Telecommunications Service Priority (TSP)

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Carrier Services
Frontier Communications
Rochester, NY

Jurisdiction: All
Effective Date: 04/24/2018
Revised Date: 4/24/2018
Description


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.
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
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.
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.

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

**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

**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.
Ordering Process

Once you receive the TSP code, you can place your ASR.
The TSP code must be entered in the TSP field on the ASR.

4. Access Service Request Form Numbered

NOTE: Removing TSP from Circuit

- Populate the original TSP code in the TSP field on the ASR
- Populate the last 2 positions with zeroes

EXAMPLE:  T S P 1 2 3 4 5 C 0 0

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
**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.
http://tariffs.frontiercorp.com/crtf/tariffs/index.cfm?fuseaction=fcc&sctnID=8

Contact and Escalation list link
https://wholesale.frontier.com/docs/wholesaledocs/frontier_asr_contact_and_escalation_lists.pdf
## Change Log

<table>
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<tr>
<th>Date</th>
<th>Page Number</th>
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<tbody>
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