

United States Senate

WASHINGTON, DC 20510-4606

COMMITTEES:

FINANCE

BANKING, HOUSING, AND
URBAN AFFAIRS

BUDGET

INTELLIGENCE

RULES AND ADMINISTRATION

March 25, 2020

Nick Weaver
Chief Executive Officer
ero LLC / Amazon
660 3rd Street, 4th Floor
San Francisco, CA 94107

Dear Mr. Weaver:

I write to ask for your assistance to ensure that the wireless access points, routers, modems, mesh network systems, and related connectivity products that your firm manufactures remain secure as unprecedented numbers of Americans rely on remote access for work and education as part of COVID-19 social distancing efforts.

As the COVID-19 pandemic unfolds, Americans will depend on connectivity products to receive tele-health; remain connected with family, colleagues, employers, and friends; and to receive news reports, and guidance from government and public health officials.

During this time, the security of consumer devices and networks will be of heightened importance. It is also imperative that consumer Internet infrastructure not be used as attack vectors to consumer systems and workplace networks accessed from home.

In light of these circumstances, I request your attention and diligence to help protect the consumer devices you sell. Both new and older devices in use deserve protection from cybersecurity threats, including timely updates to mitigate vulnerabilities and exposures.

There is pending bipartisan, bicameral legislation that I have introduced which would ensure that vendors of key information technology products, such as Internet of Things devices, maintain coordinated vulnerability programs.¹ This bill would serve as a complement to best practices for manufacturers today.

I ask that you ensure that the devices your company has manufactured continue to receive timely security updates needed to mitigate known vulnerabilities. Given the increased reliance on home networks for telehealth, distancing learning, and telework, I also ask you to consider public outreach to alert your customers to steps they can take to better secure these products, including applying security updates.

¹ Internet of Things Cybersecurity Improvement Act of 2019, S. 734, 116th Cong. (2019).

This is a timely occasion to remind customers about best practices and cybersecurity hygiene. If any of your manufactured devices are no longer capable of receiving critical cybersecurity updates, consumers should receive and have access to clear guidance from your company advising them when their product is no longer protected from cybersecurity threats by its manufacturer.

I appreciate your time and consideration of this matter.

Sincerely,

A handwritten signature in blue ink that reads "Mark R. Warner". The signature is written in a cursive, flowing style.

MARK R. WARNER
United States Senator