

# BUSINESSSAFE

*BusinessSafe is designed to aid businesses in protecting the safety and well-being of Florida's residents and visitors from threats. BusinessSafe provides private sector partners with open source information, analysis and resources to help protect their businesses and communities.*

Florida Fusion Center 23-101

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## BusinessSafe Highlight – Communications Sector

The Communications Sector is an integral component of the U.S. economy, supporting the operations and tasks of all businesses, public safety organizations, and government departments and agencies. This sector has evolved into a diverse and interconnected industry using terrestrial, satellite, and wireless transmission systems. The private sector is the primary entity responsible for protecting sector infrastructure assets and, being able to predict, anticipate, and respond to sector outages. Private sector entities also understand how outages and disruptions might affect the ability of national leadership to effectively communicate when the time is needed for them to do so. Protecting the physical and data security of this sector is crucial due to its interdependencies with other critical infrastructure sectors, which rely on it to provide essential services used for daily business operations and emergency response.

### Criminal Activity

Criminal actors may target the Communications Sector either to commit theft or disrupt operations. Operational disruptions can happen when criminal actors attack assets and equipment, steal necessary operating components, or commit cyberattacks. Cyber criminals may also use multiple types of cyberattacks to try to obtain proprietary information.

- **Targeted Attacks** – Criminal actors may use [physical attacks](#) to harm Communications Sector assets and businesses. Physical attacks can include damage via firearms, [explosive devices](#), arson, and more. These types of attacks can cause prolonged periods of service outages, disrupt business/agency operations, harm employees, and impact other critical infrastructure sectors.
- **Theft** – Communications assets and businesses are often targeted by criminals intending to [steal critical operating components](#) from facilities, often to make a profit. Facilities such as cell towers are often in high traffic areas across the U.S., making them an attractive target for criminals. Theft of components from these assets can lead to operational delays, shut downs, and costly repairs. A common target for criminals at these facilities is [copper wire](#), which you can read about in [BusinessSafe Issue 98](#).
- **Cyberattacks** – The Communications Sector's reliance on technology makes it a target for [cyber criminals](#). Ransomware, distributed denial-of-service (DDoS) attacks, phishing, and malware are just a few of the methods used by cyber criminals to disrupt operations or steal sensitive information. Foreign nation states may also [target the Communications](#)



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[Sector](#) to compromise operational efficiency or carry out cyber espionage against the U.S. government or private businesses.

#### **How to Report**

- If you feel the situation is an emergency, call 911.
- “If You See Something, Say Something” – Report suspicious activity to your local law enforcement agency, on the FDLE website using Florida’s [See Something, Say Something Tool Kit](#), or by calling 1-855-FLA-SAFE.

#### **Resources**

- The Cybersecurity & Infrastructure Security Agency ([CISA](#)) provides ample resources for the Communications Sector.
- CISA also provides a [sector-specific plan](#) for the Communications Sector.
- The Federal Communications Commission ([FCC](#)) offers information, events, and resources on the Communications Sector and provides resources for individuals and businesses to file complaints.



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