



TELECOMMUNICATIONS SERVICE PRIORITY



OVERVIEW



Everyday incidents, such as weather-related events, cyber attacks, and human errors, can suddenly cause network congestion or degradation, hindering response times and critical information sharing among essential personnel and organizations.

As the Nation's risk advisor, the Cybersecurity and Infrastructure Security Agency (CISA) offers the Telecommunications Service Priority (TSP) program. TSP assignments allow organizations to request priority installation and restoration of approved voice and data circuits that are critical to its operations.



Vendors give TSP subscribers **PRIORITY** treatment



KEY FEATURES OF TSP

- Faster installation of critical data and voice communication circuits
- Expedited repair of circuits before non-TSP services following an incident that impacts telecommunications
- Priority granted for both non-emergency (e.g., backhoe damages fiber) and emergency situations (e.g., impacts from natural disasters)

WHO SHOULD HAVE TSP?

Organizations with national security and emergency preparedness responsibilities need TSP, including:

- All levels of government (Federal, State, Local, Tribal, Territorial)
- Non-government organizations
- Organizations in the 16 U.S. critical infrastructure sectors (e.g., communications, emergency services, healthcare, energy, transportation, food and agriculture, etc.)

MORE INFORMATION

Learn more about how WPS is an integral part of an organization's risk management and communications planning at www.cisa.gov/resources-tools/programs/priority-telecommunications-services

Contact the CISA Priority Telecommunications Service Center at 866-627-2255 or at ecd@cisa.dhs.gov to begin enrollment.

