Do You Need Priority Telecommunications Services?

Nobody likes a bad connection. But when your mission is essential, you need to connect with your partners to get the job done. The Cybersecurity and Infrastructure Security Agency’s (CISA) Priority Telecommunications Services give your call first priority across service provider networks to ensure that you can maintain continuity of operations and carry out your mission, regardless of network status.

Networks can become congested or degraded due to a variety of adverse conditions that range from the everyday to malicious, including mass gatherings, human error, cyber attacks, and severe weather.

Priority Telecommunications Services allow your call to overcome network disruptions:
- End-to-end voice priority across all networks nationwide, facilitating communication within and across organizations
- Time-efficient when minutes count
- Compatible with existing devices and circuits
- No cost to enroll

Government Emergency Telecommunications Service (GETS)
End-to-end priority over landline commercial networks
PIN card allows you to utilize service from any landline phone
98% call completion rate
No cost

Wireless Priority Service (WPS)
Priority between your cellular device and the cell tower
Available on all nationwide cellular carriers
98% call completion rate
No cost

Telecommunications Services Priority (TSP)
Priority repair of damaged circuits
Compatible installation of new circuits
Directs service providers to give preferential treatment to users
No cost to enroll

Essential Organizations
Priority Telecommunications Services are available to organizations with essential national security, national economic security, and national public health or safety missions in all sixteen critical infrastructure sectors:
- Water & Wastewater Systems
- Emergency Services
- Healthcare & Public Health
- Dams
- Chemical Communications
- Defense
- Industrial Base
- Food & Agriculture
- Critical Manufacturing
- Commercial Facilities
- Nuclear Reactors/Matter/Waste
- Information Technology
- Financial Services
- Transportation
- Energy
- Government Facilities

Essential Personnel
Personnel who are key to carrying out an organization’s mission need Priority Telecommunications Services to keep operations moving when networks are disrupted. Essential personnel can hold many types of roles, including:
- Executive Leadership
- Managers
- Field Personnel

Organizations’ circuits that are deemed critical to maintaining readiness, responding to crises, or managing events should be enrolled in TSP. Essential personnel should enroll in GETS and WPS.

Learn more and start enrolling.
To learn more about the services, visit CISA’s website and enroll in the easy-to-use PTS Dialer App. To begin the enrollment process, call or email CISA’s Priority Telecommunications Service Center.

CISA’s website: cisa.gov/pts
Email: eot@cisa.dhs.gov
Phone: 866-627-2255

Share with your partners!