

CenturyLink Communications, LLC d/b/a Lumen Technologies Group  
PSC NO. 2 - TELEPHONE  
Competitive Local Exchange Carrier Service  
Effective Date: May 17, 2021

Section 6  
Leaf 1  
Revision: 0  
Superseding Revision:

## 6. EMERGENCY SERVICES

### 6.1 RESERVED FOR FUTURE USE

### 6.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SERVICE

#### A. Description

1. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede tariff language contained herein.

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.

NY2021-04

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## 6. EMERGENCY SERVICES

### 6.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SERVICE (Cont'd)

#### B. TSP Request Process – Restoration

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.
  - National Security Leadership
  - National Security Posture and U.S. Population Attack Warning
  - Public Health, Safety, and Maintenance of Law and Order
  - Public Welfare and Maintenance of National Economic Posture
2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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### 6.2 TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SERVICE (Cont'd)

#### C. TSP Request Process – Provisioning

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

1. Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in B.1., preceding, and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.
2. Verify that the Company cannot meet the service due date without a TSP assignment.
3. 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.

#### D. Responsibilities of the End-User

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

1. Identify telecommunications services requiring priority.
2. 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).
3. Accept TSP services by the service due dates.
4. 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.

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#### D. Responsibilities of the End-User (Cont'd)

5. Pay the Company any authorized costs associated with priority services.
6. Report to the Company any failed or unusable services with priority levels.
7. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
8. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

#### E. Responsibilities of the Company

The Company will perform the following:

1. Provide TSP service only after receipt of a TSP authorization code.
2. Revoke TSP services at the direction of the end-user or OPT.
3. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
4. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
5. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
6. Confirm completion of TSP service order activity to the OPT.
7. Participate in reconciliation of TSP information at the request of the OPT.
8. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.

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#### E. Responsibilities of the Company (Cont'd)

9. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
10. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.
11. Disclose content of the NS/EP TSP database only as may be required by law.
12. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

#### F. Preemption

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted customer of the action to be taken.

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## 6. EMERGENCY SERVICES

### 6.3 CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)[1]

#### A. General Description

Critical Facilities Administration Service (CFAS) is an optional service offered to qualified CenturyLink customers that provides physical route information on a Company ordered Telecommunications Service Priority (TSP) restoration circuit with a priority authorization code on New York intrastate TSP circuits. CFAS is available to eligible CenturyLink customers upon receipt of a written request to the appropriate Company representative.

Request for CFAS may include coordination, collection and disclosure of the physical routing path information on CFAS service from associated third party carriers on their portion of a qualified TSP circuit when ordered on behalf of the CFAS customer by the Company and from approved carriers with whom the Company has current interconnection agreements

#### B. Terms and Conditions

1. Only qualified CenturyLink customers who have TSP Services provided under the current New York Intrastate tariff will be eligible for CFAS. These services are also required to have a TSP restoration priority authorization code.
2. Request for CFAS will become effective upon the Company's acceptance of the written request from the customer of record that includes the execution of a nondisclosure agreement supplied by the Company.
3. CFAS physical route information represents the data available at the time of the customer's written request. Since the routing data is subject to change, updates will be provided only upon subsequent written request of the eligible customer. Any additional requests or updates also are subject to the rates specified below.

[1] Filed in compliance with the Order Concerning Network Reliability Enhancements issued in by the New York Public Service Commission in Case 03-C-0922, dated July 28, 2004.

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### 6.3 CRITICAL FACILITIES ADMINISTRATION SERVICE (CFAS)[1]

#### B. Terms and Conditions (Cont'd)

4. CFAS will be provided to the customer at a designated Company site. The Company will negotiate an acceptable timeframe with the customer for delivery of the physical route information, subject to availability of suitable facilities, resources and personnel.
5. The Company reserves the right to reject any CFAS request in its reasonable discretion.

#### C. Rates and Charges

For each submitted written request, the customer will be charged a nonrecurring charge for the appropriate labor required at the time of the request. Time and material charges may include those incurred by third-party subcontractors to the Company.

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