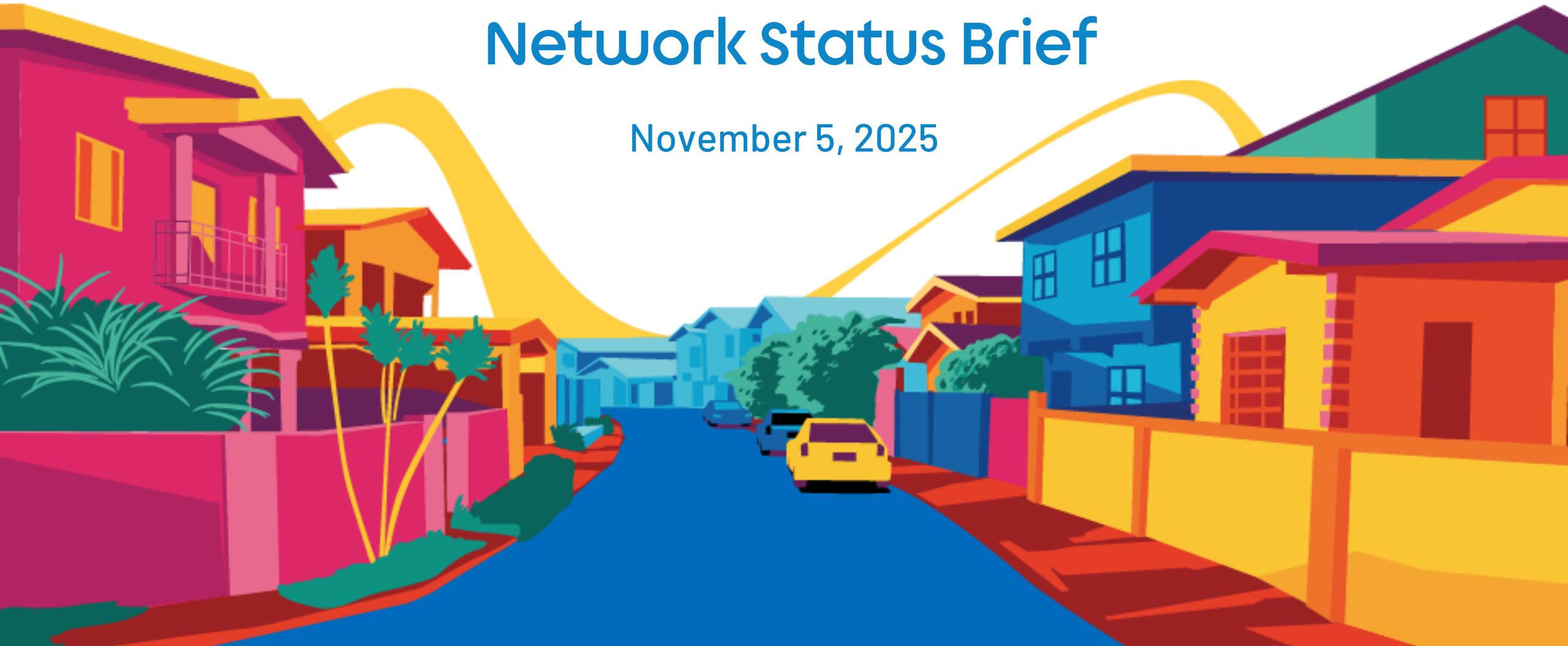




# Hurricane Melissa Network Status Brief

November 5, 2025



# EXECUTIVE SUMMARY

05  
NOV 2025



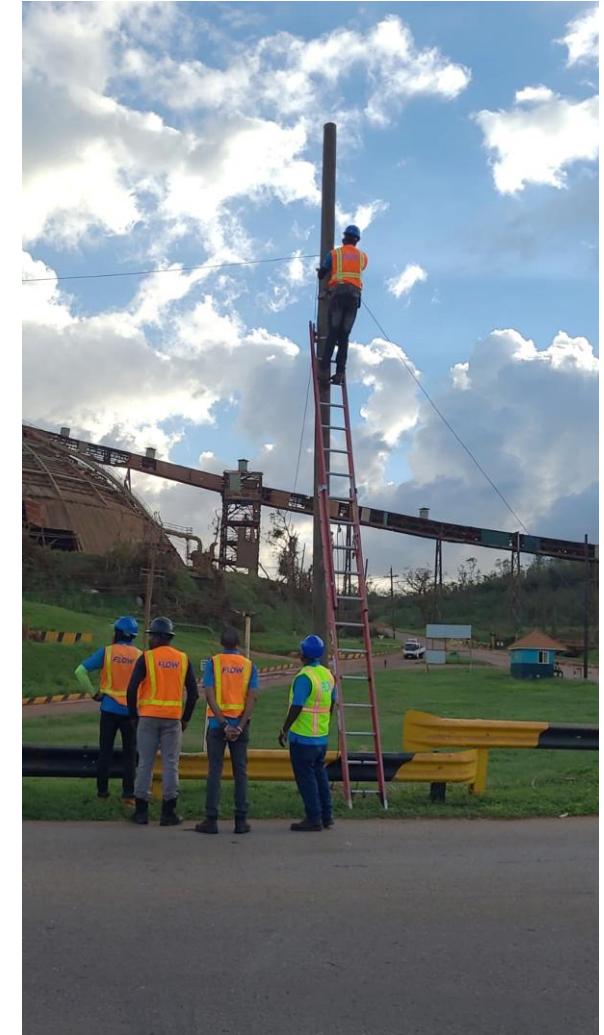
As of November 5, 2025, Flow Jamaica's telecommunications infrastructure is demonstrating strong resilience and recovery efforts following Hurricane Melissa. Both mobile and fixed networks are being steadily restored to ensure connectivity for customers across the island, particularly in areas that were severely impacted. To date, 80% of normal mobile traffic restored since Hurricane Melissa, priority being placed on sites in worst-hit areas and 42% fixed internet customers now online with recovery focused on urban centers outside the storm's direct impact zone.

## Mobile Network:

- 43% of sites operational Islandwide as at 10am.
- Total mobile sites as at 10am: 338 up, 456 down.
- Major infrastructure works being done in Black River St Elizabeth to rebuild damage caused by Hurricane Melissa

## Fixed Network:

- Fixed Nodes: 2256 up, 1233 down (65% Network Online)
- Customer Connectivity currently at 42%
- Broadband Customers Restored: 1721 Additional customers brought online yesterday in St. Catherine and Clarendon
- Restoration now focused in the following areas -Portland (Port Antonio) , Clarendon (May Pen), Manchester( Mandeville), St Ann (Run-away Bay), (Trelawny) Falmouth, St. James (Montego Bay), Hanover (Lucea), St Elizabeth (Santa Cruz)



# EXECUTIVE SUMMARY

05  
NOV 2025



## Customer Channels Update

- Retail Stores – All Flow-owned stores –with the exception of our Church Street location – which suffered damage during the hurricane have reopened.
- Mobile Units – Mobile "Store on Wheels" units equipped with charging stations have been deployed providing mobile credit, free sim cards and devices to customers in affected areas.
- Nine mobile units will be deployed in areas of Kingston, Spanish Town, May Pen, Savanna-la-Mar and Montego Bay on November 6.

## 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 being delivered to Westmoreland today (November 5).

## Customer Communication

- 100% of all Flow Employees have finally been located and Marked Safe.
- Mainstream media updates regarding service restoration and delivery (including press releases and radio interviews).
- Completed mobile service restoration and locations for humanitarian efforts posted via Flow Jamaica social media platforms.



# Fixed Network



# Flow Jamaica Fixed Network coverage map

05  
NOV 2025



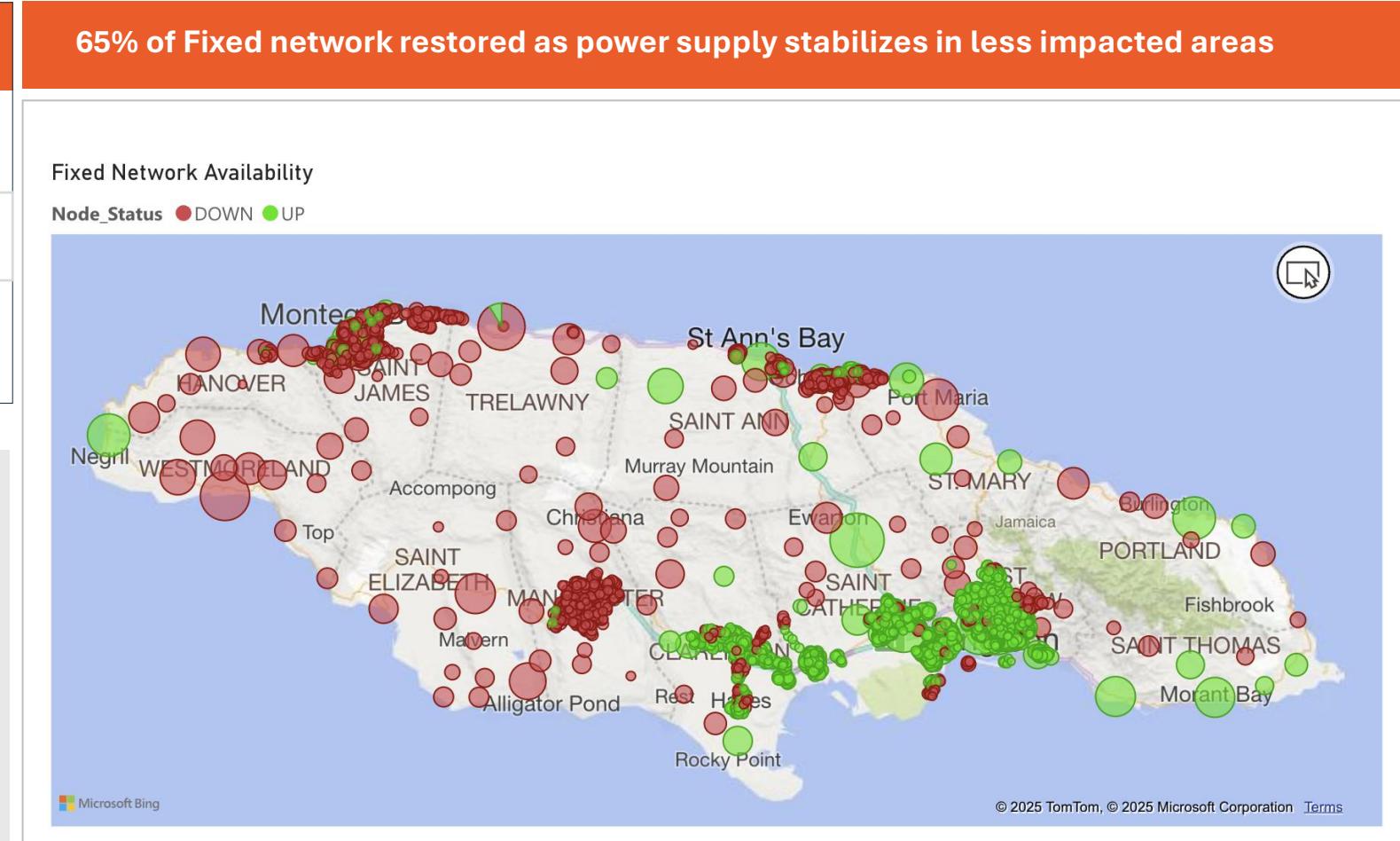
Fixed Network at ~65% of fixed sites up, driven by phased power restoration in less impacted urban areas



FIXED SITES			
SNAPSHOT : NOV 05 – 1PM			
	UP	DOWN	% UP
Nodes	2256	1233	65%

## Fixed Strategic Priority

As at Nov 4 – 5pm – 1721 additional Broadband and TV Customers restored yesterday with service in May Pen, St Catherine and Kingston and St Andrew.



# FIXED NETWORK | COVERAGE AT PRESENT

05  
NOV 2025



## Fixed Network Restoration Efforts – Up to 42% Customer Connectivity Islandwide

### Fixed Customer Connectivity by Parish

FIXED STATUS	PARISH	% UP	% DOWN
	ST. ANDREW	88%	12%
	ST. CATHERINE	76%	24%
	CLARENDON	50%	50%
	ST. ELIZABETH	0%	100%
	HANOVER	0%	100%
	MANCHESTER	0%	100%
	PORTLAND	19%	81%
	ST. ANN	1%	99%
	ST. JAMES	0%	100%
	ST. MARY	2%	98%
	ST. THOMAS	68%	32%
	TRELAWNY	0%	100%
	WESTMORELAND	0%	100%
	<b>TOTAL</b>	<b>42%</b>	<b>58%</b>

### Fixed Restoration

Customer connectivity is operating at approximately 42%, as power restoration progresses. Recovery focused on Fiber Transport Links along the following routes.

#### Fiber Transport Links Priorities:

1. Portland (Port Antonio)
2. Clarendon (May Pen)
3. Manchester( Mandeville)
4. St Ann (Runaway Bay)
5. Trelawny (Falmouth)
6. St. James (Montego Bay)
7. Hanover (Lucea)
8. St Elizabeth (Santa Cruz)

# FIXED NETWORK | RESTORATION PLANNING

05  
NOV 2025

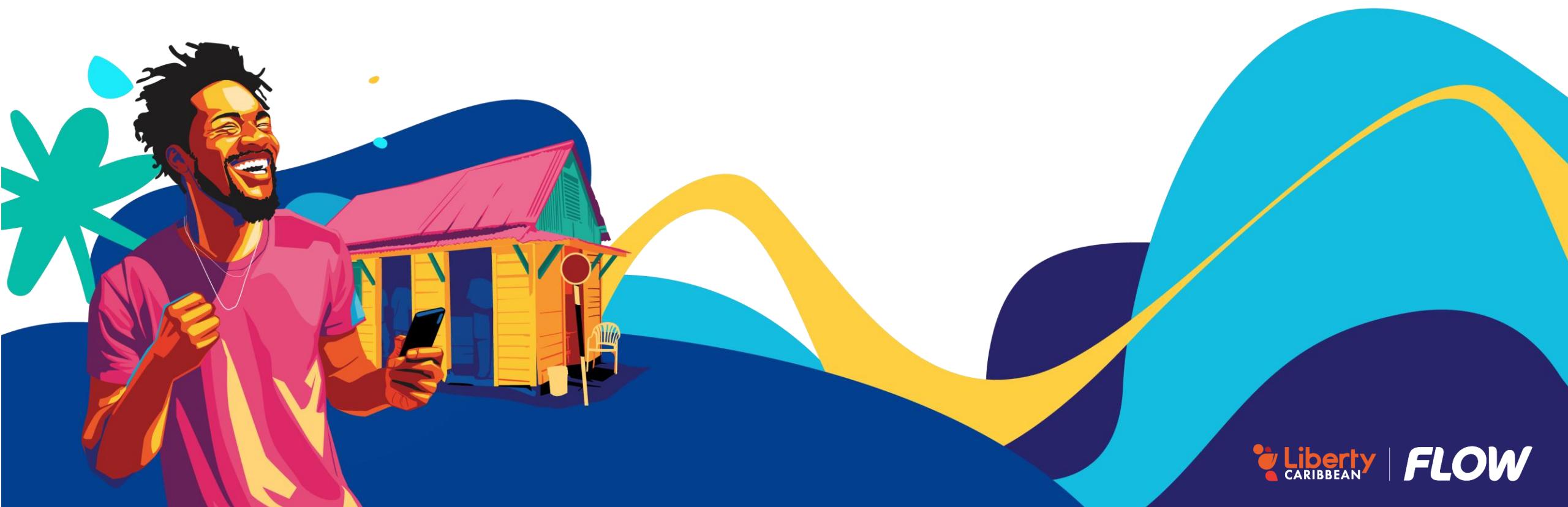


Fixed Network Restoration Efforts – Up to 42% Customer Connectivity Islandwide

## Major Fixed Restoration Priority Updates

FIXED STATUS	Priority Actions	Execution
	<b>1 Repair Least impacted Areas where power is back</b> Damage assessments are actively underway across the eastern parishes — Portland, Kingston & St. Andrew, St. Thomas, and St. Catherine.	<b>Targeted Restoration Activities</b> Tickets created for customers online for Dispatch technicians to the following: St Thomas , Portland, St Catherine.
	<b>2 Restoration of Major Technical Facilities</b> Focused on restoring critical technical hubs impacted by the direct hit of Hurricane Melissa.	<b>Stabilization of Core Network Infrastructure</b> Ongoing recovery and issue resolution at key facilities in Kingston, St. Thomas, St. Ann, and Montego Bay to ensure full network stabilization.
	<b>3 Resource Identification &amp; Deployment</b> Identifying and securing skilled technical resources to support network rebuilding efforts.	<b>Deployment of External Support</b> Arrangements are underway to bring in supplemental external technical teams to accelerate restoration and recovery activities for the week beginning November 10 <sup>th</sup> .

# Mobile Network



# Flow Jamaica Mobile coverage map

05  
NOV 2025



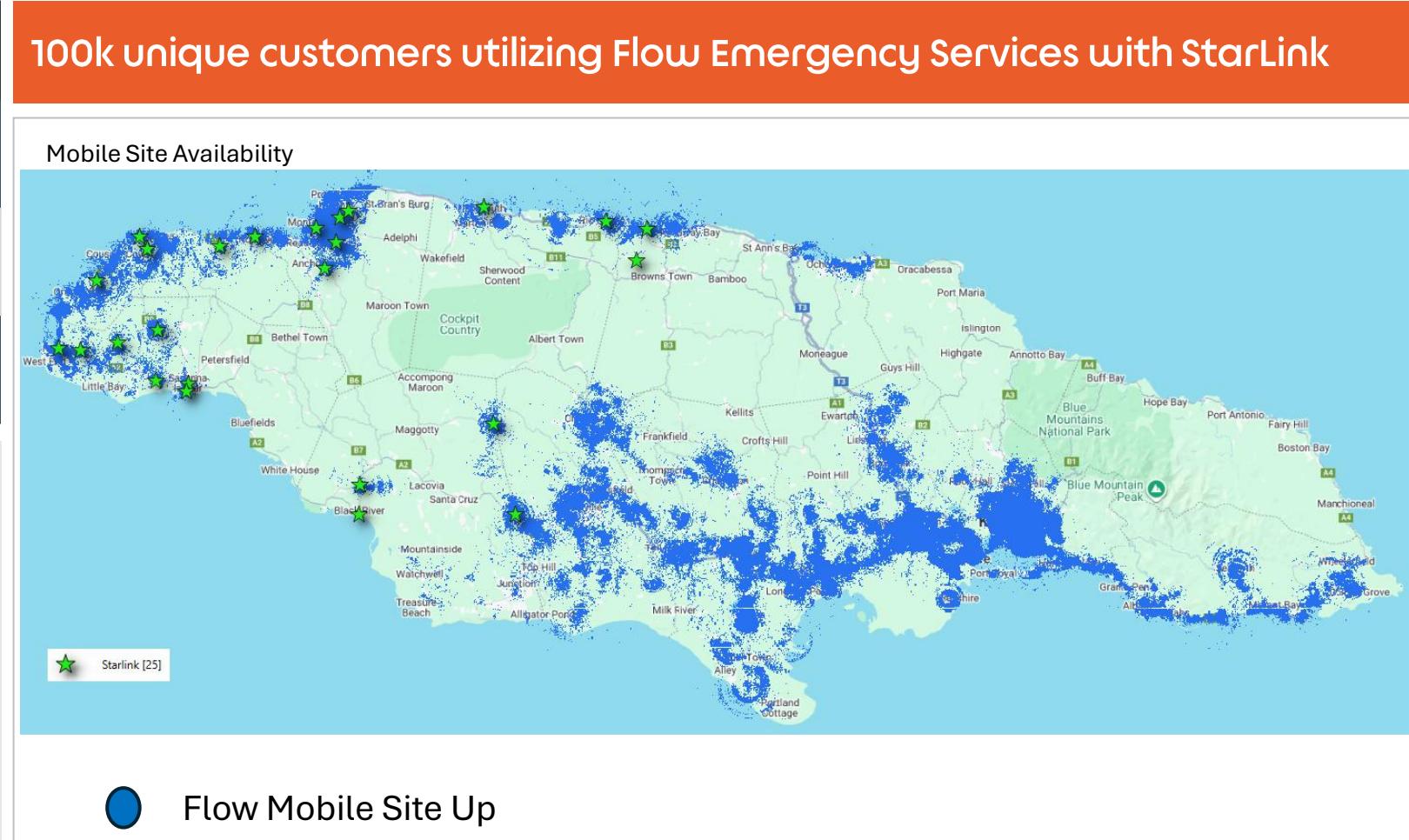
43% of Mobile Sites have been restored which represents 80% of our current mobile traffic



FIXED NODES
SNAPSHOT: NOV 05 – 9AM
Mobile Traffic Connectivity
80%

## Top Strategic Priority

Rebuild Mobile Site in Black River, St Elizabeth for connectivity within the communities.



# MOBILE NETWORK | COVERAGE AT PRESENT

With 43% of mobile sites restored, 80% of our mobile traffic is back to pre-hurricane levels

05  
NOV 2025



## Mobile Sites by Parish

MOBILE SITE STATUS	PARISH	TOTAL SITES	SITES UP	SITES UP
	CLARENDON	61	37	61%
	HANOVER	26	9	35%
	KINGSTON	18	15	83%
	MANCHESTER	59	24	41%
	PORTLAND	23	6	26%
	SAINT ANDREW	128	113	88%
	SAINT ANN	76	11	14%
	SAINT CATHERINE	106	71	67%
	SAINT ELIZABETH	65	3	5%
	SAINT JAMES	67	13	19%
	SAINT MARY	49	1	2%
	SAINT THOMAS	30	20	67%
	TRELAWNY	30	3	10%
	WESTMORELAND	56	12	21%
<b>Grand Total</b>		<b>794</b>	<b>338</b>	<b>43%</b>

## Mobile Sites Performance

### 43% - 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 – Restoring Mobile Connectivity and Strengthening Network Resilience in St. Elizabeth

### Major Mobile Restoration Priority Updates

#### Strategic Focus

##### 1 Rebuild Critical Mobile Infrastructure in St Elizabeth

Replace damaged network sites to restore reliable mobile service in Black River and surrounding communities to support humanitarian effort.

##### 2 Secure Continuous Power Supply for critical sites without power.

Implement backup power solutions to ensure service continuity during power outages. Reinforce generator refueling plan to ensure minimal downtime.

MOBILE SITE  
STATUS

#### Execution Focus

##### On-Site Rebuild Operations

Technical teams are on the ground reconstructing the destroyed mobile site from the ground up.

##### Integration of Additional Backup Power Systems

Backup generators and battery systems are being installed to maintain uninterrupted connectivity.