

Telecommunications Service Priority (TSP) Enrollment

- **TSP** is a Federal Communications Commission (FCC) program that directs telecommunications service providers (e.g., wireline and wireless phone companies) to give preferential treatment to users enrolled in the program when they need to add new lines or have their lines restored following a disruption of service, regardless of the cause. The FCC sets the rules and policies for the TSP program and the U.S. Department of Homeland Security, manages the TSP program. The TSP program is in effect all the time--it is not contingent on a major disaster or attack taking place. FCC or DHS sponsorship is required to enroll in the TSP program.
- **Who should enroll?**
 - Federal, state, local and tribal police departments
 - Fire Departments
 - Public safety answering point or 911 call center
 - EMS entity
 - Essential healthcare provider
 - Any organization that uses telecommunications services necessary for public health, safety, and maintenance of law and order
- **How do I enroll?**
- Please contact **Jane Torman** via email at support@priority-info.com, **Priority Telecommunications Service Center**, main: 866-627-2255,

Requesting Telecommunications Service Priority (TSP)

1. Determine which lines should have TSP Coverage
 - a. Consult telecom service provider to determine cost
 - b. Obtain circuit identification numbers (TN's or Circuits) from your telecom provider to complete TSP Application
 2. The FCC or DHS approves TSP coverage and provides the TSP authorization codes for each circuit (e.g., TSP02H682-00)
 3. Provide service provider with TSP authorization codes and requested service type
 4. The service provider issues the appropriate service order activity to establish the TSP service on each circuit and enters it into the priority service operations support systems
- **Why should I sign up?**
 - If you rely on telecommunications services on a daily basis to perform critical national security and emergency preparedness functions, including those areas related to safety, maintenance of law and order, and public health, you need TSP.
 - **Documentation and Application Forms**
 - FCC Link - <https://www.fcc.gov/general/telecommunications-service-priority>
 - Homeland Security Link - <https://www.dhs.gov/telecommunications-service-priority-tsp>
 - Service User Manual for the TSP System - <https://www.hsdl.org/?view&did=13883>

- **Service users, or entities acting on their behalf, will:**
 - Identify services requiring priority level assignments and request and justify priority level assignments in accordance with this operations guide and any supplemental OEC issuances.
 - Justify and revalidate all priority level assignments at least every three years or when changing service providers.
 - For services assigned priority levels, ensure (through contractual means or otherwise) availability of customer premise equipment and wiring necessary for end-to-end service operation by the service due date and continued operation; and, for such services in the Emergency NS/EP category, by the time that vendors are prepared to provide the services. Additionally, designate the organization responsible for the service on an end-to-end basis.
 - Be prepared to accept services assigned priority levels by the service due dates or, for services in the Emergency NS/EP category, when they are available.
 - Pay vendors any authorized costs associated with services that are assigned priority levels.
 - Report to vendors any failed or unusable services that are assigned priority levels.
 - Designate a 24-hour point-of-contact for matters concerning requests for priority action and apprise the Director, OEC.
 - Upon termination of services that are assigned priority levels, or circumstances warranting revisions in priority level assignment (e.g., expansion of service), request and justify revocation or revision of the priority level.
 - Cooperate with the Director, OEC, during reconciliation, revalidation, and audits.
 - Comply with any regulations and procedures supplemental to and consistent with this appendix that are issued by the Director, OEC.

TSP Program Office

Department of Homeland Security

- Phone: 866 627-2255
- Phone (DC Metro Area): 703-676-2255
 - Phone (24/7): 703-235-5080
 - Email: tsp@dhs.gov
 - Email: tspinfo@fcc.gov
- Web: <https://www.dhs.gov/telecommunications-service-priority-tsp>
 - FAQs: <https://www.dhs.gov/tsp-faq>