



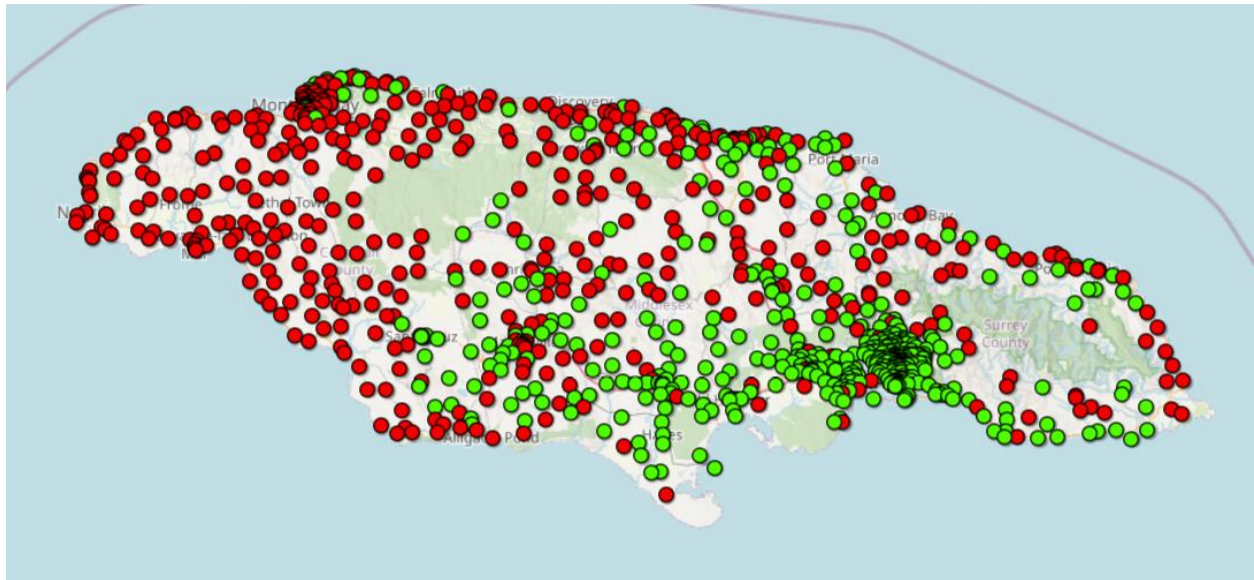
## HURRICANE MELISSA Network Recovery Update

Date: November 7, 2025

### Summary

The Digicel mobile network now has 46% of its mobile sites online, which serves 73% of our daily active users. Additionally, our fixed network now has 89% of its customers online and the business network remains at 75%.

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



### Network Metrics

#### Site Status Overview

**Total Sites:** 925 | **Online:** 421 (46%)

#### Power Source Status

**Generator:** 106 sites

**JPS:** 303 sites

**Battery:** 12 sites

**No Commercial or Alternative Power:** 504 sites

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



### Challenges

1. Multiple electrical fires on JPSCo's lines caused severe damage to our fibre, affecting areas including, but not limited to, East Ocho Rios-North Coast (Montego Bay), St. Mary, St. Ann, and Trelawny.
2. We are now awaiting restoration updates to safely bring the affected areas back online.
3. We have yet to receive the recovery plan from transport network provider (Flow) to recover the south fibre ring St. Elizabeth to Westmoreland, then Westmoreland to Negril.
4. No developments regarding a waiver of Customs Duties and General Consumption Tax (GCT) on telecommunication equipment to support post-Hurricane Melissa restoration efforts.

### Next Steps:

- Site assessment remains on track to be completed by November 8<sup>th</sup>.
- The team is restoring fibre in Montego Bay, Ocho Rios, Discovery Bay, Runaway Bay, and Brown's 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.
- 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 remain 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:

- This week, the Digicel Foundation Team completed care package distribution across St. James, Westmoreland, Manchester, and St. Elizabeth.
- Thirteen Digi-Buses will be in the parishes of Portland, St. Ann, St. Mary, St. Catherine, St. Thomas, and Clarendon today. On Saturday, the teams will head to Trelawny, St. James, St. Ann, St. Catherine, Clarendon, Manchester and Westmoreland on Saturday. The teams will 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