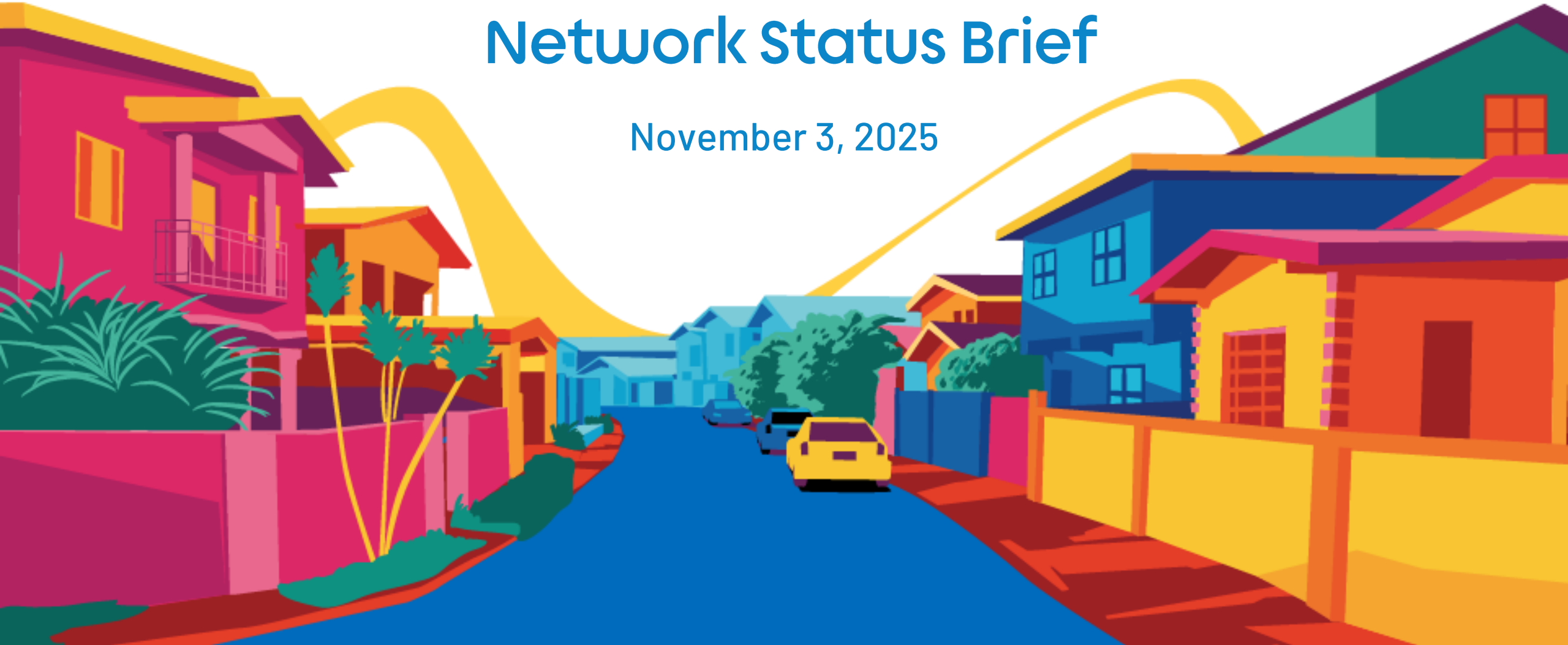


Hurricane Melissa Network Status Brief

November 3, 2025



Fixed Network



Flow Jamaica Fixed coverage map

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

FIXED NETWORK

FIXED SITES

SNAPSHOT : NOV 03 – 1PM

	UP	DOWN	% UP
Nodes	2116	1205	64%

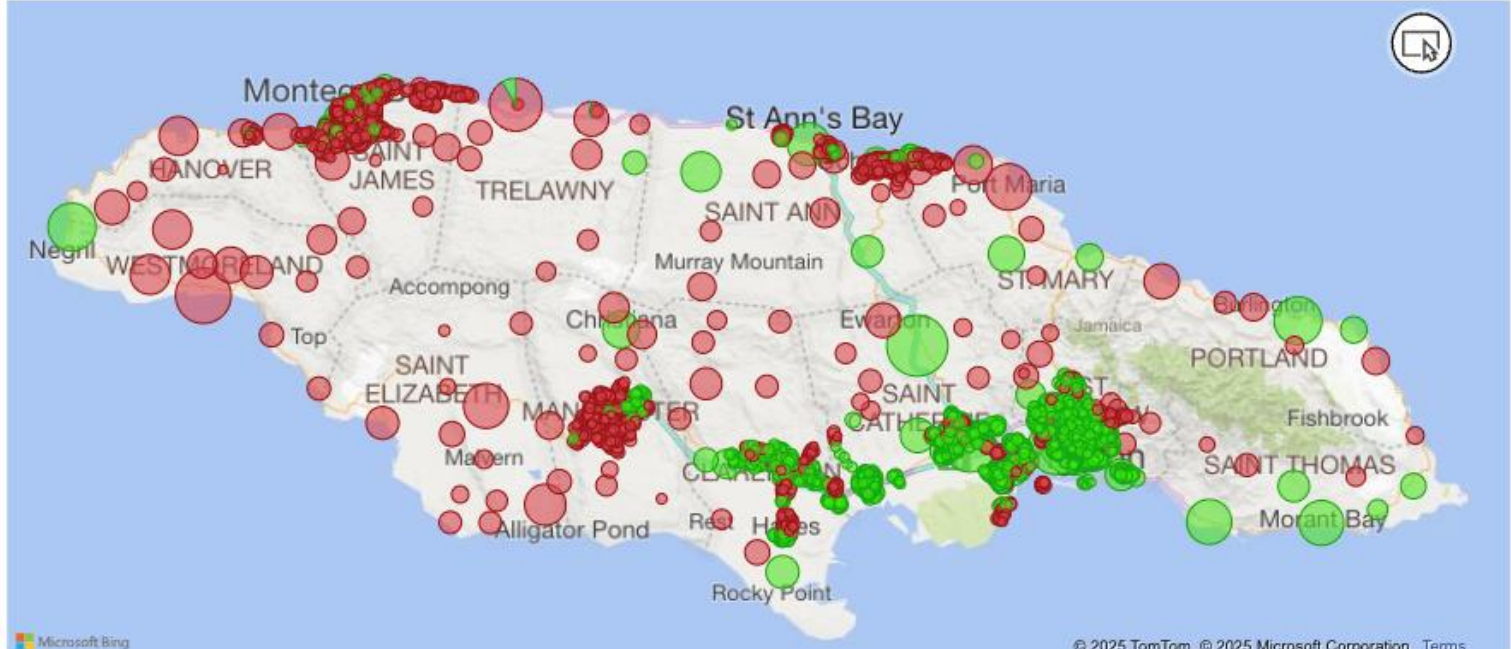
Fixed Strategic Priority

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

40% of Fixed customers reconnected as power supply stabilizes in less impacted areas

Fixed Network Availability

Node_Status ● DOWN ● UP



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FIXED NETWORK | COVERAGE AT PRESENT



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 PLANNING

03
NOV 2025

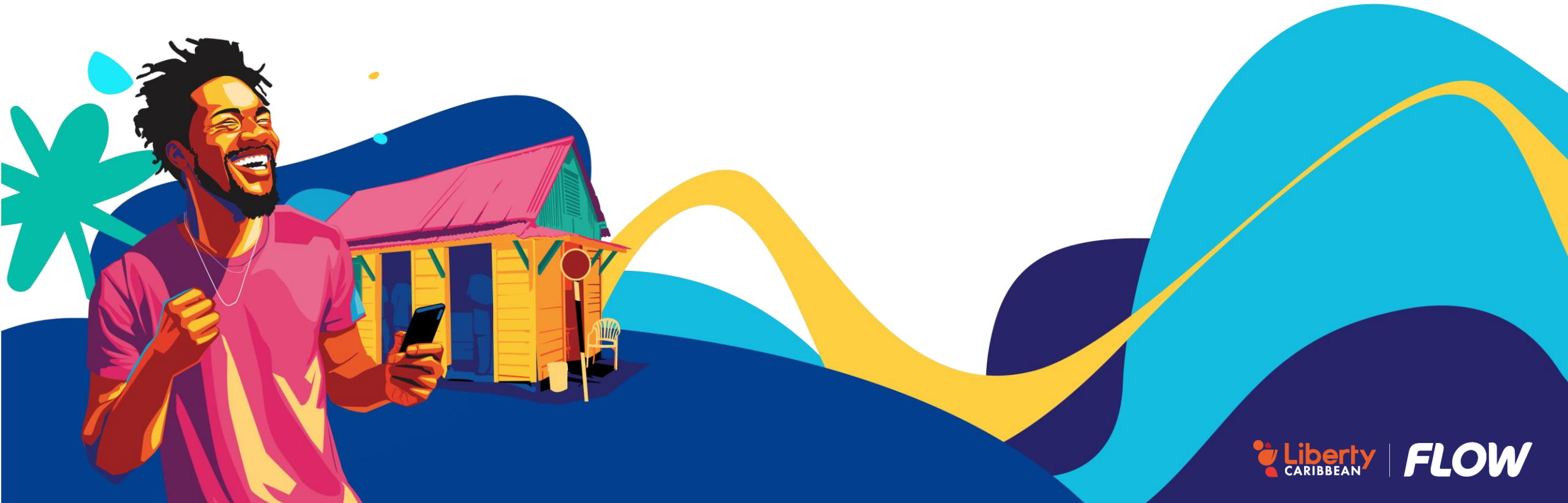


Fixed Network Restoration Efforts – Up to 40% Site Connectivity Islandwide

Major Fixed Restoration Priority Updates

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

Mobile Network



Flow Jamaica Mobile coverage map

03
NOV 2025



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

FIXED NODES

SNAPSHOT: NOV 03 – 12PM

Mobile Customer
Connectivity

78%

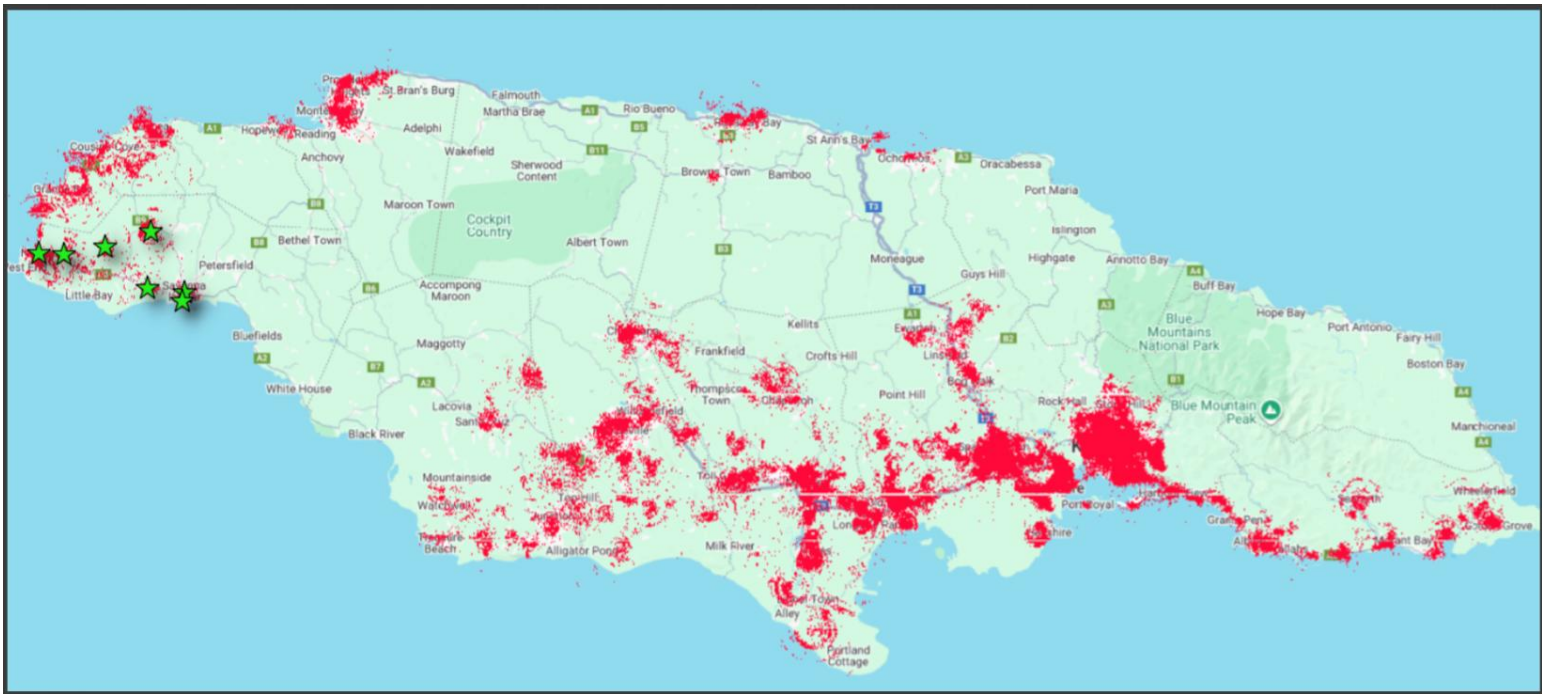
MOBILE
NETWORK

Top Strategic Priority

Comprehensive Mobile site assessments underway across areas decimated by hurricane-force winds — focusing on the hardest-hit communities to prioritize restoration.

100k unique customers utilizing Flow Emergency Services with StarLink

Mobile Site Availability



MOBILE NETWORK | COVERAGE AT PRESENT

Mobile Network – 37% Sites Operational Islandwide

03
NOV 2025



Mobile Sites by Parish

Mobile Sites Alternate Power

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 Performance

37% - Mobile Sites Online

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

MOBILE NETWORK | RESTORATION PLANNING

03
NOV 2025



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

Major Mobile Restoration Priority Updates

MOBILE SITE STATUS	Strategic Focus		Execution Focus	
	1	Flow Restoration of mobile sites including via Starlink Restoration in offline areas – parishes – Westmoreland , Hanover , Trelawny and St Elizabeth.	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.	
	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.	Mobile Site Restoration Kingston St Andrew and St Thomas and Follow JPS restoration in other areas	
	3	Generator Usage Maximization and Refueling To accelerate recovery efforts, Flow Jamaica has prioritized strengthening on-ground manpower.	Refueling priority of sites 8 sites scheduled for rescheduling which will bring additional customer connectivity online	