



March 18, 2020

Via Email

Christopher C. Krebs, Director
Cybersecurity and Infrastructure Security
Agency (CISA) – Stop 0380
Department of Homeland Security
245 Murray Lane
Washington, DC 20528-0380

RE: We're Still Working

Dear Director Krebs:

Pandemic is here and the nation is relying on the Communications Sector to support telework, telelearning, and telehealth strategies. The nation is also relying on our sector to keep the lines of news, communication, public messaging and entertainment open for families as we collectively “flatten the curve.”

- Right now, many government, business, healthcare and educational institutions are augmenting their system bandwidth and capacity to implement their pandemic plans, which rely in part on broadband connectivity. The major internet platforms are also working with us to ensure they can support these plans. To support the necessary installations and upgrades, and to continue doing repair and maintenance, the Communications Sector will need to be in the field.
- Right now, we are fielding a lot of questions from our customers about how to work from home, or how to use the collaboration tools sitting on their desktop. The people answering these questions operate in call centers, and they, too, must continue to work.
- Right now, all communications providers and broadcast stations are monitoring the health of not just their employees, but also their networks. The employees managing the health and security of our networks work in operations centers, and they need to reach their workplace to do their jobs.
- Finally, some things can only be handled in-person, so we may need to keep select critical store locations open so we can service customer and first responder equipment such as routers and handsets and, in some cases, provide publicly accessible Wi-Fi to facilitate public communication.

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To ensure we can continue to serve all of our customers, our employees will need freedom of movement and access to our business and customer locations to conduct their duties. We also need access to critical personal protection equipment and testing to ensure our employees and customers are protected as they do critical work to sustain operations.

Each and every network service provider and broadcast station has had to make hard decisions that balance the health of our employees and customers, the need to “flatten the curve,” and the nation’s need to remain connected and informed during this time – but this means our employees need to move freely as they conduct critical operations to maintain the resilience of our communications networks. These employees will have company identification and a DHS access letter confirming that they are performing a critical service. We are also using all health and safety measures available to us to protect these critical employees and the customers they are supporting, but we too, need access to personal protection equipment and testing to promote the well-being of our employees and customers.

We know the nation is relying on us. Help us help the nation. We’re still working.

Sincerely,

COMMUNICATIONS SECTOR COORDINATING COUNCIL



Robert Mayer
Chair
Communications Sector Coordinating
Council



Kathryn Condello
Vice Chair
Communications Sector Coordinating
Council

cc: Robert Kolasky
Bryan Ware
John Felker
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Vincent de Laurentis