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Rule 20 - Emergency Crisis/Disaster Restoration and Provisioning Telecommunications Service Priority  
(Cont'd)

(4) TSP Request Process – Provisioning

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 3 above for restoration priority assignment except for the following differences. The user should:

- (i) Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 2a(a) above and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
- (ii) Verify that the Company cannot meet the service due date without a TSP assignment.
- (iii) Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

(5) Responsibilities of the End-User

End-users or entities acting on their behalf must perform the following:

- (i) Identify telecommunications services requiring priority.
- (ii) Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- (iii) Accept TSP services by the service due dates.
- (iv) Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- (v) Pay the Company any authorized costs associated with priority services.
- (vi) Report to the Company any failed or unusable services with priority levels.
- (vii) Designate a 24-hour point of contact for each TSP request and apprise the OPT.
- (viii) Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

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