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August 28, 2019

To Whom It May Concern:

The Department of Homeland Security (DHS), Cybersecurity and Infrastructure Security Agency (CISA), CISA Integrated Operations Coordination Center (CIOCC), National Coordinating Center for Communications (NCC) is monitoring communications conditions related to:

Hurricane Dorian – FEMA Region IV (AL, GA, FL, KY, MS, NC, SC, and TN)

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 include telephone, cable-TV, and internet all of which may be carrying voice 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 or courtesy that can be extended to safeguard and maintain these communications links is much appreciated.

The NCC Watch is prepared to coordinate between communications companies, debris removal teams, restoration and recovery crews.

The NCC Watch has a 24-hour point of contact at (703) 235-5080 or at NCC@hq.dhs.gov.

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

A handwritten signature in black ink that reads "John J. O'Connor". The signature is written in a cursive style.

John J. O'Connor
Director, National Communications Coordination Branch
Cybersecurity & Infrastructure Security Agency
Department of Homeland Security

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