



CISA
CYBER + INFRASTRUCTURE

CIOCC
CISA Integrated Operations Coordination Center

NCC
National Communications Coordination Branch

UNCLASSIFIED

March 16, 2020

To Whom It May Concern:

The bearer of this letter is providing emergency communications sustainment and restoration support to critical communications infrastructure facilities in response to:

COVID-19 Declaration of National Emergency

These critical communications facilities are necessary to ensure first responder, emergency responders, public messaging, and 911 communications providing lifesaving capabilities are functional during this period of National Emergency. In the course of providing this support, the bearer must be able to travel to and access the infrastructure facilities during curfews and restricted travel periods in order to prevent loss of service or restore of critical communications services.

The Cyber and Infrastructure Security Agency's (CISA) National Communications Coordination Branch (NCC) requests any courtesy that can be extended be offered to the bearer of this letter during this response. Request support through the following date:

From: March 16, 2020 To: May 28, 2020

CISA/NCC greatly appreciates your cooperation and is working with the bearer to coordinate the rapid restoration of critical communications networks and continuance of communications retail capabilities supporting responders and community at large during this national emergency.

The bearer is responsible for payment of services received.

The CIOCC – Comms has a 24-hour point of contact to address any questions or concerns related to this request and can be reached at (703) 235-5080 or at NCC@hq.dhs.gov.

A handwritten signature in cursive script that reads "John O'Connor".

John O'Connor
Director, National Communications Coordination Branch
Cybersecurity and Infrastructure Security Agency