National Communications System (NCS) Programs

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911 SERVICE MANAGER - LA

>> National Communications System (NCS) Programs

- **TSP –** *Telecommunications Service Priority Program*

- **GETS –** *Government Emergency Telecommunications Service Program*

- **WPS –** *Wireless Priority Service Program*

>> What is Telecommunications Service Priority Program (TSP)?

Provides priority for provisioning and restoration of *National Security and Emergency Preparedness (NS/EP)* telecommunications services. These are those services that are critical to the maintenance of a state of readiness or the response to and management of any event or crisis which causes or could cause harm to the population.

>> Telecommunications Service Priority (TSP) Program

The TSP program contains two primary and distinctive components:

Restoration

A restoration priority is applied to new or existing telecommunications services to ensure restoration before a non-TSP program user.

Must be requested and assigned _before_ a service outage occurs

Provisioning

A provisioning priority is obtained to facilitate the priority installation of _new_ telecommunications services in a shorter than normal interval.

Cannot be used to compensate for inadequate planning

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>> Why must we use TSP?

- Telecommunications services for a PSAP are vital in the coordination and response to crisis or emergency situations.

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>> Why must we use TSP?

- As a result of hurricanes, floods, earthquake or other types of emergencies, telecommunications service vendors may become overwhelmed with request for new services and/or to restore existing services.

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>> How TSP can help PSAPs

- TSP provides a guarantee that a service provider will provide priority provisioning or restoration of critical circuits during a crisis

- TSP is the ONLY service authorized to provide that guarantee under federal law

- TSP provides access to dedicated staff of each service provider on a 24x7 basis to address and escalate TSP issues

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>> How TSP can help PSAPs

- TSP acts as an FCC-sponsored insurance policy in the event of a crisis

- Service providers are subject to penalties for non-compliance, levied by the FCC

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>> How to apply for TSP

- One-Stop Shop Service sponsored by the NCS: **(866) 627-2255**

- Write to:

  **Manager, National Communications System
  Attn: OPT
  701 South Court House Road
  Arlington, Virginia 22204-2198**

- Telephone: **(703) 607-4933**

- Fax: **(703) 607-4937**

- E-mail: **tsp@ncs.gov**

>> How to apply for TSP

- BellSouth information on the web available at:
  http://www.interconnection.bellsouth.com/products/vertical/tsp.html

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Telecommunications Service Priority and Public Safety Answering Points

Questions and Answers

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>> What is the Government Emergency Telecommunications Service (GETS)?

GETS is a nationwide, priority telecommunications service that provides Emergency Personnel priority access to the local and long distance networks in the event of an emergency.

Access Card and PIN

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>> What is the Wireless Priority Service (WPS)?

WPS ensures NS/EP telecommunications availability when wireless networks are experiencing high levels of call blocking.

Access Card and PIN

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>> How to apply for Wireless Priority Service (WPS)

- One-Stop Shop Service sponsored by the NCS: **(866) 627-2255**

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GETS and WPS

Questions and Answers