



August 26, 2021

To Whom It May Concern:

The Cybersecurity and Infrastructure Security Agency (CISA) is monitoring emergency communications restoration support to critical communications infrastructure facilities in response 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

These critical communications infrastructure facilities are necessary to ensure first responder, emergency responders, and 911 communications capabilities are functional during this response and recovery period. In order to provide this support, the bearer of this letter, who has received this letter from an employer who provides critical communications infrastructure services, must obtain fuel to execute restoration activities and to sustain generator operation to prevent communications outages until commercial power is restored to critical communications infrastructure facilities.

Fuel (gas, propane, diesel, petrol) are necessary to keep service fleet vehicles on the road and fuel generators powering critical communications infrastructure equipment supporting 911 calls, critical first responder traffic, and communications supporting restoration and recovery teams. Any courtesy that can be extended to support this critical communications infrastructure provider is much appreciated.

The bearer is responsible for payment for goods and services received. The bearer must continue to abide by all fuel safety, transport, and storage rules and regulations.

Any courtesy that can be extended to support the fuel needs of the bearer of this letter, as they engage in the support of critical communications infrastructure facilities during this response, would be appreciated.

Support is advisable through the following period:

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

CISA greatly appreciates your cooperation and is working with the bearer to coordinate the rapid restoration of critical communications networks to help our community return to normal as quickly as possible.

CISA has a 24-hour point of contact at 888-282-0870 or at CISAservicedesk@cisa.dhs.gov that can assist coordination.

Sincerely,

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