

DEPARTMENT OF HOMELAND SECURITY  
**TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM**  
**TSP ACTION APPEAL FOR SERVICE USERS**

OMB No. 1670-0005  
 Expires: 07/31/2023

*(See Instructions on back before completion.)*

The public reporting burden for this collection of information is estimated to average 25 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to **ECD/TSP Program Office, CISA – NGR STOP 0645, 1110 N. Glebe Rd., Arlington, VA 20598-0645**. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

<b>1. APPEAL REQUESTOR INFORMATION</b>						
a. Name/Title		b. Organization <i>(Dept/Agency)</i>				
c. Mailing Address		d. City/State/Zip Code				
e. Telephone Number <i>(Area Code/ Number/Extension)</i>	f. Signature		g. Date			
2. APPEAL RATIONALE <i>(Attach additional sheets as necessary)</i>						
3. SPONSORSHIP INFORMATION FOR A NON-FEDERAL USER <i>(To be completed by sponsor)</i>						
a. Federal Sponsoring Agency		b. Sponsor Name/Title				
c. Telephone Number <i>(Area Code/ Number/Extension)</i>	d. Recommended Disposition					
e. Sponsor Signature			f. Date			
<p><b>NOTE:</b> Attach all information submitted to and received from the EAD, ECD regarding the appeal. Send a copy, clearly marked as an information copy, to the Federal Communications Commission.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 30%; vertical-align: top;"> <p><b>Send completed form to:</b></p> <p>ECD/TSP Program Office                      CISA – NGR STOP 0645                      1110 N. Glebe Rd.                      Arlington, VA 20598-0645</p> </td> <td style="width: 20%; text-align: center; vertical-align: top;"> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Add Attachments</div> <div style="border: 1px solid black; padding: 2px;">Submit via Email: tsp@hq.dhs.gov</div> </td> <td style="width: 50%; vertical-align: top;"> <p><b>Send copy to:</b></p> <p>Federal Communications Commission                      Attn: Chief, Domestic Services Branch                      Common Carrier Bureau                      Washington, DC 20554</p> </td> </tr> </table>				<p><b>Send completed form to:</b></p> <p>ECD/TSP Program Office                      CISA – NGR STOP 0645                      1110 N. Glebe Rd.                      Arlington, VA 20598-0645</p>	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Add Attachments</div> <div style="border: 1px solid black; padding: 2px;">Submit via Email: tsp@hq.dhs.gov</div>	<p><b>Send copy to:</b></p> <p>Federal Communications Commission                      Attn: Chief, Domestic Services Branch                      Common Carrier Bureau                      Washington, DC 20554</p>
<p><b>Send completed form to:</b></p> <p>ECD/TSP Program Office                      CISA – NGR STOP 0645                      1110 N. Glebe Rd.                      Arlington, VA 20598-0645</p>	<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">Add Attachments</div> <div style="border: 1px solid black; padding: 2px;">Submit via Email: tsp@hq.dhs.gov</div>	<p><b>Send copy to:</b></p> <p>Federal Communications Commission                      Attn: Chief, Domestic Services Branch                      Common Carrier Bureau                      Washington, DC 20554</p>				
<b>TO BE COMPLETED BY THE TSP PROGRAM OFFICE</b>						
4. RESOLUTION OF APPEAL:		Granted	Denied			
5. COMMENTS						
6. APPROVED BY						
a. Name						
b. Signature			c. Date			

## INSTRUCTIONS FOR TSP ACTION APPEAL

Complete this form only if you are a service user or sponsoring Federal organization appealing an action taken by the TSP Program Office.

**Item 1. Appeal Requestor Information.** Provide the name and commercial phone number (area code/phone/extension) of an individual knowledgeable about this appeal.

**Item 2. Appeal Rationale.** Explain the reason for your appeal. Use additional sheets if required. Attach copies of all relevant correspondence.

**Item 3. Sponsorship Information for a Non-Federal User.** This information MUST be completed and signed by the sponsoring activity.

## APPEAL PROCESS

1. Service users or sponsoring Federal Organizations may appeal any priority level assignment, denial, revision, revocation, approval, or disapproval to the TSP Program Office within 30 days of notification to the service user. The appeal must include supporting factual details. (NOTE: Non-Federal service users must appeal through their sponsor.) An appeal that includes a claim of new information may be submitted at any time.

2. Service users may appeal any priority action to the TSP Program Office within 30 days of notification of the action. All TSP appeals must be filed using this form. Submit the completed appeal form, along with copies of any relevant correspondence, to the TSP Program Office. A copy of the appeal package, clearly marked as an information copy, must also be submitted to the Federal Communications Commission (FCC). The TSP Program Office will determine the disposition of the appeal and respond within 30 days of receipt.

3. If the service user is not satisfied with the TSP Program Office's decision, they may then escalate the appeal to the EAD, ECD. This escalation must be submitted within 30 days of the TSP Program Office's notice of action on the initial appeal. The service user will submit a letter explaining the reason for escalating the appeal and attach the appeal package previously submitted to the TSP Program Office. The EAD, ECD will determine the disposition of the appeal and respond to the service user within 30 days of receipt.

4. Service users may only appeal a priority action directly to the FCC after first submitting an appeal to the TSP Program Office and escalating the appeal to the EAD, ECD. This appeal must be submitted to the FCC within 30 days of notification of the decision made by the EAD, ECD on the escalated appeal. The service user will submit a letter to the FCC Common Carrier Bureau detailing the reasons for appealing the decision made by the EAD, ECD. Copies of the letter of appeal to the FCC will be submitted to the TSP Program Office, EAD, ECD, and any other parties directly involved. The FCC will not issue a public notice of an appeal. The FCC will provide notice of its decision on the appeal to all parties of record.

5. Following the FCC's decision, involved parties may file a response to the FCC within 20 days of the FCC's appeal determination. The organization that originally filed the appeal may then file replies to the FCC's decision within 10 days of the FCC's response. Additionally, the TSP Program Manager may appeal any FCC revision, approval, or disapproval to the FCC.

## Privacy Act Notice

**Authority:** This information collection is authorized by 5 U.S.C. §301 and 44 U.S.C. §3101.

**Purpose:** DHS will use this information to provide Telecommunications Service Priority (TSP) users and vendors with information relating to TSP requests and to resolve specific cases of customer service.

**Routine Uses:** The information collected may be disclosed as generally permitted under 5 U.S.C. § 552a(b) of the Privacy Act of 1974, as amended. This includes using the information, as necessary and authorized by the routine uses published in DHS/ALL 002 Department of Homeland Security Mailing and Other Lists System.

**Disclosure:** Furnishing this information is voluntary; however, failure to furnish the requested information may delay or prevent your registration or verification for continued use of service.