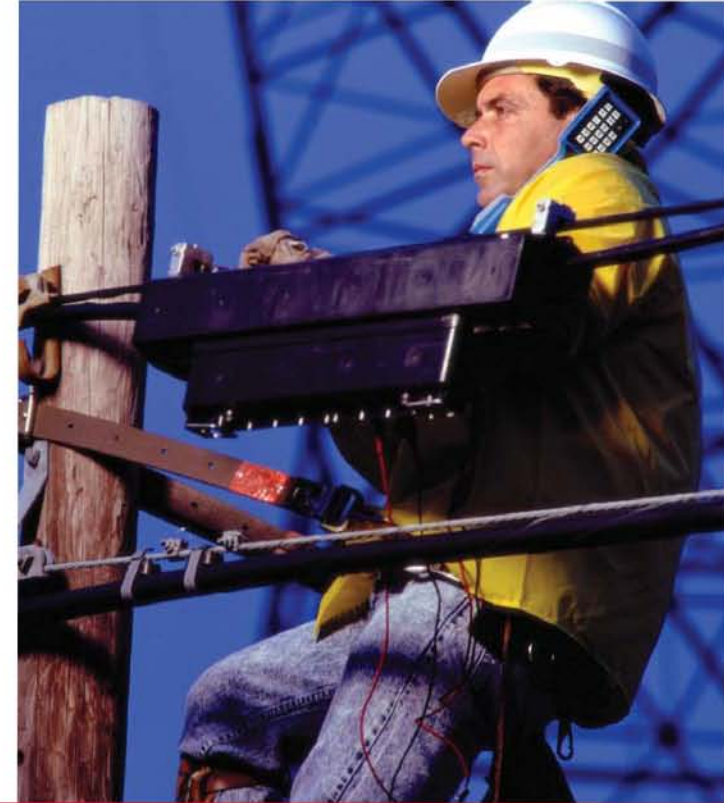
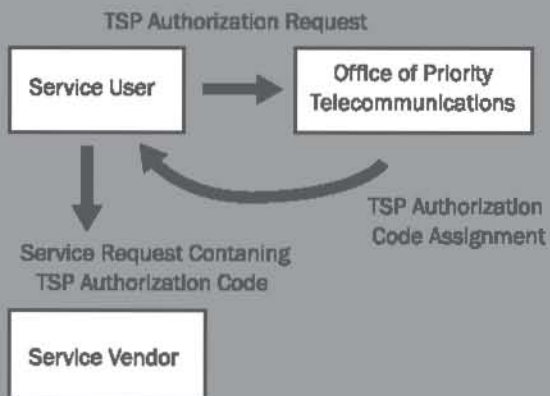


# How to Request TSP Service?

TSP requests can be made via the Internet, fax, or mail to the NCS. The TSP Service User Manual and Vendor Handbook provide complete information on the TSP Program and are available online at [tsp.ncs.gov](http://tsp.ncs.gov). The basic steps for obtaining TSP are as follows:

- 1** The telecommunications service must first qualify to be an NS/EP service. In the case of a provisioning, the user should contact the vendor to confirm TSP is needed to meet the service due date.
- 2** The user then determines the priority levels for which the service qualifies.
- 3** The user sends the request to the NCS.
- 4** Once a request is received, the NCS issues a TSP Authorization Code to the user. The user will then provide that code to the service vendor. For restoration priority, a user must submit the TSP Authorization Code to their service vendor prior to a service outage; it cannot be submitted after a service outage occurs.



For more information on TSP contact:

## Department of Homeland Security National Communications System

Building 410 (Mail Stop 8500)  
245 Murray Lane  
Washington, DC 20528-8500

Tel: 866.NCS.CALL (866.627.2255) or 703.760.2255

Normal hours of operation:  
Monday through Friday, 8 AM to 6 PM Eastern

Email: [tsp@dhs.gov](mailto:tsp@dhs.gov)

Web: [tsp.ncs.gov](http://tsp.ncs.gov)

# TSP

## Telecommunications Service Priority



National  
Communications  
System

## **The Telecommunications Service Priority (TSP)**

**Program provides priority provisioning and restoration of National Security and Emergency Preparedness (NS/EP) telecommunications services. NS/EP telecommunications services are those services critical to the maintenance of a state of readiness or the response to and management of any event or crisis which causes or could cause harm to the population, damage property, or threaten the security of the United States.**

### **What is the TSP Program?**

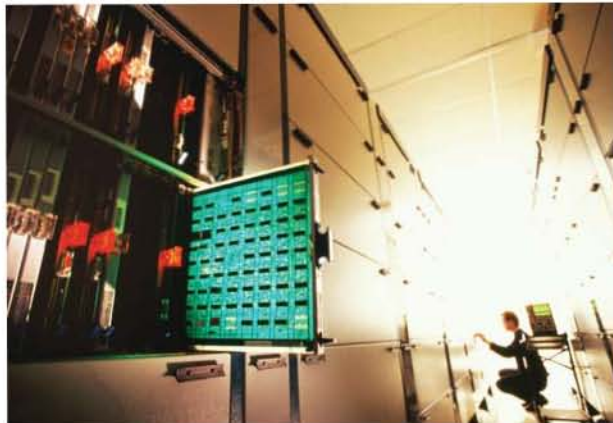
The Federal Communications Commission (FCC) issued a Report and Order on November 17, 1988, establishing the TSP Program. The TSP Program is the regulatory, administrative, and operational framework for the priority provisioning and restoration of any qualified NS/EP telecommunications service. Under the rules of the TSP Program, service vendors are authorized and required to provision and restore services with TSP assignments before services without such assignments.

The TSP Program will be used for provisioning or restoration of those telecommunications services that support any of the following NS/EP missions:

- National Security Leadership
- National Security Posture and U.S. Population Attack Warning
- Public Health, Safety, and Maintenance of Law and Order
- Public Welfare and Maintenance of the National Economic Posture

### **Why use TSP?**

Telecommunications services are vital in the coordination and response to crises or emergency situations. As a result of hurricanes, floods, earthquakes, and other natural or technical disasters, telecommunications service vendors may become overwhelmed with requests for new services and requirements to restore existing services. The TSP Program provides service vendors with an FCC mandate for prioritizing service requests by identifying those services critical to NS/EP. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service.



### **Who is Eligible?**

NS/EP telecommunications services within the federal, state, and local government, as well as certain private sector organizations are eligible for TSP assignment.



### **What is Sponsorship?**

Non-federal government users who request TSP restoration or provisioning must be sponsored by a Federal organization. The purpose of sponsorship is to ensure that a service merits a TSP assignment.

The National Communications System (NCS) will sponsor state, local, and tribal government requests. Private industry will submit requests through a federal organization with whom they have a common relationship.

### **TSP is Invaluable ...**

Whether responding to natural disasters, supporting civil or military crises, or maintaining emergency communications networks, the TSP Program is the only authorized mechanism to receive priority provisioning and restoration of your NS/EP telecommunications services.