## OVERVIEW

Telephony Denial of Service (TDoS) attacks present a unique challenge to emergency communications centers (ECCs), public safety answering points (PSAPs), public safety communications centers (PSCCs), and other 911 call or dispatch centers. Whether malicious (e.g., cyberattack) or accidental (e.g., malfunctioning equipment), the overwhelming volume of calls to a communications network could lead to degradation or disruption of 911 call answering abilities, thus severely impeding a jurisdiction's ability to provide emergency response services. To help public safety organizations recognize and respond to TDoS attacks, CISA's developed the *Protect Your ECC from TDoS Poster*.

PROTECT YOUR ECC FROM TDOS POSTER

Modeled after the *Protect Your Center from Ransomware Poster*, the TDoS Poster is designed to be placed in ECCs, PSAPs, PSCCs, and other 911 call or dispatch centers. Specifically, the poster reviews TDoS attack vectors and provides:

- Examples of TDoS attacks targeting administrative and 911 lines,
- Specific best practices and recommendations on how to mitigate TDoS attacks, and
- Contact information for federal partners and customizable space for additional resources
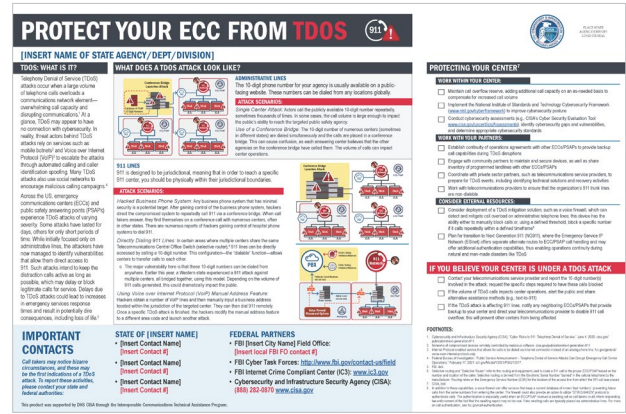
Protect Your ECC from TDoS Poster

CISA is actively customizing and distributing posters to states and other stakeholder agencies. To receive an agency- or state-specific customized TDoS Poster, Statewide Interoperability Coordinators (SWICs) and other state, local, tribal, and territorial (SLTT) points of contact can reach out to their CISA Emergency Communications Coordinator or email ecd@cisa.dhs.gov. Requests should include the following:

1. Name of State/Agency/Department/Division (Top left of the poster)
2. High resolution PNG or JPEG image of emblem or logo (Top right corner of poster)
3. Important SLTT contacts (Bottom left of the poster; up to three contacts)
4. Federal Bureau of Investigation (FBI) Field Office Contact Information (Bottom center under Federal Partners)
5. Point of contact for the request (Who can be contacted if additional information is required?)

SWICs, state, local, territory, and tribal points of contact may request up to 2 printed 20" x 30" copies of the poster and an electronic file will be provided for printing additional copies. For more information on CISA's technical assistance services, visit cisa.gov/interoperable-communications-technical-assistance-program. For additional resources that support 911 system operations, security, and Next Generation 911 transition, visit cisa.gov/safecom/next-generation-911.

For more information and resources on public safety communications and cybersecurity resiliency, visit cisa.gov/communications-resiliency.