T-Mobile Crews and Teams Restore Connectivity as Gulf Coast Communities Recover from Hurricane Isaias

October 10, 2026

As Gulf Coast communities face widespread power outages and begin recovery, T-Mobile crews are working to restore service while T-Satellite, T-Priority and intelligent network technology help keep families and first responders connected when it matters most

BELLEVUE, Wash.--(BUSINESS WIRE)--Oct. 10, 2026-- Across the Gulf Coast, families and communities are facing the aftermath of Hurricane Isaias, including the tragic loss of life, damaged homes, flooding and widespread power outages. Our hearts are with those who have lost loved ones and everyone affected by the storm. At a time when reaching family, checking on neighbors or getting help matters more than ever, staying connected is especially important.

This press release features multimedia. View the full release here: https://www.businesswire.com/news/home/20261010253743/en/



T-Mobile black SatCOLT

Key Updates:

- **Maintaining connectivity and restoring service**: Approximately 96% of T-Mobile sites across the affected area are operational as of Saturday morning, despite widespread power outages. Teams worked to restore connectivity to the vast majority of customers within hours of Isaias impacting communities. Our Self-Organizing Network (SON) technology has made more than 7,500 automated adjustments since October 9, helping neighboring cell sites adapt to changing conditions and maintain coverage as restoration continues. Crews are deploying generators, refueling equipment and prioritizing restoration in the hardest-hit areas as quickly and safely as possible.
- **T-Satellite helping people stay connected**: On Friday, October 9, more than 16,000 people used T-Satellite to send and receive over 38,000 text messages, providing another way to communicate when traditional cellular coverage isn't available.
- **Supporting first responders with T-Priority**: T-Mobile is coordinating with emergency management agencies to prioritize restoration in hard-hit communities. Eligible first responders and public safety agencies can receive 30 days of T-Priority with T-Satellite at no charge to support critical communications.
- **Helping communities through recovery**: Teams are arriving in affected areas with Wi-Fi and device-charging resources, while T-Mobile is putting additional customer relief measures in place, including **unlimited talk, text and data** for customers, and providing support to employees impacted by the storm.
- See T-Mobile's newsroom for additional updates shared on October 7 and October 9.

T-Mobile crews are already making progress restoring connectivity following the hurricane's landfall near Destin, Florida, Friday night. Commercial power outages are responsible for the vast majority of network disruptions, particularly in the Mobile, Alabama, area. Our network's built-in resiliency and backup power systems are helping keep most sites operating despite widespread power loss.

"Our thoughts are with the families who have lost loved ones and everyone impacted by Hurricane Isaias," said Ankur Kapoor, Chief Network Officer, T-Mobile. "Keeping people connected is one way T-Mobile can help communities through this difficult time. Our network has held strong despite widespread commercial power outages, with intelligent technology making automatic network adjustments to help maintain coverage. Our crews are working to restore service where it's been impacted, while T-Satellite provides another way to reach family and friends, and T-Priority supports first responders' critical communications. We're committed to doing everything we can for the communities counting on us throughout recovery."

As of Saturday morning, more than 96% of our sites were operational across the four affected markets. Overlapping coverage from neighboring sites is helping some customers stay connected even where individual sites are affected. Restoration is underway, with crews deploying generators, refueling equipment and prioritizing critical communications needs to bring service back as quickly and safely as possible.

Our network technology is also helping people stay connected as restoration continues:

- **Making thousands of real-time network adjustments:** Our Self-Organizing Network (SON) technology has been working throughout the storm, automatically adapting network performance as individual sites are affected. Since October 9, SON has made more than 7,500 automated adjustments across cell sites, helping neighboring sites respond to changing conditions and maintain coverage wherever possible.
- **Providing another way to stay connected:** T-Satellite, opened up to all customers with compatible phones ahead of the storm, is providing an additional connection option when traditional cellular coverage isn't available. People can text loved

ones, let family know they're safe or reach emergency services through Text to 911 via satellite. On Friday, October 9 alone, more than 16,000 unique users sent and received more than 38,000 text messages through T-Satellite. Behind those numbers are people finding another way to reach loved ones, let family know they’re safe or stay connected during an uncertain time.

On the ground, our teams are responding to the needs of affected communities:

- **Restoring service and prioritizing critical communications:** Crews are deploying additional generators, refueling sites and addressing power and equipment issues to bring connectivity back online. We’re also working closely with emergency management agencies and first responders to identify where service is needed most, particularly in hard-hit communities around Mobile, and prioritize restoration accordingly.
- **Bringing support to communities:** Our teams are arriving in affected areas Saturday with vehicles and Wi-Fi equipment to help people stay connected and charge their devices. Teams are coordinating with local partners to identify where support is needed most, including shelters, community gathering locations and potentially T-Mobile stores. We’ll share more details as locations and services are confirmed.
- **Helping customers stay connected through recovery:** T-Mobile is providing unlimited talk, text and data to eligible T-Mobile, Metro by T-Mobile, Assurance Wireless, Mint Mobile and Ultra Mobile customers in impacted areas who don't already have these benefits included in their plans.
- **Taking care of employees:** We’re checking on employees impacted by the storm and providing additional assistance, including temporary lodging when needed, to help them and their families through this difficult time.
- **Helping customers navigate store closures:** Some T-Mobile stores remain closed due to storm-related power outages, while others are being assessed for reopening as conditions improve. Customers should check the T-Mobile store locator and call ahead before visiting.

Our teams will continue working to restore connectivity, support first responders and stand alongside affected communities throughout recovery. Because every connection matters, especially when people need each other most.

For those still in the storm’s path: Please follow local emergency officials for evacuation and safety guidance, keep devices and backup batteries charged, and review your family emergency plan. See our preparedness resources for additional steps to help you and the people you care about stay connected and ready.

For more information on T-Mobile’s preparedness and response capabilities, visit the company’s Emergency Response hub and follow @TMobileNews on X and Instagram.

About T-Mobile

As the supercharged Un-carrier, T-Mobile US, Inc. (NASDAQ: TMUS) is powered by an award-winning nationwide 5G Advanced network that connects more people, in more places, than ever before. With T-Mobile’s unique value proposition of best network, best value and best experiences, the Un-carrier is redefining connectivity and fueling competition while continuing to drive the next wave of innovation in wireless, broadband and beyond. Headquartered in Bellevue, Wash., T-Mobile provides services through its subsidiaries and operates its flagship brands, T-Mobile, Metro by T-Mobile and Mint Mobile. For more information, visit https://www.t-mobile.com**.**

View source version on businesswire.com: https://www.businesswire.com/news/home/20261010253743/en/

Media Contact
T-Mobile US, Inc.
MediaRelations@t-mobile.com

Investor Relations Contact
T-Mobile US, Inc.
Investor.Relations@t-mobile.com
https://investor.t-mobile.com

Source: T-Mobile US, Inc.