



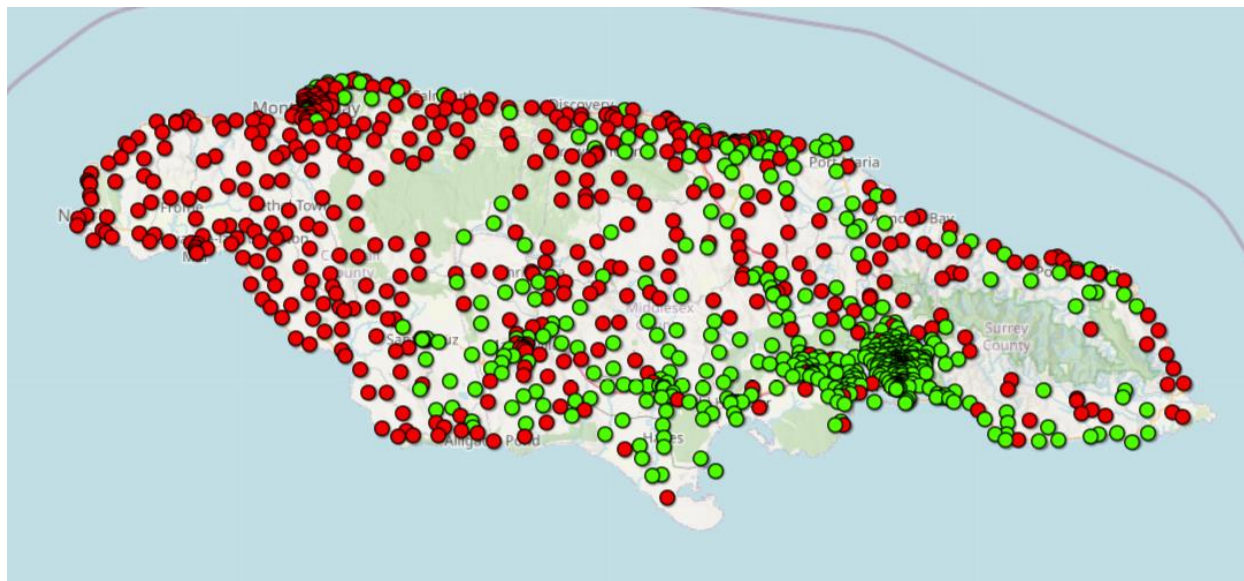
## HURRICANE MELISSA Network Recovery Update

Date: November 6, 2025

### Summary

The Digicel mobile network now has **51%** of its mobile sites online, which serves **76%** of our daily active users. Additionally, our fixed network and business network remain at 87% and 75% respectively.

### Network Status as at 7:00 a.m. November 6, 2025



### Network Metrics

#### Site Status Overview

**Total Sites:** 925 | **Online:** 468 (51%)

#### Power Source Status

**Generator:** 164 sites

**JPS:** 281 sites

**Battery:** 12 sites

**No Commercial or Alternative Power:** 457 sites

*Note:* priority sites have been shared with JPS.

### Key Wins

1. 51% of our mobile sites are now online.
2. Utilization of temporary fibre runs and Starlink device deployments to restore basic connectivity while permanent repairs are planned in Negril, Westmoreland.
3. Newest Communities to come online:

Westmoreland	St. James	Clarendon	Portland	St. Elizabeth
Negril	Greenville	Sunbury	Windsor	Leeds
		Mocho	Nonsuch	Retrieve
			Dragon Bay	Balaclava
				Goshen

4. Over 80% of sites were assessed; full assessment remains on track for completion by November 8<sup>th</sup>.
5. McCook's Pen (St. Catherine) cell site reconstruction started today.

### Next Steps:

- Awaiting recovery plan from transport network provider (Flow) to recover the south fibre ring St. Elizabeth to Westmoreland, then Westmoreland to Negril – best estimated time to recovery shared by Flow is 4 weeks.
- The team is restoring fibre in Montego Bay, Ocho Rios, Discovery Bay, Runaway Bay, and Brown Town, deploying crews and prioritizing sites by power availability and customer impact.
- In St. Elizabeth, the focus is expanding the mobile coverage restoration west into Black River, Lacovia, Middle Quarters and south into Treasure Beach, Barbary Hall and Parottee.
- In Hanover, the focus is on restoring and replacing microwave links that were blown out of alignment, this will see service restoration for Eastern and central Hanover.
- Works ongoing in Airy Hill and onward to Brown's Town, aiming to improve mobile coverage in interior regions with existing gaps.
- Plans are in place to redeploy a connection point in North Trelawny, which will help reconnection efforts in that region and mobile site deployment (MOW) for the community of Wait-a-Bit in Trelawny to be completed next week

## Customer Communications

- 23 retail stores are open to serve customers:

Parish	Locations
Kingston	Ocean Boulevard, Sovereign Liguanea, Cross Roads, Tropical Plaza, West Parade, Pavilion
St. Catherine	Linstead, Sovereign Village, Portmore Mall, Spanish Town, Old Harbour
Clarendon	May Pen
Manchester	Mandeville, Christiana
Portland	Portland
St. Ann	Ocho Rios, Island Plaza, St. Ann's Bay
St. Elizabeth	Junction, Santa Cruz
St. Thomas	Morant Bay
St. Mary	Port Maria
St. James	Fairview
Hanover	Lucea

## Community Outreach Initiatives:

- The Digicel Foundation Team is in St. Elizabeth today, providing support and care packages to residents in need.
- Today, the Digi-Buses will be in the parishes of St. Mary, Trelawny, St. Catherine, Clarendon, and St. Ann to provide residents with charging stations, clean water and essential support.





### State of Responsiveness

- Business Continuity Management (BCM) teams (Local and Group) maintain their daily meeting cadence to ensure swift recovery of the network execution plan.
- Refuelling activities continue for sites that are on generators; microwave link alignment for those affected by misalignment are both ongoing.
- Microwave antenna alignment is still in progress.
- Daily coordination continues with key disaster stakeholders, including WhatsApp groups for continuous dialogue with JPS, Flow, NWA, etc.
- Daily call with the Liberty Group team maintained to provide updates on the restoration of the transport network, specifically concerning the south and north fibre rings. We still await confirmation of restoration dates.

### 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.

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

Summarized by



Stephen Murad

Chief Executive Officer