



Telecommunications Bulletin

Customer Service Center (CSC)

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TSP – Is Your Agency Prepared for an Emergency?

The Federal Communications Commission (FCC) regulates the National Telecommunications Services Priority Restoration Program (TSP) which is designed to minimize service disruptions by establishing a rational system for critical telecommunications services restoration for National Security and Emergency Preparedness (NS/EP) users. Following a local, national or international emergency, all private telecommunications carriers must, by federal law, restore lines on a priority basis as identified by the TSP program. No exceptions can be made despite apparent business functions, government affiliation, or classification.

Due to the importance of TSP participation, CMS Acting Director Malcolm Weems has forwarded a communication to all agency Directors and CIOs outlining the program and your agency's State Emergency Operations Center (SEOC) liaison will also receive a copy of this Bulletin.

As discussed at the January Telecommunications Coordinator meeting and detailed in Telecommunications Bulletin 11-11, dated October 14, 2010, CMS strongly encourages agencies to consider TSP participation for all critical services. To be eligible for TSP, your agency's data and/or voice communications lines must fall into one of the five *essential TSP categories* listed below*.

- National Security Leadership
- National Security Posture and U.S. Population Attach Warning
- Public Health, Safety, and Maintenance of Law and Order
- Public Welfare and Maintenance of National Economic Posture
- Emergency Services

*Note: Wireless service priority is separate and not covered by this program.

For each site address, agencies must submit a Telecommunications Service Request (TSR) to apply for TSP on voice lines and submit a Telecommunications Data Request (TDR) to apply for TSP on data circuits. Identify the critical lines/circuits on the appropriate request form and provide justification that these communications are critical during an emergency situation. CMS agents will submit the required documentation and request approval from the FCC and the Department of Homeland Security's National Communications System (NCS). Following approval and issuance of the TSP codes, CMS will facilitate TSP activation with the appropriate telecommunications vendor(s).

The FCC and NCS also offer TSP Provisioning to enable replacement of voice and data connectivity that was compromised and the installation of new services at a different service address needed for national security and emergency preparedness. Unlike the TSP "restoral program," there is no pre-registration of specific lines, but rather a post-incident request for emergency provisioning of service. Provisioning priority will be done without regard of the cost to the service user and cannot be requested until all other routes for expedited service installation have been exhausted. To request TSP Provisioning, all agency Telecommunications Coordinators and SEOC liaisons must contact CMS Emergency Coordinator Diane Hoots at 217-299-6039 or diane.hoots@illinois.gov.

Questions regarding pricing or to schedule a TSP presentation for your agency, please contact Barry Vaughn at 217-557-2724 or by email at barry.vaughn@illinois.gov.