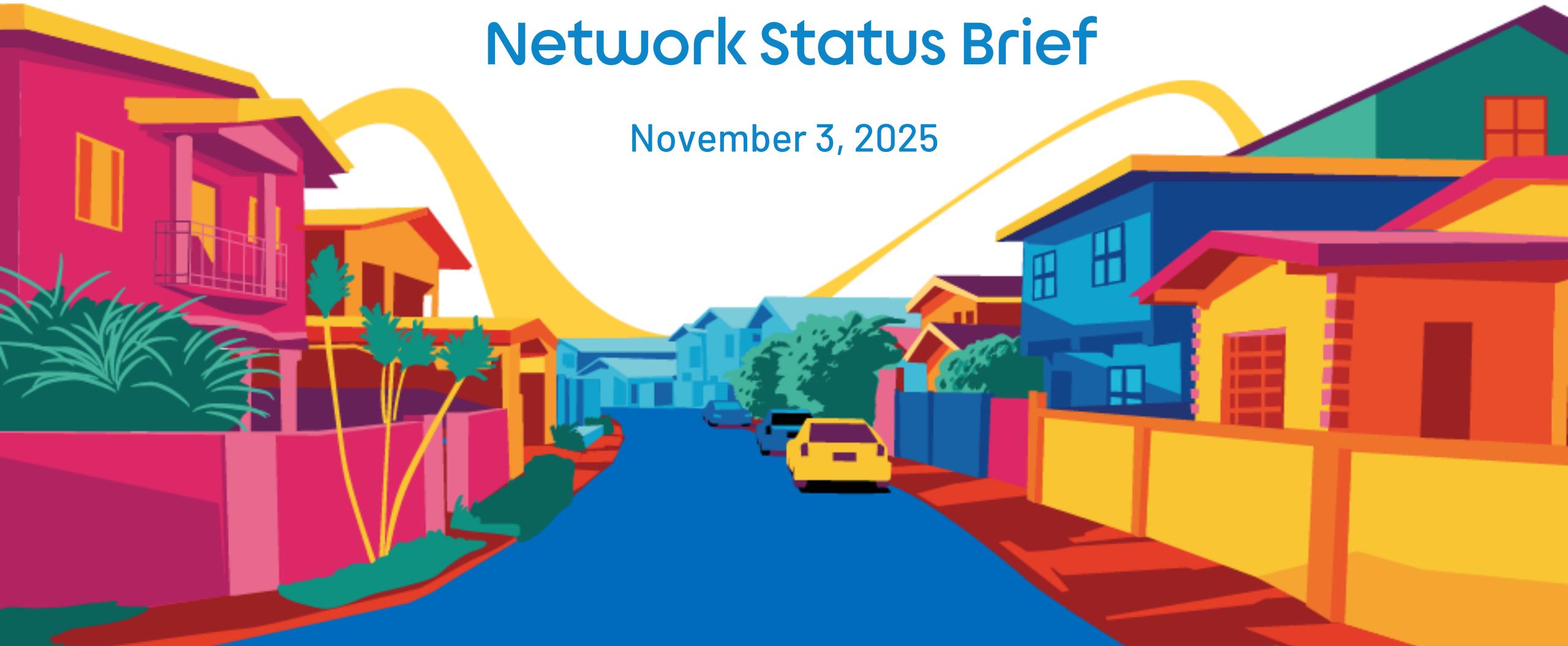




Hurricane Melissa

Network Status Brief

November 3, 2025



Fixed Network



Flow Jamaica Fixed coverage map

03
NOV 2025



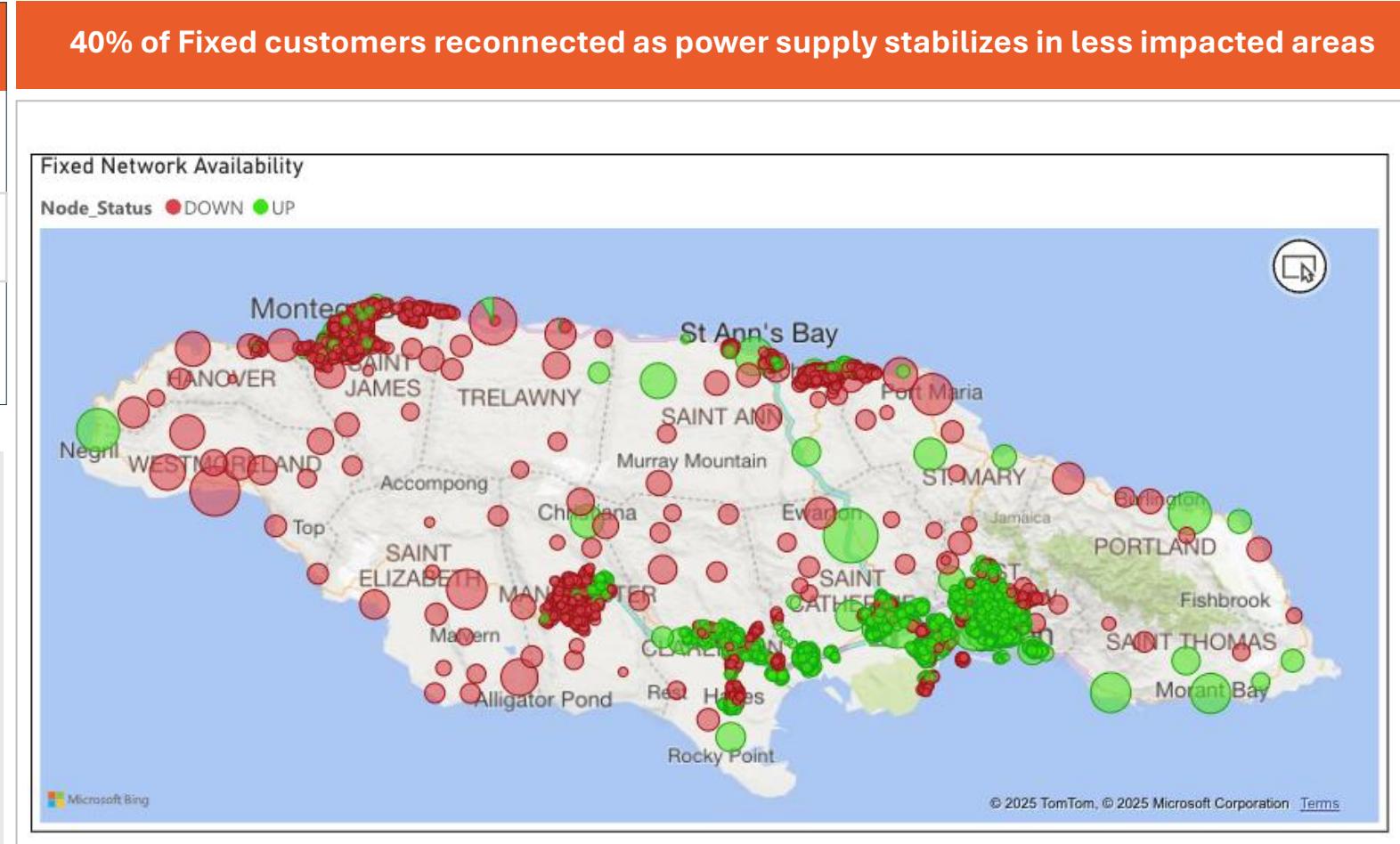
Fixed Network at ~64% of fixed sites up, driven by phased power restoration in less impacted urban areas



FIXED SITES			
SNAPSHOT : NOV 03 – 1PM			
	UP	DOWN	% UP
Nodes	2116	1205	64%

Fixed Strategic Priority

Accelerate restoration in the most affected western and southern regions, focusing on power-dependent nodes and customer clusters as JPS supply stabilizes.



FIXED NETWORK | COVERAGE AT PRESENT

03
NOV 2025



Fixed Network Restoration Efforts - Up to 43% Site Connectivity Islandwide

Fixed Availability by Parish

FIXED STATUS	PARISH	% UP	% DOWN
	ST. ANDREW	92%	8%
	ST. CATHERINE	82%	18%
	WESTMORELAND	18%	82%
	ST. ANN	30%	70%
	ST. ELIZABETH	0%	100%
	ST. MARY	25%	75%
	TRELAWNY	9%	91%
	ST. THOMAS	90%	10%
	ST. JAMES	13%	87%
	CLARENDON	61%	39%
	PORTLAND	51%	49%
	HANOVER	0%	100%
	MANCHESTER	27%	73%
	KINGSTON	99%	1%
	TOTAL	43%	57%

Fixed Restoration

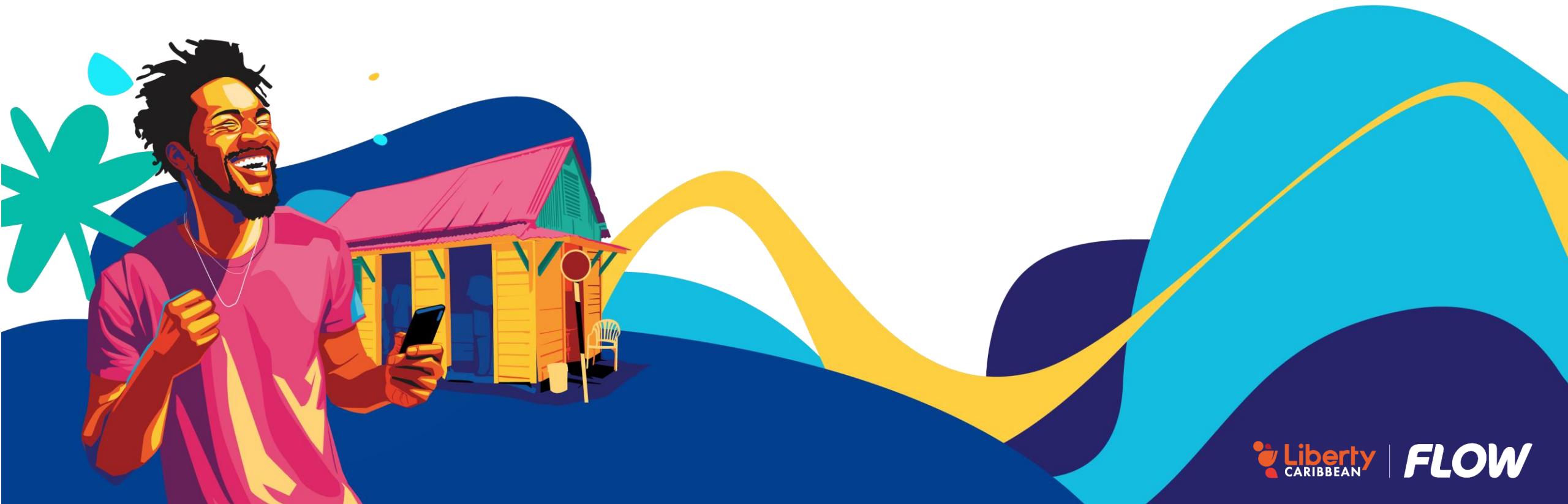
Fixed Network connectivity still operating at approximately 43%, as power restoration progresses. Initial recovery focused on urban centers outside the storm's direct impact zone.

Fixed Network Restoration Efforts – Up to 40% Site Connectivity Islandwide

Major Fixed Restoration Priority Updates

FIXED STATUS	Priority Actions	Execution
	1 Repair Least impacted Areas where power is back Damage assessments are actively underway across the eastern parishes — Portland, Kingston & St. Andrew, St. Thomas, and St. Catherine.	Targeted Restoration Activities Tickets created for customers online for Dispatch technicians to the following: St Thomas , Portland, St Catherine.
	2 Restoration of Major Technical Facilities Focused on restoring critical technical hubs impacted by the direct hit of Hurricane Melissa.	Stabilization of Core Network Infrastructure Ongoing recovery and issue resolution at key facilities in Kingston, St. Thomas, St. Ann, and Montego Bay to ensure full network stabilization.
	3 Resource Identification & Deployment Identifying and securing skilled technical resources to support network rebuilding efforts.	Deployment of External Support Arrangements are underway to bring in external technical teams to accelerate restoration and recovery activities.

Mobile Network

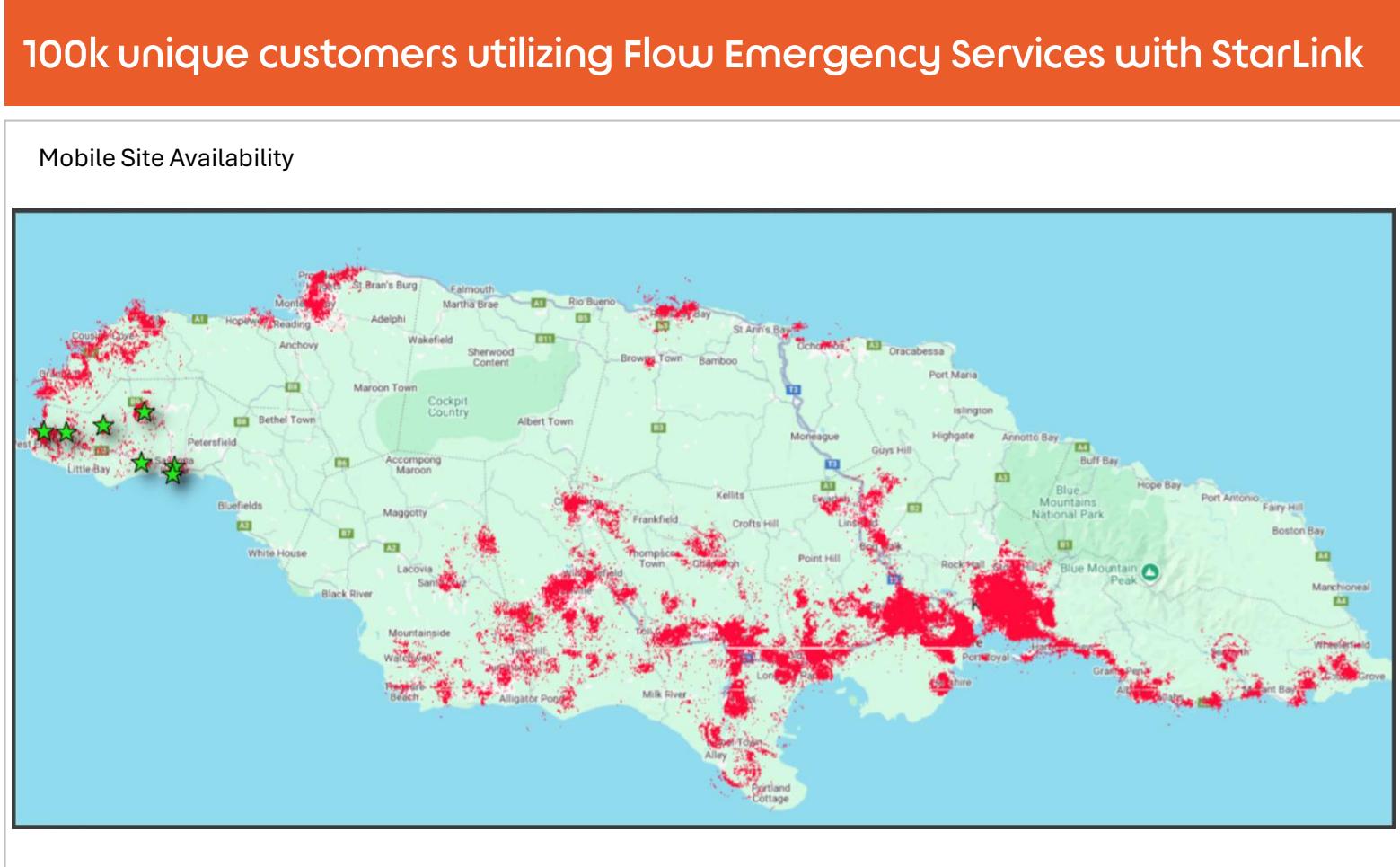
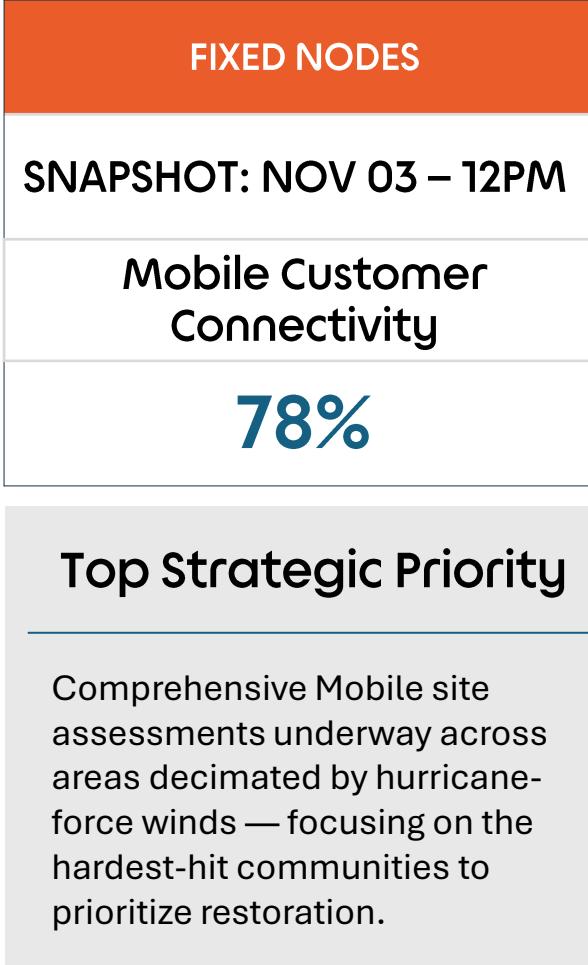


Flow Jamaica Mobile coverage map

03
NOV 2025



Mobile Network presently operating at 37% covering 78% of mobile customers .



MOBILE NETWORK | COVERAGE AT PRESENT

03
NOV 2025



Mobile Network – 37% Sites Operational Islandwide

Mobile Sites by Parish

MOBILE SITE STATUS	PARISH	TOTAL SITES	SITES UP	SITES DOWN
	Clarendon	61	34	56%
	Hanover	26	5	19%
	Kingston	18	16	89%
	Manchester	59	21	36%
	Portland	23	6	26%
	Saint Andrew	128	110	86%
	Saint Ann	76	10	13%
	Saint Catherine	106	67	63%
	Saint Elizabeth	65	13	20%
	Saint James	67	9	13%
	Saint Mary	49	1	2%
	Saint Thomas	30	19	63%
	Trelawny	30	0	0%
	Westmoreland	56	13	23%
		794	294	37%

Mobile Sites Alternate Power

Mobile Sites Performance

37% - Mobile Sites Online

Flow Emergency Services via StarLink provided communication in areas where extensive damages have been noted

Mobile Network Restoration plans – Flow Emergency Services (Starlink) with 100k Customers connected

Major Mobile Restoration Priority Updates

Strategic Focus

1 Flow Restoration of mobile sites including via Starlink

Restoration in offline areas – parishes – Westmoreland , Hanover , Trelawny and St Elizabeth.

2 Accelerate least impacted areas to BAU

Eight critical mobile towers were identified as fallen due to hurricane force winds, primarily across the most severely affected parishes — St. Ann, Hanover, and St. Elizabeth — which experienced direct storm impact.

3 Generator Usage Maximization and Refueling

To accelerate recovery efforts, Flow Jamaica has prioritized strengthening on-ground manpower.

MOBILE SITE STATUS

Execution Focus

Expand Emergency Contact

Extend Starlink-supported SMS coverage to additional priority zones while monitoring customer utilization. Align satellite uplinks and power restoration activities for improved site recovery efficiency.

Mobile Site Restoration

Kingston St Andrew and St Thomas and Follow JPS restoration in other areas

Refueling priority of sites

8 sites scheduled for rescheduling which will bring additional customer connectivity online