



TELECOMMUNICATIONS SERVICE PRIORITY Priority for Emergency Communications

Telecommunications Service Priority (TSP) is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority restoration and installation of vital voice and data circuits or other telecommunications services that may be damaged as a result of a natural or man-made disaster. TSP enables telecommunications carriers to prioritize the restoration, recovery and installation of critical circuits and voice capabilities in the event of a disaster or threat to the security of the United States. It is also the only authorized mechanism for receiving priority provisioning and restoration of NS/EP telecommunications circuits.

TSP is authorized by the Federal Communications Commission and is administered by the Department of Homeland Security Office of Emergency Communications. Under TSP system rules, service vendors are required to provision and restore services registered with TSP designations before services that do not have such assignments.

TSP Restoration

Restoration under TSP applies to the repair of existing voice and data circuits, while provisioning authorizes priority installation of new circuits. TSP restoration helps minimize service interruptions that may have a serious, adverse effect on the supported NS/EP functions. Organizations designate critical circuits to receive priority restoration, before a non-TSP program user, should an outage occur. Outages can occur for a number of reasons and are not limited to natural disasters. The TSP Program Office provides organizations with their TSP codes once the circuits are enrolled in the service. An organization *must request TSP and have TSP codes assigned before a service outage occurs* for TSP to be applied.

“The State of Arizona 911 Office has been using TSP since 2006 on all our networks for 911 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. OEC representatives have made the process of obtaining and maintaining this feature very streamlined and efficient.”

Maria Hall, 9-1-1 Administrator, Department of Administration, State of Arizona

Considerations

When determining the need for TSP restoration for your circuits, take the following considerations into account.

Priority Circuits

TSP can be applied to wireline circuits (voice and data) that support your NS/EP mission. However, it is not intended to be applied to every circuit in your organization; only the minimum necessary to continue operating.

Service Providers/Vendor/Carriers

All vendors registered with the FCC as a common carrier (a company providing public telecommunications facilities) are required to follow the TSP rules once they have been given a TSP code. Competitive Local Exchange Carriers (CLECs), telecommunications companies that compete with already established local telecommunications businesses by providing its own network and switching, and resellers are the prime vendor



(to include reporting requirements to the TSP Program Office) and should pass the TSP codes to the Local Exchange Carrier (LEC). LECs are telecommunications companies that manage local telephone lines and switches and provisioning of local phone services within their business area, as well as the long distance calls originating or terminating in their business area. Additionally, cable companies that are providing common carrier services regulated by the FCC are required to follow the TSP rules.

TSP vs SLAs

TSP rules require that a vendor restore circuits with TSP prior to those that do not have TSP. When TSP rules are in effect, TSP vendors are protected from not adhering to Service Level Agreements (SLAs). Keep in mind that TSP rules do not require a mean-time-to-repair. Also note that while SLAs may be offered by vendors for priority service, TSP rules require vendors to attend to TSP circuits ahead of all other circuits.

Overview of TSP Costs

TSP is a fee-based program and organizations pay their telecommunications vendor for the services. TSP set-up and recurring costs vary depending on 1) the type of service requested (provisioning or restoration), 2) the telecommunications vendor providing the service (e.g. AT&T, CenturyLink, Sprint, Verizon, etc.), and 3) the geographic location requested for the provisioning or restoration service. Below is a table of approximate ranges of most TSP costs and is intended for informational purposes only. The vendor providing the service can supply actual costs.

Approximate Range of Most TSP Costs Based on State Tariffs* (will vary by vendor/location)			
TSP Provisioning	TSP Restoration (set up fee)	Recurring Cost for TSP Restoration	Change to Restoration Priority Level
\$50.00 up to \$416.00 (non-recurring)	\$14.00 up to \$358.00	\$0.00 up to \$9.35 monthly	\$2.91 up to \$131.00

*Note: The table above is intended as an example only. Check with the vendors for actual costs.

TSP and Grant Funding

Emergency communications grant dollars “may be used to assist priority service planning and engineering and to facilitate participation in a number of Federal priority service programs including TSP.”, per the [FY16 SAFECOM Guidance on Emergency Communications Grants](#). Please visit <https://www.dhs.gov/safecom/funding> for a list of current federal grant programs that support emergency communications and best practices for requesting grant funding.

FOR ADDITIONAL INFORMATION

Contact the DHS Priority Telecommunications Center at 866-627-2255 or 703-676-2255, via email at TSP@HQ.DHS.GOV, or visit WWW.DHS.GOV/TSP.