

GETS & WPS

Quick Guide



Government Emergency Telecommunications Service & Wireless Priority Service

How to Use Priority Services Most Effectively

In some cases, using WPS and GETS together can improve the probability of call completion.

- If you have WPS enabled on your phone and also have GETS, first select WPS.

Then, if that call is unsuccessful, select WPS+GETS.

- If you only have WPS enabled on your phone, select WPS.

- If you only have GETS, select GETS.

■ PTS Dialer App

Available for iPhone and Android, the PTS Dialer provides a streamlined way of making priority calls.

Key Features:


- Optimized for one-hand operation
- GETS PIN is stored on the phone
- Frequent Calls displays most often called numbers using the app
- WPS/GETS Test Call feature

Benefits:

- Reduces user dialing errors
- Speeds up calling process

Available:

- iPhone

Search for "PTS Dialer" in 

- Android

Search for "PTS Dialer" in 

For more information visit:

<https://www.gwids.cisa.gov/apps/>

■ Wireless Priority Service

To make a call from a WPS-enabled wireless phone, dial:

***272 + Area Code + Number + SEND**

■ Government Emergency Telecommunications Service

■ Primary Calling Method

Get an outside line

Listen for the dial tone

Dial 1-710-627-4387 (GETS)

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ Alternate Access Numbers

Get an outside line

Listen for the dial tone

Attempt a call using the following toll-free numbers in place of 1-710-627-4387:

AT&T 1-888-828-4387

AT&T 1-877-646-4387

T-Mobile ▲ 1-855-333-4387

Verizon ▲ 1-800-900-4387

Verizon ▲ 1-855-400-4387

▲ Use for GETS calls to toll-free destination numbers.

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From a Cellular Phone

Dial 710-627-4387^{[3][4]}

Press the SEND key

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From a Secure Phone (vIPer or STE in SCIP mode)

Dial 1-710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

If making a secure voice mode call, go to secure mode after the destination answers

■ From a Payphone

Listen for the dial tone

Dial 1-710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From a Military Base in the U.S.

Use **Primary Calling Method**

■ From a Military Base Overseas

Dial the base operator

Request access to a U.S. operator

Request a commercial line

Listen for the dial tone

Dial 1-710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From a DSN Phone Line

Access DSN

Dial 710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From a GSA Network/EIS Phone Line

Access Network/EIS

Dial 1-710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From a Globalstar Satellite Phone^[3]

Follow the normal procedure to acquire a satellite signal

Dial 1-710-627-4387

Press the SEND key

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From an Inmarsat Satellite Phone^[3]

Follow the normal procedure to acquire a satellite signal (depending on the model):

Dial:

00-1-710-627-4387

or

011-1-710-627-4387

Press SEND (if required)

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From an Iridium Satellite Phone^[3]

Follow the normal procedure to acquire a satellite signal

■ Commercial Iridium

Dial 00-1-710-627-4387

Press SEND (if required)

■ EMSS Iridium

U.S. Long Distance

Dial 00 + 697 + 710-627-4387

Press SEND

DSN Access

Dial 00 + 696 + 710-627-4387

Press SEND

Local Hawaii Access

Dial 00 + 696 + 1 + 710-627-4387

Press SEND

Then for all:

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From Another Country Using DTS

Dial the Post PBX access code to reach the DTS International Voice Gateway

Listen for the dial tone

Dial 96 [the DTS PSN access code]

Dial 710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From Another Country Using Direct Dialing (from any touch-tone phone)

Listen for the dial tone

Dial country code for U.S.

Dial 1-710-627-4387^[5]

Listen for the tone^[1]

Enter your PIN

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From Another Country Using AT&T Direct®

Get an outside line

Listen for the dial tone

Dial the AT&T Direct® access number

Wait for an operator

Tell the operator, "This is a

Government Emergency

Telecommunications Service (GETS)

call, the number is 710-627-4387"

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ Notes

^[1] If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.

^[2] For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls may be more than ten digits.

^[3] GETS access may not be available in all locations. There will be airtime charges for GETS calls.

^[4] If phone is WPS enabled, dial *272-710-627-4387 to overcome wireless network congestion.

^[5] If you miss the tone or do not enter your PIN promptly, your call may be directed to a GETS operator. Please provide your PIN and destination number and they will complete the call for you.

■ Contact

User Assistance

 800-818-4387 (GETS)
703-818-4387

Priority Telecommunications Service Center

 866-627-2255
703-676-2255

 gets-wps@cisa.dhs.gov

 www.cisa.gov/gets
www.cisa.gov/wps