SECTION 2 - TERMS AND CONDITIONS, (Cont'd.)

2.14   Cancellation, Suspension and Restoration of Service, (cont'd.)

    2.14.5 Emergency/Crisis/Disaster Restoration And Provisioning Telecommunications Service Priority, (Cont'd.)

        A.   General, (cont'd.)

            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.