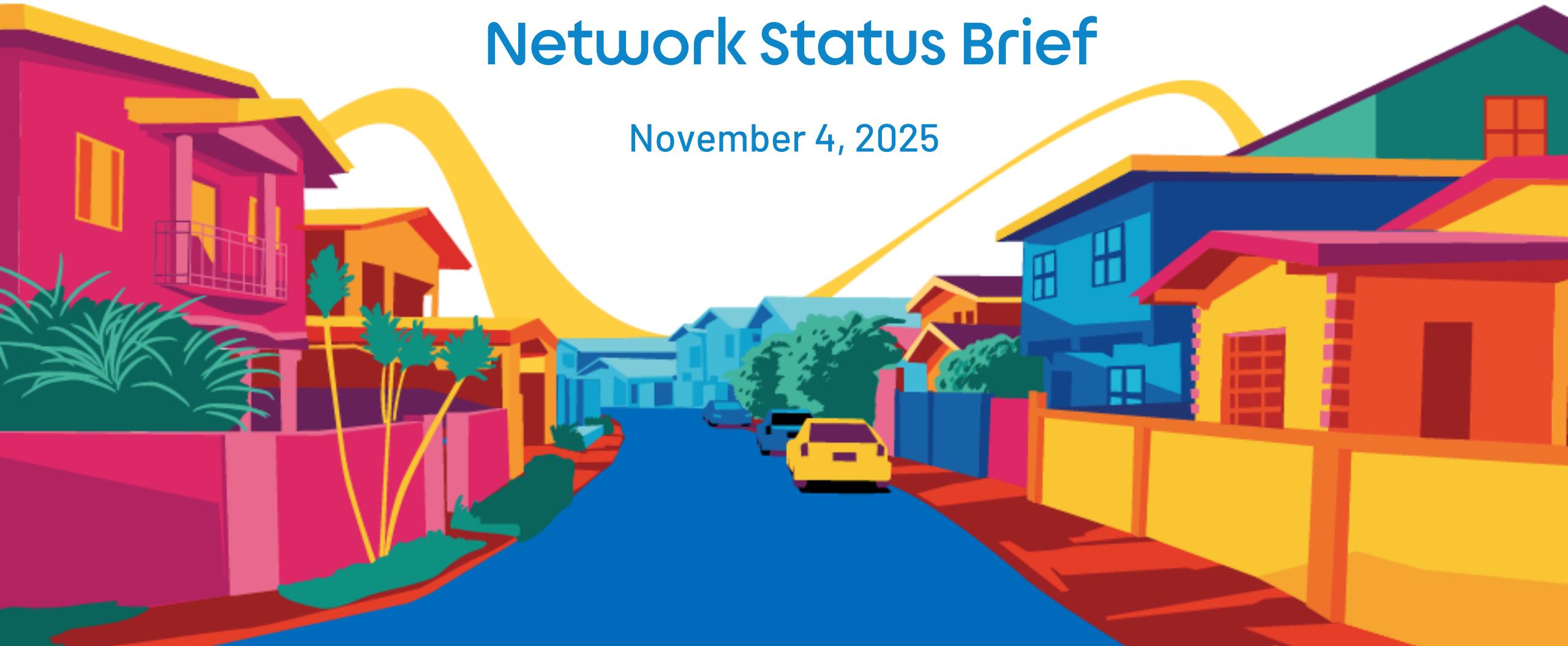




# Hurricane Melissa Network Status Brief

November 4, 2025



# EXECUTIVE SUMMARY

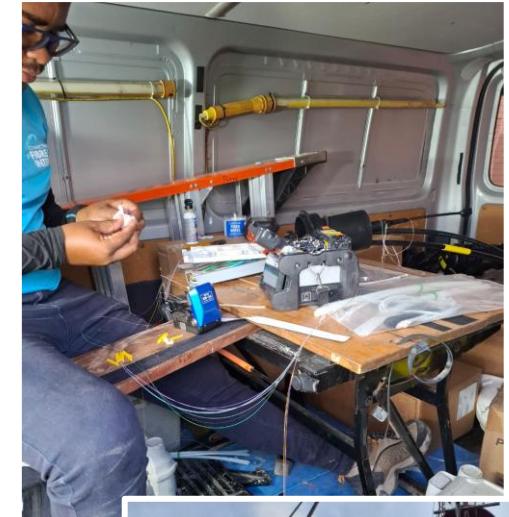
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NOV 2025



As of November 4, 2025, Flow Jamaica's telecommunications infrastructure is demonstrating strong resilience and recovery efforts following Hurricane Melissa. Both mobile and fixed networks are being steadily restored to ensure connectivity for customers across the island, particularly in areas that were severely impacted. To date, 80% of normal mobile traffic restored since Hurricane Melissa, priority being placed on sites in worst-hit areas and 43% fixed internet customers now online with recovery focused on urban centers outside the storm's direct impact zone.

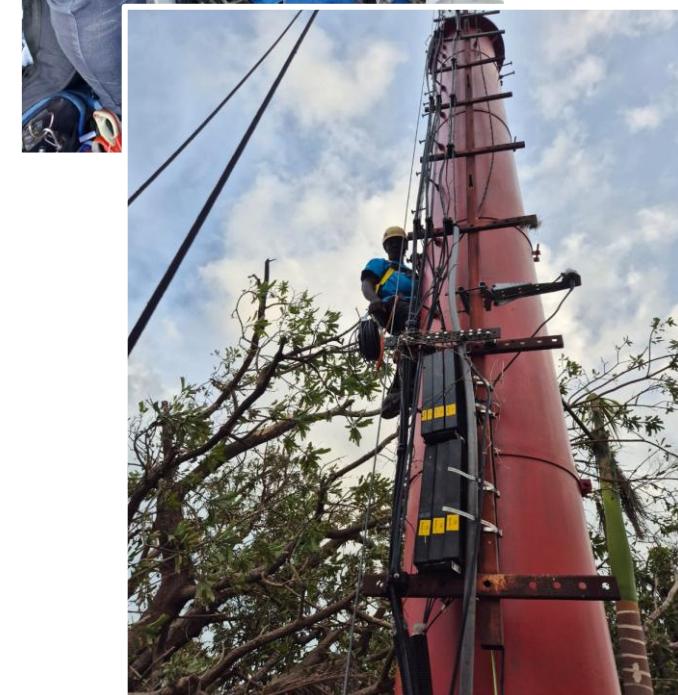
## Mobile Network:

- 44% of sites operational islandwide.
- Total mobile sites: 336 up, 458 down. 36 Sites were brought up yesterday serving Westmoreland, Hanover, St Catherine and Clarendon.
- Mobile services to be restored to the following areas today: Pitfour (St.James), Salt Spring Road (St. James), Roehampton (St. James), Green Pond (Trelawny), Lilliput (Trelawny), Environs of the Trelawny Multipurpose Stadium



## Fixed Network:

- Fixed Nodes: 2339 up, 1150 down (64% Network Online)
- Customer Connectivity currently at 55%
- Broadband Customers Restored: 5188 Additional customers brought online yesterday in St. Catherine and Clarendon
- Restoration now focused in -St. Catherine ( Portmore, Cedar Grove Independence City, Greater Portmore, Hellshire, Monza, Daytona, Sligoville) Kingston (Red Hills , Stony Hill, Mona), Clarendon (May Pen, Chapleton) and Portland ( Manchioneal)
- Identifying and securing additional skilled technical resources to support network rebuilding efforts.



# EXECUTIVE SUMMARY

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## Customer Channels Update

- Retail Stores -Savanna- La- Mar and Negril stores. 90% of retail stores across the island now open.
- Mobile Units – Mobile "Store on Wheels" units equipped with charging stations were deployed in Montego Bay - providing mobile credit, free sim cards and devices to customers in affected areas.
- The unit will move to the Junction community in St. Elizabeth on November 5.



## Community Outreach Initiatives:

- Distribution of care packages by the Flow Foundation and Liberty Caribbean Foundation to communities in St. James that were severely impacted.
- More care packages be delivered to Westmoreland on Wednesday, November 5.



## Customer Communication

- Mainstream media updates regarding service restoration and delivery (including press releases and radio interviews).
- Completed mobile service restoration posts via Flow Jamaica social media platforms

# Fixed Network



# Flow Jamaica Fixed coverage map

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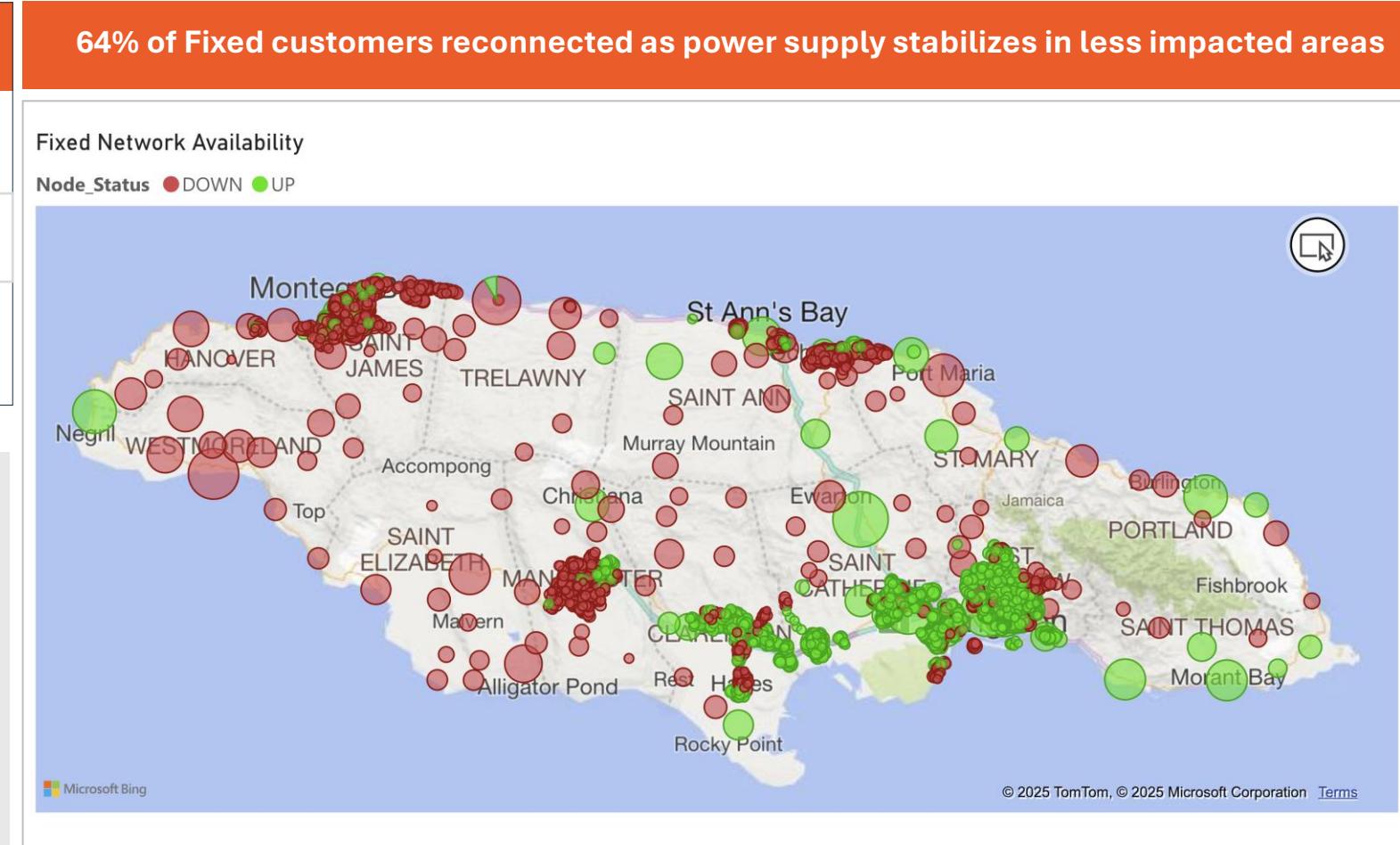
Fixed Network at ~64% of fixed sites up, driven by phased power restoration in less impacted urban areas



FIXED SITES			
SNAPSHOT : NOV 04 – 1PM			
	UP	DOWN	% UP
Nodes	2239	1250	64%

## Fixed Strategic Priority

5,188 Broadband and TV  
Customers restored yesterday with  
service in May Pen, St Catherine  
and Kingston and St Andrew.



# FIXED NETWORK | COVERAGE AT PRESENT

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## Fixed Network Restoration Efforts - Up to 55% Site Connectivity Islandwide

### Fixed Availability by Parish

FIXED STATUS	PARISH	% UP	% DOWN
	ST. ANDREW	93%	7%
	ST. CATHERINE	85%	15%
	WESTMORELAND	18%	82%
	ST. ANN	35%	65%
	ST. ELIZABETH	0%	100%
	ST. MARY	41%	59%
	TRELAWNY	9%	91%
	ST. THOMAS	90%	10%
	ST. JAMES	12%	88%
	CLARENDON	66%	34%
	PORTLAND	51%	49%
	HANOVER	0%	100%
	MANCHESTER	21%	79%
	KINGSTON	94%	6%
	<b>TOTAL</b>	<b>55%</b>	<b>45%</b>

### Fixed Restoration

Fixed Network connectivity is operating at approximately 55%, as power restoration progresses. Initial recovery focused on urban centers outside the storm's direct impact zone.

# FIXED NETWORK | RESTORATION PLANNING

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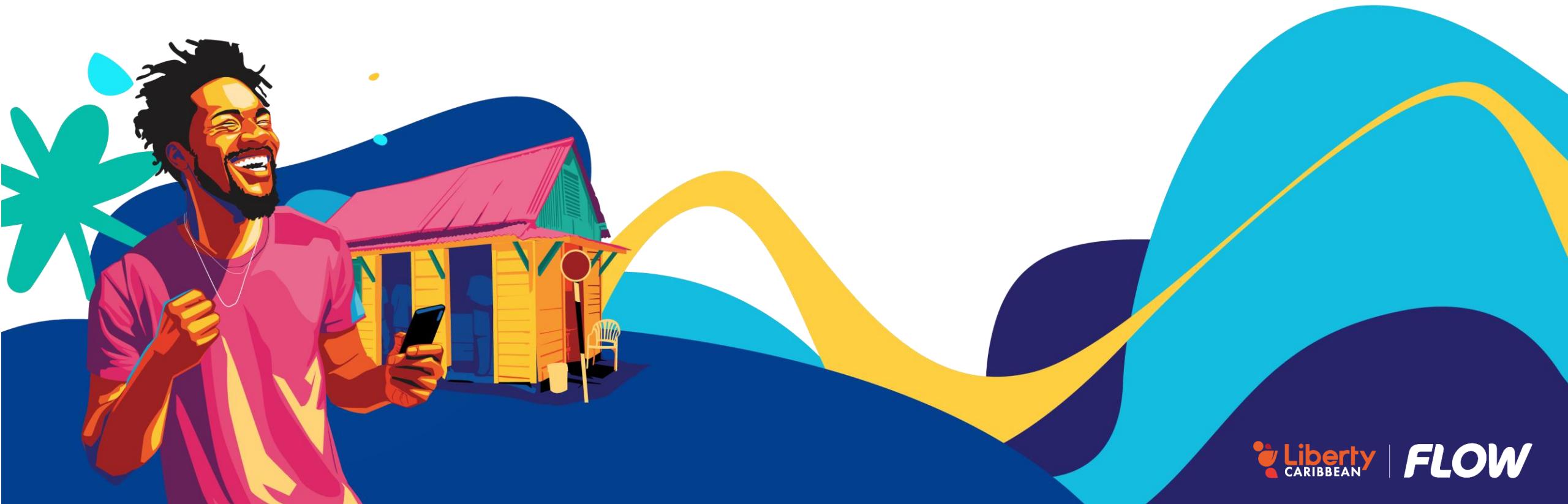


Fixed Network Restoration Efforts – Up to 40% Site Connectivity Islandwide

## Major Fixed Restoration Priority Updates

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

# Mobile Network



# Flow Jamaica Mobile coverage map

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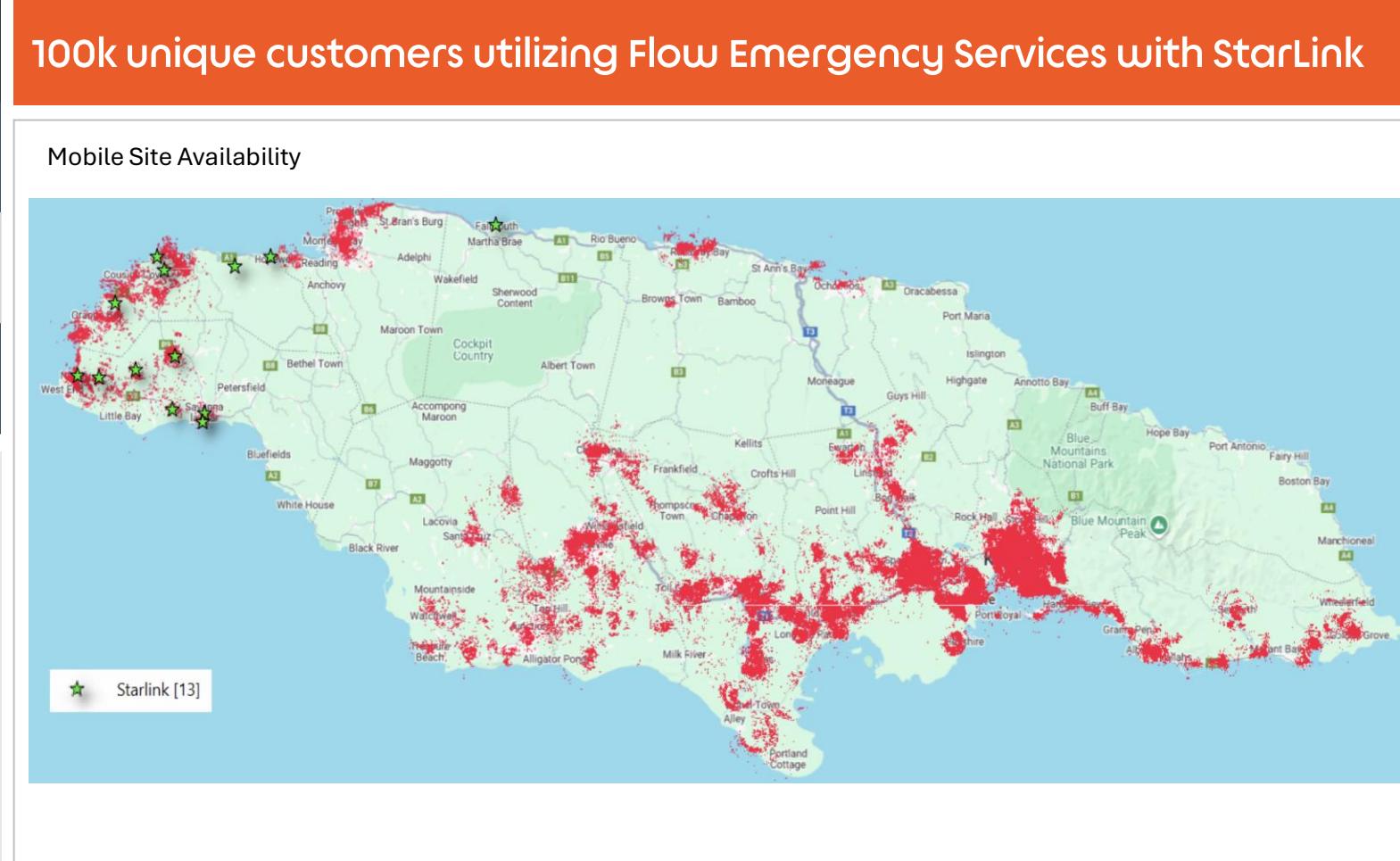
Mobile Network presently operating at 44% of mobile sites online, 80% of mobile traffic restored.



FIXED NODES
SNAPSHOT: NOV 04 – 9AM
Mobile Traffic Connectivity
80%

## Top Strategic Priority

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



# MOBILE NETWORK | COVERAGE AT PRESENT

Mobile Network presently operating at 44% of mobile sites online, 80% of mobile traffic restored .

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## Mobile Sites by Parish

MOBILE SITE STATUS	PARISH	TOTAL SITES	SITES UP	SITES UP
	CLARENDON	61	40	66%
	HANOVER	25	9	36%
	KINGSTON	18	16	89%
	MANCHESTER	59	24	41%
	PORTLAND	23	6	26%
	SAINT ANDREW	127	112	88%
	SAINT ANN	73	10	14%
	SAINT CATHERINE	105	69	66%
	SAINT ELIZABETH	62	12	19%
	SAINT JAMES	66	8	12%
	SAINT MARY	48	2	4%
	SAINT THOMAS	30	22	73%
	TRELAWNY	29	1	3%
	WESTMORELAND	54	12	22%
	<b>TOTAL</b>	<b>780</b>	<b>343</b>	<b>44%</b>

## Mobile Sites Performance

### 44% - Mobile Sites Online

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

### In Field Current Priority:

1. Westmoreland
2. Hanover
3. Trelawny
4. Saint Elizabeth
5. St Ann
6. Portland

Mobile Network Restoration plans – Increase Resources on the ground and restore mobile service to Black River

## Major Mobile Restoration Priority Updates

### Strategic Focus

#### 1 Accelerated Mobile Restoration

Focused efforts on restoring critical mobile sites to improve coverage and service continuity across key impacted regions.

#### 2 Restore Mobile connectivity in Black River St Elizabeth

Concentrate resources on re-establishing mobile connectivity in Black River, St. Elizabeth to accelerate service normalization in the space.

#### 3 Bolster Resource Capability

Identifying and securing skilled technical resources to support network rebuilding efforts.

MOBILE SITE  
STATUS

### Execution Focus

#### Restoring Mobile Sites for Greater Connectivity

Teams are actively restoring mobile sites in St Elizabeth, St James and Trelawny - increasing network availability and enabling more customers to reconnect.

#### Mobile Site Restoration

Field teams deployed to bring critical mobile sites back online, expanding coverage and improving customer connectivity parish main.

#### Increase crew numbers to affected areas