

Who Should Enroll?

ORGANIZATIONS	INDIVIDUALS
<ul style="list-style-type: none"> • Cities/counties/states/districts/tribes/territories • Office of Emergency Management • Police/Sheriff/Fire/Emergency Medical Services • Water, power and telecommunications • Public works • Irrigation districts/flood control • Public health • Financial institutions • Hospitals/medical services • Transit agencies • Ports/airports • Transportation • Search and rescue • School districts and colleges • Red Cross/volunteer agencies • Critical infrastructure suppliers • Other agencies included in emergency management plans 	<ul style="list-style-type: none"> • Executive leadership (Governor, Mayor, council members, city manager, supervisors, and staff) • Chief Financial Officer • Media relations • Office of Emergency Management and staff • Police/Fire Chiefs and staff • Police/Fire field command • Department heads and key staff • Subject matter experts/trained specialists • Individuals with an NS/EP role • Continuity Planning/Continuity of Operations staff
FACILITIES/LOCATIONS	
<ul style="list-style-type: none"> • Primary and backup Emergency Operations Centers • Public safety answering points (911 center) • Computer/IT center 	<ul style="list-style-type: none"> • Police/Fire dispatch • City/county yards • Remote offices/stations • Power/pump stations • Shelters • Command vehicles

Enrollment Process

The first step in the enrollment process is to establish a point of contact (POC) for your organization. Many organizations already have established POCs who facilitate the enrollment process. To determine your POC and enroll in the priority services programs, please contact the DHS Priority Telecommunications Service Center at (866) 627-2255, or visit one of the following websites:

www.dhs.gov/gets, www.dhs.gov/wps, or www.dhs.gov/tsp.

About the Office of Emergency Communications

Housed in DHS's National Protection and Programs Directorate's Office of Cybersecurity and Communications, OEC supports and promotes communications used by emergency responders and government officials to keep America safe, secure, and resilient. The office leads the Nation's operable and interoperable public safety and NS/EP communications efforts. Offering training, coordination, tools, and guidance, OEC coordinates with federal, state, local, tribal and territorial governments, and industry partners to ensure that communications are available at all times. For more information about OEC, please visit www.dhs.gov/oec.



Department of Homeland Security
Office of Emergency Communications

Priority
Telecommunications
Services

Web: www.dhs.gov/oec



Homeland
Security

The Department of Homeland Security (DHS) Office of Emergency Communications (OEC) offers a suite of Priority Telecommunications Services designed to support national security and public safety communications availability for government officials, emergency responders, and critical infrastructure owners and operators.

Government Emergency Telecommunications Service (GETS)



GETS is designed to provide priority landline and some cellular calling capabilities when communications networks are congested.

- GETS provides authorized personnel with priority for local and long distance calls.
- GETS calls can be made from any phone; no special equipment is needed.
- There is no charge to enroll in GETS or to make calls to the familiarization line.
- GETS has historically provided more than a 95 percent call completion rate during emergency response incidents.
- GETS calls made on cell phones receive some priority access on WPS cellular networks, even if the individuals making and receiving the calls do not have WPS.

“After the National Capital Region experienced an earthquake, our phone lines were jammed. But thanks to GETS, I was able to get connected.”

- Adam Thiel, former Alexandria (VA) Fire Chief

Wireless Priority Service (WPS)



WPS is designed to provide priority cellular calling capabilities when communications networks are congested.

- Callers dial *272 from an enrolled cellular phone followed by the destination number to make a WPS call.
- The WPS service is added on a per-cell phone basis; calls must be placed on a subscribed phone to initiate priority calling.
- WPS subscribers are responsible for initial enrollment, monthly subscription, and per-call charges. These charges vary by cellular carrier.
- WPS has historically provided more than a 93 percent call completion rate.

“My cellular calls would not go through unless I used WPS. My calls went through, that’s the bottom line. It worked really well for us.”

- Willie Collins, Emergency Support Function #2 Communications Planner at the 2016 Louisiana flooding response and recovery operations.

While both GETS and WPS provide priority calling, they do not disrupt calls currently in process or prevent the general public’s use of the telecommunications networks.

Telecommunications Service Priority (TSP)



The TSP program provides national security and public safety organizations with a way to receive priority installation and repair of critical data and voice communications circuits. A Federal Communications Commission mandate ensures that service vendors prioritize requests for new or repaired circuits for organizations enrolled in TSP.

- Organizations can request TSP priority installation and repair outside of an emergency when normal vendor service times do not meet the organization’s needs.
- Enrolled organizations are subject to minimal TSP enrollment and monthly subscription charges from their service providers. These charges are established by the state Public Utility Commission and vary by carrier, location of the circuits, and other factors.
- Telecommunications vendors are legally obligated to restore TSP-coded circuits before circuits under service level agreements (SLA), even if this causes noncompliance with an SLA.

“The State of Arizona 9-1-1 Office has been using the TSP program since 2006 on our network for 9-1-1 call-taking services. We have approximately 1,250 circuits that have the added feature of priority restoration with the provider in case of a disaster involving large areas of population. It is important to Arizona that all available resources are considered when it comes to the health and well-being of our citizens.”

- Barbara A. Jaeger, Arizona State 9-1-1 Administrator

Eligibility Criteria

The national security and emergency preparedness (NS/EP) community spans the federal, state, local, tribal and territorial governments; public safety and emergency responders; industry partners who are responsible for maintaining the Nation’s critical infrastructure; and other authorized users. Organizations that rely on telecommunications on a daily basis to protect public health, maintain law and order, ensure public safety, and/or provide financial or utility service should enroll in these vital priority services. Typical GETS, WPS, and TSP users are responsible for the command and control functions critical to management of, and response to, national security and civil emergencies.

Training Videos

OEC developed a series of technical how-to training videos covering many aspects of GETS, WPS, and TSP, as well as a half-hour video webinar on all three programs. The videos are available at: www.dhs.gov/PTS-videos.