Telecommunications Service Priority (TSP) Overview

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TSP is a program that authorizes National Security and Emergency Preparedness (NSEP) organizations to receive priority treatment for vital voice and data circuits or other telecommunication services. As a result of hurricanes, floods, earthquakes and other natural or man-made disasters, telecommunications service vendors frequently experience a surge in requests for new services and requirements to restore existing services. The TSP program provides service vendors a Federal Communications Commission (FCC) mandate to prioritize requests by identifying those services critical to NSEP. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service.

TSP offers two types of priority – Provisioning and Restore:

- **Provisioning Priority** allows TSP customers to have new service installed faster than the normal process of service vendors, an organization may request a provisioning priority. This can be an immediate installation following an emergency or an installation by a specific date, also known as essential provisioning. Note that TSP provisioning is not intended to compensate for inadequate planning.

- **Restoration Priority** is for new or existing telecommunication services and requires that service vendors restore them before non-TSP services. Restoration priority helps minimize service interruptions that may have serious, adverse effect on the supported NSEP function. Organizations must request TSP restoration priority before a service outage.

Reference **https://www.cisa.gov/resources-tools/programs/priority-telecommunications-services** for more information.

Source: Cybersecurity and Infrastructure Security Agency (CISA)

1. TSP Authorization Overview

TSP Authorization codes are assigned by the US Federal Government or Federal Communications Commission (FCC).

Priority Levels will be managed with 1 being the highest priority and 5 is the lowest priority. Revocation of a priority level assignment is indicated if the TSP Priority Levels (both the provisioning priority field and the restoration priority field) of a TSP Authorization Code contain zeros.

1.1.1 - Provisioning Priority Field

The provisioning priority field, E, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no provisioning priority is assigned. See the illustration on the next page for Provisioning Priority position within the TSP authorization code.

1.1.2 - Restore Priority Field

The restore priority field, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no restoration priority is assigned. See the illustration below for Restore Priority position within the TSP authorization code.

- Service vendors will dispatch personnel outside normal business hours if necessary to restore TSP services assigned a restoration priority of 1, 2, or 3. Service vendors must dispatch personnel outside normal business hours to restore TSP services assigned 4 or 5 only when the next business day is more than 24 hours away.

- Vendors will restore TSP services in order of restoration priority level: that is, TSP services assigned a restoration priority of 1 will be restored first; then TSP services assigned a restoration priority of 2 will be restored, etc.

1.2 - Service Categories and Associated Priority Levels

The Department of Homeland Security and Federal Communications Commission establish Service Categories and Priority Levels. The following illustration depicts the categorical hierarchy for TSP eligible entities and the Priority Levels supported under each category.
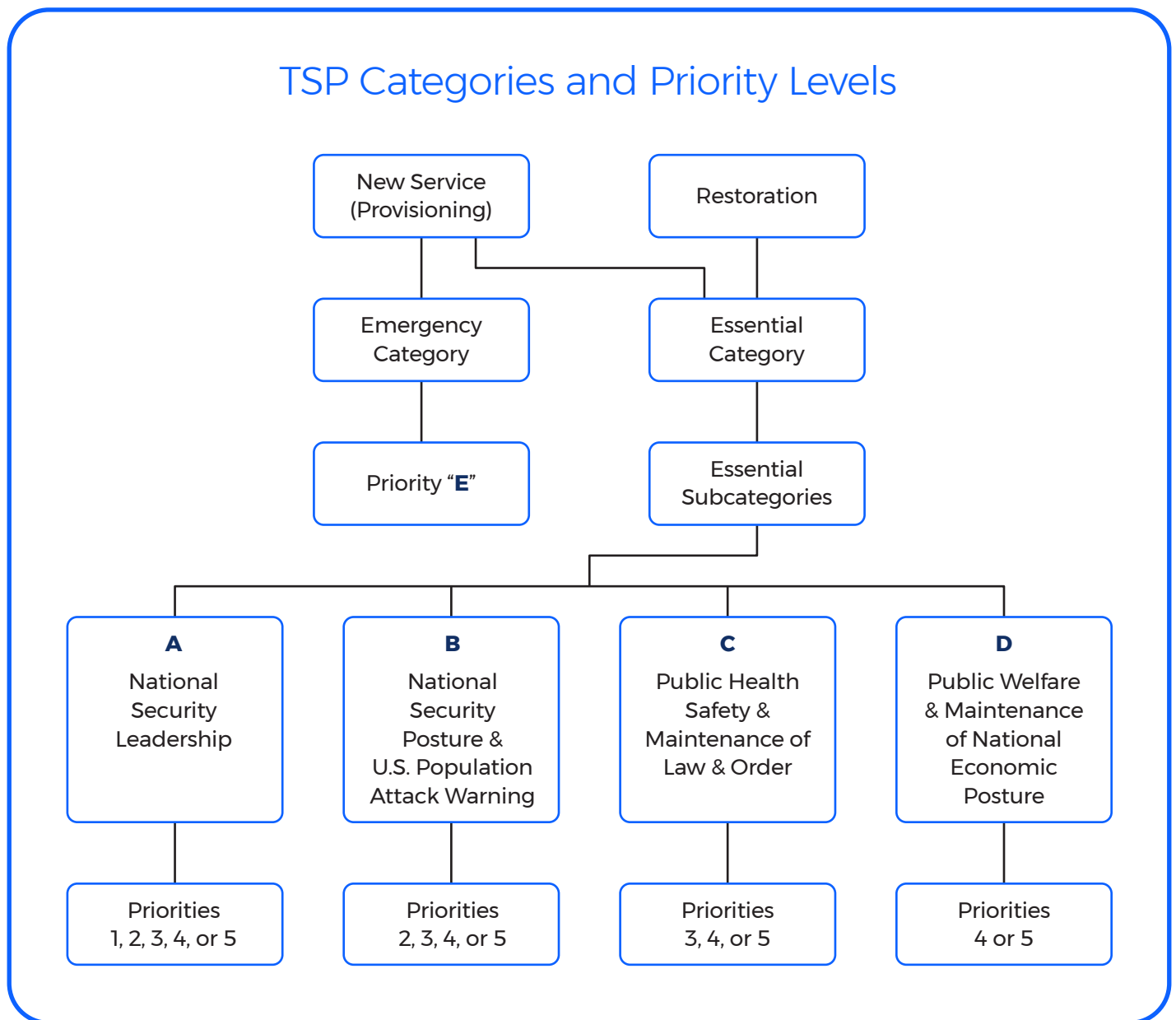
- **Vendor responsibility** – Installation, Restoration and Reporting commitments
- **Customer responsibility** – TSP acquisition, process for submission and regulations

2. Comcast Business Services TSP Eligible Services

Comcast supports TSP within SMB, Enterprise and Wholesale channels for the following Ethernet transport services:

- Ethernet Virtual Private Line (EVPL)
- Ethernet Private Line (EVP)
- Ethernet Network Service (ENS)
- Cell Backhaul (CBH)
- Wavelength Services

Contact Comcast Business for the latest product availability.

3. Essential Service Criteria for TSP

There are four broad categories that serve as guidelines for determining whether a circuit or telecommunications service is eligible for provisioning or restoration priority. TSP service user organizations may be in Federal, state, local, or tribal governments; critical infrastructure sectors in industry; non-profit organizations that perform critical NS/EP functions; or foreign governments. Typical TSP users are responsible for the command and control functions critical to management and response to NS/EP situations, particularly during the first 24 to 72 hours following an event.

Eligible service must meet one of the following:

- Serves our national security leadership;
- Supports our national security posture and US 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

Additional details on each criteria are available in TSP Documents.

- Link for TSP documents: **https://www.cisa.gov/resources-tools/resources/tsp-documents**

4. Request TSP Provisioning

When circumstances require installation of new telecommunication services faster than a service vendor's normal processes allow, an organization may request a provisioning priority. This can be an immediate installation following an emergency or an installation by a specific date, also known as essential provisioning. These simplified steps show the basic process for requesting provisioning priority:

1. Review participant responsibilities.
2. Certify that the telecommunications service supports NS/EP functions listed under one of five TSP categories.
3. The Telecommunications Service Priority Center team is available Monday-Friday, from 8:00 AM ET until 6:00 PM ET, at 866-627-2255 or email **support@gwids.cisa.gov**.

   Request form can be found on the CISA TSP Documents site: TSP Request for Service Users SF315. Email completed form to **tsp@hq.dhs.gov**
4. Service Center will provide a TSP Authorization Code for each service or circuit you need to install.
5. Give the TSP Authorization code to your service vendor. The vendor confirms receipt of the TSP Authorization Code(s) with the TSP Program Office.

5. Requesting TSP Restoration

Restoration Priority is for new or existing telecommunications and requires that service vendors restore them before non-TSP services. Restoration priority helps minimize service interruptions that may have a serious or adverse effect on the supported NS/EP functions. Organizations must request TSP restoration priority before a service outage. To request restoration priority designations on your circuits:

1. Review participant responsibilities.
2. Certify that the telecommunications service supports NS/EP functions listed under one of five TSP categories.
3. Register for TSP and receive an online account. This process takes approximately 1-2 weeks.
4. Provide information (usually done online) about the service or circuits needing restoration. The TSP Program Office has up to 30 days to assign TSP Authorization Codes, but usually processes them within about two weeks.
5. Receive a TSP Authorization Code for each service or circuit for which you need priority.
6. Give the TSP Authorization Code to your service vendor.
7. The vendor confirms receipt of the TSP Authorization Code(s) with the TSP Program Office.

To register for TSP **click here**.

6. Detailed Subscription Procedures

- Upon receiving the TSP Authorization Code for Provisioning or Restoration Priority, submit the TSP code with the following information to your Comcast Sales representative.
  - TSP Code Expiration (3 years from date of issue)
  - Associate TSP Circuit ID (if known)
  - TSP Circuit Type (EPL, EVPL, ENS, etc.)
  - Customer corporate address
  - Customer contact information (Name, title, phone number)

7. TSP Change Orders

- In the event a change is required on a circuit's TSP status, please contact your Comcast Sales representative.

8. Comcast Restore and Provision Escalation Requests

- If a TSP circuit encounters an outage, Comcast Technical Enterprise Support (800-741-4141) will prioritize the Restoration and if necessary Provisioning of service based upon the practices outlined by the Cybersecurity & Infrastructure Security Agency.

9. Contact Information

- CISA Priority Telecommunications Service Center
    - The Telecommunications Service Priority Center team is available Monday-Friday, from 8:00 AM ET until 6:00 PM ET, at 866-627-2255 or email **support@gwids.cisa.gov**.
    - 24-hour technical support and emergency assistance is also available from the User Assistance team at 800-818-4387.
- Comcast Communications
    - Enterprise Technical Support
        - o Ethernet & Enterprise Customers: 800-741-4141

Telecommunications Service Priority (TSP) Fact Sheet

For more information, and to read the fact sheet visit:

https://www.cisa.gov/resources-tools/programs/priority-telecommunications-services

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