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Honorable D.H. Rumsfeld
Secretary of Defense
Department of Defense
1000 Defense Pentagon
Washington, DC 20301-1000

Dear Mr. Honorable Rumsfeld:

The U.S. Department of Defense (hereinafter referred to as “your firm”) has done much business with us in the past, and for this we are grateful. However, it has been brought to our attention that your firm does not allow us to secretly log into, monitor, change administrator passwords, and shut down the devices you purchased from us.

If you read the End User License Agreement (“EULA”) that comes with each of our devices, you will notice we retain the right to secretly log into our products, monitor them, change the administrator passwords, and shut them down at our sole discretion. We do allow you the privilege to protect our devices with firewalls and encrypted tunnels — but our EULA clearly says you must give us unrestricted access to our products so we can secretly log into, monitor, change administrator passwords, and shut them down at our sole discretion.

One of our employees recently was unable to secretly log into our products so he could change the administrator passwords. Upon speaking to a Mr. Jen O’Reil at your firm, he was told our products run on a “classified network” that is not accessible from the Internet. Our employee politely ordered Mr. O’Reil to open a hole in your firm’s firewall so he could do his job. Mr. O’Reil asked for a “security clearance,” at which time our employee faxed his CipherTrust® employee ID card. He also faxed a copy of our EULA.

Mr. O’Reil became very impolite and refused to give our employee access. We have been unable to reach Mr. O’Reil since then. According to a Mr. Lou Tennant, Mr. O’Reil will no longer take our calls. Mr. O’Reil has been very impolite to us.

CipherTrust® made a name for itself by taking care of our customers, Mr. Rumsfeld. We secretly log into, monitor, change administrator passwords, and shut down our products at many *Fortune* firms. In fact, sir, [we’ve secretly logged into, monitored, changed the administrator passwords, and shut down our products in the middle of a *Network World* magazine review!](#) That’s how far we’ll go to serve our customers. But to do this, our employees must be able to secretly log into our products on your classified network, monitor them, change their administrator passwords, and shut them down at our sole discretion.

Mr. Rumsfeld, your firm cannot deny us access to our products according to the terms of our EULA. We at CipherTrust® insist that you open the firewall to your classified network, or we will file court papers demanding the return of all our products. Good day, sir.