What is GETS?

During emergencies, the public telephone network can experience congestion due to increased call volumes and/or damage to network facilities, hindering the ability of first responders, national security, and emergency preparedness and response personnel to complete calls. The Government Emergency Telecommunications Service (GETS) provides these essential personnel priority access and prioritized processing in the local and long-distance segments of the landline networks, greatly increasing the probability of call completion. GETS is intended to be used in an emergency or crisis situation when the network is congested and the probability of completing a normal call is reduced.

GETS is an easy-to-use calling card program; no special phones are required. There is no cost to enroll in GETS, though usage fees may apply. GETS calls will receive priority over normal calls; however, GETS calls do not preempt calls in progress or deny the general public's use of the telephone network. GETS is in a constant state of readiness. It also provides priority calling to most cell phones on major carrier networks.

GETS is a White House-directed emergency telephone service provided by the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA).

What is WPS?

Wireless Priority Service (WPS) supports national leadership; federal, state, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users. It is intended to be used in an emergency or crisis situation when the wireless network is congested and the probability of completing a normal call is reduced.

How do I enroll

https://www.cisa.gov/requesting-gets-and-wps

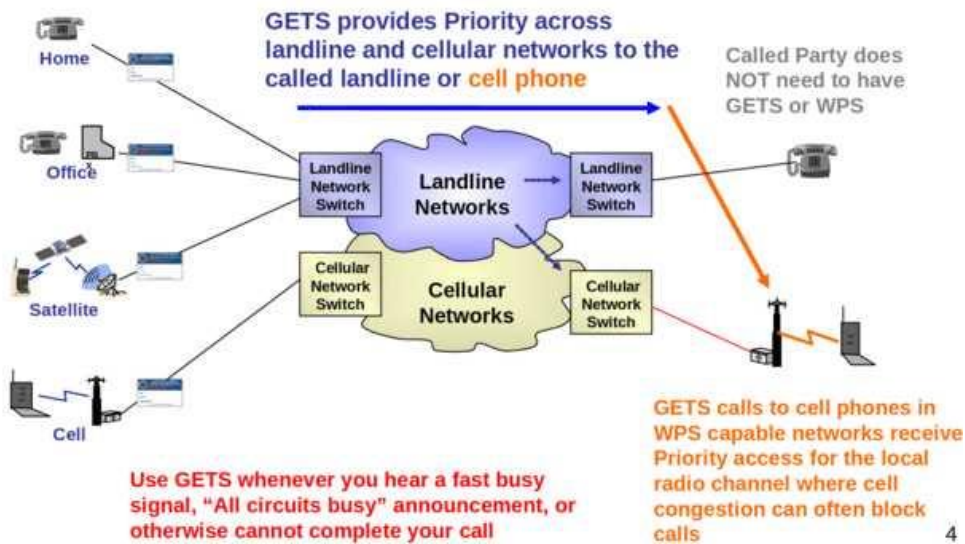## What do I get when enrolled?

You will get a card that looks like this

How does GETS work?

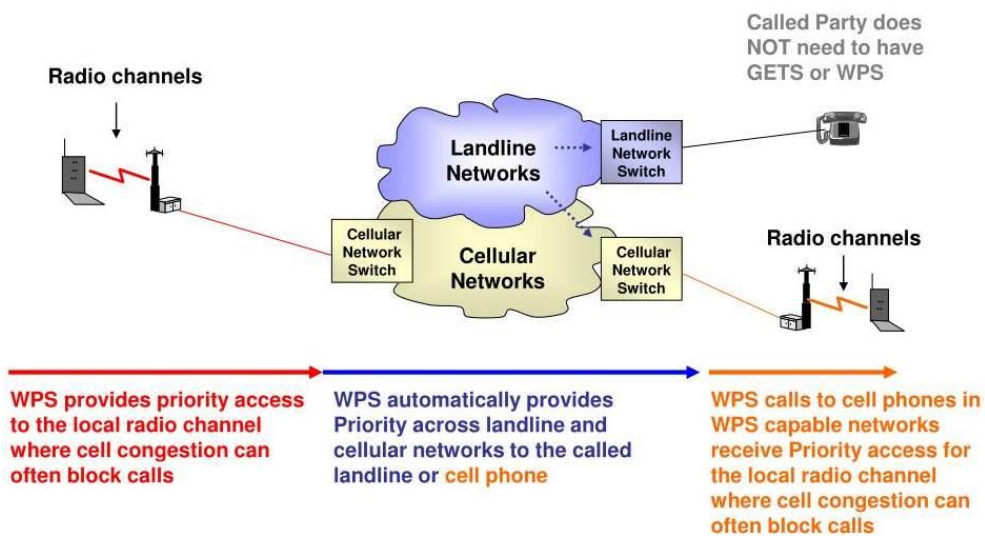### GETS Provides Priority for Emergency Calls

1. **Dial GETS Access Number from any phone (1-710-627-4387)**

GETS provides Priority across landline and cellular networks to the called landline or cell phone

Called Party does NOT need to have GETS or WPS

Home

Office

Satellite

Cell

Landline Network Switch

Landline Networks

Landline Network Switch

Cellular Network Switch

Cellular Networks

Cellular Network Switch

Use GETS whenever you hear a fast busy signal, "All circuits busy" announcement, or otherwise cannot complete your call

GETS calls to cell phones in WPS capable networks receive Priority access for the local radio channel where cell congestion can often block calls

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How does WPS work?

Wireless Priority Service (WPS) Provides Priority for Emergency Calls from Cell Phones

Radio channels

Called Party does NOT need to have GETS or WPS

Landline Networks

Landline Network Switch

Cellular Network Switch

Cellular Networks

Cellular Network Switch

Radio channels

WPS provides priority access to the local radio channel where cell congestion can often block calls

WPS automatically provides Priority across landline and cellular networks to the called landline or cell phone

WPS calls to cell phones in WPS capable networks receive Priority access for the local radio channel where cell congestion can often block calls

As part of preparations for the 2023 Hurricane season, the Department of Homeland Security (DHS) Office of Emergency Communications is encouraging local area Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) subscribers to place familiarization calls using these services in advance of the event.

The GETS portion of the system can be used when connecting via landline/hardwired/VOIP/POTS systems and provides priority access for connection to the Public Switched Telephone Network (PSTN). The WPS portion is normally used with cell phones that have been registered with the GETS/WPS program and provides priority access for the cellular user.

As reminders of the GETS and WPS dialing procedures:

To make a GETS call:
1. Dial the GETS access number, 1-710-627-4387
2. After the tone, enter your PIN (GETS card number)
3. When prompted, dial destination number 703-818-3924

To make a WPS call, from a WPS-enabled phone:
1. Dial *272 (star 272)
2. Enter destination number 703-818-3924
3. Press Send

Because of special processing features, users may need to wait 30 seconds or longer for their calls to connect. If you experience problems or have questions about making GETS or WPS calls, call User Assistance at 800-818-4387 or 703-818-4387.

There is also an automated way to dial on a WPS enabled cell phone which is to install the PTS dialer. It is available for both Android and iOS devices. Please follow the directions on the next page.

Mobile App (Must have an assigned GETS/WPS card)

GWIDS

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PTS Dialer

The PTS Dialer is now available for Android and iOS through their respective stores.

GETS WPS **Android** (5.0 and later)	GETS WPS **iOS** (11.0 and later)
The PTS Dialer app for Android devices is available from the Google Play Store.	The PTS Dialer app for iOS devices is available from the Apple App Store.
GET IT ON Google Play	Download on the App Store

Setup Instructions

1. Launch PTS Dialer app. Tap the Overflow Menu (3 dots in the upper right).
2. Choose Settings in the menu.
3. In the GETS PIN field, enter your GETS PIN, then tap outside of the field to save it.
4. The app will prompt you to make a test call to verify your PIN. It is advised that you make the test call, and continue to make test calls on a regular basis.
5. A Test Call link is conveniently located at the top of the Frequent Calls list which can be found by tapping Keypad.

Feedback

For comments, feedback, and requests for future enhancements and features, please contact support@priority-info.com

Important Information Regarding WPS Subscribers

WPS subscribers whose carriers provide the option of WPS on VoLTE will need to enable the LTE Voice (also known as HD Voice or Advanced Calling) option on their WPS phone. Check with your carrier for LTE Voice requirements and availability. For WPS subscribers using government or organization issued phones, this may require your IT department/account representative to authorize the change for the WPS phones on the account.

Privacy Policy for the PTS Dialer Mobile Application