



August 26, 2021

To Whom It May Concern:

The Cyber and Infrastructure Security Agency (CISA) is monitoring communications conditions related 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 cables may be damaged during the debris removal, clean up, and restoration processes. Critical communications cables and fibers include telephone, traditional cable TV, and internet connections all of which may be carrying voice and data traffic essential to timely emergency response.

Please be advised that these cables carry critical wireline communication, such as 911 calls, critical first responder traffic, and communications supporting restoration and recovery teams. When removing debris, be aware of cables that may be entangled in or near the debris removal work. Any consideration, coordination, or courtesy that can be extended to safeguard and maintain communications links is much appreciated.

This critical communications infrastructure facility would benefit from any coordination and infrastructure safeguarding courtesy that can be extended or offered to the bearer of this letter, so that the bearer of this letter can engage in efforts to restore critical communications infrastructure. Support is advisable through the following period:

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

CISA is prepared to coordinate between communications companies, debris removal teams, restoration and recovery crews. CISA has a 24-hour point of contact at 888-282-0870 or at CISAservicedesk@cisa.dhs.gov that can assist coordination.

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