



Cybersecurity & Infrastructure
Security Agency
Washington, DC 20528

August 26, 2021

To Whom It May Concern:

The Cybersecurity and Infrastructure Security Agency (CISA) is monitoring emergency communications response and restoration support to:

Tropical Storm Ida – Regions 4,6

Region 4 states: Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee

Region 6 states: Arkansas, Louisiana, New Mexico, Oklahoma and Texas

A lesson learned from past events is that critical communications infrastructure may be damaged during events such as the above. Critical communications infrastructure supports voice communications, traditional cable TV, media broadcasting, and internet connections all of which may be carrying voice and data traffic essential to timely emergency response.

Please be advised that critical communications infrastructure carries critical communications, such as 911 calls, critical first responder traffic, and communications supporting restoration and recovery teams. Critical communications infrastructure facilities or networks would benefit from any coordination and infrastructure safeguarding courtesy that can be extended or offered to the bearer of this letter, such as access, so that the bearer of this letter can engage in efforts to prevent a loss of service and/or restore critical communications infrastructure. The bearer should continue to follow all laws, regulations, and ordinances. Support is advisable through the following period:

From: August 26, 2021 To: September 26, 2021

If you have any questions or concerns regarding this letter, CISA can be reached 24-hours a day at 888-282-0870 or CISAservicedesk@cisa.dhs.gov .

Thank you in advance for any assistance in maintaining and preserving critical communications during the response and recovery process for this event.

Sincerely,

John O'Connor
Emergency Response Operations Branch
Central
Integrated Operations Division
Cybersecurity and Infrastructure Security Agency