



Ensuring Priority Telecommunications Services (PTS) for Water and Wastewater Utilities



OVERVIEW



Are you prepared to communicate during a crisis? Natural disasters, biohazards, cyber-attacks, and even human error can pose major risks to our drinking water and wastewater services. With such an essential role in our day-to-day lives, the ability to communicate vital information is paramount. Don't be caught unprepared when a crisis happens. Priority Services provides three priority telecommunications services to ensure uninterrupted communication, especially when your network may be degraded or congested.

DISCOVER THE BENEFITS OF CISA'S SUITE OF PRIORITY COMMUNICATION SERVICES. IMAGINE:



A nearby chemical spill has contaminated the water supply, crippling the fresh water supply for residents and you need to inform key decision makers. Government Emergency Telecommunications Service (GETS) prioritizes your landline call and can be made from phones worldwide. No special equipment is needed and there is no cost to users.



There is a power failure at the water treatment plant, and you need to alert others of this issue and gather decision makers to form a communications plan. Wireless Priority Service (WPS) prioritizes your wireless call when cellular networks are degraded or congested. WPS is available on all nationwide networks and some regional. And there is no cost to the users.



Human error misjudges the location of communication lines when laying new pipes, severing the lines in construction and cutting off your facility's communications. Telecommunications Service Priority (TSP) prioritizes installation and repair of critical data and voice communications circuits in both non-emergency (e.g., backhoe damages fiber optic cable) and emergency situations (e.g., impacts from natural disasters). Enrolled organizations are subject to minimal TSP enrollment charges and monthly fees.

DOWNLOAD THE PTS DIALER APP

Once enrolled in GETS and WPS, download the PTS Dialer App! Make GETS and WPS calls with ease and efficiency. The app can call programmed numbers (e.g., local police and fire station) with the push of a button in situations where seconds matter. The PTS Dialer App is available in the Apple App Store, Google Play, and the FirstNet® App Catalog (iOS and Android).

INFORMATION & REGISTRATION

To learn more, visit cisa.gov/priority-telecommunications-services. To begin enrollment, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255 or email support@gwids.cisa.gov.



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