CISA | CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

# EMERGENCY COMMUNICATIONS

## PRIORITY TELECOMMUNICATIONS SERVICES (PTS)

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# Priority Service Users

Government

Private Sector

NGOs

Critical Manufacturing
Commercial Facilities
Nuclear Reactors/ Materials/Waste
Emergency Services
Communications
Healthcare & Public Health
Chemical
Information Technology
Dams
Energy
Defense Industrial Base
Transportation Systems
Government Facilities
Food & Agriculture
Financial Services
Water & Wasterwater Systems

User Community

Executive Leadership

Managers

Field Personnel

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# CISA Priority Telecommunications Services

- A suite of services that enable priority telecommunications when networks are degraded or congested

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# Services and Key Features

| GETS | WPS | TSP |
|---|---|---|
| Landline Phone   Satellite Phone | Cell Phone | Circuit |
| - Priority over wireline commercial networks<br>- Card With PIN<br>- Some priority calling to most cell phones on major carrier networks | - Priority over wireless networks within US states and territories<br>- Subscription on individual devices<br>- All nationwide and some regional wireless carriers offer WPS | - Priority installation and restoration of voice and data circuits<br>- Tariffed offering for priority restoration and provisioning of approved circuits |

**GETS WPS**
PTS Dialer App

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# The Value of Priority Telecommunications Services

Enables the completion of calls across carrier networks

Facilitates collaboration across organizations

Provides resiliency at low cost

Leverages technology that you already have

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# Why GETS and WPS

- IT WORKS!

- GETS and WPS are essential emergency communications services that have proven to be effective in a degraded network environment when other traditional means of communications are ineffective!

- GETS and WPS are free services leveraging the commercially owned Public Switched Network

- WPS can be placed on all carrier devices, including FirstNet, for free

- Both GETS and WPS are exempt from carrier network management

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# GETS: How to Use

The GETS PIN card enables personnel to utilize priority services from any landline phone.

1. Ensure that you have a dial tone
2. Dial the GETS Access Number from any phone (1-710-627-4387)
3. Network routes call to GETS carrier. After the tone, enter your PIN
4. When prompted, enter destination number



**Government Emergency Telecommunications Service**

John Smith
Waste Management Division

Dial Access Number: **1-710-627-4387**
After Tone, Enter PIN: ********
When Prompted, Dial: **Area Code + Number**

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# GETS: How to Use



1. GETS Alternate Carrier Numbers

2. How to Make a WPS Call

3. GETS and WPS Web Sites

**GETS**
If your 1-710-627-4387 call fails, try an alternate access number
**1-888-288-4387** **AT&T**
**1-877-646-4387** **AT&T**
**1-855-333-4387▲** **Sprint**
**1-800-900-4387▲** **Verizon**
**1-855-400-4387▲** **Verizon**
▲ Use for GETS calls to toll-free destination numbers

**WIRELESS PRIORITY SERVICE**
**✱272 + Area Code + Number + SEND**
From a WPS-Enabled Phone

www.dhs.gov/gets | www.dhs.gov/wps
Warning: For Official Use Only by Authorized Personnel

**24 Hour Assistance**
Help/trouble reporting
**1-800-818-4387**
or **703-818-4387**

**Familiarization Calls**
Make periodic GETS and WPS test calls to
**703-818-3924**

**U.S. Government Property**
If found, return to:
DHS/CISA
245 Murray Lane SW
Mail Stop 0613
Washington, DC 20528

4. 24-Hour Assistance Numbers

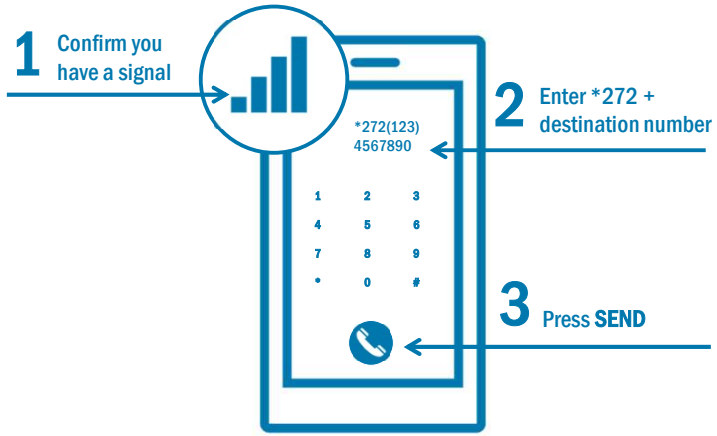5. Familiarization Calls

6. Address to Return a GETS Card

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# WPS: How to Use

Dial *272 before the destination number on a WPS-enabled device to place a priority call.

- Only works if the mobile device has signal
- Make sure WIFI is off due to compatibility issue

**1** Confirm you have a signal

**2** Enter *272 + destination number

*272(123)4567890

**3** Press **SEND**

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# PTS Dialer App

The PTS dialer app assists users in making priority calls on mobile phones.

- Search PTS Dialer App and download
- Pre-program GETS pin in the app and GETS phone number to make calls and minimize human error
- App automatically adds *272 before the destination number to enable WPS priority
- Enables users to place GETS + WPS calls to maximize priority on both networks
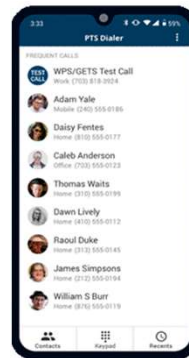
Available in the Apple, Google, and FirstNet app stores

App Store
Google Play
FIRSTNET APP CATALOG
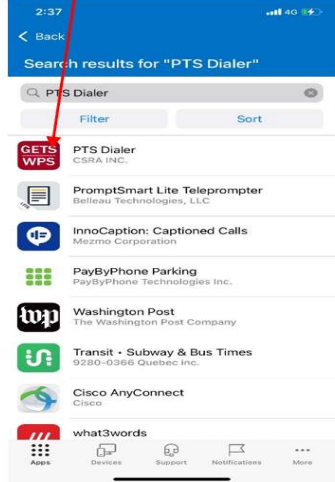
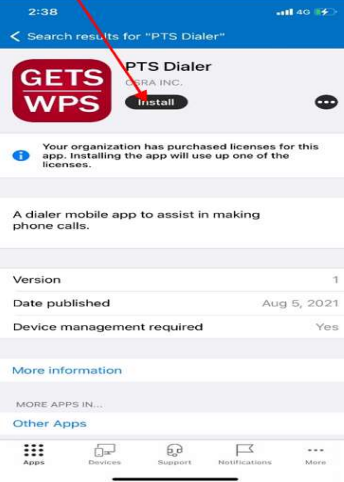GETS WPS App icon

App user interface on a mobile phone
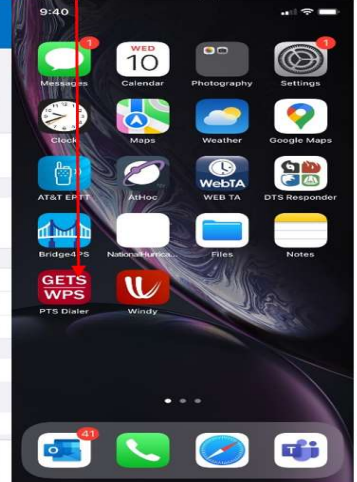
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# PTS Dialer App - Steps

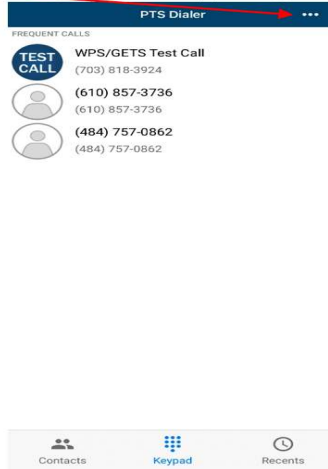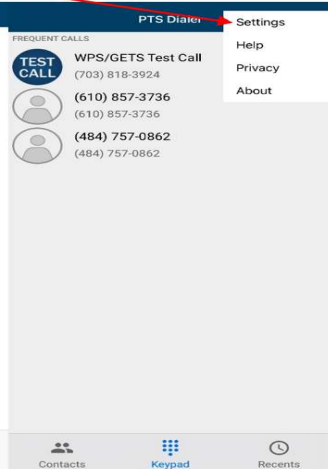Step 4. PTS Dial APP should appear   Step 5. Select Install   Step 6. APP should appear on Iphone
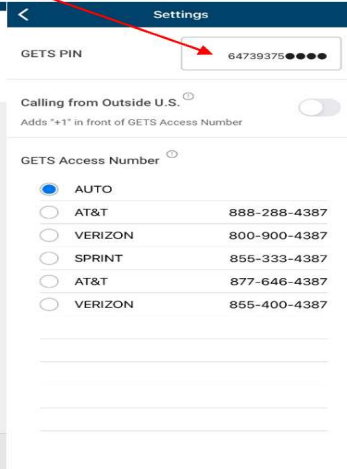


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# PTS Dialer App - Steps

7. Select DOTS Upper Right   8. Settings   9. Enter Assigned GETS PIN



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# PTS Dialer App - Steps



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# PTS Dialer App – Help



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# PTS Area Representative

PARs are a regional resource that:

- Raise awareness of services
- Assist with training needs
- Answer questions



| Regions | | Cathy Orcutt |
|---|---|---|
| 8 | 10 | (202) 941-4633 |
| | | cathy.orcutt@associates.cisa.dhs.gov |

| Regions | | James Fogarty |
|---|---|---|
| 3 | 5 | (202) 893-1629 |
| | | jim.fogarty@associates.cisa.dhs.gov |

| Regions | |
|---|---|
| 1 | 2 |

Bruce Belt
(202) 993-6293
bruce.belt@associates.cisa.dhs.gov

Federal Government and Military
Wayne Pacine
(202) 740-2751
wayne.pacine@associates.cisa.dhs.gov

| Regions | | Larry Clutts |
|---|---|---|
| 9 | 6 | (202) 763-6101 |
| | | larry.clutts@associates.cisa.dhs.gov |

| Regions | | Dale Moushon |
|---|---|---|
| 4 | 7 | (202) 738-3678 |
| | | dale.moushon@associates.cisa.dhs.gov |

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# For more information:
cisa.gov/pts

## Questions or Support
DHS Service Center:
Phone: 866-627-2255
Email: gets-wps@dhs.cisa.gov

## Priority Telecommunications Services
Bruce Belt: Region 1&2 PAR
Bruce.belt@associates.cisa.dhs.gov
202-993-6293

## Regional Emergency Comms
Melissa Nazzaro: Region 1 ECC
Melissa.Nazzaro@cisa.dhs.gov
202-322-5263

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