

TSP SERVICE PROFILES

The **Service Profile** is the primary management tool used to determine which priority level to request for a service. The service profile elements (letters A-G) and service profile element details (numbered) describe attributes of a service that are under the control of a service user. Users can enter up to nine profile element/detail identifiers (e.g., A1, B1, F2).

Service Profile Elements and Details

SERVICE PROFILE ELEMENTS	SERVICE PROFILE ELEMENT DETAILS
<p>[A.] Customer Premises Equipment (CPE): Is equipment provided by the service user, whether through contract, as government-provided equipment, or a combination to interface with vendor-provided service.</p>	<p>[A1] On-site/on-call maintenance support or a contractual arrangement exists that is consistent with the restoration response expected of the telecommunications service vendor.</p> <p>[A2] Spare equipment is provided to back up primary equipment.</p> <p>[A3] Required if this is a provisioning request: Equipment and site preparation provided by the service user, including equipment provided by contract, will be available by the date service is required.</p>
<p>[B.] Customer Premises Wiring (CPW): Includes all "in-house" circuit segments that are normally provided by the service user on the "user" side of a demarcation (demarc) point.</p>	<p>[B1] All in-house circuit segments provided by the service user, including those provided by contract, have on-site/on-call maintenance support, or a contractual arrangement consistent with the restoration response expected of the service vendor.</p> <p>[B2] Required if this is a provisioning request: All in-house circuit segments provided by the service user, including those provided by contract, will be available by the date service is required.</p>

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<p>[C.] Operations: Refers to the number of hours per day that a facility is staffed or, if unstaffed, operational. Unstaffed terminals, such as sensors tied to a central facility that monitors them 24 hours per day, are considered to be operational 24 hours per day.</p>	<p>[C1] The terminal facility operates 24 hours per day or it is in a hot-standby status.</p>
<p>[D.] Technical Control Facility (TCF)/Fault Detection/Isolation: Refers to the capability to detect and isolate a problem within a system. This function may be performed by the service user or by a service vendor under contract to the service user. It may be the function of a patch and test facility located within an operations center.</p>	<p>[D1] A capability is available or contracted for 24 hours per day to isolate problems or perform service testing to determine faults.</p> <p>[D2] Alarms are installed that automatically signal loss of service/circuit continuity and alert operations or technical control personnel.</p>
<p>[E.] Service Testing: Refers to periodic quality control tests performed to ensure that service being provided falls within certain parameters. Such testing is normally performed by the service vendor. With service user owned systems, periodic testing may be performed by contract personnel or service user employees.</p>	<p>[E1] The service will undergo periodic testing to determine quality and reliability.</p>
<p>[F.] First Service/Route Diversity: Refers to the availability of more than one telecommunications path between service points. "First Service" designates the primary or most important service between service points. It implies that other services operated between the two points are secondary or less important. Route diversity is the allocation of services between two points over more than one geographic path or physical route with no geographic points of commonality.</p>	<p>[F1] A first service.</p> <p>[F2] A service path established to provide route diversity for another TSP service.</p>

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<p>[G.] Facility/Site Access: Refers to the ease with which provisioning or restoration personnel can enter a site. If provisioning or restoration efforts require facility/site access, the service user must coordinate with all concerned parties and be prepared to grant site access and provide escorts when necessary.</p> <p>If sites may not be entered by provisioning or restoration personnel because of security restrictions, the service user must provide enough spare equipment to permit continued operation. Repairs done by removing equipment or components from the site and providing them to repair personnel offsite are considered adequate for meeting the intent of this profile element.</p>	<p>[G1] The service user will provide immediate access 24 hours per day to installation or restoration personnel.</p> <p>[G2] Service user personnel will meet service vendor personnel at a prearranged and mutually determined time to provide access.</p> <p>[G3] The service user will provide access to provisioning or restoration personnel by the next business day.</p>