



GETS

**Government
Emergency
Telecommunications
Service**

User Guide



PURPOSE

The Government Emergency Telecommunications Service (GETS) is a National Security and Emergency Preparedness (NS/EP) service provided by the federal government. This User Guide describes how to place a GETS call and how to obtain assistance.

- ! GETS is to be used only by authorized federal, state, and local government and other authorized personnel when they are unable to complete emergency calls through normal telecommunications means using the public telephone network.

GETS provides:

- An increased probability of completing your emergency calls when normal calling methods fail
- Voice and data transmission via clear or secure telephone, facsimile, modem, or other equipment
- A single, universal telephone number and a Personal Identification Number (PIN), which allow you to access the service worldwide
- Calling to all 50 states and any worldwide destination
- Capabilities to enable rapid detection of suspected fraud
- A toll-free number for User Assistance available 24 hours, 7 days per week

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You can use GETS from anywhere in the world!



PLACING A GETS CALL

You need **3** things to use GETS:

- 1** A landline or cellular phone connected to the public network
- 2** The universal access number for GETS 1-710-627-4387 (GETS)
- 3** The Personal Identification Number (PIN) on your GETS card



Government Emergency Telecommunications Service

John Smith
Montana State Police

Dial Access Number: **1-710-627-4387**

After Tone, Enter PIN: **1234-5678-9102**

When Prompted, Dial: **Area Code + Number**

! Do not use GETS or WPS to place calls
to 911

USER ASSISTANCE

Help is available 24 hours a day by calling User Assistance:

1-800-818-GETS (4387)

or

703-818-GETS (4387)

User Assistance can help with:

- Questions about GETS
- Problems in using GETS
- A lost or stolen PIN card
- Suspected fraud

When reporting GETS problems to User Assistance, provide complete details, including the origination location of the call, the digits dialed, specific difficulties encountered, and error messages received. This information will permit User Assistance to determine where the call likely failed so that the trouble may be referred to the appropriate source for correction. It will also enable them to provide additional guidance that may help you complete your call.

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 ▲ T-Mobile
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

cisa.gov/priority-telecommunications-services

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:

CISA/ECD

CISA-NGR STOP 0645

1110 N. Glebe Rd

Arlington, VA 20598-0645



GETS OPERATOR SUPPORT

To reach GETS Operator Support, dial the GETS Access Numbers on the back of your GETS card and wait 6-8 seconds for the operator to respond.

Note: GETS Operator Support is available on T-Mobile and Verizon, but is not available on the AT&T network.



GETS/WPS CALL QUEUING

You may experience silence after entering your destination number. During network congestion, GETS and WPS may place your call in the queue until a circuit becomes available.

While waiting, you may hear silence or intermittent tones. Depending on the circumstances, it could take 30 seconds or longer to complete your call due to queuing.

GETS/WPS DIALER APPS

PTS Dialer

Available on:



The PTS Dialer app provides a simplified way for smartphone users to make GETS and WPS calls.

The PTS Dialer features:

- Easy GETS and WPS calls:
 - to any number in your contacts
 - to your most recently called numbers
 - dialed from the keypad
- For GETS calls, automatic entry of the GETS access number and your PIN
- For WPS calls, automatic prepending of the feature code *272 (star 272)
- GETS/WPS Test Call to make test calls to the Familiarization Line or a custom number

The PTS Dialer is available for both GETS and WPS subscribers (WPS does not need to be provisioned on the subscriber's smartphone to use the app for GETS calling). It may be installed on both personal and Government/Organization supplied phones.

For more information, go to:

<https://gets-wps.csgov.com/apps/>

Do not post this link on any publicly accessible website.

Note: The PTS Dialer may not be compatible with all phones. If you have restrictions on installing apps, contact your IT department.



SAFE- GUARDING YOUR PIN

You should exercise care in handling and entering your PIN. Report a lost GETS card as soon as possible. When you do this, your PIN will be canceled and you will be issued a new one.

To help prevent fraud, you should do the following:

- Guard your PIN from compromise by not openly exposing your card or PIN to anyone
- Memorize your PIN
- Report a lost or stolen GETS card as soon as possible by calling User Assistance at 1-800-818-GETS (1-800-818-4387), and also notify your POC
- Use a normal conversational tone when placing operator-assisted calls to avoid being overheard
- Never use your GETS card to verify your identity
- Never reveal your PIN to anyone other than a GETS operator or a User Assistance representative you have called
- If you must share your PIN with others in an emergency, please call User Assistance to advise them of multiple users. When the need for multiple users of your PIN no longer exists, advise User Assistance. Your old PIN will be canceled and a new card with a new PIN will be issued to you.

From a Touch-Tone Phone (Primary Method)

- Get an outside line
- Listen for dial tone†
- Dial 1-710-627-4387 (GETS)
- Listen for the tone
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If call fails, try the Alternate Access Numbers

Alternative Access Numbers (if Primary Method fails)

- Get an outside line
- Listen for dial tone†
- Calls can be attempted using the following toll-free numbers:
AT&T:
1-888-288-4387
1-877-646-4387
T-Mobile:
1-855-333-4387
Verizon:
1-800-900-4387
1-855-400-4387
- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *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 a destination number and the operator will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From a Wireless Phone (Cell or PCS)

- Dial 710-627-4387 for a GETS call[#]
- Dial *272-710-627-4387 if you subscribe to Wireless Priority Service (WPS) for a WPS call
- Press the SEND key
- Listen for the tone[†]
- Enter your PIN^{*}
- Listen for the prompt
- Enter the ten-digit destination number^{**}

GETS access may not be available in all locations. There may be airtime charges for GETS calls

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

- Dial 1-710-627-4387 (GETS)
- Listen for the tone[†]
- Enter your PIN^{*}
- Listen for the prompt
- Enter the ten-digit destination number^{**}
- If making a secure voice mode call, go to secure mode after the destination answers

[†] *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 a destination number and the operator will complete the call.*

^{*} *If an incorrect PIN was entered, listen for a voice prompt to re-enter your PIN.*

^{**} *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

[#] *Cellular carriers may require a 1 before 710-627-4387 (GETS)*

Military Bases From a base located in the U.S.

- Get an outside line
- Listen for dial tone
- Dial 1-710-627-4387
(GETS)
- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit
destination number**
- If call fails, try Alternate
Access Numbers (Page 9)

Military Bases From an overseas U.S. Military Base

- Dial the base operator
- Request access to a
U.S. operator
- Request a commercial
line
- Listen for dial tone
- Dial 1-710-627-4387
(GETS)
- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit
destination number**

† *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 a destination number and the operator will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From a Wireless Phone (Cell or PCS)

- Access Network/EIS
- Dial 1-710-627-4387
(GETS)
- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit
destination number**

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

- Access DSN
- Dial 710-627-4387
(GETS)
- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit
destination number**

† *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 a destination number and the operator will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From a Globalstar or Inmarsat Satellite Phone

Globalstar Phones

- Follow normal procedure to acquire satellite signal
- Dial 1-710-627-4387 (GETS)
- Press the SEND key

Inmarsat Phones

- Follow normal procedure to acquire satellite signal
- For Inmarsat (depending on model):
 - a) Dial 00-1-710-627-4387 or 011-1-710-627-4387
 - b) Press SEND (if required)

Then for all:

- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From an Iridium Satellite Phone

- Follow normal procedure to acquire satellite signal
- For **Commercial Iridium**
 - a) Dial 00-1-710-627-4387
 - b) Press SEND
- For **EMSS Iridium**
 - **U.S. Long Distance**
 - a) Dial 00 + 697 + 710-627-4387
 - b) Press SEND
 - **DSN Access**
 - a) Dial 00 + 696 + 710-627-4387
 - b) Press SEND
 - **Local Hawaii Access**
 - a) Dial 00 + 699 + 1 + 710-627-4387
 - b) Press SEND

Then for all:

- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *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 a destination number and the operator will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From a Payphone

- Listen for dial tone
- Dial 1-710-627-4387 (GETS)***
- Listen for the tone†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From a Rotary Dial Phone

- Listen for dial tone
- Dial 1-710-627-4387 (GETS)***
- Wait for the GETS operator
- Give your PIN and ten-digit destination number**

† *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 a destination number and the operator will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

*** *If both methods fail, calls can be attempted using the following toll-free numbers:*

AT&T 1-888-288-4387

AT&T 1-877-646-4387

T-Mobile 1-855-333-4387

Verizon 1-800-900-4387

Verizon 1-855-400-4387

From Another Country using DTS

- Dial the Post PBX access code to reach the DTS International Voice Gateway
- Listen for dial tone
- Dial 96 (the DTS PSN access code)
- Dial 1-710-627-4387 (GETS)
- Listen for the tone[†]
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From Another Country using Direct Dialing (Any Touch-Tone Phone)

- Listen for dial tone
- Dial country code for U.S.
- Dial 1-710-627-4387 (GETS)
- Listen for the tone[†]
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

[†] *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 a destination number and the operator will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From Another Country using AT&T Direct® (Any Phone)

- Get an outside line
- Listen for 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†
- Enter your PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

Dialing 800 (Toll-Free) Destination Numbers (Any Phone)

- Use the Sprint IP Network GETS access number (1-855-333-4387) to place GETS calls to toll-free destination numbers

Other GETS access numbers currently do not allow calls to toll-free destination numbers

From a WPS Phone

- WPS allows calls to toll-free destination numbers

† *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 a destination number and the operator will complete the call.*

†† *Do not respond to automated prompts; wait for the operator.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls are allowed more than ten digits. The entire call, international or domestic, will be billed to your GETS PIN.*



REMINDERS

Keep your GETS card with you

Keep your GETS card in your wallet, purse, or somewhere easily accessible so you will have it when you need it.

Make regular GETS and WPS practice/test calls

Make GETS and WPS practice/test calls from phones you might use in an emergency. This helps ensure priority calling is possible from your phones and helps you maintain proficiency with GETS and WPS. Use the Familiarization Line (703-818-3924) or a phone number you may dial in an emergency as the destination number.

Using WPS + GETS together may help in certain circumstances

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

NOTES



Government Emergency Telecommunications Service (GETS)

User Assistance



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

Priority Telecommunications Service Center



866-627-2255
703-676-2255



gets-wps@cisa.dhs.gov



cisa.gov/priority-telecommunications-services



CISA/ECD

CISA – NGR STOP 0645

1110 N. Glebe Road

Arlington, VA 20598-0645

