



Communications Status Report for Areas Impacted by Hurricane Helene October 7, 2024

The following is a report on the status of communications services in geographic areas impacted by Hurricane Helene as of October 7, 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.

On October 3, 2024 the FCC reduced reporting for all counties in Florida and Virginia and certain counties in Georgia and Tennessee.

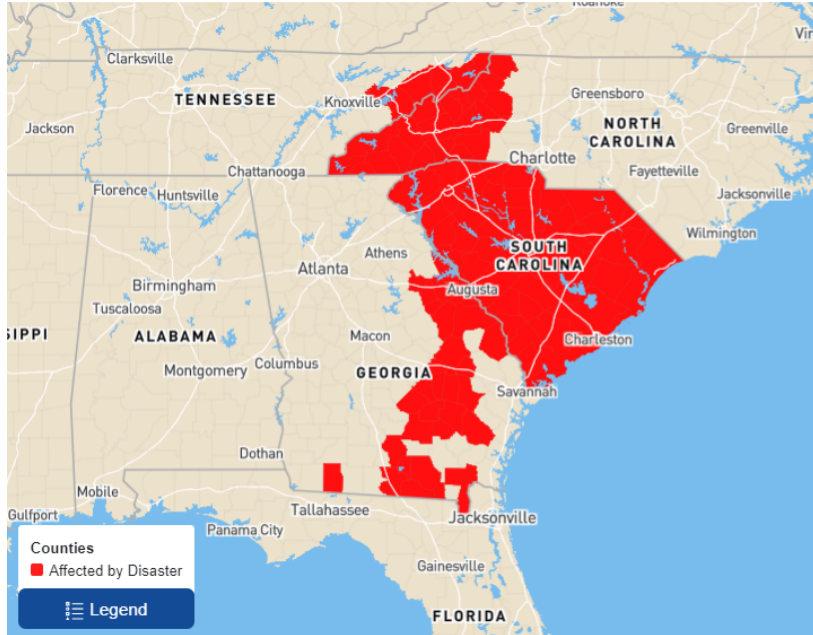
The following counties in Georgia, North Carolina, South Carolina, and Tennessee are in the current geographic area that is part of the DIRS activation area (the “disaster area”) for today’s report.

Georgia: Appling, Bacon, Berrien, Burke, Candler, Charlton, Clinch, Coffee, Columbia, Echols, Emanuel, Glascock, Grady, Jeff Davis, Jefferson, Lanier, Lincoln, Lowndes, McDuffie, Montgomery, Richmond, Screven, Taliaferro, Tattnall, Telfair, Toombs, Treutlen, Warren, Wayne, and Wheeler.

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, Unicoi, and Washington.



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.

Georgia:

The following PSAPs are rerouted without ALI: Tri County (Lakeland).

The following PSAPs are rerouted with ALI: Jefferson County.

North Carolina:

The following PSAP is rerouted without ALI: Yancey County.

The following PSAPs have been rerouted with ALI: Madison County and Mitchell County 911

South Carolina:

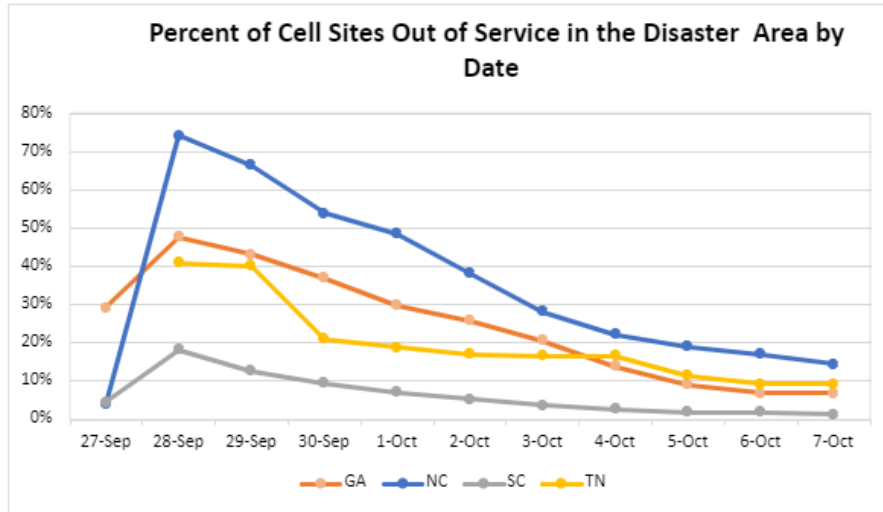
There are no PSAPs reported in DIRS as being affected by Hurricane Helene in South Carolina.

Tennessee:

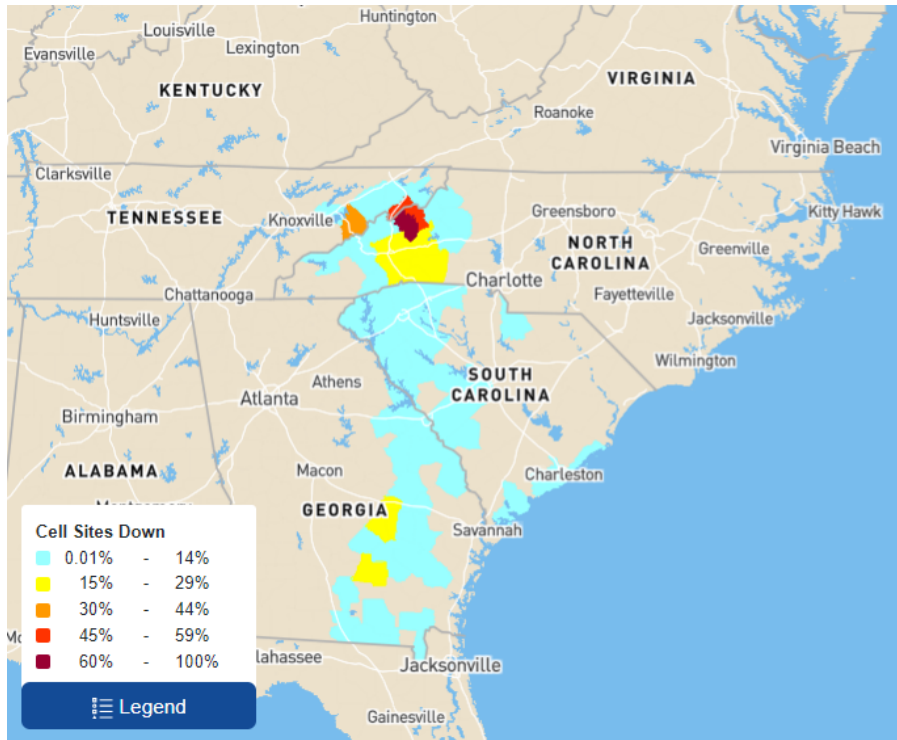
There are no PSAPs reported in DIRS as being affected by Hurricane Helene in Tennessee.

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. 4% 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.

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	1	3.0%	0	1	0	12
GA	Bacon	15	1	6.7%	0	1	0	3
GA	Berrien	35	1	2.9%	0	1	0	6
GA	Burke	60	3	5.0%	0	0	3	7
GA	Candler	21	1	4.8%	0	1	0	0
GA	Charlton	15	1	6.7%	0	1	0	0
GA	Clinch	20	2	10.0%	0	2	0	0
GA	Coffee	46	9	19.6%	0	6	3	6
GA	Columbia	195	17	8.7%	0	5	5	31
GA	Echols	18	2	11.1%	0	1	1	3
GA	Emanuel	46	3	6.5%	0	1	2	17
GA	Glascok	6	0	0%	0	0	0	2
GA	Grady	36	0	0%	0	0	0	0
GA	Jeff Davis	21	2	9.5%	0	2	0	8
GA	Jefferson	38	3	7.9%	0	1	1	7
GA	Lanier	14	0	0%	0	0	0	5
GA	Lincoln	15	1	6.7%	0	0	1	2
GA	Lowndes	157	13	8.3%	0	3	10	17
GA	McDuffie	40	3	7.5%	0	0	3	5
GA	Montgomery	22	4	18.2%	0	4	0	14



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	Richmond	379	14	3.7%	0	4	6	19
GA	Screven	24	2	8.3%	0	1	1	1
GA	Taliaferro	9	0	0%	0	0	0	1
GA	Tattnall	28	1	3.6%	0	0	1	5
GA	Telfair	25	2	8.0%	0	2	0	6
GA	Toombs	40	3	7.5%	0	1	2	5
GA	Treutlen	16	4	25.0%	0	3	0	7
GA	Warren	18	1	5.6%	0	0	1	7
GA	Wayne	45	2	4.4%	0	2	0	9
GA	Wheeler	13	2	15.4%	0	2	0	2
TOTAL	-	1450	98	6.8%	0	45	40	207

There are 6.8% (no change from 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	0	0%	0	0	0	2
NC	Avery	21	1	4.8%	0	1	0	3
NC	Buncombe	347	76	21.9%	1	28	27	39
NC	Burke	110	7	6.4%	0	2	1	10
NC	Caldwell	93	3	3.2%	0	2	0	2



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	Cherokee	32	0	0%	0	0	0	1
NC	Clay	11	0	0%	0	0	0	0
NC	Graham	13	0	0%	0	0	0	0
NC	Haywood	105	12	11.4%	0	6	4	5
NC	Henderson	158	39	24.7%	0	15	11	24
NC	Jackson	71	0	0%	0	0	0	1
NC	Macon	43	0	0%	0	0	0	0
NC	Madison	43	3	7.0%	0	1	2	2
NC	McDowell	83	20	24.1%	0	14	6	1
NC	Mitchell	20	9	45.0%	0	3	6	1
NC	Polk	27	5	18.5%	0	2	3	3
NC	Rutherford	92	14	15.2%	0	12	2	1
NC	Swain	31	4	12.9%	0	4	0	0
NC	Transylvania	30	1	3.3%	0	1	0	5
NC	Watauga	87	1	1.2%	0	0	1	3
NC	Yancey	22	14	63.6%	0	8	6	2
TOTAL	-	1448	209	14.4%	1	99	69	105

There are 14.4% (down from 16.9%) 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	4	10.8%	0	4	0	2
SC	Aiken	304	6	2.0%	0	0	3	18
SC	Allendale	13	0	0%	0	0	0	0
SC	Anderson	330	5	1.5%	0	1	0	5
SC	Bamberg	27	0	0%	0	0	0	1
SC	Barnwell	40	2	5.0%	1	0	1	1
SC	Beaufort	241	3	1.2%	1	0	0	2
SC	Berkeley	253	0	0%	0	0	0	2
SC	Calhoun	24	0	0%	0	0	0	0
SC	Charleston	604	3	0.5%	1	1	1	3
SC	Cherokee	102	6	5.9%	0	1	2	5
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	0
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	1
SC	Edgefield	40	0	0%	0	0	0	7
SC	Fairfield	76	0	0%	0	0	0	1
SC	Florence	185	0	0%	0	0	0	0
SC	Georgetown	103	0	0%	0	0	0	0
SC	Greenville	621	20	3.2%	0	1	7	32



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	Greenwood	105	2	1.9%	0	2	0	8
SC	Hampton	29	0	0%	0	0	0	0
SC	Horry	505	0	0%	0	0	0	0
SC	Jasper	57	0	0%	0	0	0	0
SC	Kershaw	104	0	0%	0	0	0	0
SC	Lancaster	104	1	1.0%	0	0	1	0
SC	Laurens	123	2	1.6%	0	0	2	12
SC	Lee	39	0	0%	0	0	0	0
SC	Lexington	425	4	0.9%	0	0	0	7
SC	Marion	36	0	0%	0	0	0	0
SC	Marlboro	41	0	0%	0	0	0	0
SC	McCormick	14	2	14.3%	0	0	1	3
SC	Newberry	93	0	0%	0	0	0	1
SC	Oconee	139	2	1.4%	0	1	1	4
SC	Orangeburg	151	0	0%	0	0	0	0
SC	Pickens	263	4	1.5%	0	0	1	6
SC	Richland	682	0	0%	0	0	0	3
SC	Saluda	56	1	1.8%	0	1	0	2
SC	Spartanburg	489	21	4.3%	0	3	2	32
SC	Sumter	170	0	0%	0	0	0	0
SC	Union	49	0	0%	0	0	0	1
SC	Williamsburg	93	0	0%	0	0	0	0
SC	York	282	0	0%	0	0	0	2
TOTAL	-	7563	88	1.2%	3	15	22	161



There are 1.2% (down from 1.7%) of cell sites reported as being out of service in the areas of South Carolina impacted by Hurricane Helene.

Tennessee:

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
TN	Carter	67	1	1.5%	0	1	0	1
TN	Cocke	69	24	34.8%	0	23	1	0
TN	Greene	69	2	2.9%	0	0	2	0
TN	Jefferson	59	1	1.7%	0	1	0	0
TN	Johnson	12	0	0%	0	0	0	0
TN	Unicoi	17	8	47.1%	0	6	2	0
TN	Washington	132	3	2.3%	0	3	0	0
TOTAL	-	425	39	9.2%	0	34	5	1

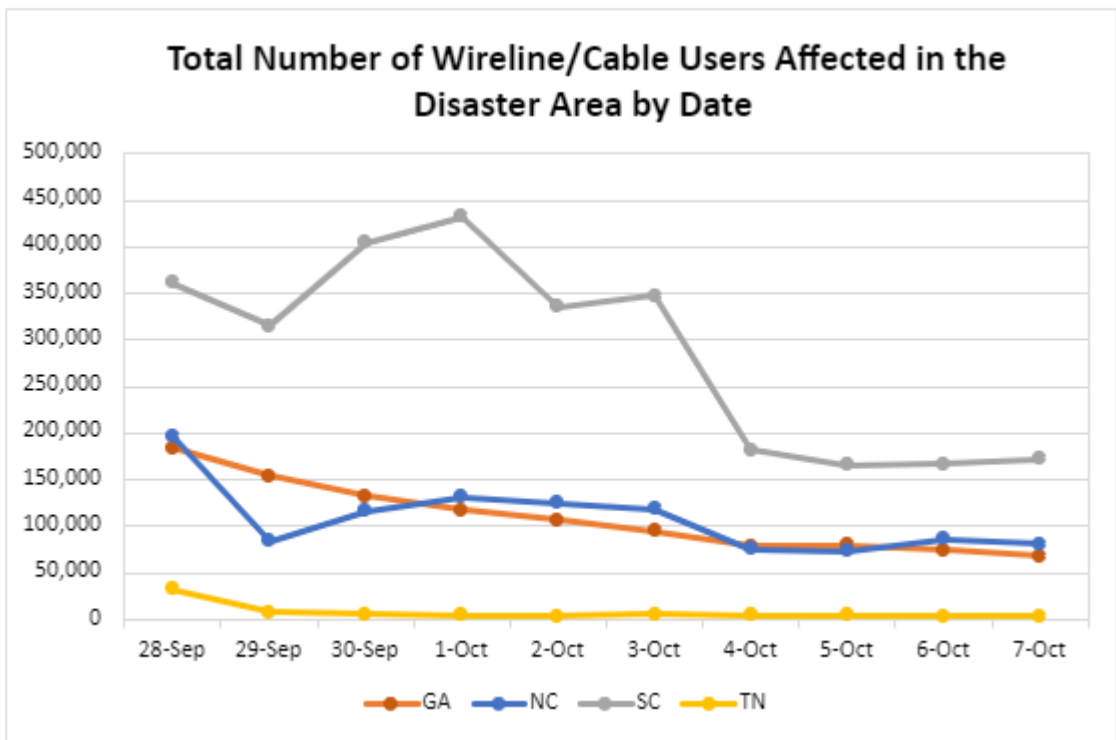
There are 9.2% (no change from yesterday) of cell sites reported as being out of service in the areas of Tennessee impacted by Hurricane Helene.

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 325,348 (down from 332,701 yesterday) 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:

Georgia: There are 3 (no change from yesterday) TV stations reported as being out of service.

North Carolina: There are 2 (no change from yesterday) 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.



FM Radio station status:

Georgia: There are 5 (no change from yesterday) stations reported as being out of service in the area affected by Hurricane Helene.

North Carolina: There are 2 (no change from yesterday) FM stations reported as being out of service in the area affected by Hurricane Helene.

South Carolina: There are 5 (up from 4 yesterday) FM stations reported as being out of service in the area affected by Hurricane Helene.

Tennessee: There are no FM stations reported as being out of service in the area affected by Hurricane Helene.

AM Radio station status:

Georgia: There are 5 (no change from yesterday) AM stations reported as being out of service in the area affected by Hurricane Helene.

North Carolina: There are no AM stations reported as being out of service in the area affected by Hurricane Helene.

South Carolina: There are no AM stations reported as being out of service in the area affected by Hurricane Helene.

Tennessee: There are no AM stations reported as being out of service in the area affected by Hurricane Helene.

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;¹ (2) activate mutual aid arrangements with other facilities-based mobile wireless providers for providing aid upon request to those providers during emergencies;² (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.³

Special Temporary Authority (STA)/Waivers/Extensions

¹ See 47 CFR § 4.17(a)(3)(i) (detailing criteria for activating roaming under disaster arrangements).

² See 47 CFR § 4.17(a)(3)(ii) (explaining what mutual aid arrangements must include).

³ 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 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 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](#).



- Office of International Affairs grants a temporary and limited STA enabling SpaceX to operate Supplemental Coverage from Space (SCS) in the 1910–1915 MHz and 1990–1995 MHz frequency bands leased from T-Mobile in areas affected by the Hurricane Helene.