



Telecommunications Service Priority (TSP)

Contents

Description	2
Obtaining TSP System Service	3
Features	4
How to Identify TSP Authorization Codes	5
Ordering Process	7
RATES and CHARGES	9
Change Log	10

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Telecommunications Service Priority (TSP)

Description

In 1990 the Federal Government issued a mandate for implementation of the Telecommunications Service Priority (TSP) System and guidelines were set forth in the "Telecommunications Service Priority System for National Security Emergency Preparedness Service Vendor Handbook" dated July 9, 1990.

The TSP System is designed to monitor National Security and Emergency Preparedness (NS/EP) Telecommunications services. NS/EP services are defined as telecommunications services, which are designated as 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 injury or harm to the population, damage, or loss to property, or threaten the security of the United States.

The TSP system is the regulatory, administrative, and operational system authorizing and providing for priority treatment, to provision and restore NS/EP telecommunications services. Under the rules of the TSP System, telephone companies are authorized and required to provision and restore service with TSP assignment/TSP Authorization Code before services without TSP assignment.



Telecommunications Service Priority (TSP)

Obtaining TSP System Service

AUTHORIZATION

- The first step in the process is to obtain a TSP Authorization Code from the TSP Program Office, which issues all TSP Authorization Codes. All requests for priority level assignments will be processed through the Manager, National Communications System (NCS). Requesting TSP can be found at the following web link: <https://www.dhs.gov/telecommunications-service-priority-tsp>

ELIGIBILITY

The customer for the TSP System Service must be the same customer for the Access Service with which it is associated. TSP service users are not limited to federal government users. State, local, and foreign governments may have services that qualify for TSP treatment, and certain private industry telecommunication services qualify as well. Eligibility requirements can be found at the following web link:

- <https://www.dhs.gov/tsp-eligibility>



Telecommunications Service Priority (TSP)

Features

The following features are available on a per circuit basis. A customer may subscribe to either Emergency Provisioning or Essential Provisioning for a circuit but may not subscribe to both.

1. Emergency Provisioning is provided by the Company in response to an emergency, when the Customers need for a service is critical and must be provisioned at the earliest possible time, without regard to the cost to the Customer. In Emergency Provisioning the Company will take immediate action to allocate the resources necessary to provision circuit(s) and any related special construction assigned an Emergency Provisioning priority level as soon as possible, including dispatching personnel outside normal Company business hours.
2. Essential Provisioning is provided for new essential NS/EP service that must be installed by a specific date that cannot be met using normal Company business procedures. In Essential Provisioning, the Company will adjust its resources to make its best effort to provision the circuit(s) and any related special construction assigned an Essential Provisioning priority level, by the requested service due date, based on the priority level assigned.
3. Priority Restoration designation establishes priorities for restoring NS/EP service in the event of an outage or failure of multiple services. The Company will dispatch personnel outside normal business hours if necessary to restore circuit(s) (and provide any related special construction) assigned a Priority Restoration level of 1, 2, or 3. The Company will dispatch personnel outside normal business hours to restore circuits (and provide any related special construction) assigned a Priority Restoration level of 4 or 5 only when the next business day is more than 24 hours away.



Telecommunications Service Priority (TSP)

How to Identify TSP Authorization Codes

A TSP Authorization Code is a 12-character code and is divided into two parts. The first nine characters are the TSP Control ID, a computer-generated number used for government tracking purposes. The 10th character is always a hyphen. The hyphen is used to separate the TSP Control ID from the TSP Code. The last two characters are the TSP Code.

TSP Provisioning

When circumstances require installation of a new telecommunications service faster than a service vendor's normal processes allow, an organization may request provisioning priority. This can be an immediate installation following an emergency or an installation by a specific date, also known as an essential provisioning.

Frontier is required to restore services carrying TSP assignments before services without TSP assignments. Any trouble with TSP assigned to it with a Provisioning Priority of E will be handled first. Provisioning Priority 1 through 5 will be handled on a priority basis.

TSP Restoration

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 an adverse effect on the supported NS/EP functions. Organizations must request TSP restoration priority on its circuits before a service outage.

The following charts describe the field values when creating the ASR.

Always begins with TSP			6 alpha-numeric characters assigned by DHS						Hyphen	One character/digit Provisioning Priority Level E, 0, 1, 2, 3, 4, 5	One digit Restoration Priority Level 0, 1, 2, 3, 4, 5
T	S	P	1	2	3	4	5	A	-	E	1

Code	Provisioning Priority Description	Restoration Priority Description
E	Emergency Priority	NA
0	No Provisioning Priority Assigned	No Restoration Priority Assigned
1	Level 1 Essential Service Priority	Level 1 Restoration Priority
2	Level 2 Essential Service Priority	Level 2 Restoration Priority
3	Level 3 Essential Service Priority	Level 3 Restoration Priority
4	Level 4 Essential Service Priority	Level 4 Restoration Priority
5	Level 5 Essential Service Priority	Level 5 Restoration Priority



Telecommunications Service Priority (TSP)

Restoration Priority 1, 2, 3

Frontier must dispatch service personnel to restore TSP service outside of normal repair intervals (T-1 & T-3 is 2 hours and all other services is 4 hours).

Restoration Priority 4 & 5

Frontier must dispatch service personnel to restore TSP service only when the repair appointment interval is greater than 24 hours.

Note: Expedited provisioning charges are applicable to these provisioning requests. TSP is ordered by showing the TSP authorization code in the TSP field on the ASR. The EXP field must be 'Y' if provisioning priority is requested.



Telecommunications Service Priority (TSP)

ASOG Definition

TSP - Telecommunications Service Priority

Indicates the provisioning and restoration priority as defined under the TSP Service Vendor Handbook.

NOTE 1: These codes are assigned by the TSP Program Office.

VALID ENTRIES:

Nine Character TSP Control Identifier

One Character Provisioning Priority Level (E, 0-5)

One Digit Restoration Priority Level (0-5)

NOTE 1: A TSP code ending in "00" indicates "revocation", the removal of a previously assigned TSP code.

USAGE: This field is *optional*.

DATA CHARACTERISTICS: 12 alpha/numeric characters (including 1 preprinted hyphen)

EXAMPLE:

T	S	P	1	2	3	4	5	C	-	E	1
---	---	---	---	---	---	---	---	---	---	---	---



Telecommunications Service Priority (TSP)

RATES and CHARGES

For TSP restoration, Frontier charges a one-time setup fee and a monthly service charge to have the service available to you. However, these fees are separate from any charges related to actually installing or repairing your circuits following an emergency.

Please see specific tariff for charges.

<https://wholesale.frontier.com/resources/pricing-guides/tariffs.html>

Contact and Escalation list link

<https://wholesale.frontier.com/resources/contacts-and-escalation-lists/access-services-contacts.html>



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Change Log

Date	Page Number	Change
04/24/2018		Original document
06/01/2021	9	Update embedded links

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