

# NorthmarkCommunications

## Field Deployable Telecom Solutions

### Application Note: **Telecommunications Service Priority**

When your critical telephone or telco-provided data circuits go down during a storm or other disaster, you need to get them back up quickly. Trying to do that through normal telephone company channels can be slow and frustrating at best – often impossible. Just being an important agency or PSAP isn't enough.

Fortunately, there is a low-cost solution – it's called the Telecommunications Service Priority program, or TSP. TSP is a Federal Communications Commission program that is administered by the National Communications System, also a government agency. TSP serves federal, state, county, and local agencies, and the National Guard.

TSP is the only authorized method for ensuring that your agency receives priority restoration and provisioning when you need it most. Enrolling in TSP means that you will receive top priority over non-TSP customers when you call to repair lines or install temporary service.

You have to sign up for TSP in advance - it can't be done at the last minute. The costs are minimal – typically a one-time fee of \$100 (on average) and a monthly maintenance fee of \$3.

TSP is critical for anyone planning a backup PSAP or EOC location. If your agency orders any of our telephone systems, you should also be signing up for TSP.

**Plan ahead – TSP cannot be arranged for at the last minute!**

To learn how to subscribe to TSP in your area, contact the Priority Telecommunications Service Center toll free at 866-627-2255 (DC metro area, use 703-760-2255) or visit [www.ncs.gov/services.html](http://www.ncs.gov/services.html).