



Telecommunications Bulletin

Customer Service Center (CSC)

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Theresa Starling
CSC Manager

Priority disaster recovery is attainable through

The National Telecommunications Services Priority

A solution to potentially severe service interruptions

Man made or natural disasters can occur at any time. No matter how much we plan, there is always the possibility that vital communications networks can be temporarily lost. The National Telecommunications Services Priority (TSP) program was created to minimize such disruptions and create a rational system for restoration of services. Now is the time for your agency to enroll its critical voice lines and data circuits in TSP.

The TSP program responds to any crisis that would arise in the state or on a national level. It provides priority restoration of critical telecommunications services for National Security and Emergency Preparedness, (NS/EP) users. In order for your agency's critical data and/or voice communications lines to be eligible, they must fall into one of the five *Essential TSP Categories* listed below:

- 1) National Security Leadership
- 2) National Security Posture and U.S. Population Attack Warning
- 3) Public Health, Safety, and Maintenance of Law and Order
- 4) Public Welfare and Maintenance of National Economic Posture
- 5) Emergency Services

We strongly encourage your agency to take advantage of this service by requesting TSP be activated on your critical voice lines and data circuits that qualify under the *Essential TSP Categories*

To request TSP activation on your critical voice lines and data circuits, just submit a TSR/TDR. List the lines and circuits your agency has identified as critical directly on the TSR/TDR or list them on an attached spreadsheet. CMS will process your request and apply for TSP codes from The Federal Communications Commission, (FCC), and The Department of Homeland Security's National Communications System, (NCS).

Once your agency's request for restoration priority has been approved and the proper codes have been obtained, CMS will notify the appropriate telecommunications vendor to have them activate TSP on the identified agency communications services. This will ensure that during a crisis provoked outage, telecom vendors will be required to restore TSP coded communications services on a priority basis.

Loss of critical telecom and data infrastructure has wide-ranging consequences. CMS believes that all agencies should take advantage of this opportunity. To obtain pricing, answer any further questions you might have, or to set up a TSP presentation for your agency, please contact your agencies designated CSS2 or call Joel Vinson @ 217-524-0932.

If your agency does not wish to participate in the program, CMS requests that you please send a response to Ed Fedor or Joel Vinson, stating that your agency declines participation and why. TSP is only for voice lines & data circuits. Wireless services priority is not covered by this program.