



8. SUPPLEMENTAL INFORMATION (Provide: (1) circuit specification(s) for provisioning priority only; (2) justification for requested priority level if higher than qualified for; or (3) justification for disapproval or priority level change in sponsorship disposition field (12e.)

9. SERVICE USER (Enter applicable code)

A FEDERAL GOVERNMENT      C LOCAL GOVERNMENT      E FOREIGN GOVERNMENT      G U.S. MILITARY  
B STATE GOVERNMENT      D PRIVATE SECTOR      F OTHER

10. SERVICE USER ORGANIZATION (If Federal Dept/Agency, provide FIPS Code)

11. SERVICE USER POINT-OF-CONTACT (For correspondence regarding this service)

a. Name and Title	b. Organization		
c. (1) Mailing Address	(2) City	(3) State	(4) Zip Code
d. Telephone Number (Area Code/Number/Extension)	e. Facsimile Number (Area Code/Number/Extension)		
f. 24-Hour Telephone Number (Area Code/Number/Extension)	g. Electronic Mailing Address		

h. Signature and Date: I confirm this is a National Security and Emergency Preparedness (NS/EP) service.

12. SPONSORSHIP INFORMATION FOR NON-FEDERAL SERVICE (To be completed by sponsor)

a. Federal Sponsoring Agency and FIPS Code	b. Sponsor Name
c. Sponsor Title	d. Telephone Number (Area Code/Number/Extension)

e. Recommended Disposition (X one of the following boxes)

<input type="checkbox"/> APPROVE	<input type="checkbox"/> DISAPPROVE	<input type="checkbox"/> APPROVE WITH PRIORITY LEVEL CHANGE
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f. Sponsor Signature and Date: I confirm this is a National Security and Emergency Preparedness (NS/EP) service.

Non-Federal users: send form to your Federal Government sponsor.

Federal users or sponsors: **send completed form to:**

ECD/TSP Program Office  
CISA – NGR STOP 0645  
1110 N. Glebe Rd.  
Arlington, VA 20598-0645

Submit via Email: [tsp@hq.dhs.gov](mailto:tsp@hq.dhs.gov)

**Privacy Act Notice**

**Authority:** This information collection is authorized by 5 U.S.C. §301 and 44 U.S.C. §3101.

**Purpose:** DHS will use this information to provide Telecommunications Service Priority (TSP) users and vendors with information relating to TSP requests and to resolve specific cases of customer service.

**Routine Uses:** The information collected may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. This includes using the information, as necessary and authorized by the routine uses published in DHS/ALL 002 Department of Homeland Security Mailing and Other Lists System.

**Disclosure:** Furnishing this information is voluntary; however, failure to furnish the requested information may delay or prevent your registration or verification for continued use of service.

**INSTRUCTIONS FOR TELECOMMUNICATIONS SERVICE PRIORITY (TSP)  
SYSTEM TSP REQUEST FOR SERVICE USERS**

Complete this form to request Telecommunication Service Priority provisioning or restoration for your organization's critical circuits.

**For Non-Federal Service Request, complete Items 1-11 and send to your Federal Sponsor for final submission.**

**Item 1: Action Requested:** Enter the code for the type of action being requested.

**Item 2: Date Service Required:** Enter the date required for the service.

**Item 3: Service User Service ID:** Enter the unique identifier associated with the circuit.

**Item 4: TSP Authorization Code:** Complete if requesting Changing or Revoking Service. Enter previous TSP Authorization Code issued.

**Item 5: Service Profile:** List the category codes for all profile elements that describe the level of support for the service. See category codes and criteria in the supplement instructions section.

**Item 6: Restoration Priority Information:** Complete only if requesting restoration services. See category codes and criteria in the supplemental instructions section.

**Item 7: Provisioning Priority Information:** Complete only if requesting provisioning priority. See category codes and criteria in the supplemental instructions section.

**Item 8: Supplemental Information:** Provide circuit specifications (if requesting provisioning priority), provide a justification for the requested priority level or change in priority level.

**Item 9: Service User:** Enter the code that best classifies your organization.

**Item 10: Service User Organization:** Enter your organization's name. For Federal Agencies, enter your FIPS code.

**Item 11: Service User Point-of-Contact:** Enter your organization's information and name and contact information for a point of contact within your organization.

**Item 12: Sponsorship Information for Non-Federal Service:** Enter your Agency Name, the individual Sponsor's name and contact information, and Agency recommendation. **Item 12 to be completed by a Federal Agency only.**

## SUPPLEMENTAL INSTRUCTIONS

### Category Codes and Criteria for Service Profile (Item 5 codes):

#### SERVICE PROFILE ELEMENTS INFORMATION

For **RESTORATION** only: Use the information below to identify the elements that apply to your service, and enter the symbols (e.g., A1) in Item 5.

[A1] On-site, on-call, or contractual maintenance support of CPE is consistent with restoration response expected of vendor

[A2] Spare CPE is available to backup primary equipment

[B1] On-site, on-call, or contractual maintenance support of CPW is consistent with restoration response expected of vendor

[C1] User facility operates 24 hours/day or is in hot-standby status

[D1] Capability is available 24 hours/day to isolate problems or test service

[D2] Alarms are installed that automatically signal service loss and alert personnel

[E1] Requested service will undergo periodic testing to determine quality and reliability

[F1] Requested service is the primary or most important service between service points

[F2] Service provides route diversity for another TSP service

[G1] User will provide site access 24 hours/day

[G2] User will provide site access at a prearranged time

[G3] User will provide site access by the next business day.

For **PROVISIONING** only: Use the information below to identify the elements that apply to your service, and enter the symbols (e.g., A3) in Item 5.

[A3] CPE available by the service requirement date

[B2] CPW available by the service requirement date

[C1] User facility operates 24 hours/day or is in hot-standby status

[D1] Capability available 24 hours/day to isolate problems/test service

[D2] Alarms installed to automatically signal service loss and alert personnel

[F1] A telecommunications path exists between service points providing most important service between points

[F2] Service provides route diversity for another TSP service

[G1] Ability to provide facility/site/access 24 hours/day

[G2] Ability to provide facility/site/access at a prearranged time

[G3] Ability to provide facility/site/access by the next business day

## **ESSENTIAL SERVICE CRITERIA for Categories A thru D and EMERGENCY SERVICE CRITERIA for Category E**

### **Category Codes and Criteria for Restoration and Provisioning Priority (Item 6 and Item 7 codes):**

#### **Category A:** National Security Leadership (Restoration/Provisioning Levels 1-5):

- [1] Critical orderwire or control service supporting other NS/EP functions
- [2] Presidential communications service critical to continuity of government and national leadership during crisis situations
- [3] National Command Authority communications service for military command and control critical to national survival
- [4] Intelligence communications critical to warning of potential catastrophic attack
- [5] Communications service supporting the conduct of diplomatic negotiations critical to arresting or limiting hostilities.

#### **Category B:** National Security Posture & U.S. Population Attack Warning (Levels 2-5):

- [1] Threat assessment and attack warning
- [2] Conduct of diplomacy
- [3] Collection, processing, and dissemination of intelligence
- [4] Command and control of military forces
- [5] Military mobilization
- [6] Continuity of Federal Government before, during, and after crisis situations
- [7] Continuity of State and local government functions supporting the Federal Government during and after national emergencies
- [8] Recovery of critical national functions after crisis situations
- [9] National space operations.

#### **Category C:** Public Health, Safety & Maintenance of Law & Order (Levels 3-5):

- [0] Transportation to accomplish the following NS/EP functions:
  - [1] Population warning (other than attack warning)
  - [2] Law Enforcement
  - [3] Continuity of critical State and local government functions (other than support of the Federal Government during and after national emergencies)
  - [4] Hospitals and distribution of medical services
  - [5] Critical logistic functions and public utility services
  - [6] Civil air traffic control
  - [7] Military assistance to civil authorities
  - [8] Defense and protection of critical industrial facilities
  - [9] Critical weather services.

**ESSENTIAL SERVICE CRITERIA for Categories A thru D and  
EMERGENCY SERVICE CRITERIA for Category E (cont.)**

**Category D:** Public Welfare & Maintenance of the National Economic Posture (Levels 4-5):

- [1] Distribution of food and other essential supplies
- [2] Maintenance of national monetary, credit, and financial systems
- [3] Maintenance of price, wage, rent, and salary stabilization, and consumer rationing programs
- [4] Control of production and distribution of strategic materials and energy supplies
- [5] Prevention and control of environmental hazards or damage
- [6] Transportation to accomplish the foregoing NS/EP functions.

**Category E:** Emergency Criteria (EMERGENCY PROVISIONING ONLY - Level E):

- [1] Federal Government activity responding to a Presidentially declared disaster or emergency as defined in the Disaster Relief Act (42 U.S.C. Section 5122)
- [2] State or local government activity responding to a Presidentially declared disaster or emergency
- [3] Response to a state of crises declared by the National Command Authorities (e.g., exercise of Presidential War Emergency Powers under Section 706 of the Communications Act, supra)
- [4] Efforts to protect endangered U.S. personnel or property
- [5] Response to an enemy or terrorist action, civil disturbance, natural disaster, or any unpredictable occurrence that has damaged facilities whose uninterrupted operations are critical to NS/EP or the management of other ongoing crises.
- [6] Certification by the head or director of a Federal agency, commander of a unified/specified command, chief of a military service, or commander of a major military command, that the telecommunications service is so critical to the protection of life and property or to NS/EP, that it must be provided immediately
- [7] A request from an official authorized pursuant to the Foreign Intelligence Surveillance Act (50 U.S.C. Section 1801 et. seq. and 18 U.S.C. Sections 2511, 2518, 2519).