



Homeland
Security

Fact Sheet

Telecommunications Service Priority System

What is TSP? Telecommunications Service Priority (TSP) is the regulatory, administrative, and operational system authorizing and providing for priority treatment (i.e., provisioning and restoration) of national security and emergency preparedness (NS/EP) telecommunications services. NS/EP telecommunications services are those critical to maintaining readiness for, responding to, or managing telecommunications during an event or crisis that could cause harm to the population or threaten the security of the United States. Under TSP System rules, service vendors are authorized and required to provision and restore services with TSP assignments 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 System is their only authorized mechanism for receiving priority provisioning and restoration of NS/EP telecommunications services.

What is TSP Restoration versus TSP Provisioning? TSP restoration is an insurance policy for existing circuits (voice and data), while provisioning concerns installation of new circuits. For TSP restoration, organizations designate critical circuits to receive priority restoration should an emergency arise. TSP provisioning allows for rapid installation of a new circuit should a service provider not be able to meet an installation timeline using normal business procedures.

Who is Eligible for TSP? National security and emergency preparedness telecommunications service users within the Federal, State, local, or foreign governments, as well as private industry, are eligible for TSP. Types of organizations that commonly request TSP include first responders, health care providers, 9-1-1 call centers, and public utility companies. Non-federal users must be sponsored by a federal agency.

What Else Should I Know?

- The Federal Communications Commission (FCC) established TSP and the National Communications System (NCS) administers and executes the program
- TSP ensures priority treatment of the Nation's most important telecommunications assets. These assets include those that:
 - serve our national security leadership
 - support the national security posture and U.S. population warning systems
 - support public health, safety, and maintenance of law and order activities
 - maintain the public welfare and the national economic system

TSP supports response to natural disasters and civil and military crises. For example, during hurricane season, the NCS tracks and responds to hundreds of restoration and provisioning requests from Federal, state, local, and tribal governments and emergency response organizations.

For Further Information: Contact TSP Operations and Administration at (703) 760-CALL or (866) NCS-CALL, option 3 ♦ Web Site: <http://tsp.ncs.gov> ♦ E-mail: tsp@dhs.gov