

**NCS Manual 3-1-1**

**May 5, 2000**

**SERVICE USER MANUAL  
FOR THE  
TELECOMMUNICATIONS SERVICE PRIORITY (TSP)  
SYSTEM**



**Office of the Manager  
National Communications System  
701 South Court House Road  
Arlington, Virginia 22204-2198**

## THE SERVICE USER MANUAL FOR THE TSP SYSTEM

The *Service User Manual for the Telecommunications Service Priority (TSP) System* provides reference information on the TSP Program and detailed procedural instructions for TSP service users. This manual is structured into the following six chapters accompanied by three appendices.

- Chapter 1, Introduction, provides general information on the TSP Program, and this manual's purpose, authority, and applicability.
- Chapter 2, TSP Program Overview, provides background information on the TSP Program, details the TSP process, provides information on the priority levels and qualifying criteria, and outlines the roles and responsibilities of the participants who administer and use the TSP Program.
- Chapter 3, TSP Request Process, presents an overview of restoration and provisioning priority assignments, the TSP Service User Form (SF 315), and how to make changes to the TSP Program service information.
- Chapter 4, Federal Sponsors and Invocation Officials, discusses the responsibilities and designations of these appointed TSP officials.
- Chapter 5, TSP Revalidation Process, provides details on the TSP Revalidation Form (SF 314).
- Chapter 6, Priority Action Appeal Process, provides details on the responsibilities of the service user, the Office of Priority Telecommunications, the Federal Communications Commission, and the completion of the Appeal Form (SF 317).
- Appendix A provides the TSP Program contact information.
- Appendix B contains the following TSP forms: SF 314, 315, and 317.
- Appendix C contains the Federal Information Processing Standard (FIPS) codes for Federal organizations with NS/EP responsibilities.

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**NATIONAL COMMUNICATIONS SYSTEM  
Arlington, VA 22204-2198**

**NCS Manual 3-1-1**

**TELECOMMUNICATIONS OPERATIONS**

**Telecommunications Service Priority (TSP) System for  
National Security and Emergency Preparedness (NS/EP)**

**1.0 INTRODUCTION**

The Telecommunications Service Priority (TSP) Program provides national security and emergency preparedness (NS/EP) users with priority restoration and provisioning of telecommunications services that are vital to coordinating and responding to crises. Telecommunications services are defined as the transmission, emission, or reception of intelligence of any nature, by wire, cable, satellite, fiber optics, laser, radio visual or other electronic, electric, electromagnetic, or acoustically coupled means, or any combination thereof. As a result of hurricanes, floods, earthquakes, and other natural or man-made disasters, telecommunications service vendors may become overwhelmed with requests for new telecommunications services and requirements to restore existing telecommunications services. The TSP Program provides service vendors with a Federal Communications Commission (FCC) mandate for prioritizing service requests by identifying those services critical to NS/EP. A telecommunications service with a TSP assignment is assured of receiving full attention by the service vendor before a non-TSP service.

**1.1 PURPOSE**

The *Service User Manual for the TSP System* provides users with procedures for participating in the TSP Program for NS/EP. [Note: The National Communications System (NCS) Directive 3-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP)," provides direction to all Federal agencies participating in the TSP Program.]

This manual is issued under the authority of Title 47 Code of Federal Regulations (CFR), Part 64, Appendix A, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)" and National Communications System Directive (NCSD) 3-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)," July 5, 1990.

## **1.2 Authority**

This manual is issued under the authority of Title 47 Code of Federal Regulations (CFR), Part 64, Appendix A, “Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP)” and National Communications System Directive (NCSM) 3-1, “Telecommunications System Priority (TSP) System for National Security Emergency Preparedness (NS/EP),” August 10, 2000.

## **1.3 APPLICABILITY**

This manual is applicable to the Manager, NCS; NCS member organizations; and other Federal Executive entities participating in the TSP Program. All other telecommunications service users (e.g., State, local, foreign governments, or private industry) who request and obtain a TSP assignment agree to its application by their use of the TSP Program.

## **1.4 REFERENCES**

The following sources were used to develop this revised manual:

- NCS Manual 3-1-1, “Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service User Manual,” July 9, 1990.
- Title 47 CFR, Part 64, Appendix A, “Telecommunications Service Priority (TSP) System for National Security and Emergency Preparedness (NS/EP).”
- NCSM 3-1, “Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP),” August 10, 2000.
- Executive Order 12656, “Assignment of Emergency Preparedness Responsibilities,” November 18, 1988.
- NCS Handbook 3-1-2, “Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service Vendor Handbook,” December 10, 2000.

## **1.5 EFFECTIVE DATE**

This manual supersedes NCSM 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NS/EP) Service User Manual," dated July 9, 1990, and is effective immediately.

## **1.6 EXPIRATION**

This manual is in effect until superseded or cancelled.

DAVID J. KELLEY  
Lieutenant General, USA  
Manager

Enclosure:  
Service User Manual for the TSP System

### Summary of Changes:

1. Initial Publication: July 9, 1990
2. Second Publication: May 5, 2000

## **2.0 TSP PROGRAM OVERVIEW**

On November 17, 1988, the FCC issued a Report and Order (FCC 88-341) establishing the TSP Program. The Report and Order established the TSP Program for NS/EP as an amendment to Part 64 of the Commission's Rules and Regulations (Title 47 CFR). The FCC designated the Executive Office of the President (EOP) as administrator of the TSP Program. The EOP delegated responsibilities to the Manager, NCS, which in turn, assigned the administration and execution of the TSP Program to the Office of Priority Telecommunications (OPT) located at the NCS.

The TSP Program was developed to ensure priority treatment for our Nation's most important NS/EP telecommunications services. Therefore, to ensure continued efficient operation of the TSP Program, a precise understanding of the TSP Program services, the TSP request process, and the responsibilities of all TSP Program participants, is needed. This chapter describes these subjects in greater detail.

### **2.1 SERVICE DESCRIPTION**

The TSP Program is the regulatory, administrative, and operational framework for the priority restoration and provisioning of any qualified NS/EP telecommunications service. NS/EP services are those services used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NS/EP posture of the United States. The TSP Program rules, as specified in the TSP Report and Order (FCC 88-341), authorize priority treatment to the following telecommunications services:

- Common carrier services which are interstate and foreign telecommunications services
- Common carrier services which are intrastate telecommunications services inseparable from interstate or foreign telecommunications services, and intrastate telecommunications services to which TSP priority levels are assigned
- Services which are provided by government and/or noncommon carriers and are interconnected to common carrier services assigned TSP priority levels.

In addition, priority treatment may be authorized at the discretion of, and upon special arrangements by the NS/EP TSP Program users involved, to government or noncommon carrier services which are not connected to common carrier provided services, and portions of U.S. international services which are provided by foreign correspondents.

The TSP Program has two components, restoration and provisioning. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services. Priority restoration is necessary for a TSP service because interruptions may have a serious, adverse effect on the supported NS/EP function. As a matter of general practice, telecommunications service vendors should restore existing TSP services before provisioning new TSP services (see Section 2.6.7.1). However, users should be aware that TSP restoration priorities must be requested and assigned *before* a service outage occurs.

A provisioning priority is obtained to facilitate priority installation of new telecommunications services. Provisioning on a priority basis becomes necessary when a service user has an urgent requirement for a new NS/EP service that must be installed immediately (e.g., an emergency) or by a specific due date that can be met only by a shorter than standard or expedited service vendor provisioning time frame.

Initially, a potential TSP user must request a TSP assignment from the OPT. If the OPT approves the request, a TSP assignment is forwarded back to the user in the form of a 12 digit alphanumeric code called the TSP Authorization Code (Section 2.4 contains information on the TSP Authorization Code). In order to obtain priority provisioning or restoration of a telecommunications service, a service user must forward a service order containing the TSP Authorization Code to their prime service vendor. The following sections (2.2 and 2.3) provide a more detailed description of the TSP request process.

## **2.2 TSP REQUEST PROCESS OVERVIEW**

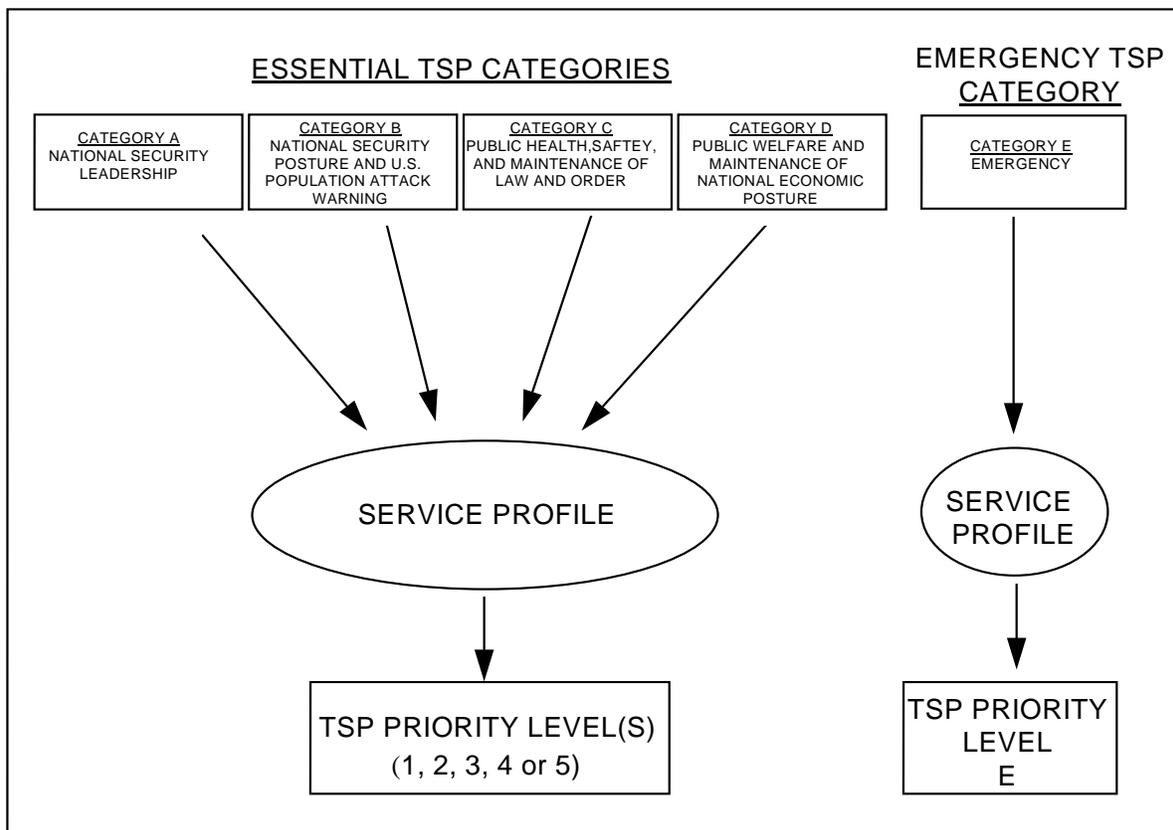
To request TSP, a TSP user must:

1. Certify that the telecommunications service supports an NS/EP function listed under one of five TSP categories (as explained in Section 2.3).
2. Verify, if requesting a provisioning priority, that the service vendor cannot meet the service due date without a TSP assignment. After this is verified, obtain approval from your organization's invocation official to request a provisioning priority.
3. Determine the priority level to be requested for the telecommunications service. The priority level is determined by the user's TSP category and service profile (as explained in Section 2.3). The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates.
4. Complete the TSP Request for Service Users form (SF 315).
5. Non-Federal users must have their TSP requests approved by a Federal agency sponsor. Non-Federal users should contact the OPT for assistance in identifying a potential sponsor for TSP requests.

6. Submit the SF 315 to the OPT. See Appendix A for TSP Program contact information.
7. Receive a TSP Authorization Code from the OPT and include the Authorization Code on a service order to their service vendor.

**2.3 TSP CATEGORIES, SERVICE PROFILES, AND PRIORITY LEVELS**

As outlined in Section 2.2, potential TSP users must determine their TSP category, service profile and priority level(s) before requesting a TSP assignment. This section provides more detailed information on each of these processes. Figure 2-1 presents an overview of the relationships among TSP categories, service profiles, and priority levels.



**Figure 2-1  
TSP Categories, Service Profile, and Priority Levels**

As illustrated in Figure 2-1, there are five categories in the TSP Program:

- Category A: National Security Leadership
- Category B: National Security Posture and U.S. Population Attack Warning
- Category C: Public Health, Safety, and Maintenance of Law and Order
- Category D: Public Welfare and Maintenance of National Economic Posture
- Category E: Emergency (applicable for provisioning requirements only).

TSP users can choose categories A, B, C, or D for “Essential” priority provisioning and restoration requests. Category E is to be used *only* for “Emergency” priority provisioning requests. Essential requests are for those telecommunications services that support an NS/EP function and must be provisioned or restored in a faster than normal service time period. Emergency provisioning requests are for those services that are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user. To qualify for a category, your telecommunications service must support one of the criteria listed under that category. (A description of each category and a complete set of criteria for each category are provided as part of the instructions for completing the TSP Request for Users form (SF 315) in Chapter 3.) For example, if a service supported the distribution of medical supplies, it would qualify for the Public Health, Safety, and Maintenance of Law and Order category.

After the TSP category that the service supports has been identified, you must determine service profile information. The service profile defines your level of support to the portion of the telecommunications service that you own and operate, such as customer premises equipment (CPE) and customer premises wiring (CPW). The service profile is composed of the following element groups:

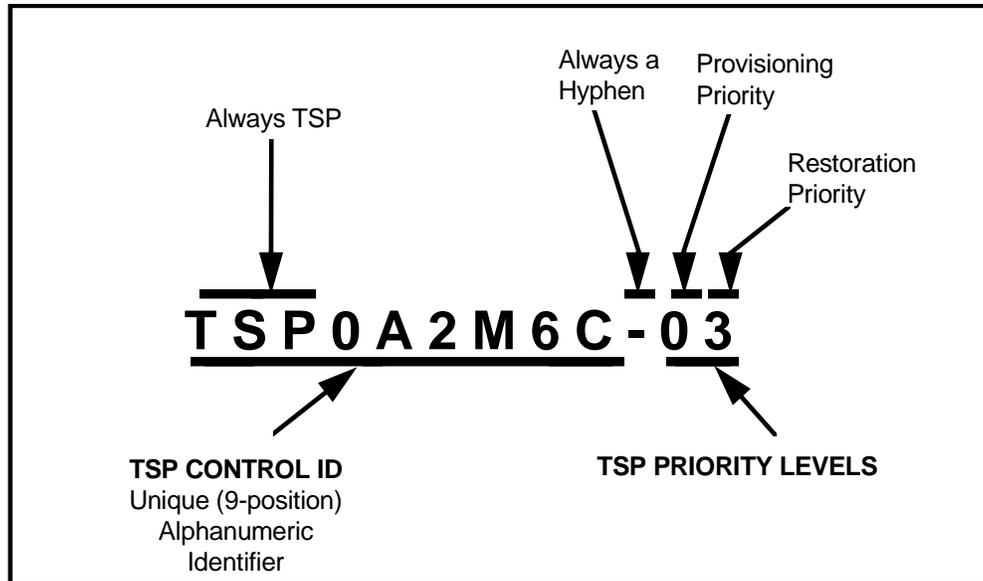
- Element group A: Customer premises equipment
- Element group B: Customer premises wiring
- Element group C: Operations
- Element group D: Technical control facility/fault detection/isolation
- Element group E: Service testing
- Element group F: First service/route diversity
- Element group G: Facility/site access.

Under each element group is a list of attributes (defined by the element group letter followed by a number, e.g., A1, A2, etc.) that detail the user's level of support for their telecommunications service relating to that particular group. (A list of service profile elements and attributes is provided as part of the instructions for completing the SF 315 in Section 3.6 of Chapter 3, and Appendix D, Description of Service Profile Elements, contains a detailed list of service profile elements and attributes). For example, under element group A, customer premises equipment, attribute A2 is listed as, "Spare CPE is available to back up primary equipment." Therefore, if you had spare equipment to back up your primary equipment, A2 would be listed as part of your service profile.

After the TSP category and service profile elements are determined, you can then determine the priority level(s) (E, 1, 2, 3, 4, and 5) for which your service(s) qualifies. Note that priority level "E" is assigned only to Emergency provisioning requests, and priority levels 1 through 5 are assigned to all other restoration and provisioning services. (Specific information on TSP priority levels is provided in the instructions for completing the SF 315 in Section 3.6 of Chapter 3). After determining the TSP category, service profile and priority level(s), you can request a TSP assignment by completing a SF 315 and forwarding it to the OPT.

## **2.4 TSP AUTHORIZATION CODE**

After the OPT approves the TSP request, the user receives a Priority Action Notice from the OPT that contains the TSP Authorization Code. Users normally receive this notice within 10 working days of the OPT's receipt of the SF 315. The TSP Authorization Code (TSP assignment) is approved for 2 years and must be included in the service order that is sent to the vendor. The vendor is then authorized and required to provide priority provisioning and/or restoration to the identified service. The TSP Authorization Codes will be assigned on a per-service basis (i.e., one TSP Authorization Code for each telecommunications service) by the OPT. (Note: The FCC requires that all users revalidate their requirement for TSP. Revalidation must be completed every 2 years before expiration of the user's TSP Authorization Code(s). If a service is not revalidated, the OPT can revoke the TSP Authorization Code for that service via the service vendor. This action may result in a service charge to the user). Figure 2-2 illustrates the elements of a TSP Authorization Code.



**Figure 2-2**  
**Elements of the TSP Authorization Code**

The TSP Authorization Code has two parts: (1) the TSP control identifier (ID), an alphanumeric identifier for tracking purposes, and (2) the TSP priority level that identifies the provisioning and/or restoration priority level assignment.

The *TSP Control ID* occupies positions 1 through 9 of the TSP Authorization Code. In Figure 2-2, the control ID is “TSP0A2M6C.” The 10th position is always a hyphen, which simply separates the TSP Control ID from the TSP Priority Levels.

**Note: The letters I, O, S, and Z are never used in the TSP Control ID.**

The *TSP Priority Levels* occupy positions 11 and 12 of the TSP Authorization Code. In Figure 2-2, it is “03,” which means there is no provisioning priority and that the restoration priority level is 3. Acceptable values for both restoration and provisioning include the following:

- For the *provisioning* priority field, E, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no provisioning priority is assigned.
- For the *restoration* priority field, 1, 2, 3, 4, 5, or 0 (zero) is acceptable. A zero indicates that no restoration priority is assigned.

Note: Revocation of a priority level assignment is indicated if the TSP Priority Levels (both the provisioning priority field and the restoration priority field) of a TSP Authorization Code contain zeros.

After the TSP Authorization Code is assigned, the service user must keep it on record. The TSP Authorization Code is required for revalidation of the user’s requirement for TSP.

**2.5 MANAGEMENT GOALS FOR DISTRIBUTION OF RESTORATION PRIORITIES**

The purpose of restoration priority assignments is to guide a service vendor on the sequence for restoring services in the event of an outage or failure of multiple services. All TSP services, regardless of their restoration priority levels, will be restored before non-TSP services. Priority levels affect only the order in which one TSP service can be restored relative to another TSP service. If too many telecommunications services have the same priority level, none of them will have priority; in effect, vendors will have to treat these services uniformly. Thus, it is in an agency’s best interest to prioritize its NS/EP services and request that the priority levels be distributed instead of requesting the same priority level for all NS/EP services.

As TSP Program administrator, the OPT is responsible for ensuring that TSP assignments are not concentrated at one priority level. As a result, management goals have been established to provide general, high-level guidelines to ensure an equitable distribution of priority levels across the TSP service. By maintaining the distribution of priority levels, telecommunications managers can ensure that their most critical NS/EP requirements are restored first by the service vendor. Figure 2-3 presents recommended TSP management goals. For each category, a well-balanced distribution of available priority level assignments has been established.

CATEGORY		PRIORITY LEVELS				
		5	4	3	2	1
<b>A</b>	National Security Leadership	N/A	N/A	N/A	N/A	*
<b>B</b>	National Security Posture and U.S. Population Attack Warning	35%	30%	20%	15%	
<b>C</b>	Public Health, Safety, and Maintenance of Law and Order	50%	30%	20%		
<b>D</b>	Public Welfare and Maintenance of National Economic Posture	70%	30%			

N/A - Not Applicable  
 \* National Security Leadership services qualify for a priority level of 1. However, service users should consider distributing some portion of these services among priority levels 2, 3, 4, and 5 to avoid concentrating all of their services at the same priority level.

**Figure 2-3  
 TSP Management Goals: Suggested Distribution of Restoration Priorities**

## **2.6 RESPONSIBILITIES**

This section describes the responsibilities of TSP Program participants, including government organizations that maintain key roles within the TSP Program, invocation officials, service users, service vendors, and the TSP Oversight Committee.

### **2.6.1 Federal Communications Commission**

The FCC provides regulatory oversight of NS/EP TSP Program implementation. It also enforces TSP rules and regulations; acts as a final authority for approval, revision, or disapproval of priority actions by the EOP; and functions as a sponsoring Federal organization.

### **2.6.2 Executive Office of the President**

The FCC designated the EOP as the official administrator of the TSP Program. The EOP has delegated responsibilities to the Manager, NCS, but acts as the final approval or denial authority for assignments of TSP priority levels.

### **2.6.3 Manager, National Communications System and Office of Priority Telecommunications**

The Manager, NCS, is responsible for implementing the TSP Program and has established the OPT to administer the system on a daily basis. The OPT's responsibilities are as follows:

- Receive, process, and evaluate requests for priority actions from service users
- Approve, deny or reassign TSP priority level assignments
- Convey TSP priority level assignments to the service user
- Revise, revalidate, reconcile, and revoke TSP priority level assignments with service users and service vendors as necessary to maintain the viability of the TSP Program
- Maintain a database of TSP priority level assignments and TSP users
- Issue new or revised regulations, procedures, and instructional material supplemental to and consistent with the operation, administration, and use of the TSP Program.

#### **2.6.4 Sponsor**

All non-Federal TSP requests must be sponsored by a Federal agency. The sponsoring Federal agency ensures the telecommunications service supports an NS/EP function and merits TSP. Each Federal agency must develop internal procedures to accommodate its sponsorship responsibilities under both normal and emergency circumstances. The sponsor's key responsibilities are as follows:

- Review and decide whether to approve foreign, State, and local government and private industry (including telecommunications service vendors) requests for priority assignments
- Determine if the priority level requested is appropriate
- Authorize and forward TSP requests to the OPT
- Cooperate with the OPT during the revalidation process
- Comply with regulations and procedures issued by the OPT.

#### **2.6.5 Invocation Official**

Invocation officials and their delegates are designated individuals with the authority to request TSP provisioning for a telecommunications service. As specified in the FCC TSP Report and Order, invocation officials include the head or director of a Federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or State Governor. Federal delegates, per the Report and Order, may include only a general or flag officer of a military service, a civilian employee of equivalent grade [e.g., a Senior Executive Service (SES) member], a Federal Coordinating Officer, or a Federal Emergency Communications Coordinator/Manager. A State Governor may delegate NS/EP invocation authority to no more than five senior state officials, such as the head or director of the State's telecommunications or emergency management/services agency. The invocation official's principal responsibilities are as follows:

- Certify that the NS/EP telecommunications service is so vital that it must be expeditiously provisioned
- Delegate authority to approve provisioning requests and authorize expenditure of funds to other appropriate individuals within his or her agency or organization
- Identify delegates in writing to the OPT before making an invocation.

### **2.6.6 Service User**

A TSP service user is any individual or organization supported by a telecommunications service for which a TSP assignment has been requested or assigned. NS/EP telecommunications services within the Federal, State, local, or foreign governments, as well as private industry, are eligible for TSP. Federal users do not require a sponsor, but generally have a centralized POC that routinely interacts with the OPT. Non-Federal users (e.g., State, local, foreign governments) require a sponsor. Service users or entities acting on their behalf will perform the following:

- Identify telecommunications services requiring priority.
- Request, justify, and revalidate all priority level assignments.
- Accept TSP services by the service due dates.
- Have CPE and CPW available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity. Failure to meet this criteria may result in a higher level inquiry from the NCS or the FCC.
- Pay vendors any authorized costs associated with priority services.
- Report to vendors any failed or unusable services with priority levels.
- Designate a 24-hour point of contact (POC) for each TSP request and apprise the OPT.
- Cooperate with the OPT during reconciliation and revalidation.

### **2.6.7 Service Vendor**

A telecommunications service vendor refers to any individual, association, partnership, corporation, organization, or other entity (including common carriers and government organizations) offering telecommunications equipment, facilities, services, or combination thereof. As an FCC-licensed telecommunications carrier, a service vendor who receives a TSP assignment will perform the following:

- Provide TSP service only after receipt of a TSP authorization code
- Revoke TSP services at the direction of the user or the OPT
- Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and orderwires)

- Designate a 24-hour POC to receive reports of TSP service outages from TSP service users
- Designate a 24-hour POC to coordinate TSP processes with the OPT
- Confirm completion of TSP service order activity (when acting as a prime service vendor) to the OPT
- Participate in reconciliation of TSP information at the request of the OPT
- Ensure that all subcontractors complete reconciliation of TSP information with the prime service vendor
- Ensure that service vendors supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services
- Assist in ensuring that priority level assignments of NS/EP services are accurately identified “end-to-end” by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service
- Disclose content of the NS/EP TSP database only as may be required by law
- Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

#### **2.6.7.1 Service Vendors’ TSP Restoration and Provisioning Responsibilities**

Service vendors are authorized and required to restore TSP services before services without TSP priority assignments. Service vendors must have a 24-hour POC to receive reports of TSP service outages. (Service users are expected to report TSP service outages or failures to the service vendor’s POC.) Service vendors will allocate available resources to restore TSP services as quickly as possible, including dispatching personnel outside normal business hours if necessary to restore those services assigned restoration priority levels of 1, 2, or 3. In contrast, service vendors are required to dispatch personnel outside normal business hours to restore TSP assignments with priorities 4 or 5 *only* when the next business day is more than 24 hours away.

TSP services will be restored in order of restoration priority levels, i.e., TSP services assigned a restoration priority level of 1 will be restored before the other priority levels. Service vendors will restore those TSP services assigned the same priority level based on their determination of which service can be restored first.

When service vendors receive Emergency provisioning priorities, they will take immediate action to provide the services at the earliest possible date. Service vendors will allocate resources necessary to provide Emergency TSP services as soon as possible, including dispatching personnel outside of normal business hours. Service vendors will provision services assigned E provisioning priorities first, then Essential TSP services assigned provisioning priority levels 1 through 5. For Essential TSP provisioning services, service vendors will make their best effort to meet the requested service due dates. Essential TSP services which are assigned the same provisioning priority and the same service due date will be provisioned in the order the service vendor received the requests.

The service vendors will allocate resources in a manner that, in their best judgement, will most efficiently facilitate provisioning and/or restoration of TSP services as soon as possible. As a matter of general practice, service vendors should restore existing TSP services before provisioning new TSP services. In resolving conflicts, the Executive Office of the President (EOP) (which delegates authority to the OPT) requires that restoration or provisioning of TSP services follow this sequence:

1. Restore TSP services assigned restoration priority level 1
2. Provision Emergency TSP services (provisioning priority level "E")
3. Restore TSP services assigned restoration priority level 2, 3, 4, or 5
4. Provision TSP services assigned provisioning priority level 1, 2, 3, 4, or 5.

#### **2.6.7.2 Broadband and Multiple Service Restoration**

Service vendors are permitted to provide priority restoration to broadband facilities that contain TSP services, even though services assigned no priority or lower priority may be restored along with or sometimes ahead of higher priority level services. Alternatively, the service vendor may reroute individual TSP services from a failed facility onto another facility to hasten restoration.

Service vendors should consider the priority levels of the TSP services supported by a multiple service facility when determining the order of restoration. For example, a multiple service facility supporting TSP services assigned restoration priorities 1 and 2 should be restored before a multiple service facility supporting TSP services assigned restoration priorities 3, 4, and 5. Service vendors will use their best judgement to determine the restoration order of multiple service facilities that support a number of TSP services with a variety of restoration priority assignments.

## **2.6.8 TSP Oversight Committee**

The TSP Oversight Committee (OC), established in July 1990, is responsible for identifying, reviewing, and recommending actions to correct or prevent any systemic problems in the TSP Program. The TSP OC membership comprises 7 individuals from Federal agencies, 7 individuals from industry, two individuals from State government, an OPT representative, an FCC representative, and a Designated Federal Official.

## **2.7 END-TO-END TSP SERVICE**

This section provides information that should be considered when implementing the TSP Program. It discusses the user's responsibility for CPE and CPW, nonregulated telecommunications services, the international extension of the TSP Program, service vendor capabilities, and preemption.

### **2.7.1 Responsibility for Customer Premises Equipment and Customer Premises Wiring**

Service vendors regulated by the FCC (e.g., common carriers) are responsible for providing priority treatment on the transmission portion of an NS/EP service, i.e., the portion of a service on the regulated side of the demarcation point. The demarcation point separates service user ownership or operational control from the common carrier.

Service vendors that provide CPE and CPW are not required by the FCC to provide priority treatment to the CPE/CPW. CPE and CPW are, however, essential components of end-to-end connectivity and vital to a TSP service.

The service user, therefore, must:

- Ensure that CPE and/or CPW are available by the requested service due date
- Ensure (through contractual means or otherwise) priority treatment for CPE and/or CPW necessary for end-to-end service continuity. This priority treatment must be at least equal to that required of the service vendor on the transmission portion of the service.

### **2.7.2 Nonregulated Telecommunications Services**

A government agency or other nonregulated service vendor providing NS/EP services may also be recognized as a service vendor. Services provided by these service vendors are bound by the FCC TSP Program rules if the services are connected to TSP services provided by a common carrier. The procedures described in this manual must be followed to obtain restoration and/or provisioning priorities, and such services must be provisioned and restored in accordance with TSP Program rules and regulations.

### **2.7.3 International Extension of the TSP Program**

Sometimes a service user requires a TSP service that extends outside U.S. borders. It is desirable that priority treatment be provided for all segments of the service. However, the TSP Program applies only to the U.S. portion of commercially provided, international telecommunications services. Service users may obtain a TSP assignment for the U.S. portion of an international service, which usually extends to a hypothetical midpoint of the circuit.

### **2.7.4 Service Vendor Capabilities**

TSP service users may request priorities on any service offering for which the service vendor is capable of providing priority treatment such as local switched service, long distance service, cellular service, and virtual networks. Accordingly, the specific types of services included in the TSP Program are determined by whether a service vendor can provision or restore the service on a priority level basis and whether there is some capability (on the vendor's side) to identify the circuits or service. For example, dedicated private line services or the dedicated portion of any switch service can be provisioned on a priority level basis. These services can also be clearly identified and restored on a priority basis.

### **2.7.5 Preemption**

If suitable spare services are unavailable, service vendors are authorized to preempt existing services when necessary to provision and/or restore TSP services. Although preemption requires no action from service users, they should be aware of what preemption entails. Existing services without TSP assignments may be preempted to restore TSP services, or existing TSP services may be preempted to restore TSP services with a higher priority level. TSP services will be selected for preemption in the inverse order of priority level assignment. Service vendors that preempt services will make their best effort to notify the user of the preempted service and state the reason for and estimated duration of the preemption. Preemption is a last resort for service vendors, so service users need not expect it to occur frequently.

Control services and orderwires that are wholly owned by a service vendor and are essential to operating the vendor's network have priority over all other services, including TSP services and will not be preempted to restore or provision TSP services. Control services or orderwires that are leased from one service vendor by another service vendor are eligible for a TSP assignment and are treated like other TSP services.

### 3.0 TSP REQUEST PROCESS

TSP is necessary when a service user has a telecommunications service supporting an NS/EP function that is so vital that the service must be restored or provisioned ahead of other services. A request for an initial TSP assignment (or its revision or revocation) is made using the TSP Request for Service Users form (SF 315).<sup>1</sup> After receiving the SF 315 from a potential service user, the OPT approves the request, denies the request, or asks the service user to provide additional information.

The OPT will process provisioning requests immediately, and will strive to process restoration requests within 10 working days of receipt. If the request contains invalid or incomplete information, the OPT attempts to contact the requestor by telephone. If unable to do so, the OPT sends a notice to the service user POC requesting clarification or additional information. If the TSP request is consistent with the TSP Program categories, criteria, and service profiles, the user can expect that the requested priority level will be assigned. The OPT sends a Priority Action Notice to the user identified on the SF 315. The Priority Action Notice contains the TSP Authorization Code that must be passed by the service user to the service vendor by means of a service order.

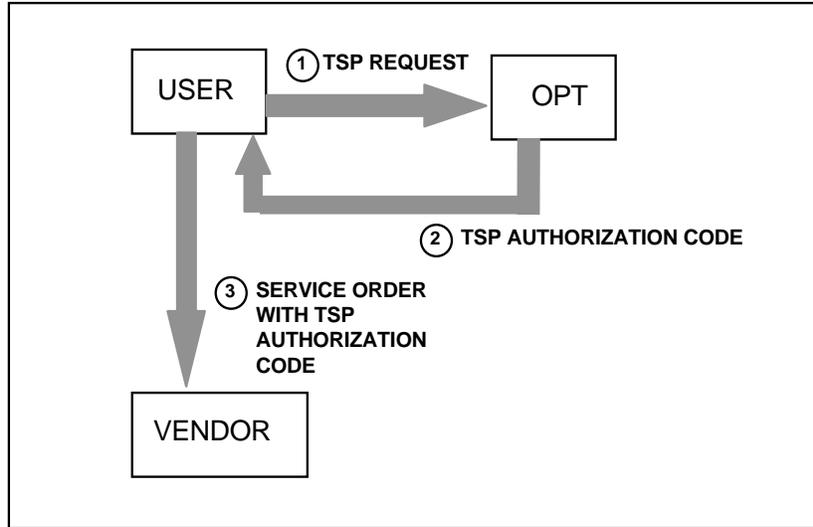
All TSP assignments are valid for 2 years and must be revalidated prior to expiration. If a TSP assignment is not revalidated, the OPT may revoke the TSP assignment (not the service), which may result in a charge to the user.

### 3.1 RESTORATION PRIORITY PROCESS

All restoration priority assignments fall into one of four categories (A, B, C, or D) that define the NS/EP function that the telecommunications service supports. All are assigned a priority level of 1, 2, 3, 4, or 5. Note that the E (emergency) priority level *does not* apply to restoration requests, rather it only applies to Emergency provisioning requests. Figure 3-1 illustrates the restoration priority assignment process for a Federal government user.

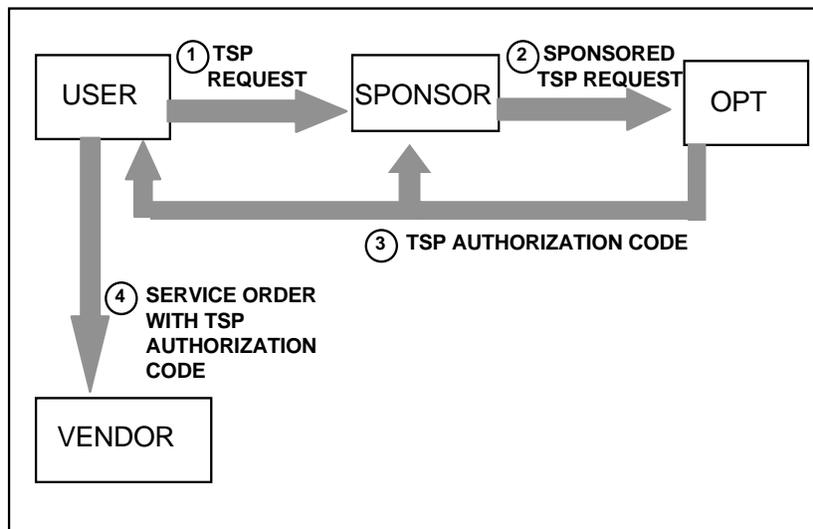
---

<sup>1</sup>Department of Defense TSP users should refer to DCA Circular 310-130-4, "Defense Users Guide to the TSP Program," dated September, 1990, and DISA Circular 310-130-1, "Submission of Telecommunications Service Requests," dated July 1992, for information on requesting TSP assignments.



**Figure 3-1**  
*Federal Government User TSP Restoration Process*

Any request for a restoration priority by an organization outside the Federal Government must be sponsored by a Federal agency. Non-Federal TSP users should contact the OPT to identify a Federal sponsor. Figure 3-2 depicts the steps required for a non-Federal Government service user to obtain a restoration priority.



**Figure 3-2**  
*Non-Federal User TSP Restoration Process*

## 3.2 PROVISIONING PRIORITY PROCESS

A key feature of the TSP Program is that service users can obtain provisioning priority from service vendors for the installation of new NS/EP services. A provisioning priority authorizes the service vendor to take steps to provide the service earlier than the service vendor's normal business procedures would allow. In passing a provisioning priority to a service vendor, a service user may incur costs from that vendor for the expedited TSP provisioning process. The following sections provide information on requesting Emergency (Section 3.2.1) and Essential (Section 3.2.2) provisioning priorities.

### 3.2.1 Requesting an *Emergency* Provisioning Priority

A service user may request an Emergency (E) priority to provision a new service which is required immediately. To be assigned an Emergency provisioning priority, the need for a service has to be so critical that the service must be provisioned at the earliest possible time, without regard to the cost to the service user. The process of requesting an Emergency provisioning priority is described in the following steps:

1. The service user should first contact a service vendor to determine whether the service vendor can respond to the requirement without requesting an Emergency provisioning. (The user is responsible for ensuring that all other avenues for obtaining service have been exhausted before resorting to TSP procedures.) Taking this action ensures two items: (1) an Emergency provisioning is avoided if the service vendor can satisfy the requirement using standard procedures; (2) the service vendor is alerted to the fact that the emergency exists and that the service will be required in the immediate future.
2. A service user should also determine whether the service supports an Emergency NS/EP function. A service that supports an Emergency NS/EP function meets one or more of the following criteria:
  - Federal Government activity to a Presidentially declared disaster or emergency as defined in the Disaster Relief Act (42 U.S.C. Section 5122)
  - State or local government activity responding to a Presidentially declared disaster or emergency
  - Response to a state of crisis declared by the National Command Authorities (e.g., exercise of Presidential war emergency powers under Section 706 of the Communications Act, *supra*)
  - Efforts to protect endangered U.S. personnel or property
  - Response to an enemy or terrorist action, civil disturbance, natural disaster, or any unpredictable occurrence that has damaged facilities whose uninterrupted operations is critical to NS/EP or the management of other ongoing crises

- 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
  - 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. Section 2511, 2518, 2519).
3. If the service vendor informs the user that the service cannot be provisioned by the required date using normal business procedures, the service user should contact their invocation official (or the OPT for a list of invocation officials) and state the criticality of the service provisioning requirement and the circumstances that require the provisioning.
  4. If the invocation official agrees to authorize the Emergency provisioning, the service user should initially contact the OPT via telephone to request an Emergency provisioning priority. If needed, the OPT can issue a TSP Authorization Code via the telephone. The user is required to convey verbally to the OPT all of the provisioning information required on an SF 315. The OPT is available to receive these requests 24 hours a day, 7 days a week. Appendix A contains all relevant TSP Program contact information (e.g., OPT points of contact, telephone numbers, after-hours numbers). The OPT verifies both the requirement and that the name of the invocation official is on file at the OPT. The OPT then assigns the provisioning priority and provides a TSP Authorization Code to the service user. The service user *must* follow the verbal provisioning with a completed SF 315 form. The SF 315 must be submitted to the OPT by close of business on the next business day.
  5. After receiving the TSP Authorization Code (which includes the Emergency provisioning priority), the service user includes it on a service order to the service vendor. The TSP Authorization Code is the service vendor's legal authority to provide preferential treatment. During certain emergencies, a service user may convey TSP assignments verbally to a service vendor. In these cases, written service orders should be submitted to the vendor by the close of business the next business day. After receiving the TSP assignment, the service vendor is then required to provision the TSP service as soon as possible.

Service vendors are not required to accept Emergency provisioning without the accompanying TSP Authorization Code unless the service user or the service user's contracting activity asserts they are unable to communicate with either the OPT or the FCC. (When contacting the FCC, users should call the FCC Watch Office and ask for the TSP point of contact. See Appendix A for OPT and FCC contact information.) The TSP Authorization Code is the service vendor's legal authority to provide the Emergency TSP service preferential treatment. The service vendor may choose to contact the OPT if there are any questions regarding the TSP assignment. The service vendor may not, however, delay service request processing for verification purposes.

### **3.2.2 Requesting an *Essential* Provisioning Priority**

An Essential provisioning priority satisfies a requirement for a new NS/EP service that must be installed by a specific date that cannot be met using normal business procedures. Essential services may be assigned provisioning priority levels 1, 2, 3, 4, or 5. The following steps outline how to request an Essential priority:

1. A service user should first contact a service vendor to determine if the service vendor can provide the telecommunications service without TSP. (The user is responsible for ensuring that all other avenues for obtaining service have been exhausted before resorting to TSP procedures.)
2. If the service vendor informs the user that the service cannot be provisioned by the required date using normal business procedures, the service user should contact their invocation official (or the OPT for a list of invocation officials) and state the criticality of the service provisioning requirement and the circumstances that require the provisioning.
3. If the invocation official agrees to authorize the Essential provisioning, the service user should initially contact the OPT via telephone to request an Essential provisioning priority. If needed, the OPT can issue a TSP Authorization Code via the telephone. The user is required to convey verbally to the OPT all of the provisioning information required on an SF 315. The OPT is available to receive these requests 24 hours a day, 7 days a week. Appendix A contains all relevant TSP Program contact information (e.g., OPT points of contact, telephone numbers, after-hours numbers). The OPT verifies both the requirement and that the name of the invocation official is on file at the OPT. The OPT then assigns the provisioning priority and provides a TSP Authorization Code to the service user. The service user *must* follow the verbal provisioning with a completed SF 315 form. The SF 315 must be submitted to the OPT by close of business on the next business day.
4. After receiving the TSP Authorization Code, the service user includes it on a service order to the service vendor. The TSP Authorization Code is the service vendor's legal authority to provide preferential treatment. The service vendor is then required to make its best effort to provide the Essential TSP service by the requested due date.

The service vendor may charge authorized costs to the service user for the faster-than-normal provisioning service.

### **3.3 PREVENTING ABUSE OF PROVISIONING PRIORITY**

Service users may not request provisioning priority to:

- Compensate for time lost as a result of inadequate advance planning
- Activate service(s) for which required customer premises equipment (e.g., government-furnished modems, encryption equipment, or other terminal equipment), customer premises wiring, or network facilities will not be available at the service user's service due date
- Facilitate the normal relocation or rearrangement of existing service(s) (e.g., internal organizational moves) unless required to support the start of a new NS/EP telecommunications service
- Disconnect existing service(s) unless required to support the start of a new NS/EP telecommunications service
- Obtain the U.S. half-circuit segment(s) or the U.S. tail (extension) segment(s) of an international telecommunications service(s) for which the foreign half-circuit segment(s) or the foreign tail (extension) segment(s) will not be available at the service user's service due date.

It is the responsibility of each TSP service user to request provisioning priority only when other avenues to obtain the service have been exhausted and invocation is the only means to obtain the service within the time required.

### **3.4 DISASTER FIELD OFFICE COORDINATION**

When the President declares a specific area a "Federal disaster area," the Federal Emergency Management Agency (FEMA) will establish a Disaster Field Office (DFO) in that location to coordinate disaster relief efforts. In these instances, TSP service users may be directed by the OPT to submit their provisioning requests directly to the DFO. The DFO will coordinate all provisioning activities with the OPT, the service users, and the service vendors to ensure that all concerned parties clearly understand the requirements and priorities.

### **3.5 INSTRUCTIONS FOR COMPLETING THE TSP REQUEST FOR SERVICE USERS FORM (SF 315)**

The SF 315 is used to request a TSP service (i.e., a provisioning priority, a restoration priority, or both); to report changes to an existing TSP service; and to delete/revoke a restoration and/or provisioning priority. The remaining sections in this chapter contain instructions on how to complete a SF 315:

- Section 3.6 provides instructions for requesting initial TSP assignments; see pages 3-10 to 3-20
- Section 3.7 provides instructions for requesting changes to TSP assignments; see page 3-21
- Section 3.8 provides instructions for requesting a TSP assignment deletion/revocation; see page 3-22.
- An example of a completed request form for restoration and provisioning is provided in Figure 3-3 (on pages 3-8 and 3-9), and a blank form that can be reproduced is provided in Appendix B. Item numbers in Section 3.6 of this chapter correspond to the item numbers on the SF 315. All items must be completed unless otherwise noted. Note: SF 315 forms are available via the TSP home page and the TSP Client-Server for electronic submission to the OPT. Refer to the TSP Program contact information in Appendix A if additional information or assistance is required.

<b>TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM</b> <b>TSP REQUEST FOR SERVICE USERS</b> (See NCS Manual 3-1-1 for instructions before completion)		Form Approved OMB No. 0704-0305 Expires **												
Public reporting burden for this collection of information is estimated to average 2.3 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0305), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302.														
PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THIS ADDRESS - RETURN COMPLETED FORM TO ADDRESS BELOW														
<b>1. ACTION REQUESTED</b> <i>(Enter applicable code)</i>														
A. ASSIGN INITIAL PRIORITY FOR A SERVICE C. CHANGE TO A SERVICE, SERVICE PRIORITY, OR INFORMATION ABOUT A SERVICE (AT A MINIMUM, COMPLETE ITEMS 1, 4, 9, 10, 11, AND 12 FOR ACTION REQUESTED "C" OR "D")		<b>A</b>												
<b>2. DATE SERVICE REQUIRED</b> <i>(MM/DD/YYYY)</i> 04/07/2001		<b>3. SERVICE USER SERVICE ID</b> 7031112233												
<b>4. TSP AUTHORIZATION CODE</b> <i>(Complete below only if Action Requested in item 1 is "C" or "D")</i>														
T S P -														
<b>5. SERVICE PROFILE</b> <i>(List all profile elements that describe the user's level of support for the service)</i>														
<table style="width:100%; border: none;"> <tr> <td style="border: 1px solid black; padding: 2px;">A 1</td> <td style="border: 1px solid black; padding: 2px;">A 3</td> <td style="border: 1px solid black; padding: 2px;">B 1</td> <td style="border: 1px solid black; padding: 2px;">B 2</td> <td style="border: 1px solid black; padding: 2px;">C 1</td> <td style="border: 1px solid black; padding: 2px;">D 1</td> </tr> <tr> <td style="border: 1px solid black; padding: 2px;">E 1</td> <td style="border: 1px solid black; padding: 2px;">G 2</td> <td style="border: 1px solid black; padding: 2px;"></td> </tr> </table>			A 1	A 3	B 1	B 2	C 1	D 1	E 1	G 2				
A 1	A 3	B 1	B 2	C 1	D 1									
E 1	G 2													
<b>6. RESTORATION PRIORITY INFORMATION</b> <i>(Complete ONLY if requesting a restoration priority)</i>														
a. CATEGORY UNDER WHICH SERVICE QUALIFIES FOR PRIORITY TREATMENT (A, B, C or D)		<b>B</b>												
b. CRITERIA UNDER WHICH SERVICE QUALIFIES		<b>8</b>												
c. RESTORATION PRIORITY REQUESTED (5, 4, 3, 2, or 1)		<b>2</b>												
d. PRIME VENDOR (COMPANY NAME) <b>ABC Telecommunications, Inc.</b>														
<b>7. PROVISIONING PRIORITY INFORMATION</b> <i>(Complete ONLY if requesting a provisioning priority)</i>														
a. CATEGORY UNDER WHICH SERVICE QUALIFIES FOR PRIORITY TREATMENT (A, B, C, D, or E)		<b>E</b>												
b. CRITERIA UNDER WHICH SERVICE QUALIFIES		<b>1</b>												
c. PROVISIONING PRIORITY REQUESTED (5, 4, 3, 2, 1, or E)		<b>E</b>												
d. INVOCATION OFFICIAL'S NAME <b>Mr. George Smith</b>		e. INVOCATION OFFICIAL'S TITLE <b>Director of Operations</b>												
f. TELEPHONE NUMBER (Area Code / Number / Extension) <b>(000)000-0000/XXX</b>		g. HAS THE INVOCATION OFFICIAL AUTHORIZED THIS ACTION? (Y or N) <b>Y</b>												
h. SERVICE LOCATIONS (Street Address, Building Number, Room Number, etc.) AND 24-HOUR POCs FOR EACH END SERVICE LOCATION														
<b>401 South Broad St., Room 614</b> <b>Webster Grove, MO 63119-2000</b> <b>POC: Ms. Dina Williams</b> <b>(000)000-1234/XXX</b>		<b>605 North Hamilton Ave., Room 2112</b> <b>St. Louis, MO 63220-3000</b> <b>POC: Mr. Harold Johnson</b> <b>(000)000-4321/XXX</b>												
i. PRIME VENDOR POINT-OF-CONTACT FOR PROVISIONING (Name, Telephone Number and Company)														
<b>Mrs. Kathleen Jones</b> <b>(000)000-1111/345</b> <b>ABC Telecommunications, Inc.</b>														

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Standard Form 315 (Rev. \*\*)  
 Prescribed by DOD/INCS  
 NCS Manual 3-1-1

**Figure 3-3**  
**Sample Completed SF 315 For Restoration and Provisioning Priorities**

<b>8. SUPPLEMENTAL INFORMATION</b> PROVIDE: (1) CIRCUIT SPECIFICATION(S) FOR PROVISIONING PRIORITY ONLY; (2) JUSTIFICATION FOR REQUESTED PRIORITY LEVEL IF HIGHER THAN QUALIFIED FOR; OR (3) JUSTIFICATION FOR PRIORITY LEVEL CHANGE IN SPONSORSHIP DISPOSITION FIELD (12e).		
<p><b>T1.544 with B8ZS conditioning.</b></p>		
<b>9. SERVICE USER (Enter applicable code)</b> A FEDERAL GOVERNMENT    C LOCAL GOVERNMENT    E FOREIGN GOVERNMENT    G U.S. MILITARY B STATE GOVERNMENT    D PRIVATE SECTOR    F OTHER		
<table border="1" style="border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;"><b>A</b></td> </tr> </table>		<b>A</b>
<b>A</b>		
<b>10. SERVICE USER ORGANIZATION (Dept. / Agency and FIPS Code)</b> <p style="text-align: center;"><b>Department of Energy 8900</b></p>		
<b>11. SERVICE USER POINT-OF-CONTACT (For correspondence regarding this service)</b>		
<b>a. NAME AND TITLE</b> <p style="text-align: center;"><b>Sandra Stapleton Telecom Director</b></p>	<b>b. ORGANIZATION (Dept. / Agency and FIPS Code)</b> <p style="text-align: center;"><b>Department of Energy 8900</b></p>	
<b>c. MAILING ADDRESS</b> <p style="text-align: center;"><b>9831 Elm Street, Suite 300</b></p>		
<b>d. CITY / STATE / ZIP CODE</b> <p style="text-align: center;"><b>Webster Grove, MO 63119</b></p>	<b>e. TELEPHONE NUMBER (Area Code / Number / Extension)</b> <p style="text-align: center;"><b>(000)000-0000/XXX</b></p>	<b>f. FACSIMILE NUMBER (Area Code / Number / Extension)</b> <p style="text-align: center;"><b>(000)000-0000/XXX</b></p>
<b>g. 24-HOUR TELEPHONE NUMBER (Area Code/Number/Ext.)</b> <p style="text-align: center;"><b>(000)000-0000/XXX</b></p>	<b>h. E-MAIL ADDRESS</b> <p style="text-align: center;"><b>stapletons@doe.gov</b></p>	
<b>i. SIGNATURE AND DATE: I confirm this is a National Security and Emergency Preparedness (NS/EP) service.</b> <div style="display: flex; justify-content: space-between; height: 40px;"> <span>▶</span> <span>◀</span> </div>		
<b>12. SPONSORSHIP INFORMATION FOR NON-FEDERAL SERVICE (To be completed by sponsor)</b>		
<b>a. FEDERAL SPONSORING AGENCY AND FIPS CODE</b>	<b>b. SPONSOR NAME</b>	
<b>c. SPONSOR TITLE</b>	<b>d. TELEPHONE NUMBER (Area Code / Number / Extension)</b>	<b>e. RECOMMENDED DISPOSITION (MARK WITH X)</b> APPROVE <input type="checkbox"/> DISAPPROVE <input type="checkbox"/> APPROVE WITH PRIORITY LEVEL CHANGE <input type="checkbox"/>
<b>f. SPONSOR SIGNATURE AND DATE: I confirm this is a National Security and Emergency Preparedness (NS/EP) service.</b> <div style="display: flex; justify-content: space-between; height: 40px;"> <span>▶</span> <span>◀</span> </div>		
Non-Federal users: send form to your Federal Government sponsor.  Federal users or sponsors: send completed form to:  <p style="text-align: center;"> <b>Manager, National Communications System                      Attn: Office of Priority Telecommunications                      701 South Court House Road                      Arlington, VA 22204-2198</b> </p>		

**Figure 3-3 (Cont'd)**  
**Sample Completed SF 315 For Restoration and Provisioning Priorities**  
**3.6 REQUEST FOR INITIAL TSP ASSIGNMENT**

In requesting an initial service, the following instructions should be used to complete the SF 315.

<b>ITEM 1 Action Requested</b>	Enter "A" to request an initial TSP assignment for a service.
<b>ITEM 2 Date Service Required</b>	Enter month, day, and year (MM/DD/YYYY).
<b>ITEM 3 Service User Service ID</b>	Enter the unique identifier used to recognize this service. This identifier can be any unique combination of letters and numbers used to identify the service in your records.
<b>ITEM 4 TSP Authorization Code</b>	Leave blank.
<b>ITEM 5 Service Profile</b>	The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment (CPE) and customer premises wiring (CPW). The service profile is used to determine the priority level a service is qualified to receive. Follow the directions below to determine your service profile.

**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.

<p><b>ITEM 6 Restoration Priority Information</b></p> <p><b>ITEM 6a. Category</b></p>	<p>Complete <b>ONLY</b> if requesting a <b>Restoration</b> priority.</p> <ol style="list-style-type: none"> <li>1. Determine the category under which the service qualifies for priority treatment using Table 3-1 below.</li> <li>2. Enter the letter of the category (A, B, C, or D) in Item 6a.</li> </ol>
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Category	Title	Limited To	Serious Adverse Impact Within
A	National Security Leadership	Services essential to national survival associated with nuclear attack and critical orderwire or control services	A few minutes
B	National Security Posture and U.S. Population Attack Warning	Minimum additional services essential to maintaining an optimum defense, diplomatic, or continuity of government posture	A few minutes to 1 day
C	Public Health, Safety, and Maintenance of Law and Order	Minimum number of services necessary for giving civil alert, maintaining law and order and the health and safety of the U.S. population	A few minutes to 1 day
D	Public Welfare and Maintenance of the National Economic Posture	Minimum number of services necessary for maintaining the public welfare and national economic posture during any national or regional emergency	A few minutes to 1 day

**Table 3-1  
TSP Restoration Category Information**

ITEM 6b. Criteria	<ol style="list-style-type: none"> <li>1. From the information below, identify the category that was selected in Item 6a.</li> <li>2. Under that category, identify the number that defines the NS/EP function the service supports.</li> <li>3. Enter the number (0, 1, 2, 3, 4, 5, 6, 7, 8, or 9) in Item 6b.</li> </ol>
-------------------	--

**Category A: National Security Leadership:**

- [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 service 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 and U.S. Population Attack Warning:**

- [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, and Maintenance of Law and Order:**

- [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 supplies
- [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.

**Category D: Public Welfare and Maintenance of the National Economic Posture:**

- [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.

**ITEM 6c. Restoration Priority Requested**

Read the following instructions and use the *Chart for Determining Restoration Priority Levels* (Figure 3-4 below) to determine the appropriate priority level. Enter this level in Item 6c.

1. Identify the category you listed in Item 6a.
2. Identify all the service profile elements that you listed in Item 5.
3. Identify the priority level that corresponds to the category and service profile elements you identified in items 6a and 5, respectively. Note that you must satisfy **all** service profile elements identified for a corresponding priority level to qualify for that priority level.
4. Enter that priority level (5, 4, 3, 2, or 1) or a lower priority level in Item 6c. If your service does not meet all the elements/details for a given priority level, but, nevertheless, you consider that a higher priority level is warranted, enter that priority level in Item 6c and provide your justification in Item 8.

CATEGORY	Service Profile Elements				
	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1
<b>A</b> National Security Leadership*					
<b>B</b> National Security Posture and U.S. Population Attack Warning	A1 &/or A2 B1	A1 &/or A2 B1 C1 G1, G2, or G3	A1 &/or A2 B1 C1 D1 &/or D2 E1 G1 or G2	A1 &/or A2 B1 C1 D1 &/or D2 E1 F1 or F2 G1 or G2	
<b>C</b> Public Health, Safety, and Maintenance of Law and Order	A1 &/or A2 B1	A1 &/or A2 B1 C1 G1, G2, or G3	A1 &/or A2 B1 C1 D1 &/or D2 E1 G1 or G2		
<b>D</b> Public Welfare and Maintenance of National Economic Posture	A1 &/or A2 B1	A1 &/or A2 B1 C1 G1, G2, or G3			
<b>PRIORITY LEVELS</b> →	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

\* National Security Leadership services qualify for priority level 1. However, service users should consider distributing some portion of these services among priority levels 2, 3, 4, and 5 to avoid concentrating services at the same priority level.

Notes:

1. Service profile elements such as Customer Premises Equipment and Customer Premises Wiring must always be maintained/restored in a manner consistent with the response expected of the telecommunications service vendor for the priority level requested.
2. For all subcategories, service users are encouraged to request no higher priority level than is actually required.

**Figure 3-4**  
**Chart for Determining Restoration Priority Levels**

ITEM 6d. Prime Vendor (Company Name)	Enter the name of the prime service vendor authorized to provide the TSP service.
ITEM 7 Provisioning Priority Information  ITEM 7a. Category	Complete <b>ONLY</b> if requesting a <b>Provisioning</b> priority.  1. Determine the category under which the service qualifies for priority treatment using Table 3-2 below. 2. Enter the letter of the category (A, B, C, D, or E) in Item 7a.

Category	Title	Limited To
A	National Security Leadership	Services essential to national survival associated with nuclear attack and critical orderwire or control services
B	National Security Posture and U.S. Population Attack Warning	Minimum additional services essential to maintaining an optimum defense, diplomatic, or continuity of government posture
C	Public Health, Safety, and Maintenance of Law and Order	Minimum number of services necessary for giving civil alert, maintaining law and order and the health and safety of the U.S. population
D	Public Welfare and Maintenance of the National Economic Posture	Minimum number of services necessary for maintaining the public welfare and national economic posture during any national or regional emergency
E	Emergency Provisioning	Limited to services responding to a Presidentially declared disaster or emergency, or a service that is so critical to the protection of life and property or to NS/EP that the service must be provisioned immediately.

**Table 3-2  
TSP Provisioning Category Information**

<b>ITEM 7b. Criteria</b>	<ol style="list-style-type: none"> <li>1. From the information below and on the next page, identify the category that was selected in Item 7a.</li> <li>2. Under that category, identify the number that defines the NS/EP function the service supports. <b>If this is an Emergency service, identify the appropriate number from the criteria listed under Category E on the next page.</b></li> <li>3. Enter the number (0, 1, 2, 3, 4, 5, 6, 7, 8, or 9) in Item 7b.</li> </ol>
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**Category A: National Security Leadership:**

- [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 service 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 and U.S. Population Attack Warning:**

- [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, and Maintenance of Law and Order:**

- [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 supplies
- [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.

**Category D: Public Welfare and Maintenance of the National Economic Posture:**

- [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:**

- [1] Federal Government activity 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).

**This area intentionally left blank.  
Instructions continued on the next page.**

<p><b>ITEM 7c. Provisioning Priority Requested</b> Enter the appropriate provisioning priority level based on the chart below and instructions to the right.</p>	<p><b>For an emergency provisioning request, enter “E” in Item 7c. (Note: To qualify under the Emergency NS/EP category, the service must support service profile elements A3 and B2.)</b> For Essential provisionings, read the following instructions and use the <i>Chart for Determining Provisioning Priority Levels</i> (Figure 3-5 below) to determine the appropriate priority level to enter in Item 7c.</p> <ol style="list-style-type: none"> <li>1. Identify the category you listed in Item 7a.</li> <li>2. Identify the service profile elements that you listed in Item 5.</li> <li>3. Identify the priority level that corresponds to the category and service profile elements you identified in Items 7a and 5, respectively. Note that you must satisfy <b>all</b> service profile elements identified for a corresponding priority level to qualify for that priority level.</li> <li>4. Enter the priority level (5, 4, 3, 2, or 1) in Item 7c. If your service does not meet all the elements/ details for a given priority level, but, nevertheless, you consider that a higher priority level is warranted, enter that priority level in Item 7c and provide your justification in Item 8.</li> </ol>
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CATEGORY	Service Profile Elements				
	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1
<b>A</b> National Security Leadership*	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1	A1 &/or A2 B1
<b>B</b> National Security Posture and U.S. Population Attack Warning	A1 &/or A2 B1	A1 &/or A2 B1 C1 G1, G2, or G3	A1 &/or A2 B1 C1 D1 &/or D2 E1 G1 or G2	A1 &/or A2 B1 C1 D1 &/or D2 E1 F1 or F2 G1 or G2	
<b>C</b> Public Health, Safety, and Maintenance of Law and Order	A1 &/or A2 B1	A1 &/or A2 B1 C1 G1, G2, or G3	A1 &/or A2 B1 C1 D1 &/or D2 E1 G1 or G2		
<b>D</b> Public Welfare and Maintenance of National Economic Posture	A1 &/or A2 B1	A1 &/or A2 B1 C1 G1, G2, or G3			
<b>PRIORITY LEVELS</b> ➔	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>

\* National Security Leadership services qualify for priority level 1. However, service users should consider distributing some portion of these services among priority levels 2, 3, 4, and 5 to avoid concentrating services at the same priority level.

Notes:

1. Service profile elements such as Customer Premises Equipment and Customer Premises Wiring must always be maintained/restored in a manner consistent with the response expected of the telecommunications service vendor for the priority level requested.
2. For all subcategories, service users are encouraged to request no higher priority level than is actually required.

**Figure 3-5  
Chart for Determining Provisioning Priority Levels**

<p><b>ITEMS 7d. and 7e. Invocation Official's Name and Title</b></p> <p><b>ITEM 7f. Telephone Number</b></p> <p><b>ITEM 7g. Has the invocation official authorized this action?</b></p> <p><b>ITEM 7h. Service Locations</b></p> <p><b>ITEM 7i. Prime Vendor POC for Provisioning</b></p>	<p>Enter the invocation official's name and title. This information must be on file with the OPT or the provisioning priority cannot be assigned.</p> <p>Enter the commercial telephone number of the invocation official.</p> <p>Enter Y (yes) or N (no).</p> <p>Enter the specific street address, including building, floor, room number, etc., and provide a POC name and telephone number for each end service location.</p> <p>Enter the name and telephone number and company of the prime vendor point of contact.</p>
<p><b>ITEM 8 Supplemental Information</b></p>	<p>Provide: (1) circuit specification(s) for provisioning priority only; (2) justification for requested priority level if higher than qualified for; or (3) sponsor justification for priority level change in Item 12e, Recommended Disposition.</p>
<p><b>ITEM 9 Service User</b></p> <p><b>An entry other than "A" requires Federal Government sponsorship (see Item 12).</b></p>	<p>Enter "A" if the service is for any Federal government organization.</p> <p>Enter "B" for any State government organization.</p> <p>Enter "C" for any county, city, town, or other local government organization.</p> <p>Enter "D" for any private sector organization or private U.S. citizen.</p> <p>Enter "E" for any foreign government or foreign government organization.</p> <p>Enter "F" for other.</p> <p>Enter "G" for U.S. military.</p>
<p><b>ITEM 10 Service User Organization (Department/Agency and/or FIPS Code)</b></p>	<p>Federal agencies should enter the appropriate four-digit code for their organization, as indicated in Federal Information Processing Standard (FIPS) Publication 95. FIPS codes for Federal organizations with NS/EP responsibilities are provided in Appendix C. All others should enter the organization name and the name of the State (e.g., Nelson County Hospital, Minnesota).</p>

<p><b>ITEM 11 Service User Point-of-Contact</b></p>	<p>Enter information regarding the person or office who is responsible for this service and can provide information about this service.</p>
<p><b>ITEM 11a. Name and Title</b></p>	<p>Enter the service user point of contact name and title.</p>
<p><b>ITEM 11b. Organization (Department/Agency and/or FIPS Code)</b></p>	<p>Same as Item 10.</p>
<p><b>ITEM 11c.- 11f. Mailing Address, Telephone Number and Facsimile Number</b></p>	<p>Enter complete mailing address and phone and fax numbers.</p>
<p><b>ITEM 11g. 24-Hour Telephone Number</b></p>	<p>Enter a telephone number at which the point of contact is reachable 24-hours a day.</p>
<p><b>ITEM 11h. E-mail Address</b></p>	<p>Enter E-mail address if applicable.</p>
<p><b>ITEM 11i. Signature and Date</b></p>	<p>The form must be signed and dated or it will be returned unprocessed. By signing this form, the requestor confirms the service is an NS/EP service.</p>

**FORM SUBMISSION INFORMATION**

**Federal TSP users should submit completed forms to the OPT at the address on the form. Forms may also be submitted to the OPT via facsimile. See Appendix A, TSP Program Contact Information, for facsimile information.**

**Non-Federal TSP Users must forward the completed form to their Federal Sponsor who must complete Item 12, Sponsorship Information for Non-Federal Government Service, using the instructions on the following page.**

<p><b>ITEM 12 Sponsorship Information for Non-Federal Government Service</b></p>	<p>Non-Federal Government requestors should complete Items 1 through 11 on the form and send it to the Federal agency that has agreed to sponsor the request. Contact the OPT for sponsor information. Federal sponsors must complete the following information:</p>
<p><b>ITEM 12a. Federal Sponsoring Agency and FIPS Code</b></p>	<p>Enter the appropriate four-digit code as indicated in FIPS Pub 95 in item 12a.</p>
<p><b>ITEM 12b. Sponsor Name</b></p>	<p>Enter the name of the sponsor.</p>
<p><b>ITEM 12c. Sponsor Title</b></p>	<p>Enter the title of the sponsor.</p>
<p><b>ITEM 12d. Sponsor Telephone Number</b></p>	<p>Enter the telephone number of the sponsor.</p>
<p><b>ITEM 12e. Recommended Disposition</b></p>	<p>Indicate recommended disposition of this request (approve, disapprove, or approve with priority level change) in Item 12e. If the recommendation is to disapprove the request, the sponsor is to return the form to the service user POC, along with an explanation of disapproval in Item 8. If the recommendation is to approve the request with a priority level change, the sponsor is to send the form to the OPT, along with a justification for the priority level change in Item 8.</p>
<p><b>ITEM 12f. Sponsor Signature and Date</b></p>	<p>Sponsored requests must be signed by a Federal sponsoring official. By signing this form, the sponsoring official is confirming that the service is an NS/EP service.</p>

**FORM SUBMISSION INFORMATION FOR SPONSORS**

**Sponsors should submit approved request forms to the OPT for processing. Completed forms should be sent to the OPT at the address on the form. Forms may also be submitted to the OPT via facsimile. See Appendix A, TSP Contact Information, for facsimile information. Do not forward this form to the OPT if the recommendation is to disapprove the request.**

**3.7 REQUEST FOR CHANGE TO A SERVICE, SERVICE PRIORITY, OR INFORMATION ABOUT A SERVICE**

ITEM 1 Action Requested	Enter "C" to indicate a change to a service, service priority, or information about a service (e.g., service user POC information, service user service ID).
<b>ITEM 4 TSP Authorization Code</b>	Enter the TSP Authorization Code that has been previously assigned to the service.

To change information previously submitted to the OPT about a service, enter the change information (e.g., priority level, service user service ID) in the appropriate items. See Section 3.6, Request for Initial TSP Assignment, for information on completing Items 5 through 8. Then proceed to Item 9.

<p>ITEM 9 Service User</p> <p>An entry other than "A" requires Federal Government sponsorship (see Item 12).</p>	<p>Enter "A" if the service is for any Federal government organization.</p> <p>Enter "B" for any State government organization.</p> <p>Enter "C" for any county, city, town, or other local government organization.</p> <p>Enter "D" for any private sector organization or a private U.S. citizen.</p> <p>Enter "E" for any foreign government or foreign government organization.</p> <p>Enter "F" for other.</p> <p>Enter "G" for U.S. military.</p>
<b>ITEM 10 Service User Organization (Department/Agency)</b>	Federal agencies use the appropriate four-digit code for their organization, as indicated in Federal Information Processing Standard (FIPS) Publication 95. FIPS codes for Federal organizations with NS/EP responsibilities are provided in Appendix C. All others should enter the organization name and the name of the State (e.g., Nelson County Hospital, Minnesota).
<b>ITEM 11 Service User Point of Contact</b>	Enter information regarding the person or office responsible for this service and/or who can provide information about this service. The form must be signed or it will be returned unprocessed. By signing this form, the requestor confirms the service is an NS/EP service. See page 3-19 for instructions on completing this item.
<b>ITEM 12 Sponsorship Information for Non-Federal Government Service</b>	If the form is being completed by a non-Federal TSP user, a Federal sponsor must complete this section. See page 3-20 for instructions on completing this item.

### 3.8 REQUEST FOR DELETION/REVOCAION OF A SERVICE'S PRIORITY

<b>ITEM 1 Action Requested</b>	Enter "D" to delete/revoke a TSP service's priority.
<b>ITEM 4 TSP Authorization Code</b>	Enter the TSP Authorization Code that has been previously assigned.
<b>ITEM 9 Service User</b>  <b>An entry other than "A" requires Federal Government sponsorship (see Item 12).</b>	Enter "A" if the service is for any Federal Government organization. Enter "B" for any State government organization. Enter "C" for any county, city, town, or other local government organization. Enter "D" for any private sector organization or private U.S. citizen. Enter "E" for any foreign government or foreign government organization. Enter "F" for other. Enter "G" for U.S. military.
<b>ITEM 10 Service User Organization (Department/Agency)</b>	Federal agencies use the appropriate four-digit code for their organization, as indicated in Federal Information Processing Standard (FIPS) Publication 95. FIPS codes for Federal organizations with NS/EP responsibilities are provided in Appendix C. All others should enter the organization name and the name of the State (e.g., Nelson County Hospital, Minnesota).
<b>ITEM 11 Service User Point of Contact</b>	Enter information regarding the person or office responsible for this service and/or who can provide information about this service. The form must be signed or it will be returned unprocessed. See page 3-19 for instructions on completing this item.
<b>ITEM 12 Sponsorship Information for Non-Federal Government Service</b>	If the form is being completed by a non-Federal TSP user, a Federal sponsor must complete this section. See page 3-20 for instructions on completing this item.

## **4.0 FEDERAL SPONSORS AND INVOCATION OFFICIALS**

All non-Federal users who request a TSP provisioning and/or restoration assignment are required to have a Federal sponsor. A sponsor can be any Federal agency with which a non-Federal user may be affiliated (as specified in Executive Order (EO) 12656, "Assignment of Emergency Preparedness Responsibilities," dated November 18, 1988).

Additionally, all users who need an NS/EP provisioning assignment are required to contact their invocation official. An invocation official is a designated individual who has the authority to request an accelerated provisioning for an NS/EP telecommunications service. This chapter outlines the responsibilities of Federal sponsors and invocation officials.

### **4.1 FEDERAL SPONSOR RESPONSIBILITIES**

The primary roles of a Federal sponsor are to (1) review and determine whether to approve foreign, State, and local government and private industry requests for priority actions, and (2) affirm that the requested priority level assignment is appropriate. Although the final decision regarding the priority level is determined by the OPT, the sponsor provides specific knowledge that may affect the decision.

A Federal sponsor does not incur financial liability for the sponsored service. The service user is responsible for having funds allocated to pay any service costs related to the TSP processing.

Each Federal agency determines its own procedures for complying with sponsorship responsibilities. However, Federal sponsors are encouraged to keep their processing time for TSP requests to 5 working days or less. The general sponsorship process for TSP requests is as follows:

- The service user contacts the OPT for assistance in determining which Federal agency to approach for sponsorship of a TSP Request.
- The sponsor receives a SF 315 from a service user according to procedures established by that sponsor.
- If the sponsor denies the request, the sponsor returns the SF 315 to the service user POC along with the reason for refusal.
- If the sponsor approves the request, the sponsor forwards the SF 315 to the OPT with a recommended disposition. This recommendation is the result of the process for determining a priority level, as described in Chapter 3.

- A sponsor or user may appeal any priority assignment or other priority action regarding sponsored services within 30 days of notification. The priority action appeal process is discussed in detail in Chapter 6.

Sponsors are also required to cooperate with the OPT during reconciliations and revalidations of any service they sponsor; comply with any regulations and procedures issued by the OPT; and forward all changes in TSP service information to the OPT in a timely manner.

## 4.2 DESIGNATION OF FEDERAL SPONSORS

Any Federal agency may be requested to function as a sponsor for TSP assignment requests from non-Federal Government service users. Federal agencies should refer to EO 12656, "Assignment of Emergency Preparedness Responsibilities," dated November 18, 1988, as a guide for identifying which requests they may consider sponsoring. EO 12656 is available from the OPT upon request. However, certain Federal agencies are responsible for sponsoring specific non-Federal requests:

- **State and Local Governments.** The NCS serves as the sponsor for State and local governments requesting TSP assignments for services supporting NS/EP functions.
- **Foreign Governments.** The Department of State serves as the sponsor for foreign governments requesting TSP assignments for services within U.S. jurisdiction supporting NS/EP functions. The Department of Defense serves as the sponsor for foreign militaries.
- **Private Industry.** Private or quasi-government entities may determine that they have telecommunications services supporting NS/EP functions and want TSP assignments for those services. Private industry service users should contact the OPT for assistance in identifying the most appropriate Federal agency for sponsorship. The sponsor is either an agency with whom the requestor has a contractual relationship or an agency familiar with the NS/EP function for which the TSP assignment is requested. Note that the NCS will serve as the Federal sponsor for telecommunications service vendors with services supporting NS/EP functions.

Federal agencies are required to designate the official(s) within their agencies who is (are) authorized to sponsor requests for TSP assignments from non-Federal Government service users.

The sponsoring official(s) must be identified in writing to the OPT prior to, or concurrent with, sponsoring a TSP request. Federal agencies must provide the following information about their sponsors: name, title, rank or grade, mailing address, e-mail address, and commercial phone number of the sponsoring official(s).

The sponsorship information must be submitted on the agency's letterhead. Sponsoring official(s), and any changes thereto, should be reported to the OPT as soon as these individuals are identified.

### **4.3 INVOCATION OFFICIAL RESPONSIBILITIES**

Before defining what the responsibility of an invocation official is, it is first important to understand the significance of invocation. Invocation begins when a service user needs to expedite a NS/EP telecommunications service provisioning, and an invocation official concurs that the importance of the service warrants TSP processing to ensure it is quickly and efficiently provisioned.

An invocation official is a designated individual with the authority and responsibility to approve the cost and criticality of the provisioning request of a telecommunications service. An invocation official's responsibilities are to:

- Certify that the NS/EP telecommunications service is so vital that it must be expeditiously provisioned
- Delegate authority to approve provisioning requests and authorize expenditure of funds to other appropriate individuals within his or her agency or organization
- Identify delegates in writing to the OPT before making an invocation.

### **4.4 DESIGNATION OF INVOCATION OFFICIALS**

Invocation officials include the head or director of a Federal agency, commander of a unified or specified military command, chief of a military service, commander of a major military command, and State Governors, or delegates of any of the foregoing. State Governors and their delegates can authorize priority TSP provisionings in response to State or local disasters and emergencies for which no Federal funding is expected to be requested.

Federal invocation officials may choose to delegate the authority to authorize a priority provisioning to other appropriate individuals within their agencies. Delegates of an invocation official may not further delegate this authority to another individual. Delegates must be flag officers or SES civilian employees. Delegates may be identified by name or position. Positions that are identified for delegation authority must always be filled by a flag or SES employee.

A State Governor may delegate NS/EP invocation authority to no more than five senior state officials, such as the head or director of the State's telecommunications or emergency management and services agency. Delegates may be identified by name or position. The State invocation official, or delegate, incurs no direct financial liability for the requested service. The service user (e.g., State, county, or city government agency or private industry) requiring the service is responsible for ensuring that funds are available to pay any service costs related to faster-than-normal provisioning.

Delegates must be identified in writing to the OPT before their first invocation. A Federal organization or State government should send a memorandum or letter to the OPT on agency, organization, or State letterhead signed by the invocation official. The following information is required:

- Name, title, rank or grade, mailing address, e-mail address, and commercial phone number of the invocation official
- Name (optional), title, rank or grade, mailing address, e-mail address, and commercial phone number of the invocation official delegate(s)
- Whether the delegate identified as specified in the foregoing is a replacement for a current delegate
- Name, title, and rank or grade of the official being replaced or deleted, if identifying a replacement or deletion
- In case of questions, a point-of-contact name, title, and commercial phone number.

The OPT maintains a list of invocation officials and their delegates; however, it is the responsibility of each agency to provide the OPT with current information. All organizations are encouraged to identify their delegate(s), and any changes thereto, to the OPT as soon as these individuals are identified.

## **5.0 TSP REVALIDATION**

Revalidation is a key quality control mechanism for maintaining the integrity of the TSP Program. Revalidation of TSP service information is intended to (1) ensure that only services supporting NS/EP missions participate in the TSP Program and (2) ensure that information identifying TSP services and their associated TSP assignments is current. Service users are required to revalidate information for all their TSP services every 2 years with the OPT by using the TSP Revalidation for Service Users Form (SF 314). This section presents information on the TSP revalidation process and instructions for completing the SF 314.

### **5.1 THE TSP REVALIDATION PROCESS**

The OPT initiates the revalidation process by sending out a letter requesting service users to revalidate their NS/EP services supported by TSP. The revalidation notice is sent to the POC previously identified on the SF 315. After the POC receives the revalidation notice, the POC should then list the required revalidation information for each TSP assignment on the SF 314. A blank SF 314 that can be reproduced is provided in Appendix B. The POC should then submit the form to the OPT. Service users may submit SF 314s via courier, mail, facsimile, or electronically through the TSP Client-Server, e-mail, or the Internet. (Note: If TSP is no longer required, then the service user should revoke the TSP assignment(s) by completing an SF 315 and submitting it to the OPT and notify the vendor via a service order). The OPT will correct simple typographical errors on TSP revalidations when identified by the user. However, any priority level or authorization code discrepancies must be corrected by the user with a service order to the vendor.

The service user must respond to the revalidation notice. If the OPT does not receive a response within 30 days of the initial revalidation notice, the OPT sends the POC a reminder notice to revalidate the TSP services. If there is still no response after 10 business days, the OPT forwards a follow-up letter to the service user and the head of the user's organization. The letter states that if the user's TSP services are not revalidated within 10 business days, the OPT will contact the user's service vendor to revoke their TSP assignments. The service user will be provided a copy of the notice and should be aware that they may incur a charge from their service vendors for discontinuing their TSP treatment.

#### **5.1.1 Instructions for Completing the SF 314**

Users should complete the SF 314 using the following guidelines:

- Check the accuracy of all TSP assignment information before completing the form
- Provide a TSP Authorization Code, Service User Service ID, and Prime Service Vendor Name for each assignment that is being revalidated
- Provide all updated POC information for your organization, including e-mail address

<b>TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM REVALIDATION FOR SERVICE USERS</b> <small>(See instructions on back before completing.)</small>			<i>Form Approved OMB No. xxx</i>
<small>Public reporting burden for this collection of information is estimated to average xxx hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports, 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302, and to the Office of Management and Budget, Paperwork Reduction Project (0704-0305), Washington, DC 20503. PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THIS ADDRESS. RETURN COMPLETED FORM TO ADDRESS BELOW.</small>			
<b>1. SERVICE USER ORGANIZATION:</b> FEDERAL AVIATION ADMINISTRATION			
<b>2. TSP SERVICE INFORMATION:</b>			
a. Item No.	b. TSP Authorization Code (1) Control ID (2) TSP Level	c. Service User Service ID	d. Prime Service Vendor Name
1.	TSP 0A2M6C -03	123456789011	AT&T
2.	TSP -		
3.	TSP -		
4.	TSP -		
5.	TSP -		
6.	TSP -		
7.	TSP -		
8.	TSP -		
9.	TSP -		
10.	TSP -		
11.	TSP -		
12.	TSP -		
13.	TSP -		
14.	TSP -		
15.	TSP -		
16.	TSP -		
17.	TSP -		
18.	TSP -		
19.	TSP -		
20.	TSP -		
<b>3. POINT OF CONTACT:</b>			
<b>a. Name</b> Mr. John Smith		<b>b. Title:</b> Operations Supervisor	
<b>c. Street Address:</b> 1001 Willmington Drive		<b>d. City/State/ZIP:</b> Lake George, Nebraska 00000	
<b>e. Telephone:</b> (000)000-0000		<b>f. E-Mail:</b> smithj@faa.gov	
<b>4. NUMBER OF ITEMS REPORTED:</b> 1		<b>5. DATE DATA COMPILED:</b> (MM/DD/YYYY) 05/19/1997	
<b>6. SIGNATURE &amp; DATE:</b> I confirm these are National Security and Emergency Preparedness (NS/EP) services and should be revalidated for TSP.			
<small>Send completed form to: <b>Manager, NCS</b>  <b>Attention: Office of Priority Telecommunications</b>  <b>701 South Court House Road</b>  <b>Arlington, VA 22204-2198</b></small>			

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Standard Form 314 Prescribed by DoD NCS  
NCS Manual xxx

- Sign and date the form to confirm that the listed services are NS/EP services and should be revalidated for TSP.

Figure 5-1 provides an example of a completed SF 314.

**Figure 5-1**  
**Sample Completed SF 314 Form**

## **6.0 PRIORITY ACTION APPEAL PROCESS**

Service users may appeal any priority level assignment, denial, revision, or revocation to the OPT. However, close coordination between the OPT and service users throughout all steps of the TSP assignment process should minimize (or preclude) instances of appeals.

### **6.1 APPEAL TO THE OFFICE OF PRIORITY TELECOMMUNICATIONS**

The Manager, NCS, has delegated the responsibility for administering the TSP Program to the OPT. Because the OPT assigns priority levels subject to final review by the FCC, the OPT is the first point of appeal for Federal and non-Federal service users.

#### **6.1.1 Federal Service Users**

Federal service users may appeal any priority action directly to the OPT within 30 days of notification of the action. The organization initiating the appeal should complete a TSP Action Appeal For Service Users Form (SF 317).

The SF 317, along with copies of any relevant correspondence, should be submitted to the OPT. A copy of the appeal package, clearly marked as an information copy, must also be submitted to the FCC at the address on the form.

The OPT must determine the disposition of the appeal and respond within 30 days of receipt. If the service user is not satisfied with the OPT's decision, he/she may then escalate the appeal to the Manager, NCS. This escalation must be submitted within 30 days of the notice of action from the OPT on the initial appeal. The service user should submit a letter explaining the reason for escalating the appeal and attach the appeal package submitted to the OPT. The Manager, NCS, determines the disposition of the appeal and responds to the service user within 30 days of receipt. If still not satisfied, the Federal user can then appeal directly to the FCC.

#### **6.1.2 Non-Federal Service Users**

Non-Federal Government service users appeal priority actions through their sponsor within 30 days of notification of the action. The user submits the SF 317 form to the sponsor who then submits the appeal to the OPT. The sponsor should also forward a copy of the completed form back to the service user. The service user should then forward a complete copy of the appeals package to the FCC at the address on the form. If the sponsor or non-Federal service user is not satisfied with the OPT's decision regarding an appeal, the appeal can be escalated to the Manager, NCS. This escalation must be submitted within 30 days of the notice of action from the OPT on the initial appeal. If still not satisfied, the sponsor or non-Federal user can then appeal directly to the FCC. Note: Foreign government service users may not appeal directly to the FCC.

## **6.2 APPEAL TO THE FEDERAL COMMUNICATIONS COMMISSION**

All service users may appeal a priority action directly to the FCC only after first submitting an appeal to the OPT and escalating the appeal to the Manager, NCS. The appeal must be submitted to the FCC within 30 days of notification of the decision made by the Manager, NCS, on the initial appeal.

The service user should submit a letter to the FCC Common Carrier Bureau detailing the reasons for appealing the decision made by the Manager, NCS. Copies of the letter of appeal to the FCC should be submitted to the OPT, Manager, NCS, and any other parties directly involved. The FCC will not issue a public notice of an appeal. The FCC provides notice of its decision on the appeal to all parties of record.

Following an FCC decision, involved parties may file a response to the FCC within 20 days of the FCC appeal determination. The organization that originally filed the appeal may then file replies to the FCC decision within 10 days of the FCC response. Additionally, the OPT Program Manager may appeal any FCC revision, approval, or disapproval to the FCC.

## **6.3 TSP PROGRAM ACTION APPEAL FOR SERVICE USERS FORM (SF 317)**

All TSP appeals must be filed using the TSP Action Appeal for Service Users Form (SF 317). A blank SF 317 that can be reproduced can be found in Appendix B. Instructions for completing the form are printed on the back of the form.

Forms should be submitted to the OPT via the address noted on the form. Note that a copy of the appeal package, clearly marked as an information copy, must also be submitted to the FCC at the address provided on the SF 317.