

Telecommunications Service Priority (TSP)

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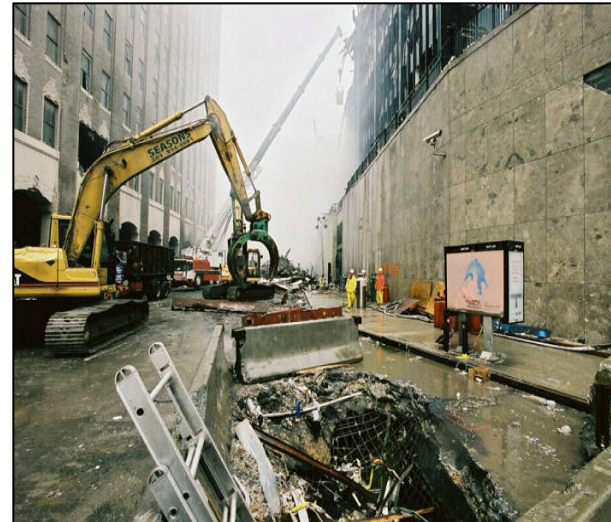
Problem: Critical Communications Services May Experience Outages



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Solution: Telecommunications Service Priority (TSP)

- Ensures priority restoration and provisioning of communications services most critical to the safety and security of American citizens
- Provides guaranteed priority restoration of telecommunications services when service providers' resources are overextended
- Provides priority provisioning for telecommunications services when the normal provider processes will not meet the requirement



Legal Background

- On November 17, 1988, the FCC issued a Report and Order (FCC 88-341) establishing the TSP Program
- The FCC designated the EOP as administrator of the TSP Program, who in turn, delegated its responsibilities to the Manager of the National Communications System (NCS)
- TSP is a mandatory requirement for all telecommunications companies.

Priority Programs Eligibility

Organizations that support one or more of the following five National Security / Emergency Preparedness (NS/EP) mission areas, qualify for OMNCS sponsorship to use priority services:

1. National Security Leadership
2. National Security Posture and US Population Attack Warning
3. Public Health, Safety, and Maintenance of Law and Order
4. Public Welfare and Maintenance of National Economic Posture

NS/EP USER COMMUNITY



Non-Federal users require sponsorship



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Components of TSP

Restoration

A restoration priority is applied to new or existing telecommunications services to ensure restoration before a non-TSP program user.

Must be requested and assigned before a service outage occurs

Provisioning

A provisioning priority is obtained to facilitate the priority installation of *new* telecommunications services in a shorter than normal interval.

Cannot be used to compensate for inadequate planning



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TSP Restoration

- During times of calm, circuits (data or voice) are registered in the TSP program
- When disasters occur, service providers must restore TSP lines first



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TSP Provisioning

EMERGENCY 'E'

- Service providers will take immediate action and allocate the necessary resources to initiate service as soon as possible--24/7 effort.
- If a service provider receives more than one **E** TSP request from different users, the vendor will provision them in order of receipt



TSP Provisioning

ESSENTIAL 1-5

- Service providers will make their best effort to provision the service by the requested due dates--
Not 24/7 effort
- Service vendors will provision essential TSP services according to TSP priority 1-5



TSP Experience

- Major factor in Wall Street recovery on 9/17
- Over 700 new circuits provisioned



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Where Do You Need TSP?

Restoration:

- EOCs/911 Centers/Operations Centers
- Data Centers
- Headquarters/Police/Fire/Hospitals
- Critical infrastructure
- Single points of failure

Provisioning:

- Operation centers and emergency shelters



**Restoration TSP must be set-up in advance –
before an emergency or disaster occurs**



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Budgeting for Priority Services

- TSP is ordered from your service provider at rates set by the service provider and state public utility commission
- Restoration averages: \$100 initial; \$3 monthly recurring charge
- Provisioning will have TSP tariff in addition to the provider's service charge

Contact your service provider for rates applicable to your service!

Is Your Organization Prepared?



✓ Where can TSP augment existing emergency communications capabilities?



✓ Is TSP part of your organizations's emergency planning and exercises?



✓ Who will be repaired ahead of you if you are not covered by TSP restoration?

Ordering TSP

Provisioning

Step 1: Contract service provider to establish date



Step 2: Call NCS to receive TSP code



Step 3: Provide TSP code to service provider

Restoration

Step 1: Establish on-line account



Step 2: Identify specific services for TSP



Step 3: Submit TSP service requests thru on-line system



Step 4: Obtain TSP code for each approved service



Step 5: Provide TSP code to your service provider



Step 6: Update records and procedures to reflect implementation



One-Stop Shop Service

1-866-NCS-CALL

(M-F: 8:00 AM - 6:00 PM EST)



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