



Telecommunications Service Priority FREQUENTLY ASKED QUESTIONS



DEFEND TODAY,
SECURE TOMORROW

WHAT IS TELECOMMUNICATIONS SERVICE PRIORITY?

Telecommunications Service Priority (TSP) is a Federal Communications Commission (FCC) program that directs telecommunications service providers (e.g., wireline and wireless phone companies) to give preferential circuit provisioning and restoration to enrolled users. Provisioning requests lead to priority installation of new circuits in a quicker timeframe than is typical for service providers. Priority restoration of circuits allow organizations to overcome disrupted services. Circuits essential to an organization's continuity of operations are eligible for priority provisioning and restoration. The FCC sets the rules and policies for the TSP program and the Cybersecurity and Infrastructure Security Agency's (CISA) manages the TSP program. The TSP program is always in effect and is not contingent on disasters or incidents.

HOW IS TSP REQUESTED?

To request TSP restoration and provisioning, call the Priority Telecommunications Service Center, toll free, at 866-627-2255 (Washington D.C. metro area, please use 703-676-2255) or email support@priority-info.com. Once eligibility is confirmed, the Service Center will provide detailed instructions on what information to submit to receive restoration priority for services or circuits. The TSP Program Office has up to 30 days to assign TSP Authorization Codes for each service or circuit. The requesting organization must then provide these Authorization Codes to their service provider who document them in their internal systems and confirm receipt with the TSP Program Office.

IS THERE A CHARGE FOR TSP?

The Federal Government does not charge for TSP. Generally, service providers charge a one-time setup fee and for restoration, a monthly recurring service charge per circuit. Additional charges may be assessed for the installation or repair of circuits. For most accurate fee information, please contact the service provider to learn more about charges.

WHAT IS THE DIFFERENCE BETWEEN TSP RESTORATION AND TSP PROVISIONING?

TSP restoration provides priority repair of existing circuits, while TSP provisioning provides priority installation of new circuits. TSP provisioning and restoration are only authorized for discrete and critical functions that directly support essential national security, national economic security, and national public health or safety missions. A priority provisioning designation authorizes service providers to provide the service earlier than their standard business procedures would allow. A service user may request an emergency priority provisioning for an urgent new service. An emergency provisioning request must meet specific criteria to be authorized.

WHAT IS DONE WITH A TSP AUTHORIZATION CODE ONCE RECEIVED?

Organizations must send their service providers the TSP code(s) once assigned. Service providers must record TSP codes in their systems **in advance** of a TSP invocation. Users are required to keep copies of all codes for their records.

CAN TSP RESTORATION SERVICES BE REQUESTED AFTER A DISASTER HAS OCCURRED?

No, TSP restoration must be requested and assigned **before** service outages.

HOW LONG DOES IT TAKE FOR A PROVISIONING REQUEST TO BE FULFILLED BY THE TELECOMMUNICATIONS PROVIDER?

Service is not guaranteed on the day the provisioning request is made. The service provider is required to make a best faith effort to provide TSP services by the requested installation date. Various factors, including

volume of provisioning and restoration requests and work site accessibility, may cause unexpected provisioning delays.

When requesting an emergency or essential provisioning, the organization's point of contact (POC) should be ready to accept installation of the service immediately. The POC must also be ready to accept the service on weekends or after business hours.

WHO OR WHAT IS AN INVOCATION OFFICIAL?

An Invocation Official is a designated individual with the authority and responsibility to approve the cost and criticality of a provisioning request for telecommunications service, certifying that the service is so vital that it must be expeditiously provisioned. Organizations/departments/agencies delegate invocation authority to the appropriate person within their command or senior staff and notify the TSP Program Office in writing.

DO TSP AUTHORIZATION CODES EXPIRE?

TSP codes are flagged in the TSP database as "expired" three years from the date of the code's issuance or three years from the date a change was made to a code's information. The expiration date alerts the TSP Program Office to contact users to revalidate codes. Expired TSP codes only become invalid when users revoke them from the TSP Program Office and their service provider.

WHAT HAPPENS IF THERE IS A CHANGE OF SERVICE PROVIDER?

If an organization with registered TSP circuits changes service providers, the POC must revoke the TSP Authorization Codes with the TSP Program Office and request new codes which must then be sent to the new service provider.

WHAT SHOULD BE DONE IF A CIRCUIT REGISTERED WITH TSP RESTORATION PRIORITY GOES OUT OF SERVICE?

While a service provider may automatically detect a problem, always follow standard-reporting procedures and report service problems to them immediately. When reporting a problem, verify with the service provider that the service is identified with TSP in their records. If the provider's records do not reflect TSP, contact the Priority Telecommunications Service Center to verify TSP status. The TSP Program Office can then assist in escalating restoration.

WHAT IS THE TSP CONFIRMATION PROCESS?

The confirmation process is when the service provider confirms with the TSP Program Office that it has the correct circuit information and authorization codes for a restoration or provisioning request.

WHO SHOULD BE CALLED FOR ASSISTANCE?

For assistance, please contact the Priority Telecommunications Service Center toll free at [866-627-2255](tel:866-627-2255) (Washington D.C. metro area, please use [703-760-2255](tel:703-760-2255)) or email support@priority-info.com. For more information, visit www.cisa.gov/pts.