

***NATIONAL WEATHER SERVICE POLICY DIRECTIVE 60-21  
SEPTEMBER 1, 2023***

***Information Technology***

***TELECOMMUNICATIONS SERVICE PRIORITY***

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**NOTICE:** This publication is available at: <http://www.nws.noaa.gov/directives/>.

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**OPR:** W/DISS (B. Werwinski)

**Certified by:** W/DISS (G. Jungbluth)

**Type of Issuance:** Routine

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***SUMMARY OF REVISIONS:*** This directive supersedes NDSPD 60-21, *Telecommunications Service Priority*, dated September 10, 2019. This review was made to comply with the National Weather Service Directives quadrennial update policy. No content changes were made.

1. Priority provisioning and restoration of National Security/Emergency Preparedness (NS/EP) telecommunications services is established through the Telecommunications Service Priority (TSP) program. The TSP program was established by the Federal Communications Commission (FCC) and is managed by the Department of Homeland Security (DHS). The TSP program authorizes NS/EP organizations to receive priority treatment for vital voice and data circuits or other telecommunications services from vendors, and DHS has established that the National Weather Service (NWS) is a NS/EP Federal Agency. Accordingly, the TSP program mandates that service providers prioritize requests for circuit outages by identifying those services critical to NS/EP. A TSP assignment on a circuit ensures that NWS will receive priority restoration for the TSP circuit by the service provider before any non-TSP service is worked on. TSP Provisioning is used to provide priority installation of new telecommunication services, while TSP Restoration is used with existing telecommunications services to ensure their restoration before any non-TSP circuits are serviced. Critical weather services provided by NWS are integral to the NS/EP posture of the United States, and are thus eligible for TSP assignments. This directive establishes the TSP assignment policy for NWS Telecommunications circuits.
2. A NWS circuit is considered “mission critical” if an outage of that circuit jeopardizes the ability of the NWS to accomplish its mission to provide timely weather-related forecasts and warnings for the protection of life and property.
3. This policy will ensure all mission-critical NWS telecommunications circuits will be assigned priority and be more quickly restored when failures occur.

- 4. This directive establishes the following authorities and responsibilities:
  - 4.1 The Assistant Administrator for Weather Services has established the policy that all NWS mission-critical telecommunications circuits have TSP restoration priority coverage.
  - 4.2 All Regional/National Centers for Environmental Prediction Directors are responsible for identifying and ensuring that their mission-critical telecommunications circuits have TSP restoration priority assignments.
  - 4.3 DISS is responsible for identifying and ensuring that all nationally managed mission-critical telecommunications circuits have TSP restoration priority assignments.
  - 4.4 DISS is responsible for the overall management of the NWS TSP Program and it will provide the NWS interface to DHS for all NWS organizations that request TSP assignments for their circuits. DISS will ensure that the NWS TSP Program is operated in accordance with DHS regulations.
- 5. This policy directive is supported by the references listed in Appendix 1.

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For Kenneth E. Graham  
Assistant Administrator for Weather Services

Date

**APPENDIX 1**

**GLOSSARY OF TERMS AND SUPPORTING INFORMATION**

**References**

**DHS TSP web site:** <https://www.dhs.gov/cisa/telecommunications-service-priority-tsp>