TELECOMMUNICATIONS SERVICE PRIORITY

The Telecommunications Service Priority (TSP) program provides national security and public safety organizations with a way to receive priority installation and repair of critical data and voice communications circuits. TSP is authorized by the Federal Communications Commission (FCC) and is offered by the Department of Homeland Security's Office of Emergency Communications.

TSP FEATURES AND BENEFITS

- TSP restoration applies to priority repair of existing voice and data circuits, while TSP provisioning authorizes priority installation of new circuits.
- Organizations can request TSP priority installation and repair outside of an emergency when normal vendor service times do not meet the organization's needs.
- TSP priority installation and repair can only occur if an organization is enrolled in TSP prior to making the request.
- Enrolled organizations are subject to minimal TSP enrollment and monthly subscription charges from their service providers. These charges are established by the state Public Utility Commission and vary by carrier, location of the circuits, and other factors.

> *"The State of Arizona 9-1-1 Office has been using the TSP program since 2006 on our network for 9-1-1 call taking services. We have approximately 1250 circuits that have the added feature of priority restoration with the provider in case of a disaster involving large areas of population. It is important to Arizona that all available resources are considered when it comes to the health and wellbeing of our citizens."*
>
> *-Barbara A. Jaeger, Arizona State 9-1-1 Administrator*

TSP AND SERVICE LEVEL AGREEEMENTS

An FCC mandate ensures that service vendors prioritize requests for new or repaired circuits for organizations enrolled in TSP. Telecommunications vendors are legally obligated to restore TSP coded circuits before circuits under service level agreements (SLA), even if this causes noncompliance with an SLA. Whether users are responding to natural disasters, supporting civil or military crises, or maintaining emergency communications networks, the TSP program is their only authorized mechanism for receiving priority installation and repair of critical telecommunications circuits.

TSP USERS

TSP eligibility is restricted to the national security and emergency preparedness (NS/EP) community, which spans federal, state, local, tribal and territorial governments; public safety and emergency responders; industry partners who are responsible for maintaining the Nation's critical infrastructure; and other authorized users. Traditionally, qualified organizations are first responders, health care providers, 9-1-1 call centers, and public utility entities. Non-federal users must be sponsored by a federal agency. There are five broad categories that serve as guidelines for determining whether a circuit or telecommunications service is eligible for priority provisioning or restoration. Eligible services must meet at least one of the following criteria:

- Serves our national security leadership;
- supports the national security posture and U.S. population attack warning systems;
- supports public health, safety, and maintenance of law and order activities;
- maintains the public welfare and the national economic system; or
- is critical to the protection of life and property or to NS/EP activities during an emergency.

TSP ENROLLMENT

The first step in the TSP enrollment process is to establish a point of contact (POC) for your organization. Many organizations already have established POCs who facilitate the enrollment process. To determine or establish a POC and enroll in TSP, please contact the DHS Priority Telecommunications Service Center at (866) 627-2255, or visit www.dhs.gov/tsp.

FOR ADDITIONAL INFORMATION

Please contact the DHS Priority Telecommunications Center at 866-627-2255 or 703-676-2255, via email at **support@priority-info.com**, or visit **WWW.DHS.GOV/TSP**.