
INTRASTATE LOCAL SERVICE

SECTION 2. RULES AND REGULATIONS

2.11 Emergency / Crisis / Disaster Restoration and Provisioning - Telecommunications Service
Priority (Continued)

A. General (Continued)

(2) The TSP program has two components, restoration and provisioning.

- a. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.
- b. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.