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**SECTION 2 – RULES AND REGULATIONS, CONT'D.**

**2.18 EMERGENCY / CRISIS / DISASTER RESTORATION AND PROVISIONING -  
TELECOMMUNICATIONS SERVICE PRIORITY, CONT'D.**

**2.18.1 General, (Cont'd.)**

- B. The TSP program has two components, restoration and provisioning.
- .1 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.
  - .2 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.