



HURRICANE MELISSA

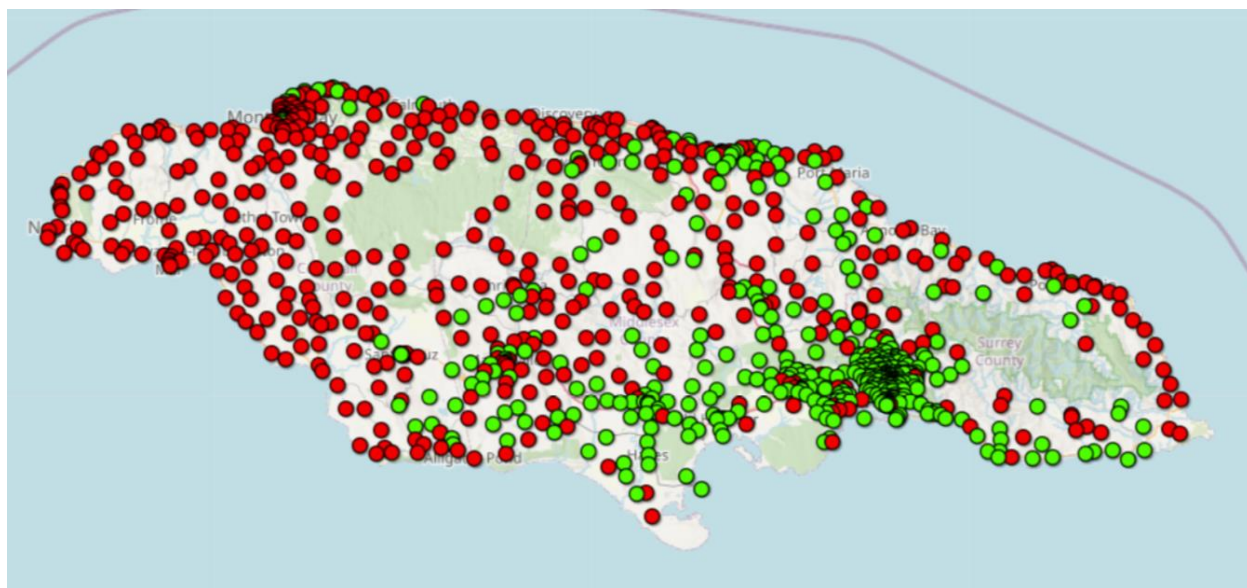
Network Recovery Update # 1

Date: November 3, 2025

Summary

The Digicel mobile network has 46% of its sites operational, serving 72% of our mobile customers, which reflects a 16-percentage point increase since the hurricane. Additionally, our fixed network currently has **86%** of customers online, while **75%** of our Business Customers' Points of Presence (PoPs) are also operational. This indicates a strong connectivity performance across both residential and business segments.

Network Status as at 7:00 a.m. November 3, 2025



Network Metrics

Total of 925 sites; 421 online (46%)

161 sites on Gen

256 sites on JPS

503 sites, no commercial power or alternative power – priority sites have been shared with JPS.

Key Wins

1. Santa Cruz, Falmouth, Spur Tree, Bevin and Rose Hall have been restored within the last 24 hours.
2. Restoration activities - Refuelling activities for sites that are on generators; microwave link alignment for those affected by misalignment are both ongoing.
3. 400 of 925 sites have been assessed to date (ongoing).

Customer Communications

- Three posts per day to our social media pages with hourly updates on our social media stories.
- Customer Care Centre is fully operational 24/7
- 12 retail stores are open to serve customers

Community Outreach Initiatives:

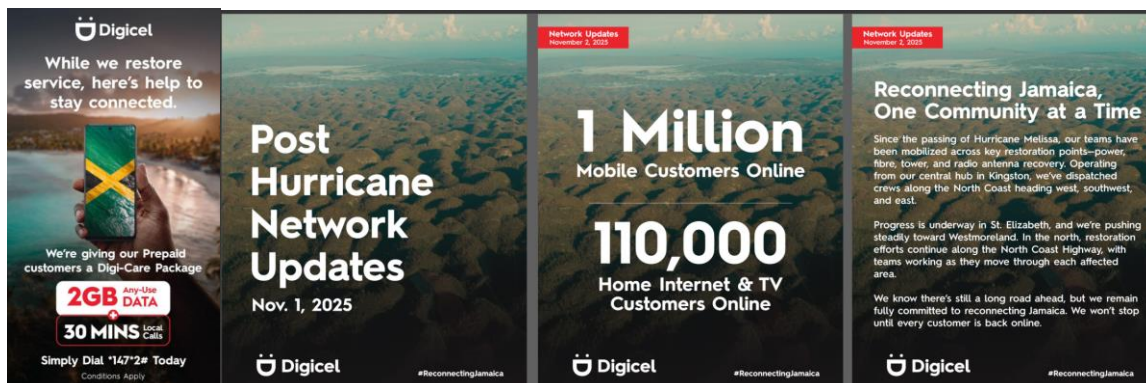
- Distribution of **care packages** to communities severely impacted in conjunction with the Digicel Jamaica Foundation – totaling 1,500 packages to date.
- Provision of **charging stations** for electronic devices.
- Delivery of **clean water** to affected areas.

Channels in Use:

- **Radio** – Regular updates and community messages.
- **SMS** – Direct communication with customers for urgent updates, while also providing similar support to ODPEM.
- **Social Media** – Real-time engagement and storytelling via five platforms, including Instagram and our WhatsApp Channel

Customer Communication Highlights:

- **Digi-Bus Routes** – Publicized schedules and stops for mobile service units – 18 buses.
- **Outreach Efforts** – On-the-ground team activities and community engagement.
- **Store Openings** – Announcements for reopened locations.
- **Network Updates** – Status reports on service restoration and improvements.
- **Rebates** – Compensation will be applied to customer accounts once service is restored.
- **Digi-Care** – Compensation pack offered to all customers whose services have been impacted.



The image displays four vertical posters with a background of a tropical beach scene. Each poster features the Digicel logo and the hashtag #ReconnectingJamaica.

- Poster 1 (Left):**

While we restore service, here's help to stay connected.

We're giving our Prepaid customers a Digi-Care Package

2GB Any-Use DATA

30 MINS Local Calls

Simply Dial *147*2# Today

Conditions Apply
- Poster 2:**

Post Hurricane Network Updates

Nov. 1, 2025
- Poster 3:**

Network Updates November 1, 2025

1 Million Mobile Customers Online

110,000 Home Internet & TV Customers Online
- Poster 4 (Right):**

Network Updates November 2, 2025

Reconnecting Jamaica, One Community at a Time

Since the passing of Hurricane Melissa, our teams have been mobilized across key restoration points—power, fibre, tower, and radio antenna recovery. Operating from our central hub in Kingston, we've dispatched crews along the North Coast heading west, southwest, and east.

Progress is underway in St. Elizabeth, and we're pushing steadily toward Westmoreland. In the north, restoration efforts continue along the North Coast Highway, with teams working as they move through each affected area.

We know there's still a long road ahead, but we remain fully committed to reconnecting Jamaica. We won't stop until every customer is back online.

State of Responsiveness

- Local Business Continuity Management (BCM) team meets twice per day to ensure swift recovery of the network execution plan.
- Group BCM meets once per day to coordinate supplies and manpower (additional resources have already arrived on island).
- All Employees have returned to office, to support recovery of the network.
- Some towers have seen a slight misalignment of antennae and will be rectified by the rigging team.
- Reactivated the Digicel, JPS, Flow, NWA, etc. WhatsApp group for ease of coordination of any recovery efforts.
- Daily coordination with key disaster stakeholders continues.
- We have initiated a daily call with the Liberty Group team to provide updates on the restoration of the transport network, specifically concerning the south and north fibre rings (restoration dates are yet to be confirmed).
- Digicel Jamaica directly reached out to Starlink to establish a direct line of communication to facilitate recovery, with a support equipment order placed on November 2, as there had been no prior communication.

Safety Messages to the public continue:

- See something, say something, vandalism hurts all of us.
- Don't touch the cables. These may be live electrical or fibre lines and interfering with them can cause serious injury, outages or worse.

Next Steps:

- Over the next 48 hours, the team is focused on restoration of Falmouth to Montego Bay, then Montego Bay to Negril.
- Awaiting recovery plan from transport network provider (FLOW) to recover the south fibre ring St. Elizabeth to Westmoreland, then Westmoreland to Negril.
- Works ongoing is St. Catherine, namely Independence City in Portmore and Spanish Town as well as in the parish of St. Thomas.
- 20 fallen sites reported to date, some locations remain inaccessible.

Our prayers remain with the people of Jamaica. God bless Jamaica, land we love.

Summarized by



Stephen Murad

Chief Executive Officer