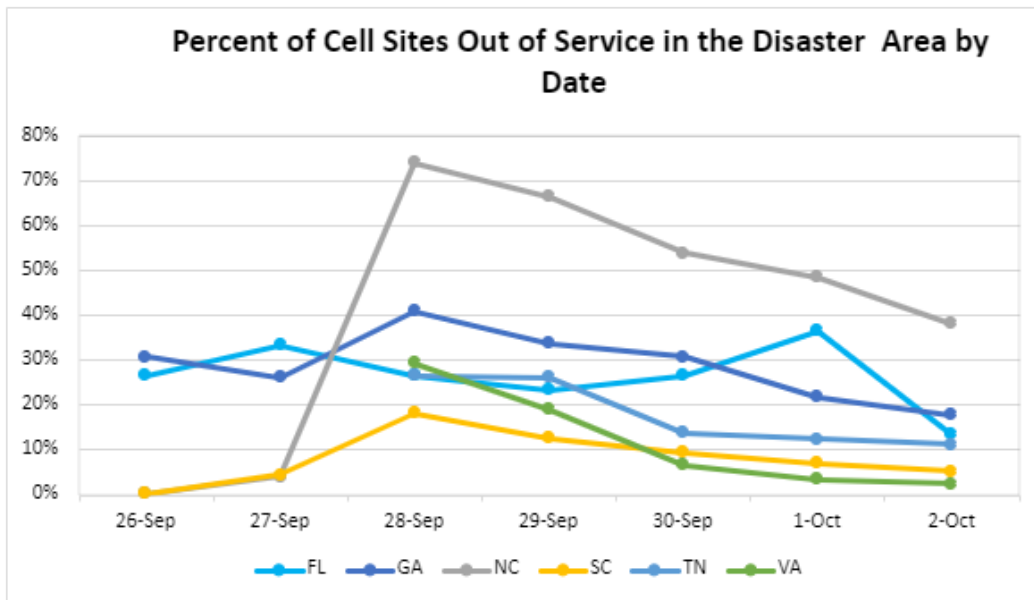
There are no PSAPs reported in DIRS as being affected by Hurricane Helene in Tennessee.

Virginia:

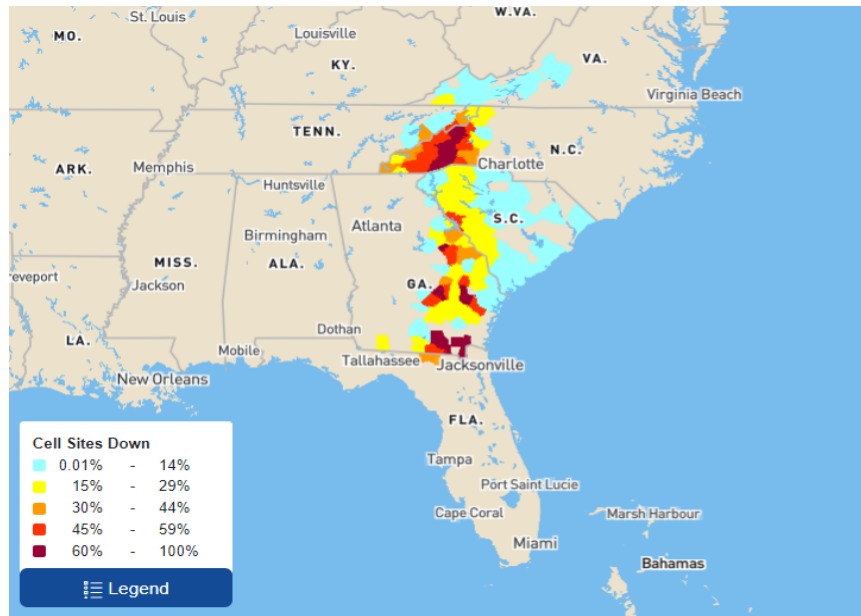
The following PSAP is operational without ALI: Smyth County E911.

### Wireless Services

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



### Percent of Cell Sites Out of Service out by County



The following tables provide cell sites out of service by county. 11.3% (down from 21.7% yesterday) of the cell sites in the affected area are out of service. The information shown was provided by communications carriers providing services in the disaster area.

**Florida:**

State	Affected County	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	Cell Sites Up but On Back-up Power
Florida	Hamilton	30	4	13.3%	0	2	2	4
<b>TOTAL</b>	-	<b>30</b>	<b>4</b>	<b>13.3%</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>4</b>

There are 13.3% (down from 36.7% yesterday) of cell sites reported as being out of service in the areas of Florida impacted by Hurricane Helene.

<sup>1</sup> Cell site outages due to transport reflect connectivity issues between the cell site and other parts of the telecommunications network.



Georgia:

State	Affected County	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
GA	Appling	33	7	21.2%	0	4	3	20
GA	Bacon	15	2	13.3%	0	0	2	5
GA	Ben Hill	15	1	6.7%	0	1	0	1
GA	Berrien	35	3	8.6%	0	1	1	16
GA	Bryan	56	2	3.6%	0	1	1	11
GA	Bulloch	98	9	9.2%	0	6	3	23
GA	Burke	60	14	23.3%	0	3	11	22
GA	Candler	21	5	23.8%	0	1	3	5
GA	Charlton	15	9	60.0%	0	7	2	1
GA	Chatham	377	7	1.9%	0	0	6	37
GA	Clinch	20	14	70.0%	0	8	6	10
GA	Coffee	46	16	34.8%	0	8	8	17
GA	Columbia	195	74	38.0%	0	16	44	35
GA	Cook	27	3	11.1%	3	0	0	5
GA	Dodge	42	3	7.1%	0	1	2	0
GA	Echols	18	10	55.6%	1	4	5	4
GA	Effingham	55	3	5.5%	0	1	2	5
GA	Emanuel	46	6	13.0%	0	3	2	31
GA	Glascocock	6	0	0%	0	0	0	5
GA	Grady	36	5	13.9%	0	5	0	0
GA	Hancock	25	2	8.0%	0	1	1	5

State	Affected County	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
GA	Hart	27	0	0%	0	0	0	0
GA	Jeff Davis	21	4	19.1%	0	2	2	11
GA	Jefferson	38	12	31.6%	0	6	5	15
GA	Jenkins	19	0	0%	0	0	0	2
GA	Johnson	12	1	8.3%	0	0	1	4
GA	Lanier	14	4	28.6%	0	2	2	7
GA	Liberty	78	2	2.6%	0	1	1	4
GA	Lincoln	15	3	20.0%	1	1	1	8
GA	Long	24	12	50.0%	0	8	4	6
GA	Lowndes	157	30	19.1%	2	9	18	40
GA	McDuffie	40	7	17.5%	0	0	6	10
GA	McIntosh	22	0	0%	0	0	0	1
GA	Montgomery	22	12	54.6%	1	7	4	10
GA	Pierce	24	1	4.2%	0	0	1	6
GA	Richmond	379	68	17.9%	1	29	29	41
GA	Screven	24	5	20.8%	0	2	3	8
GA	Taliaferro	9	2	22.2%	0	0	2	0
GA	Tattnall	28	18	64.3%	1	11	6	9
GA	Telfair	25	8	32.0%	0	4	4	15
GA	Toombs	40	9	22.5%	0	4	5	10
GA	Treutlen	16	6	37.5%	0	3	2	7
GA	Warren	18	5	27.8%	0	2	3	10



State	Affected County	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
GA	Wayne	45	9	20.0%	0	5	4	12
GA	Wheeler	13	6	46.2%	0	6	0	6
GA	Wilkes	21	2	9.5%	0	2	0	5
<b>TOTAL</b>	-	<b>2372</b>	<b>421</b>	<b>17.7%</b>	<b>10</b>	<b>175</b>	<b>205</b>	<b>505</b>

There are 17.7% (down from 21.9% yesterday) of cell sites reported as being out of service in the areas of Georgia impacted by Hurricane Helene.

**North Carolina:**

State	Affected County	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
NC	Ashe	9	2	22.2%	0	1	1	3
NC	Avery	21	10	47.6%	1	4	5	0
NC	Buncombe	347	195	56.2%	0	80	101	38
NC	Burke	110	20	18.2%	1	4	11	19
NC	Caldwell	93	6	6.5%	0	2	4	6
NC	Cherokee	32	3	9.4%	0	3	0	1
NC	Clay	11	2	18.2%	0	2	0	0
NC	Graham	13	1	7.7%	0	1	0	0
NC	Haywood	105	39	37.1%	0	18	17	12



State	Affected County	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
NC	Henderson	158	101	63.9%	1	38	59	7
NC	Jackson	71	12	16.9%	0	6	6	0
NC	Macon	43	12	27.9%	0	7	5	1
NC	Madison	43	15	34.9%	0	14	1	5
NC	McDowell	83	36	43.4%	0	14	19	7
NC	Mitchell	20	18	90.0%	0	11	7	1
NC	Polk	27	10	37.0%	0	6	4	4
NC	Rutherford	92	30	32.6%	0	21	9	13
NC	Swain	31	4	12.9%	0	4	0	2
NC	Transylvania	30	10	33.3%	0	5	6	4
NC	Watauga	87	10	11.5%	0	3	7	4
NC	Yancey	22	18	81.8%	0	11	7	2
<b>TOTAL</b>	-	<b>1448</b>	<b>554</b>	<b>38.3%</b>	<b>3</b>	<b>255</b>	<b>269</b>	<b>129</b>

There are 38.3% (down from 48.7%) of cell sites reported as being out of service in the areas of North Carolina impacted by Hurricane Helene.

**South Carolina:**

State	Affected County	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
SC	Abbeville	37	6	16.2%	0	3	2	8
SC	Aiken	304	60	19.7%	0	8	43	37





State	Affected County	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
SC	Allendale	13	1	7.7%	0	1	0	2
SC	Anderson	330	32	9.7%	0	0	31	41
SC	Bamberg	27	0	0%	0	0	0	3
SC	Barnwell	40	9	22.5%	0	7	2	3
SC	Beaufort	241	5	2.1%	1	0	1	7
SC	Berkeley	253	0	0%	0	0	0	0
SC	Calhoun	24	0	0%	0	0	0	0
SC	Charleston	604	1	0.2%	0	1	6	4
SC	Cherokee	102	12	11.8%	0	0	5	8
SC	Chester	58	0	0%	0	0	0	0
SC	Chesterfield	48	0	0%	0	0	0	0
SC	Clarendon	63	0	0%	0	0	0	0
SC	Colleton	99	0	0%	0	0	0	1
SC	Darlington	90	0	0%	0	0	0	0
SC	Dillon	48	0	0%	0	0	0	0
SC	Dorchester	108	0	0%	0	0	0	2
SC	Edgefield	40	6	15.0%	0	2	3	14
SC	Fairfield	76	1	1.3%	0	0	1	3
SC	Florence	185	1	0.5%	0	1	0	0
SC	Georgetown	101	0	0%	0	0	0	0
SC	Greenville	621	76	12.2%	0	4	65	71
SC	Greenwood	105	19	18.1%	1	3	14	31
SC	Hampton	29	0	0%	0	0	0	4
SC	Horry	505	6	1.2%	0	0	6	0



State	Affected County	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
SC	Jasper	57	1	1.8%	0	0	1	1
SC	Kershaw	104	1	1.0%	0	1	0	1
SC	Lancaster	104	4	3.9%	0	4	0	1
SC	Laurens	123	17	13.8%	0	5	10	33
SC	Lee	39	0	0%	0	0	0	0
SC	Lexington	425	20	4.7%	0	1	8	29
SC	Marion	36	0	0%	0	0	0	0
SC	Marlboro	41	0	0%	0	0	0	0
SC	McCormick	14	7	50.0%	1	1	5	4
SC	Newberry	93	5	5.4%	0	0	4	15
SC	Oconee	139	12	8.6%	0	0	10	13
SC	Orangeburg	151	0	0%	0	0	0	1
SC	Pickens	263	14	5.3%	1	0	13	25
SC	Richland	682	9	1.3%	0	0	8	5
SC	Saluda	56	10	17.9%	0	1	8	19
SC	Spartanburg	489	76	15.5%	1	23	41	74
SC	Sumter	170	1	0.6%	0	0	1	1
SC	Union	49	3	6.1%	0	0	2	17
SC	Williamsburg	93	0	0%	0	0	0	0
SC	York	282	3	1.1%	1	0	2	8
<b>TOTAL</b>	-	<b>7561</b>	<b>418</b>	<b>5.5%</b>	<b>6</b>	<b>66</b>	<b>292</b>	<b>486</b>

There are 5.5% (down from 7.1%) of cell sites reported as being out of service in the areas of South Carolina impacted by Hurricane Helene.

**Tennessee:**



State	Affected County	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
TN	Carter	67	15	22.4%	0	9	6	2
TN	Cocke	69	29	42.0%	0	28	1	0
TN	Greene	69	4	5.8%	0	1	3	0
TN	Jefferson	59	2	3.4%	0	2	0	0
TN	Johnson	12	2	16.7%	0	1	1	0
TN	Sevier	244	3	1.2%	0	3	0	1
TN	Unicoi	17	8	47.1%	0	4	2	0
TN	Washington	132	12	9.1%	0	10	2	0
<b>TOTAL</b>	-	<b>669</b>	<b>75</b>	<b>11.2%</b>	<b>0</b>	<b>58</b>	<b>15</b>	<b>3</b>

There are 11.2% (down from 12.4%) of cell sites reported as being out of service in the areas of Tennessee impacted by Hurricane Helene.

**Virginia:**

State	Affected County	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
VA	Alleghany	30	0	0%	0	0	0	0
VA	Bath	6	0	0%	0	0	0	0
VA	Bedford	89	1	1.1%	0	1	0	0
VA	Bland	24	0	0%	0	0	0	4
VA	Botetourt	69	0	0%	0	0	0	0
VA	Buchanan	13	0	0%	0	0	0	0



State	Affected County	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
VA	Carroll	40	0	0%	0	0	0	2
VA	Craig	12	0	0%	0	0	0	1
VA	Dickenson	10	0	0%	0	0	0	0
VA	Floyd	15	2	13.3%	0	2	0	0
VA	Franklin	41	0	0%	0	0	0	1
VA	Giles	28	0	0%	0	0	0	0
VA	Grayson	17	0	0%	0	0	0	3
VA	Highland	3	0	0%	0	0	0	0
VA	Lee	12	0	0%	0	0	0	0
VA	Montgomery	137	2	1.5%	0	0	2	3
VA	Patrick	26	0	0%	0	0	0	0
VA	Pulaski	38	3	7.9%	0	1	2	0
VA	Roanoke	88	0	0%	0	0	0	0
VA	Russell	35	2	5.7%	0	1	0	6
VA	Scott	36	4	11.1%	0	1	3	7
VA	Smyth	19	1	5.3%	0	1	0	2
VA	Tazewell	44	5	11.4%	0	1	4	0
VA	Washington	74	3	4.1%	0	3	0	0
VA	Wise	42	0	0%	0	0	0	0
VA	Wythe	68	2	2.9%	0	0	2	0
<b>TOTAL</b>	-	<b>1016</b>	<b>25</b>	<b>2.5%</b>	<b>0</b>	<b>11</b>	<b>13</b>	<b>29</b>

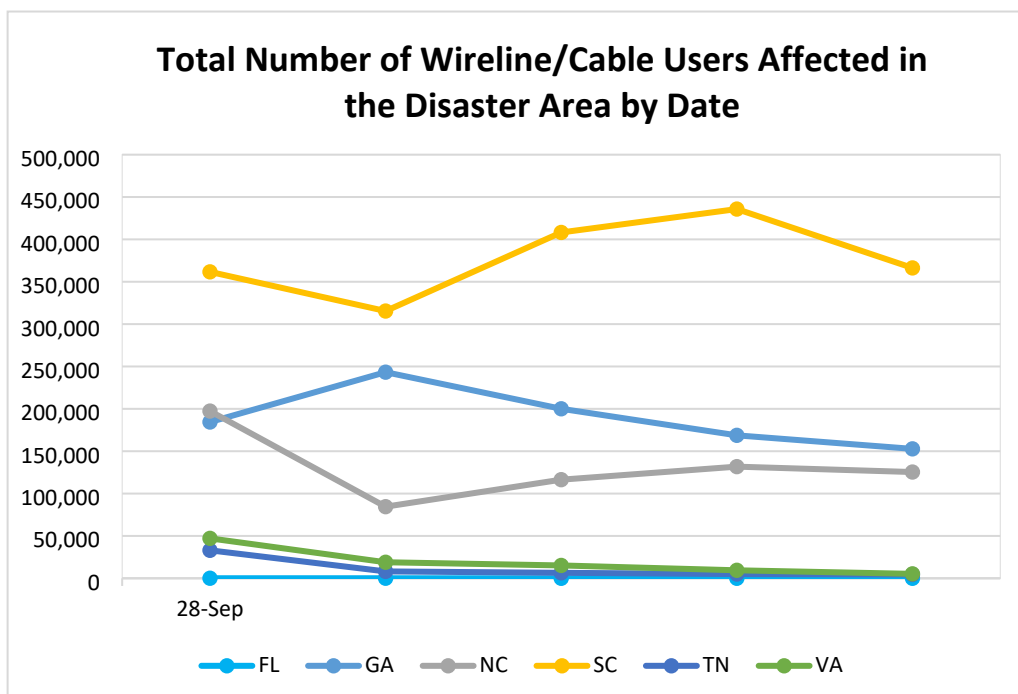
There are 2.5% (down from 3.5%) of cell sites reported as being out of service in the areas of Virginia impacted by Hurricane Helene.



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 654,220 (down from 750,761) subscribers out of service in the disaster area. This includes the loss of telephone, television, and/or Internet services.





**Broadcast Radio and Television Information:** The following provides broadcast status based on data collected from DIRS input and FCC scans.

**Broadcast:**

Television station status:

Florida: There are no TV stations reported as being out of service.

Georgia: There are 4 (up from 3) TV stations reported as being out of service.

North Carolina: There are 2 (no change) TV stations reported as being out of service.

South Carolina: There are no TV stations reported as being out of service.

Tennessee: There are no TV stations reported as being out of service.

Virginia: There are no TV stations reported as being out of service.

FM Radio station status:

Florida: There are 3 (up from 1 yesterday) FM station reported as being out of service.

Georgia: There are 19 (down from 20) FM stations reported as being out of service.

North Carolina: There are 3 (unchanged from yesterday) FM stations reported as being out of service.

South Carolina: There are 7 (down from 8) FM stations reported as being out of service.

Tennessee: There are no FM stations reported as being out of service.

Virginia: There are no (down from 2) FM stations reported as being out of service.

AM Radio station status:

Florida: There is 1 (up from zero) yesterday) AM station reported as being out of service.

Georgia: There are 4 (unchanged from yesterday) AM stations reported as being out of service.

North Carolina: There is 1 (unchanged from yesterday) AM station reported as being out of service.

South Carolina: There are no (down from 1) AM stations reported as being out of service.

Tennessee: There are no AM stations reported as being out of service.



Virginia: There are no AM stations reported as being out of service.

### **Mandatory Disaster Response Initiative**

The Mandatory Disaster Response Initiative was activated for Hurricane Helene response activities on September 26, 2024. As a reminder, all facilities-based mobile wireless providers operating in the above-referenced areas are hereby notified and required to: (1) provide for reasonable roaming under disaster arrangements when technically feasible;<sup>2</sup> (2) activate mutual aid arrangements with other facilities-based mobile wireless providers for providing aid upon request to those providers during emergencies;<sup>3</sup> (3) take reasonable measures to enhance municipal preparedness and restoration; (4) take reasonable measures to increase consumer readiness and preparation; and (5) take reasonable measures to improve public awareness and stakeholder communications on service and restoration status.<sup>4</sup>

### **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.

- The Wireless Telecommunications Bureau grants Federated Wireless' request for a precautionary, limited, and conditional emergency waiver of sections 96.67(c)(2) and (3) of the Commission's rules governing the Citizens Broadband Radio Service. This waiver may be accessed using the following links: [DA-24-985A1.docx](#), [DA-24-985A1.pdf](#), and [DA-24-985A1.txt](#)
- The Wireless Telecommunications Bureau grants Google LLC's request for a precautionary, limited, and conditional emergency waiver of sections 96.67(c)(2) and (3) of the Commission's rules governing the Citizens Broadband Radio Service. This waiver may be accessed using the following links: [DA-24-989A1.docx](#), [DA-24-989A1.pdf](#), and [DA-24-989A1.txt](#)
- The Wireless Telecommunications Bureau and the Public Safety and Homeland Security Bureau extend filing and regulatory deadlines in areas affected by Hurricane Helene. This waiver may be accessed using the following links: [DA-24-1011A1.docx](#), [DA-24-1011A1.pdf](#), and [DA-24-1011A1.txt](#).
- The Public Safety and Homeland Security Bureau extends the deadline for Emergency Alert System (EAS) Participants—i.e., radio and TV broadcasters, cable TV, wireless cable systems, satellite and wireline operators who transmit emergency alerts from public safety authorities—to submit required annual filings concerning their EAS equipment from October 4 to October 18, 2024, in recognition of

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<sup>2</sup> See 47 CFR § 4.17(a)(3)(i) (detailing criteria for activating roaming under disaster arrangements).

<sup>3</sup> See 47 CFR § 4.17(a)(3)(ii) (explaining what mutual aid arrangements must include).

<sup>4</sup> 47 CFR § 4.17(a)(3)(i)-(v); see also FCC, *Wireless Network Resiliency During Disasters* (June 4, 2024), <https://www.fcc.gov/wireless-network-resiliency-during-disasters>.



the burdens on communications providers of responding to Hurricane Helene. This waiver may be accessed using the following links: [DA-24-1022.docx](#), [DA-24-1022.pdf](#), and [DA-24-1022.txt](#).

- The Wireline Competition Bureau issues a temporary, partial waiver of the Commission’s telephone number “aging” rule for Hurricane Helene. This waiver may be accessed using the following links: [DA-24-1024.docx](#), [DA-24-1024.pdf](#), and [DA-24-1024.txt](#)
- The Federal Communications Commission waives certain Lifeline, E-Rate, Emergency Connectivity Fund, Rural Health Care, and High Cost rules and deadlines to assist participants and service providers, including Universal Service Fund contributors, located in the areas affected by Hurricane Helene: This waiver may be accessed using the following links: [DA-24-1025.docx](#), [DA-24-1025.pdf](#), and [DA-24-1025.txt](#).
- The Wireless Telecommunications Bureau and Public Safety and Homeland Security Bureau extend filing and regulatory deadlines for licensees and applicants in areas affected by Hurricane Helene. Information regarding this extension may be accessed using the following links: [DA-24-1028A1.docx](#), [DA-24-1028A1.pdf](#), [DA-24-1028A1.txt](#)
- The Federal Communications Commission temporarily waives certain Lifeline eligibility requirements to permit households not already enrolled in the Lifeline program to enter the program if they are receiving individual assistance from the Federal Emergency Management Agency’s Individuals and Households Program as a result of the impacts of the Hurricane Helene. This waiver may be accessed using the following links: [FCC-24-107.docx](#), [FCC-24-107.pdf](#), and [FCC-24.107.txt](#).