



## Telecommunications Service Priority

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 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.

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. Whether NS/EP 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 provisioning and restoration of NS/EP telecommunications circuits. TSP is authorized by the Federal Communications Commission (FCC) and is offered by the Department of Homeland Security's Office of Emergency Communications (OEC).

### WHAT IS TSP RESTORATION VERSUS TSP PROVISIONING?

Restoration under TSP applies to existing voice and data circuits, while provisioning under TSP authorizes priority installation of new circuits. For TSP restoration, organizations designate critical circuits to receive priority restoration should an emergency arise. TSP provisioning authorizes prompt installation of new circuits.

OEC processed over 430 provisioning requests in 2012; more than 220 were directly related to Hurricane Sandy.

### WHO IS ELIGIBLE FOR TSP?

TSP eligibility is restricted to Federal, State, tribal, local, and private sector organizations with a supporting NS/EP role. 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.

### WHAT ELSE SHOULD I KNOW?



Cable Hut in Lower Manhattan after 9/11

Priority restoration and provisioning under TSP is granted only to those organizations enrolled prior to an emergency or crisis.

TSP is a fee-based program, which is paid by the applying organizations.

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.

**FOR ADDITIONAL INFORMATION**

Please contact the DHS Priority Telecommunications Center at 866-627-2255 or 703-676-2255, via email at [TSP@HQ.DHS.GOV](mailto:TSP@HQ.DHS.GOV), or visit [www.dhs.gov/tsp](http://www.dhs.gov/tsp)