



TELECOMMUNICATIONS SERVICE PRIORITY PROGRAM OFFICE (TSPPO)



TELECOMMUNICATIONS SERVICE PRIORITY (TSP)

SERVICE VENDOR GUIDE



TSP SERVICE VENDOR GUIDE

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EMERGENCY COMMUNICATIONS DIVISION

TELECOMMUNICATIONS SERVICE PRIORITY (TSP) PROGRAM FOR
NATIONAL SECURITY AND EMERGENCY PREPAREDNESS (NS/EP)

1. **PURPOSE.** In the interest of a uniform, responsive, and well-maintained system serving the Nation's NS/EP telecommunications requirements, the TSP Program establishes certain requirements for service vendors. To that end, the purpose of this guide is to provide operational details of the TSP Program, without straying into implementation details that are properly internal to each vendor organization. The principal objectives of this Service Vendor Guide are:
 - a. To provide the necessary information for service vendors to comply with TSP Program requirements.
 - b. To provide a standard basis for the development of policies, methods, procedures, and training within each vendor organization.
 - c. To provide information for the development of service vendors' systems necessary to meet TSP Program reporting requirements.
2. **AUTHORITY.** This guide was originally issued by the Chief, Priority Services Branch, Office of Emergency Communications (OEC), now the Emergency Communications Division, with the approval of the Federal Communications Commission (FCC) under the authority of Title 47, Code of Federal Regulations (CFR), Part 64, Appendix A, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)," and OEC TSP Operations Guide, "Telecommunications Service Priority (TSP) Program for National Security and Emergency Preparedness (NS/EP)", December 2016.

The FCC, as defined in its TSP Report and Order (FCC 88-341) (also referred to as the TSP Program rules), which established the TSP Program, was updated with FCC-22-36 and retains final authority regarding interpretations of any information contained in this guide that impinge on the FCC's TSP Program rules. This guide is designed to supplement but not supplant the FCC's TSP Program rules. In the event of contradictions between information contained in this guide and the FCC's TSP Program rules, the FCC's TSP Program rules will prevail. FCC-22-36 further clarifies rules to eliminate certain outdated references, expand the list of services that are eligible for priority treatment, update the rules to reflect current oversight practices, expand the scope of federal employees authorized to invoke priority treatment, adopt rules to enhance the protection of TSP data, and clarify the timing and level of effort for provisioning and restoring service.

3. **APPLICABILITY.** This guide applies to all telecommunications service vendors involved in the provisioning or restoration of NS/EP telecommunications services. This guide, however, is not applicable to the provisioning or restoration of customer premises equipment (CPE) or customer premises wiring (CPW). Service users or contracting activities requiring priority treatment of CPE and CPW from vendors will separately obtain such treatment through proper contractual mechanisms. Vendor responsibilities should be specified in such contractual provisions.
4. **REFERENCES.** Procedures outlined in this guide are based, in part, on information from the following documents:
 - a. Title 47, CFR, Part 64, Appendix A, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)."
 - b. TSP Operations Guide, "Telecommunications Service Priority (TSP) Program for National Security and Emergency Preparedness (NS/EP)", December 2016.
 - c. Federal Communications Commission (FCC) Report and Order 22-36, May 2022.
5. **EFFECTIVE DATE.** This guide supersedes NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security and Emergency Preparedness (NS/EP) Service Vendor Handbook," December 10, 2000, and is effective immediately.
6. **EXPIRATION.** This guide is in effect until superseded or canceled.

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2. Second Publication: December 10, 2000
3. Third Publication: June 15, 2017
4. Fourth Publication: March 13, 2025

THE SERVICE VENDOR GUIDE FOR THE TSP SYSTEM

The *Service Vendor Guide for the TSP System* provides reference information on the TSP Program as well as detailed procedural instructions for TSP service vendors. This manual is structured into the following six chapters accompanied by three appendices.

1. Chapter 1, TSP Program Overview, provides background information on TSP; details the scope of the TSP Program; outlines the TSP request process; provides information on TSP categories, service profiles, and priority levels; outlines the roles and responsibilities of the participants who provide and use the TSP Program; and provides details on the TSP Authorization Code. Information on problem resolution and the international extension of the TSP Program is also provided.
2. Chapter 2, Provisioning of TSP Services, details service vendors' TSP provisioning responsibilities, and includes information on priority provisioning of TSP services.
3. Chapter 3, Restoration of TSP Services, describes service vendors' TSP restoration responsibilities, relationships between service vendors, the order of restoration of TSP service, and preemption to restore TSP services.
4. Chapter 4, Confirmation and Verification of TSP Service Information, discusses service vendor responsibilities regarding the confirmation of TSP service order activity and verification of TSP assignments.
5. Chapter 5, Reconciliation of TSP Service Information, provides details on reconciliation and resolution of TSP service information between the TSPPO and service vendors and between service vendors and subcontractors.
6. Chapter 6, Service Vendors' Requests for TSP Assignments, details information on service vendors' requests for priority treatment of services they own or lease.
7. Appendix A provides TSP Program contact information.
8. Appendix B provides information on the TSP website, including the Standard Forms used for TSP requests.

Table of Contents

1.0 TSP PROGRAM OVERVIEW	8
1.1 Scope of the TSP Program.....	9
1.2 TSP Service Description.....	10
1.3 TSP Request Process.....	11
1.4 TSP Categories, Service Profiles, and Priority Levels	12
1.5 TSP Authorization Code.....	13
1.6 TSPPO Revocation of TSP Codes	15
1.7 Responsibilities.....	15
1.7.1 Federal Communications Commission	15
1.7.2 Emergency Communications Division and the TSPPO	15
1.7.3 Service Vendor.....	16
1.7.4 Service User	17
1.7.5 Role of Former TSP Oversight Committee	18
1.8 Problem Resolution.....	18
1.9 International Extension of the TSP Program	18
2.0 PROVISIONING OF TSP SERVICES	19
2.1 Service Vendors' TSP Service Provisioning Responsibilities.....	19
2.2 Priority Provisioning of Emergency TSP Services.....	20
2.3 Priority Provisioning of Essential TSP Services.....	21
2.4 Preemption to Provision TSP Services	22
3.0 RESTORATION OF TSP SERVICES	22
3.1 Service Vendors' TSP Service Restoration Responsibilities.....	23
3.2 Relationships Between Service Vendors	23
3.3 Order of Restoration	24
3.4 Preemption to Restore TSP Services	25
4.0 CONFIRMATION AND VERIFICATION OF TSP SERVICE INFORMATION.....	25
4.1 Work Flow of Confirmation Process	26
4.2 Confirmation of TSP Service Order Activity	27
4.3 Verification of TSP Assignments	27
5.0 RECONCILIATION OF TSP SERVICE INFORMATION.....	28
5.1 Reconciliation of TSP Service Information Between the TSPPO and Prime Service Vendors	28
5.2 Resolution of TSP Service Information Discrepancies Between the Records of the TSPPO and Prime Service Vendors.....	30
5.2.1 Restoration Priority Discrepancy	30
5.2.2 Circuit ID Discrepancy	30
5.2.3 Revoked Service	30
5.3 Reconciliation of TSP Service Information Between Prime Service Vendors and Subcontractors.....	31
6.0 SERVICE VENDORS' REQUESTS FOR TSP ASSIGNMENTS.....	34

6.1	Exempt Control Services And Orderwires	34
6.2	Nonexempt Control Services and Orderwires	34
6.3	Requesting a TSP Assignment for Other Service Vendor NS/EP Requirements	34
APPENDIX A: TSP Program Contact Information.....		37
APPENDIX B: TSP Home Page.....		39

LIST OF FIGURES

Figure 1: Lifecycle of a TSP Code	122
Figure 2: Categories, Service Profiles, and Priority Levels.....	13
Figure 3: Elements of the TSP Authorization Code	14
Figure 4: Work Flow of Confirmation Process Submitted Directly to TSPPO	27
Figure 5: Reconciliation Timeline	32

1.0 TSP PROGRAM OVERVIEW

On November 17, 1988, the FCC issued a Report and Order (FCC 88-341) establishing the TSP Program. The Report and Order established the TSP Program for NS/EP as an amendment to Part 64 of the Commission's Rules and Regulations (Title 47 CFR). The FCC designated the Executive Office of the President (EOP) as administrator of the TSP Program. The EOP delegated responsibilities to the Director, OEC, now the Emergency Communications Division (ECD), who, in turn, assigned the administration and execution of the program to the TSP Program Office (TSPPO) located at the OEC. On May 20, 2022 FCC (FCC 22-36) provided an update to eliminate certain outdated references, expand the list of services that are eligible for priority treatment, update the rules to reflect current oversight practices, expand the scope of federal employees authorized to invoke priority treatment, adopt rules to enhance the protection of TSP data, and clarify the timing and level of effort for provisioning and restoring service.

The Telecommunications Service Priority (TSP) Program for national security and emergency preparedness (NS/EP) has been developed to ensure priority treatment of our Nation's most important telecommunications services. Telecommunications services are defined as the transmission, emission, or reception of intelligence of any nature, by wire, cable, satellite, fiber optics, laser, radio, visual or other electronic, electric, electromagnetic, or acoustically coupled means, or any combination thereof. Under the rules of the TSP Program, telecommunications service vendors are both authorized and required, when necessary, to provision and restore those telecommunications services with TSP assignments before services without such assignments.

Only services that support NS/EP missions are eligible for TSP assignments. The FCC defines NS/EP services as those telecommunications services that are used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international), which causes or could cause injury or harm to the population, causes damage to or loss of property, or degrades or threatens the NS/EP posture of the United States.

Eligibility for a TSP assignment is not limited to federal government services. State, local, and foreign governments may have telecommunications services that qualify for TSP, and certain private industry telecommunications services may qualify as well. Only a small percentage of telecommunications services satisfy the NS/EP definition and meet TSP Program criteria. The TSP Program provides strict guidelines for determining eligibility for a TSP assignment.

The TSP Program establishes priority levels for both provisioning and restoration of NS/EP telecommunications services. These priority levels are the basis for TSP assignments that are provided to telecommunications service vendors by the user. The service vendors then use the TSP assignments to guide them on the sequence in which they are to respond to provisioning and restoration requirements: as a general rule, services with TSP assignments must, when necessary, be provisioned or restored in the order of their priority-level assignments before other services.

This chapter provides additional information on the TSP Program, including the scope of the TSP Program; TSP categories, service profiles and priority levels; the TSP request process; the TSP Authorization Code; responsibilities of the various participants in the TSP Program; and international extension of the TSP Program. It is important that TSP vendors understand this information to assure their compliance with TSP Program requirements and to implement TSP procedures effectively within their organizations.

1.1 Scope of the TSP Program

The TSP Program rules, as specified in the TSP Report and Order (FCC 22-36), authorize priority treatment to the following telecommunications services:

Domestic NS/EP Services:

- a. Common carrier services that are interstate and foreign telecommunications services.
- b. Common carrier services that are intrastate telecommunications services inseparable from interstate or foreign telecommunications services, including intrastate telecommunications services to which TSP priority levels are assigned.
- c. Services that are provided by government and noncommon carriers and are interconnected to common carrier services assigned TSP priority levels.

Control Services and Orderwires: The TSP Program established by the FCC's TSP Program rules is not applicable to control services or orderwires owned by a service vendor and needed for provisioning, restoration, or maintenance of other services owned by that service vendor. Such control services and orderwires shall have priority provisioning and restoration over all other telecommunications services (including TSP services) and shall be exempt from preemption. However, the TSP Program established by the FCC's TSP Program rules is applicable to control services or orderwires leased by a service vendor.

Other Services: In addition, priority treatment may be authorized at the discretion of, and upon special arrangements by, the NS/EP TSP Program users involved, to the following telecommunications services:

- a. Government or noncommon carrier services that are not connected to common carrier provided services assigned a priority level.
- b. Portions of U.S. international services that are provided by foreign correspondents. (U.S. telecommunications service vendors are encouraged to ensure that relevant operating arrangements are consistent to the maximum extent practicable with the TSP Program. If such arrangements do not exist, U.S. telecommunications service vendors should handle service provisioning and restoration in accordance with any system acceptable to their foreign correspondents that comes closest to meeting the procedures established in the FCC's TSP Program rules.)

1.2 TSP Service Description

The TSP Program has two components: provisioning and restoration. A provisioning priority is obtained to facilitate priority installation of new telecommunications services. Provisioning on a priority basis becomes necessary when a service user has an urgent requirement for a new NS/EP service that must be installed immediately (e.g., an emergency) or by a specific due date (e.g., essential) that can be met only by a shorter than standard service vendor provisioning timeframe.

A restoration priority is assigned to new or existing telecommunications services to ensure restoration before non-TSP services. Priority restoration should be assigned to a new service when interruptions may have a serious, adverse effect on the supported NS/EP function. TSP restoration priorities must be requested and assigned before a service outage occurs.

To provide priority provisioning or restoration of a telecommunications service, a service vendor must receive a service order containing a TSP Authorization Code. The TSP Authorization Code, a 12-digit alphanumeric code, serves as official authorization from the TSPPO for a TSP vendor to provide priority provisioning and/or restoration to an identified service. (Section 1.5 contains detailed information on the TSP Authorization Code.) The TSP Authorization Code has two parts: (1) the TSP control identifier (ID), an alphanumeric identifier for tracking purposes, and (2) the TSP priority levels that identify the provisioning and restoration priority level assignment. The TSP provisioning priority level will be E (the highest), 1, 2, 3, 4, or 5. Note: Priority level “E” is assigned only to Emergency provisioning requests. The TSP restoration priority level will be 1 (the highest), 2, 3, 4, or 5. A zero (0) in either priority level position indicates no priority. (Section 1.4 provides details on TSP priority levels.) Note that prime service vendors are required to forward TSP Authorization Codes to applicable subcontractors to ensure that priority level assignments of NS/EP services are accurately identified “end-to-end.”

In addition, service vendors are required to provision and/or restore NS/EP telecommunications services according to the following priority level-based sequence:

1. Restore TSP services assigned restoration priority 1;
2. Provision Emergency TSP Services assigned provisioning priority E;
3. Restore TSP Services assigned restoration priority 2, 3, 4, or 5; and
4. Provision TSP Services assigned provisioning priority 1, 2, 3, 4, or 5.

Service vendors should refer to Chapters 2 and 3 of this guide for details on TSP provisioning and restoration responsibilities. In addition, service vendors should refer NS/EP customers who request priority provisioning and restoration of services to the TSPPO for detailed information on the TSP Program (contact information for the TSPPO is contained in Appendix A.) The TSPPO will forward the TSP Operations Guide to the customers for their review. The following sections (1.3 and 1.4) provide a

more detailed description of the process a potential TSP user must follow to obtain a TSP assignment.

1.3 TSP Request Process

To request TSP, a TSP user must:

1. Certify that the telecommunications service supports an NS/EP function listed under one of five TSP categories (as explained in section 1.4).
2. Verify, if requesting a provisioning priority, that a service vendor cannot meet the service due date without a TSP assignment. After this is verified, obtain approval from the service user's invocation official to request a provisioning priority.
3. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the user's TSP category and service profile (as explained in section 1.4). The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates.
4. Non-federal users must have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the TSPPO for information on identifying a sponsor for TSP requests.
5. Submit the request for TSP to the TSPPO. See Appendix A for TSP Program contact information.
6. Include the TSP Authorization Code obtained from the TSPPO in the service order to the service vendor.

After receiving the TSP Authorization Code, prime service vendors are responsible for forwarding the TSP assignment to applicable subcontractors. This ensures that priority level assignments of NS/EP services are accurately identified "end-to-end." Figure 1 provides an overview of the lifecycle of a TSP code.

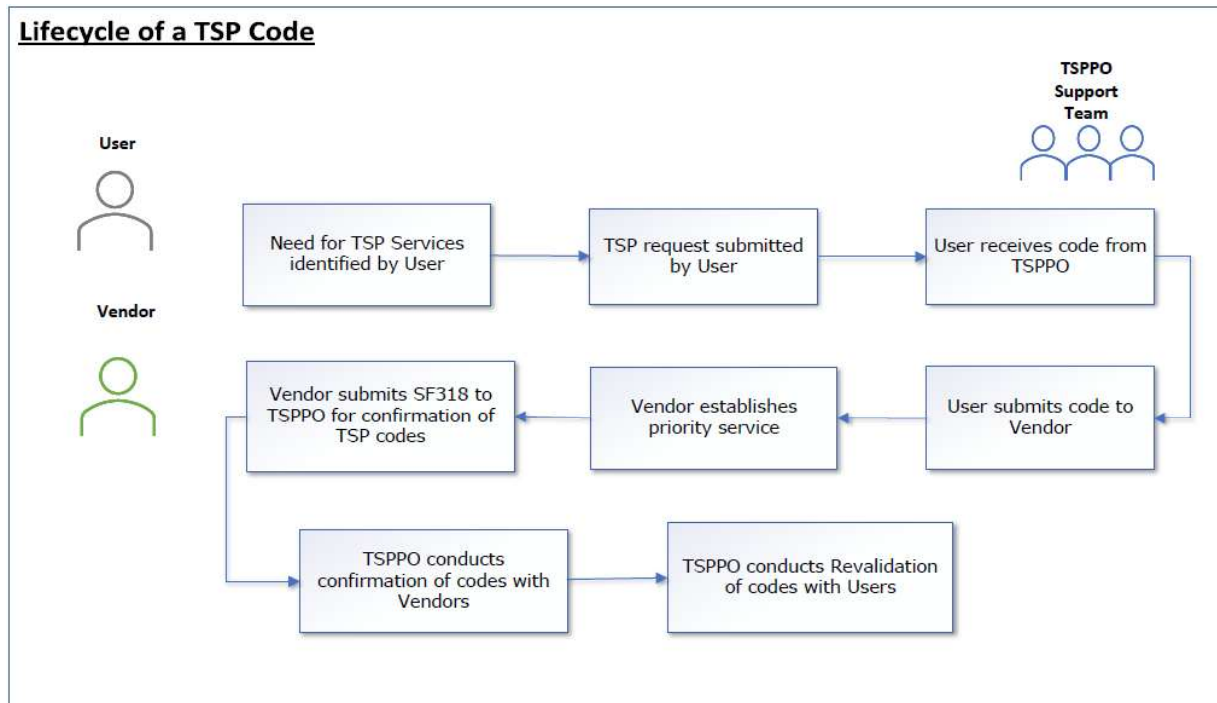


Figure 1: Lifecycle of a TSP Code

1.4 TSP Categories, Service Profiles, and Priority Levels

As outlined in section 1.3, potential TSP users must determine their TSP category, service profile, and priority level(s) before requesting a TSP assignment. This section provides more detailed information on each of these processes.

Figure 2 presents an overview of the relationships among categories, service profiles, and priority levels.

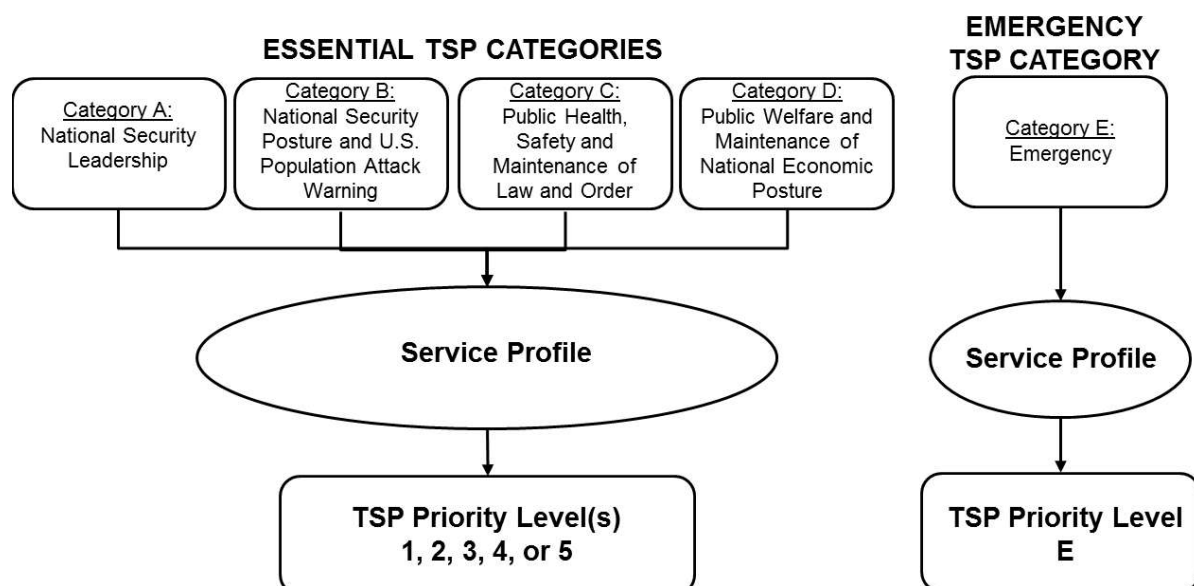


Figure 2: Categories, Service Profiles, and Priority Levels

TSP users can choose categories A, B, C, or D for “Essential” priority provisioning and restoration requests. Category E is to be used only for “Emergency” priority provisioning requests. Essential requests are for those telecommunications services that support an NS/EP function and must be provisioned or restored in a faster than normal service time period.

Emergency provisioning requests are for those services that support one of the NS/EP functions listed as a criterion for category E and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the users.

Each category is composed of a specific set of criteria. To qualify for a category, the user’s telecommunications service must support one of the criteria listed under that category. For example, if a service supported the distribution of medical supplies, it would qualify for the Public Health, Safety, and Maintenance of Law and Order category.

After the category has been identified, the user must determine service profile information. The service profile defines the user’s level of support to the portion of the telecommunications service that the user owns and operates, such as CPE (e.g., spare CPE is available to back up primary equipment) and customer CPW. The more extensive support required by the user, the higher the priority level that can be requested.

After the TSP category and service profile elements are determined, TSP users can then determine the priority level(s) for which their service(s) qualifies. Priority levels E (the highest), 1, 2, 3, 4, and 5 are assigned to TSP provisioning requests. Note: Priority level “E” is assigned only to Emergency provisioning requests. Priority levels 1 (the highest), 2, 3, 4, and 5 are assigned to TSP restoration requests. A zero (0) in either priority level position indicates no priority.

After a user completes a TSP request that includes the above information, the request is forwarded to the TSPPO for approval. The TSPPO will process provisioning requests immediately and will strive to process restoration requests within 10 working days of receipt. If the TSPPO approves the request, the user then receives a Priority Action Notice from the TSPPO that contains the TSP Authorization Code.

1.5 TSP Authorization Code

A TSP Authorization Code is the official authorization from the TSPPO for a TSP vendor to provide priority provisioning and restoration to an identified service for a particular TSP user. TSP Authorization Codes are assigned on a per-service basis (i.e., one TSP Authorization Code for each telecommunications service) by the TSPPO. The TSP Authorization Code (TSP assignment) is approved for 3 years and must be included in the service order that is sent to the vendor by the user. Vendors should be aware that after the 3-year authorized period, the TSPPO requests that the user revalidate its TSP

assignments. If a service is not revalidated, the TSPPO can revoke the TSP Authorization Code via the service vendor (as explained in section 1.6). Figure 3 illustrates the elements of a TSP Authorization Code.

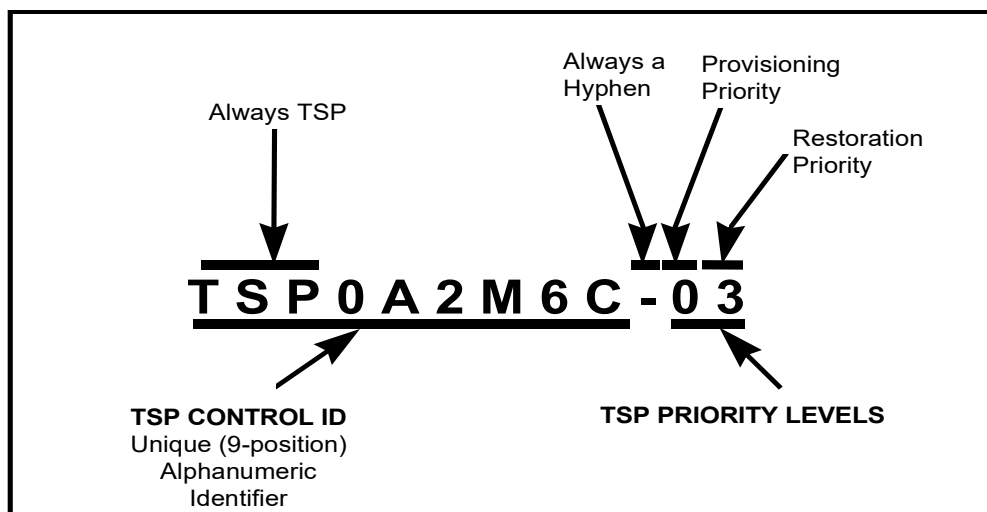


Figure 3: Elements of the TSP Authorization Code

The TSP Authorization Code has two parts: (1) the TSP control identifier (ID), an alphanumeric identifier for tracking purposes, and (2) the TSP priority levels that identify the provisioning and restoration priority level assignment.

The *TSP Control ID* occupies positions 1 through 9 of the TSP Authorization Code. In Figure 1-3, the control ID is “TSP0A2M6C.” The 10th position is always a hyphen, which simply separates the TSP Control ID from the TSP Priority levels.

Note: The letters I, O, S, and Z are never used in the TSP Control ID.

The *TSP Priority Levels* occupy positions 11 and 12 of the TSP Authorization Code. In figure 1-3, it is “03,” which means there is no provisioning priority and that the restoration priority level is 3. Acceptable values for both provisioning and restoration include the following:

- a. For the *provisioning* priority field, E, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no provisioning priority is assigned.
- b. For the *restoration* priority field, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no restoration priority is assigned.

Note: Revocation of a priority level assignment is indicated if the TSP priority levels (both the provisioning priority field and the restoration priority field) of a TSP Authorization Code contain two zeros.

After the TSP Authorization Code is assigned, the service user must keep it on record. If discrepancies occur at a later date regarding the priority assignment, the TSP Authorization Code will assist in uniquely identifying the service. The TSP Control ID

portion of the TSP Authorization Code remains the same for as long as a priority assignment continues to be required.

1.6 TSPPO Revocation of TSP Codes

The TSPPO is authorized to revoke a service user's TSP Authorization Code(s) if the user does not respond to a TSPPO request for revalidation of TSP services. (Service users are required to revalidate information for all their TSP services every 3 years with the TSPPO.). If the TSPPO does not receive a response within 30 days of an initial revalidation notice, the TSPPO sends the service user a reminder notice to revalidate its TSP services. If there is still no response after 10 business days, the TSPPO forwards a follow-up letter to the service user and the head of the user organization. The letter states that if the user's TSP services are not revalidated within 10 business days, the TSPPO may contact the user's service vendor to revoke its TSP assignments. If the user fails to respond, the TSPPO will send a notice instructing the prime service vendor to remove TSP restoration priority from the service(s). The service user will be provided a copy of the notice and should be aware that the removal of the TSP assignment(s) may result in a charge.

1.7 Responsibilities

This section describes the responsibilities of TSP Program participants, including service users, invocation officials, service providers, and government organizations that maintain key roles within the TSP Program.

1.7.1 Federal Communications Commission

The FCC provides regulatory oversight of NS/EP TSP Program implementation. It also enforces TSP rules and regulations; acts as a final authority for approval, revision, or disapproval of priority actions by the ECD; and functions as a sponsoring federal organization.

1.7.2 Emergency Communications Division (ECD) and the Telecommunications Service Priority Program Office

The ECD is responsible for implementing the TSP Program and has established the TSPPO to administer the system on a daily basis. The TSPPO's responsibilities are as follows:

- a. Receive, process, and evaluate requests for priority actions from service users or sponsoring federal government organizations on behalf of service users.
- b. Approve TSP priority level assignments for service users.
- c. Convey TSP priority level assignments to the service user.

- d. Revise, revalidate, reconcile, and revoke TSP priority level assignments with service users and service vendors, as necessary, to maintain the viability of the TSP Program.
- Maintain an IT system of TSP priority level assignments and TSP users.
 - e. Issue new or revised regulations, procedures, and instructional material supplemental to and consistent with the operation, administration, and use of the TSP Program.

1.7.3 Service Vendor

A telecommunications service vendor refers to any individual, association, partnership, corporation, organization, or other entity (including common carriers, telecommunications carriers, and government organizations) offering telecommunications equipment, facilities, services, or combination thereof. As an FCC-licensed telecommunications carrier, a service vendor who receives a TSP assignment will perform the following:

- a. Provide TSP service only after receipt of a TSP Authorization Code.
- b. Revoke TSP services at the direction of the user or the TSPPO.
- c. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and orderwires).
- d. Designate a 24-hour point of contact (POC) to receive reports of TSP service outages from TSP service users.
- e. Designate a 24-hour POC to coordinate TSP processes with the TSPPO.
- f. Confirm completion of TSP service order activity (when acting as a prime service vendor) to the TSPPO.
- g. Participate in reconciliation of TSP information at the request of the TSPPO.
- h. Complete reconciliation of TSP information with all subcontractors.
- i. Ensure that priority level assignments of NS/EP services are accurately identified “end-to-end” by providing to subcontractors and service vendors who supply underlying facilities the provisioning and/or restoration priority level assigned to a service.
- j. Disclose content of the TSP Client-Server database only as may be required by law.
- k. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the TSPPO.

1.7.3.1 Service Vendor Considerations

Although not a requirement, TSP service vendors should consider the following internal administrative procedures when implementing TSP in their networks:

- a. Identify corporate personnel to perform TSP administration.
- b. Identify a TSP provisioning services and restoration/trouble center 24-hour POC.
- c. Identify necessary modifications to network operations, information technology and processes, programming systems, and operation support systems (OSS).
- d. Identify necessary circuit records and billing modifications.
- e. Identify specific costs to network operations for TSP implementation and cost recovery mechanisms.
- f. Determine if unique service order codes are required for TSP.
- g. Develop internal TSP training methods and procedures.
- h. Develop interface procedures for customers, other service providers, and the TSPPO.
- i. Develop processes for transmitting TSP assignments to subcontractors and for reconciling TSP codes with subcontractors.
- j. Develop a process to identify TSP services to vendors that supply underlying facilities.
- k. Develop pricing guide and designate an internal tariffs and pricing expert(s).

1.7.4 Service User

A TSP service user is any individual or organization (including a service vendor) supported by a telecommunications service for which a TSP assignment has been requested or assigned. NS/EP telecommunications services within the federal, state, local, or foreign governments, as well as private industry, are eligible for TSP. Federal users do not require a sponsor. Non-federal users (e.g., state, local, or foreign governments) require a federal agency to sponsor their request. Service users or entities acting on their behalf will perform the following:

- a. Identify telecommunications services requiring priority.
- b. Request, justify, and revalidate all priority level assignments.
- c. Accept services assigned priority levels by the service due dates or, for service in the Emergency category, when they are available.

- d. Have CPE and CPW available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- e. Pay vendors any authorized costs associated with priority services.
- f. Report to vendors any failed or unusable services with priority levels.
- g. Designate a 24-hour POC for each TSP request and apprise the TSPPO.
- h. Cooperate with the TSPPO during reconciliation and revalidation.

1.7.5 Elimination of TSP Oversight Committee

The TSP Oversight Committee (OC) was originally established to provide advice and assistance to the Director, Office of Emergency Communications, now the Emergency Communications Division, as the administrator of the TSP Program. The TSP OC helped to ensure that TSP Program operational policies and procedures remained responsive to priority service requirements and that the system remained current with the telecommunications industry technical capabilities.

In May of 2022, FCC Report and Order (FCC 22-36) eliminated the requirement of a TSP OC. It was noted that the TSP OC's role had been gradually filled by the Communications Information Sharing and Analysis Center (COMM ISAC), and that the Department of Homeland Security (DHS) had in recent years relied on the COMM ISAC to “exchange information and gain advice” on issues involving the TSP Program. A key advantage of utilizing the COMM ISAC is that the group can address operational concerns in real time rather than waiting for a scheduled TSP OC meeting. The TSPPO now leverages the COMM ISAC in lieu of the TSP OC.

1.8 Problem Resolution

Numerous organizations participate in requesting and providing priority treatment in the TSP Program. The TSP Program rules provide safeguards against misuse (see FCC TSP Program rules, Section 9), but the effectiveness of the system ultimately depends on the good-faith efforts of participants to abide by the spirit and intent of the TSP Program rules. Disagreements will, nevertheless, occur from time to time. A basic premise regarding the TSP Program is that, wherever possible, problems should be addressed and resolved by the people most directly involved and knowledgeable. Most problems can be resolved following the service vendor’s existing procedures and channels of communication. If service vendors cannot resolve a TSP problem internally, they should contact the TSPPO. Any concerns that cannot be resolved with the TSPPO will be referred to the Branch Chief, Priority Services Branch. Alternatively, service vendors may always contact the FCC for any problems concerning the TSP Program. Any problems vendors have related to the TSP Program can be resolved leveraging the COMM ISAC. (See Appendix A for TSPPO contact information.)

1.9 International Extension of the TSP Program

It is desirable for priority treatment to be provided for all segments of an NS/EP service. The FCC-authorized TSP Program, however, applies only to telecommunications services within FCC jurisdiction. For international services, that jurisdiction extends to the U.S. portion of the service (from the end user in the U.S. to a hypothetical midpoint). The FCC-authorized TSP Program does *not* extend to telecommunications services wholly within foreign countries, or to those portions of international telecommunications services provided by foreign carriers (from the hypothetical midpoint to the end user in the foreign country). Accordingly, special arrangements are required if priorities similar to TSP Program priorities are to be provided on the foreign portion of NS/EP services.

2.0 PROVISIONING OF TSP SERVICES

A TSP provisioning priority is obtained by a TSP service user to facilitate priority installation of new telecommunications services. Provisioning on a priority basis becomes necessary when a service user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard service vendor provisioning timeframe. (Note: The user is responsible for ensuring that all other avenues for obtaining service have been exhausted before resorting to TSP procedures.) This chapter highlights service vendor responsibilities regarding provisioning of TSP services.

2.1 Service Vendors' TSP Service Provisioning Responsibilities

A priority provisioning requires the service vendor to provision the following:

- a. TSP services assigned an "E" provisioning priority (Emergency TSP services) as soon as possible
- b. TSP services assigned provisioning priorities 1–5 (Essential TSP services) ensuring best efforts to meet the requested service date.

Service vendors are authorized to receive compensation for priority provisioning through properly filed state or federal tariffs, or applicable portions of properly negotiated contracts (if the service vendor is not required to file tariffs).

Service vendors may, during certain emergencies, receive TSP assignments verbally. In these cases, written service orders should follow within 2 working days. If prime service vendors do not receive the written service order within 2 working days, they may contact the TSPPO. Prime service vendors should accept a TSP assignment only if the service order (or verbal request) includes a TSP Authorization Code. The only condition under which a prime service vendor is authorized to accept a provisioning TSP assignment without a TSP Authorization Code is when the service user or its contracting activity asserts it is unable to communicate with either the TSPPO or the FCC. Service vendors may attempt to contact the TSPPO or the FCC for verification. If contacting the FCC, call the FCC Watch Office and ask for the TSP Point of Contact. (TSP Program contact information is contained in Appendix A.)

Prime service vendors who subcontract portions of TSP services are required to convey the TSP assignment to subcontractors and interconnecting carriers, as well as to maintain the TSP assignment in their own records. (Service vendors should refer to internal procedures and industry guidelines regarding TSP service information transfer between prime service vendors and subcontractors.) In the event the TSP assignment is changed or revoked through a subsequent service order, the prime service vendor will convey these changes to subcontractors and interconnecting carriers, as well as adjust its own records.

As specified in the TSP rules, service vendors will cooperate with other service vendors involved in provisioning a TSP service by honoring requests for assistance. Additionally, all service vendors, specifically including resale carriers, will ensure that service vendors supplying the underlying facilities are provided the information necessary to implement priority treatment of facilities that support TSP services. For instance, a service vendor providing a TSP service to a service user via leased facilities must inform the vendor who owns the facilities of the priority service carried on those facilities.

In the event of problems regarding TSP services, service vendors and service users or their contracting activities should first attempt to determine solutions among themselves. However, any conflicts that cannot be resolved to the mutual satisfaction of service vendors and service users or their contracting activities should be referred to the TSPPO. Service vendors should also refer to their internal escalation procedures and industry guidelines.

Within 45 calendar days of completing a TSP service order, prime service vendors are required to provide confirmation information to the TSPPO. (See section 4.1, Confirmation of TSP Service Order Activity.) This requirement is in addition to the normal service vendor business practice of reporting completion of a service order back to the service user or their contracting activity. This confirmation information serves to verify that the TSP assignment the service vendor recorded matches the TSP assignment the TSPPO assigned.

2.2 Priority Provisioning of Emergency TSP Services

In response to an emergency, a service user may request an Emergency priority (E) to provision a new service. To be assigned an Emergency provisioning priority, the need for a service has to be so critical that the service must be provisioned at the earliest possible time, without regard to the cost to the service user.

Service vendors are required to provide 24-hour POCs for receiving Emergency provisioning requests. When service vendors receive an E provisioning priority, they will take immediate action and allocate the resources necessary to provide the service as soon as possible, including dispatching personnel outside normal business hours.

Service vendors are required, by the FCC's TSP Program rules, to provision Emergency TSP services before provisioning Essential TSP services. (Essential provisioning is explained in section 2.3.) Service vendors will provision services assigned E provisioning priorities first; then Essential TSP services assigned provisioning priority 1; and so forth. If a service vendor receives more than one Emergency TSP service request from different service users, the service vendor will provision them in order of receipt. However, if one service user submits multiple Emergency TSP service requests, the service user may specify the sequence of provisioning.

If a service vendor questions an E provisioning priority, the vendor may contact the TSPPO via telephone, 24 hours a day, 7 days a week, to verify the TSP Authorization Code. However, a service vendor will not delay provisioning of Emergency TSP services for verification purposes. (See section 4.2, Verification of TSP Assignments.)

It is important to note that, as a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services. In resolving conflicts, the EOP requires that restoration or provisioning of TSP services follows this sequence:

1. Restore TSP services assigned restoration priority 1.
2. Provision Emergency TSP services assigned provisioning priority E.
3. Restore TSP services assigned restoration priority 2, 3, 4, or 5.
4. Provision TSP services assigned provisioning priority 1, 2, 3, 4, or 5.

2.3 Priority Provisioning of Essential TSP Services

An Essential provisioning priority satisfies a requirement for a new NS/EP service that must be installed by a specific date that cannot be met using normal business procedures. Essential NS/EP services may be assigned provisioning priority levels 1, 2, 3, 4, or 5.

The service user or its contracting activity will provide a provisioning priority on the initial TSP service order to the service vendor. In this situation, the service user has determined, through informal negotiations with the service vendor before issuing a service order, that a TSP service cannot be provided by the service user's requested service due date without authorizing a priority provisioning.

Upon receipt of the provisioning priority, the prime service vendor will make its best effort to meet the requested service due date. By passing a provisioning priority to the prime service vendor, the service user is immediately liable to pay the prime service vendor any authorized costs associated with provisioning the service within a shorter than standard interval.

Essential TSP service provisioning priority levels (i.e., 1, 2, 3, 4, or 5) are requirements by which the service vendor is to adjust its resources to meet the service due date. When a service vendor receives multiple TSP service orders assigned the same service due date, and when resource constraints prevent the service vendor from providing all the services on time, the service vendor will provide TSP services in order of the provisioning priority assignment. TSP services that are assigned the same provisioning priority and the same service due date will be provisioned in the order the service vendor received the service request.

The service vendor will use its best judgment to allocate resources within the particular circumstance to ensure its best effort to provide TSP services assigned provisioning priorities on the requested service due dates. For instance, the service vendor is not obligated to suspend work in progress to provision a TSP service assigned a provisioning priority of 5 just to commence work to provision a TSP service assigned a provisioning priority of 1; however, the service vendor is free to do so if necessary to meet the required service due date for the TSP service assigned a provisioning priority of 1. If an Essential TSP service due date is missed, the service vendor should first contact the service user for direction. If a mutually acceptable solution cannot be reached, the service vendor may contact the TSPPO for assistance. (See Appendix A for TSPPO contact information.)

2.4 Preemption to Provision TSP Services

Service vendors are authorized by the FCC's TSP Program rules to preempt existing services to provision Emergency and Essential TSP services that are assigned provisioning priorities when, in their best judgment, preemption is necessary. Prior consent of the service user whose service will be preempted is not required. However, the service vendor will make its best effort to notify the user of the preempted service and state the reason for, and estimated duration of, the preemption.

When the service vendor determines that preemption is necessary (e.g., no spare services are available), non-TSP services may be preempted. After ensuring a sufficient number of public switched services are available for public use, based on the service vendor's best judgment, such services may be used to satisfy a requirement for provisioning TSP services. If no suitable spare or non-TSP services are available, the service vendor may preempt an existing TSP service to provision a TSP service with a higher priority level assignment. When this action is necessary, the service vendor will select TSP services for preemption in the inverse order of priority assignment.

3.0 RESTORATION OF TSP SERVICES

The purpose of restoration priority assignments is to guide a service vendor on the sequence for restoring NS/EP services in the event of an outage or failure of multiple services. All TSP services, regardless of their restoration priority levels, will be restored

before any non-TSP services. This chapter delineates service vendors' restoration responsibilities; highlights the method by which service vendors will receive restoration priority assignments; and presents guidelines for service vendors to follow to provide priority restoration of TSP services.

3.1 Service Vendors' TSP Service Restoration Responsibilities

After being assigned a TSP Authorization Code for its service, the service user or its contracting activity will transmit the TSP Authorization Code to the prime service vendor on a service order. The TSPPO does not give the TSP Authorization Code directly to the prime service vendor. This transfer is part of the normal contractual process that takes place between the service user or its contracting activity and the prime service vendor. Prime service vendors are not to accept initial TSP assignments, or subsequent orders involving TSP services, without the 12-character TSP Authorization Code.

Service vendors are required to restore TSP services with restoration priority assignments before telecommunications services without restoration priority assignments. However, control services and orderwires that are wholly owned and operated by a service vendor and crucial to the operation of that service vendor's network are exempted from this requirement. (See section 6.1, Exempt Control Services and Orderwires.)

A service vendor who accepts TSP service orders is required to provide 24-hour POCs to receive reports of TSP service outages from service users. This need not be a single dedicated POC for TSP service outages and may, in fact, be the contact to which service outages would normally be reported. When service vendors recognize that a TSP service is out of service, unusable, or they receive a trouble report, they will allocate available resources to restore the service as quickly as practicable. Service vendors will dispatch personnel outside normal business hours, if necessary, to restore TSP services assigned a restoration priority of 1, 2, or 3. Service vendors are required to dispatch personnel outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away.

3.2 Relationships between Service Vendors

Prime service vendors who subcontract portions of TSP services are required to convey the TSP assignment to subcontractors and interconnecting carriers. Subcontractors will accept and honor the TSP assignment supplied by the prime service vendor. (Service vendors should refer to internal procedures and industry guidelines regarding transfer of TSP service information between prime service vendors and their subcontractors and interconnecting carriers.) Service vendors will cooperate with other service vendors involved in restoring a TSP service by honoring requests for restoration assistance. Additionally, all service vendors, specifically including resale carriers, will ensure that service vendors supplying the underlying facilities are provided the information necessary to implement priority treatment of facilities that support TSP services.

If there is a discrepancy between the records of the prime service vendor and the subcontractor, the subcontractor will accept the restoration priority supplied by the prime service vendor while restoring the service. The prime service vendor is responsible for verifying the restoration priority assigned by the TSPPO and ensuring that the information is correctly recorded by both the prime service vendor and its subcontractor(s). (See section 4.2, Verification of TSP Assignments.)

3.3 Order of Restoration

TSP services will be restored in order of restoration priority level: i.e., TSP services assigned a restoration priority of 1 will be restored first; then TSP services assigned a restoration priority of 2 will be restored, etc.

Service vendors will restore TSP services assigned the same restoration priority based on the service vendor's determination of which service can be restored first. In lieu of a clear distinction, the service vendor will use its best judgment to determine the restoration order. The service vendor should not normally interrupt TSP service restoration work in progress to restore another TSP service assigned the same priority level. The service vendor is not prevented from allocating its resources in a manner that, in its best judgment, will most efficiently facilitate restoration of TSP services as soon as possible.

Any conflicts regarding the restoration priority of TSP services that cannot be resolved to the mutual satisfaction of the service vendor and the service user or their contracting activity should be referred to the TSPPO. (See Appendix A for TSPPO contact information.) However, the service vendor and service user or their contracting activity should first attempt to resolve conflicts among themselves. The service vendor should also refer to its internal escalation procedures and industry guidelines.

In addition, service vendors are permitted to provide priority restoration to multiple service facilities (e.g., DS1 or DS3 facilities) that contain TSP services, even though services assigned no priority or lower priority may be restored along with or sometimes ahead of some higher priority level services. Alternatively, the service vendor may reroute individual TSP services from a failed facility onto another facility to hasten restoration.

Service vendors will consider the priority levels of the TSP services supported by a multiple service facility when determining the order of restoration. For example, a multiple service facility supporting TSP services assigned restoration priorities 1 and 2 should be restored before a multiple service facility supporting TSP services assigned restoration priorities 3, 4, and 5. Service vendors will use their best judgment to determine the restoration order of multiple service facilities that support a number of TSP services with a variety of restoration priority assignments.

As a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services. In resolving conflicts, the EOP requires that restoration or provisioning of TSP services follows this sequence:

1. Restore TSP services assigned restoration priority 1.
2. Provision Emergency TSP services assigned provisioning priority E.
3. Restore TSP services assigned restoration priority 2, 3, 4, or 5.
4. Provision TSP services assigned provisioning priority 1, 2, 3, 4, or 5.

3.4 Preemption to Restore TSP Services

Service vendors are authorized by the FCC's TSP Program rules to preempt existing services to restore TSP services when, in their best judgment, preemption is necessary. Prior consent of the service user whose service will be preempted is not required. However, the service vendor will make its best effort to notify the user of the preempted service and state the reason for, and estimated duration of, the preemption.

When the service vendor determines that preemption is necessary (e.g., no spare services are available), non-TSP services may be preempted. After ensuring a sufficient number of public switched services are available for public use, based on the service vendor's best judgment, such services may be used to satisfy a requirement for restoring TSP services. If no suitable spare or non-TSP services are available, the service vendor may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When this action is necessary, the service vendor will select TSP services for preemption in the inverse order of priority assignment.

4.0 CONFIRMATION AND VERIFICATION OF TSP SERVICE INFORMATION

This chapter highlights a prime service vendor's responsibilities regarding confirmation of TSP services to the TSPPO and presents methods for submitting confirmation reports. Guidelines for service vendors to follow to verify TSP assignments are also presented in this chapter.

Service vendors are required, by the FCC's TSP Program rules, to submit reports to the TSPPO confirming the completion of all TSP service orders for which they are the prime service vendor. The prime service vendor will provide a TSP Service Confirmation to the TSPPO within 45 calendar days of completing a TSP service order. Confirmation reports can be submitted to the TSPPO via the electronic or paper TSP Service Confirmation for Service Vendors form (SF 318). These reports serve two purposes:

- a. Confirm that the same priority assigned by the TSPPO has been implemented by the prime service vendor.
- b. Provide the TSPPO with the Prime Service Vendor Circuit ID(s) for that TSP service.

The requirement to confirm completion of TSP service order activity to the TSPPO is in addition to the standard service vendor business practice of reporting completion of service orders back to the service user or its contracting activity. Service vendors may also verify TSP assignments at any time to the TSPPO if they question the authenticity of the TSP assignment.

For electronic submissions, service vendors have more than one way to coordinate with TSPPO for TSP actions: contacting the TSPPO directly using the SF 318 format or through the Priority Telecommunications Service Center.

4.1 Workflow of Confirmation Process

When a user has been issued a TSP code, it is their responsibility to forward the codes to their vendor. When a vendor receives the codes from the user, they are required to confirm the codes with the TSPPO. The process for confirmation is detailed below and in Figure 4.

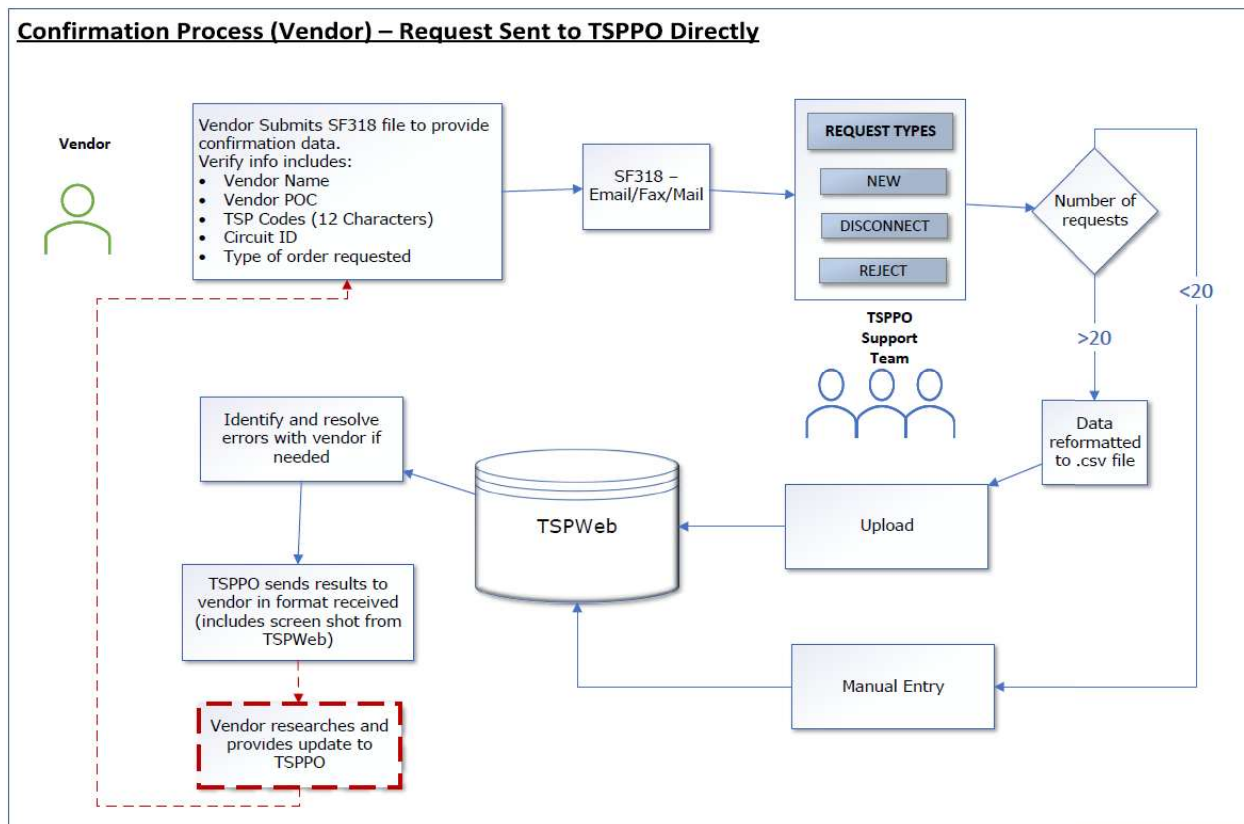


Figure 4: Workflow of Confirmation Process Submitted Directly to TSPPO

4.2 Confirmation of TSP Service Order Activity

TSP service confirmations will contain the following information:

- a. Full name of vendor. Prior to or when submitting their first confirmation, prime service vendors must designate to the TSPPO a standard company name. It is critical that prime service vendors consistently use the exact company name originally designated to the TSPPO; any further confirmations submitted under a different company name will be rejected. The TSPPO will store all TSP service information for prime service vendors based on this designation of their name.
- b. Vendor POC name or title, phone number, and address. (The TSPPO will refer all questions/issues regarding confirmation to this POC.)
- c. Date data compiled.
- d. Number of items reported.

For each TSP service being confirmed, report the:

- a. TSP Authorization Code (all 12 characters).
- b. Prime Service Vendor Circuit ID.
- c. Type of order: New, Reject or Disconnect.

TSPPO will work with vendors on the most efficient method of submitting confirmation data. For additional information on submission options, contact the TSPPO. (Contact information for the TSPPO is contained in Appendix A.)

4.3 Verification of TSP Assignments

TSP assignments are made by the TSPPO, and therefore the TSP Client-Server database is the standard for verifying TSP assignments. To verify a provisioning or restoration priority assignment with the TSPPO, the service vendor must identify either the TSP Authorization Code or the Prime Service Vendor Circuit ID. The TSPPO will then verify whether or not the TSP assignment received by the service vendor is correct.

Service vendors may contact the TSPPO via telephone between 8:00 a.m. and 4:00 p.m. eastern time Monday through Friday to verify non Emergency priority level assignments. However, the TSPPO will be available 7 days a week, from 4pm-9pm

eastern, to verify Emergency provisioning priorities. (Contact information for the TSPPO is contained in Appendix A.)

5.0 RECONCILIATION OF TSP SERVICE INFORMATION

Reconciliation of TSP service information is intended to ensure that information identifying TSP services and their associated TSP assignments is accurately maintained by service vendors. As such, all service vendors who accept orders for TSP services are required by the FCC's TSP Program rules to participate in reconciliation.

Service vendors are required to reconcile information for all TSP services for which they are the prime service vendor every year with the TSPPO. Vendors acting as prime service vendors are also required to reconcile information with each of their subcontractors once every 3 years for all TSP services they jointly provide.

This chapter presents guidelines for service vendors to follow in submitting TSP service information to the TSPPO for reconciliation purposes, resolving discrepancies discovered between the prime service vendor's records and the TSP Client-Server database, and reconciling prime service vendor TSP service information with their subcontractors.

5.1 Reconciliation of TSP Service Information between the TSPPO and Prime Service Vendors

The TSPPO will initiate reconciliation with prime service vendors once a year by sending a letter to the prime service vendor. The TSPPO will request information on all TSP services with a restoration priority for which the service vendor is the prime contractor.¹ The prime service vendor will provide the requested information to the TSPPO within 30 calendar days of receipt of the request. This information must be derived from those records the service vendor uses to restore services (e.g., maintenance records).

Prime service vendors may submit reconciliation information to the TSPPO via the electronic or paper TSP Service Reconciliation for Service Vendors form (SF 319). For additional information on submission options, contact the TSPPO. (Contact information for the TSPPO is contained in Appendix A.)

The prime service vendor will provide the following reconciliation information:

¹ By performing reconciliation, the Executive Assistant Director, ECD (through the TSPPO) is complying with a portion of their responsibility to administer the TSP Program, and in that capacity is not obligated to reimburse the service vendor for any reconciliation costs. Costs associated with reconciliation should be directed to the service user. Service vendors may recover the costs associated with reconciliation through provisions contained in properly filed State or Federal tariffs or provisions of properly negotiated contracts.

- a. Full name of vendor. Prime service vendors must use their standard company name designated to the TSPPO for TSP service order confirmation. (See Section 4.1, Confirmation of TSP Service Order Activity.)
- b. Date data compiled.
- c. Number of items reported.
- d. Vendor POC name or title, phone number, and address. (The TSPPO will refer all questions/issues regarding reconciliation to this POC.)

In addition, for each TSP service being reconciled, the following will be provided:

- a. TSP Priority Levels. Both characters of the priority level assignment are mandatory. Prime service vendors are encouraged to submit the complete TSP Authorization Code, in which case the TSP Control ID portion of the TSP Authorization Code will also be reconciled. Submission of all 12 digits of the code increases the ability of the TSPPO to assist in resolving discrepancies. (See section 1.5 for a description of the TSP Authorization Code.)

Note: The provisioning priority level of a completed provisioning action may be reported as either the assigned priority level or as a zero (0) to indicate the completion of the order.

- b. Prime Service Vendor Circuit ID.

The TSPPO will compare data received from prime service vendors with information resident in the TSP Client-Server database and identify discrepancies. The TSPPO will send a discrepancy report to the prime service vendor within 45 calendar days of receipt of the prime service vendor data.

Working in conjunction with the TSPPO and service users or their contracting activities, prime service vendors will resolve discrepancies within 45 calendar days of receipt of the discrepancy report from the TSPPO. Note that the prime service vendor should correct obvious typographical errors in reconciliation information. When changes to TSP assignments (e.g., wrong priority levels or wrong TSP Authorization Codes) in the prime service vendor's records are necessary, the TSPPO will contact the service user to submit the change. Service users or their contracting activity must submit service orders for those changes. If a prime service vendor needs additional time to resolve discrepancies, the prime service vendor may request an extension from the TSPPO.

The prime service vendor will return the discrepancy report to the TSPPO within 45 calendar days of receiving the report with indication of corrections or that errors are being resolved. The prime service vendor reconciliation is considered complete when all errors have been resolved. The prime service vendor will also initiate necessary changes to correct any affected subcontractor TSP service information.

5.2 Resolution of TSP Service Information Discrepancies between the Records of the TSPPO and Prime Service Vendors

Discrepancies between the records of the TSPPO and a prime service vendor are due to a mismatch of the restoration priority level, the service identifier, or the TSP Authorization Code. This section discusses the resolution of discrepancies that could occur when reconciling prime service vendor TSP service records against the TSP Client-Server database.

5.2.1 Restoration Priority Discrepancy

A restoration priority discrepancy occurs when the TSPPO and the prime service vendor identify the same TSP service; however, the associated restoration priority reported by the prime service vendor does not match the restoration priority in the TSP Client-Server database for that service. To resolve such a discrepancy, the TSPPO will first contact the prime service vendor (normally by telephone) to attempt to resolve the mismatch. Any discrepancies that cannot be resolved with the prime service vendor will be resolved between the TSPPO, the service vendor, and the service user. Correcting a discrepancy with the service user in this way may result in a new service order.

5.2.2 Circuit ID Discrepancy

Circuit ID discrepancy occurs when the circuit ID provided by the vendor in the reconciliation file does not match the circuit ID provided by the vendor in the confirmation of TSP service orders. The prime service vendor is responsible for either correcting the confirmed circuit ID or changing the circuit ID in the reconciliation file.

5.2.3 Revoked Service

When a user no longer requires priority restoration on a service, it must submit a revocation request to the TSPPO and issue a change order to the vendor. Occasionally, a discrepancy occurs during reconciliation when the TSPPO has revoked a TSP assignment, but the vendor has not removed the TSP assignment for that service. When this situation occurs, the TSPPO will contact the user to have it correct the discrepancy with the vendor. If the user fails to respond, the TSPPO will notify the user that the service vendor is being instructed to disconnect its TSP assignment. The notice will also include the warning that the removal of the TSP assignment may result in a charge to the user. A copy of this notice to the user will be forwarded to the prime service vendor along with the TSPPO instruction to the vendor to remove TSP restoration priority from the service.

5.3 Reconciliation of TSP Service Information between Prime Service Vendors and Subcontractors

All service vendors who accept TSP service orders and subsequently subcontract portions of those TSP services are required, by the FCC's TSP Program rules, to periodically reconcile TSP service information with each of their subcontractors. In this context, the TSPPO defines "periodically" as at least once every 3 years. The TSPPO also suggests that prime service vendors should initiate reconciliation with a subcontractor within 60 calendar days of completing reconciliation of their "prime" TSP service information with the TSPPO to ensure that "prime to subcontractor" reconciliation is conducted with the most accurate TSP service information. Figure 5-1 is a timeline illustrating the reconciliation sequence between prime service vendors and the TSPPO and between prime service vendors and their subcontractors.

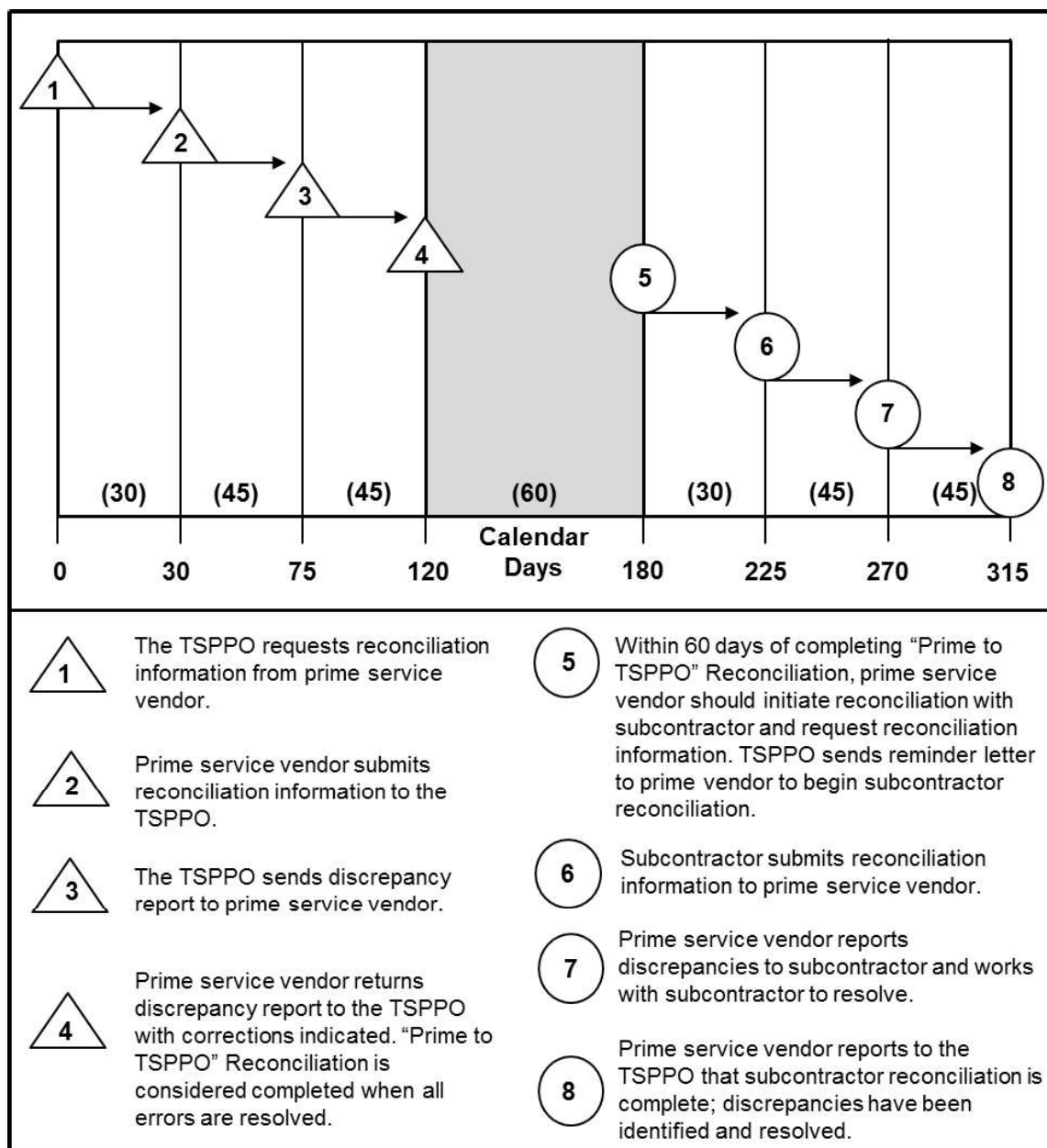


Figure 5: Reconciliation Timeline

After completing the prime vendor reconciliation, the TSPPO may send a letter to the prime service vendor directing it to initiate subcontractor reconciliation and to report completion to the TSPPO. To initiate reconciliation with a subcontractor, the prime service vendor will request, in writing, information on all TSP services that that subcontractor jointly provides with the prime service vendor. The subcontractor will provide the requested information within 30 calendar days of receipt of the request. This information must be derived from those records the subcontractor uses to restore service (e.g., maintenance records).

The subcontractor will provide the following information for each reconciliation report:

- a. Subcontractor name.
- b. Subcontractor POC information.

For each portion of a TSP service it is responsible for, the subcontractor will also provide the following information to the prime service vendor:

- a. Subcontractor service ID (e.g., Circuit ID).
- b. TSP priority levels (both characters are mandatory).

The prime service vendor and the subcontractor may determine the specific format and media for submitting this data. Additionally, prime service vendors and subcontractors should consider applicable industry guidelines regarding reconciliation procedures. The TSPPO suggests that electronic format be used as the medium for conveying information by carriers with more than 100 TSP assignments, while paper format could be used by carriers with fewer than 100 TSP assignments.

Within 45 calendar days of receipt, the prime service vendor will compare the data received from the subcontractor with TSP service information resident in its records and identify discrepancies. The prime service vendor will report these discrepancies to the subcontractor and work with the subcontractor to resolve them.

The prime service vendor's records are the standard against which the subcontractor data will be reconciled. Therefore, when the prime service vendor identifies a different restoration priority assignment in the subcontractor's records for the same TSP service, the prime service vendor will instruct the subcontractor to correct its TSP service records used to restore services. (In these cases, the vendor will not receive change orders from the service user. However, the prime service vendor may need to forward a change order to the subcontractor.) Prime service vendors and subcontractors should consult applicable industry guidelines for direction regarding resolution of billing issues associated with "prime service vendor to subcontractor" reconciliation discrepancies.

It should be noted that the TSPPO will forward a reminder notice to the prime service vendor 6 months before the subcontractor reconciliation completion date. This notice will instruct prime vendors to report subcontractor reconciliation information to the TSPPO by the completion date. In addition, vendors must report to the TSPPO any subcontractors that do not respond to their requests for reconciliation. The TSPPO will forward at least two letters to subcontractor(s) requiring their compliance to the reconciliation request. If the subcontractor(s) fail to respond to the requests, the TSPPO will report the noncompliance to the FCC.

The prime service vendor will complete the "prime service vendor to subcontractor" reconciliation once every 3 years for each subcontractor with which the prime service vendor jointly provides TSP services. Upon completion of each "prime to subcontractor" reconciliation, the prime service vendor will notify the TSPPO that all TSP service information discrepancies with each subcontractor have been identified and resolved. (If

prime service vendors need additional time to identify and resolve discrepancies, the prime service vendor may request an extension from the TSPPO.) If the prime service vendor fails to submit the subcontractor reconciliation information within 30 days of the due date (and has not filed a request for an extension), the TSPPO will send a late notice to the prime vendor. If the prime vendor fails to respond to the late notice, the TSPPO will report the noncompliance to the FCC.

6.0 SERVICE VENDORS' REQUESTS FOR TSP ASSIGNMENTS

Telecommunications service vendors may themselves require priority treatment of services they lease, particularly those services that support a maintenance or network monitoring function and thus are critical to the integrity of the service vendor's network. The FCC's TSP Program rules recognize that significance and make provisions for service vendor requirements. Service vendors who use other service vendor's networks and who want a TSP assignment should refer to the Service User Manual for the Telecommunications Service Priority (TSP) System for information on requesting TSP. (Copies are available from the TSPPO.)

6.1 Exempt Control Services and Orderwires

Control services or orderwires wholly owned and supplied by a service vendor and needed by that same vendor for provisioning, restoration, or maintenance of other services are exempt from the FCC's TSP Program rules. Such control services and orderwires shall have priority of provisioning and restoration over all other telecommunications services (including TSP services) and are exempt from preemption. In other words, any service vendor owning a service that is used as a control service or orderwire critical to the integrity of that service vendor's own network may afford that service the highest priority for provisioning and restoration even before services with TSP assignments and need not request a TSP assignment from the TSPPO.

6.2 Nonexempt Control Services and Orderwires

Control services and orderwires used by one service vendor, but leased from another service vendor, are not exempt from the FCC's TSP Program rules. In other words, such services will not be afforded priority treatment by the service vendor providing the service unless it has a TSP assignment. The telecommunications service vendor that is leasing the control service or order wire may request a TSP assignment following the procedures outlined in the Service User Manual for the Telecommunications Service Priority (TSP) System.

6.3 Requesting a TSP Assignment for Other Service Vendor NS/EP Requirements

A service vendor may also request a TSP assignment for a provisioning and restoration priority for any other service (not used as a control service or orderwire) that fulfills an

NS/EP requirement and qualifies under the TSP Program. For such requirements, the service vendor should contact the TSPPO for assistance.

APPENDIX A

Telecommunications Service Priority (TSP) Program Contact Information

APPENDIX A: TELECOMMUNICATIONS SERVICE PRIORITY (TSP) PROGRAM CONTACT INFORMATION

TSP Program Office (TSPPO) Contact Information

Priority Telecommunications Service Center
866-627-2255 EST / Monday-Friday 8 AM to 6 PM.
24-hour technical support and emergency assistance from User Assistance Team
800-818-4387

TSPPO
8 AM to 4 PM EST, Monday through Friday, and 4 PM to 9 PM EST for emergency requests.

Email:
tsp@mail.cisa.dhs.gov

TSP Home Page:
www.cisa.gov/tsp (see Appendix B for detailed information on the TSP home page).

Mailing Address:
Department of Homeland Security
CISA/ECD/TSPPO
245 Murray Lane
Washington, DC 20598-0613

Federal Communications Commission
tspinfo@fcc.gov
(202) 418-1190

APPENDIX B

TSP Home Page

APPENDIX B: TSP HOME PAGE

The TSP home page informs readers of activities related to the TSP Program. The TSP home page (www.cisa.gov/tsp) provides an overview of the TSP Program, explains eligibility requirements, and contains TSP-related documentation. TSP-related documentation that can be downloaded or viewed from the TSP home page includes the following:

- [TSP FAQ](#)
- [TSP System Revalidation for Service Users SF314](#)
- [TSP Request for Service Users SF315](#)
- [TSP Action Appeal for Service Users SF317](#)
- [TSP Service Confirmation for Service Vendors SF318](#)
- [TSP Service Reconciliation for Service Vendors SF319](#)
- [TSP Report and Order FCC-22-36](#)