

Who Should Have Priority Services?

Organizations

- Cities / counties / states / districts / tribes / territories
- Office of Emergency Management
- Police / Sheriff / Fire / Emergency Medical Services
- Water, power, 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

Staff / Personnel

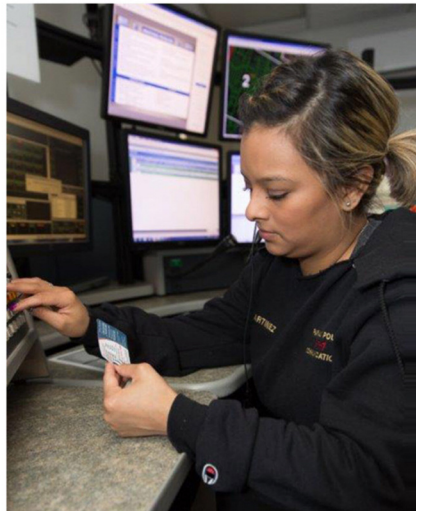
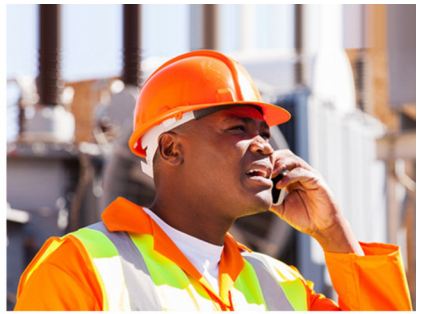
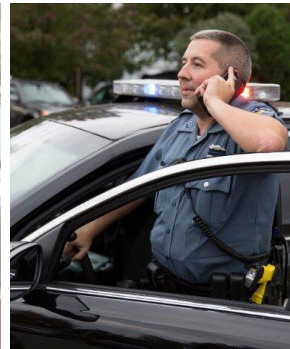
- Executive leadership (Governor, Mayor, council members, city manager, supervisors, and staff)
- Chief Financial Officer
- Media relations
- Office of Emergency Management and staff
- Police / Fire Chiefs and staff
- Police / Fire field command
- Department heads and key staff
- Subject matter experts / trained specialists
- Individuals with an NS/EP role
- Continuity Planning / Continuity of Operations staff

Facilities / Locations

- Primary and backup Emergency Operations Centers
- Public safety answering points (911 center)
- Computer / IT center
- Police / Fire dispatch
- Public works facilities
- Remote offices / stations
- Power / pump stations
- Shelters
- Command vehicles

Enrollment Process

To 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.cisa.gov/government-emergency-telecommunications-service-gets, www.cisa.gov/wireless-priority-service-wps, or www.cisa.gov/telecommunications-service-priority-tsp.



About CISA

The Department of Homeland Security's (DHS) Cybersecurity and Infrastructure Security Agency (CISA) promotes, provides, and supports communications used by emergency responders and government officials to keep America safe, secure, and resilient. The agency enhances public safety interoperable communications at all levels of government, providing training, coordination, tools, and guidance to help partners across the country develop their emergency communications capabilities. The agency's programs and services coordinate emergency communications planning, preparation, and evaluation, fostering safer, better-prepared communities nationwide.

Department of Homeland Security
Cybersecurity and Infrastructure Security Agency

Priority Telecommunications Services



CISA
CYBER+INFRASTRUCTURE

CISA offers a suite of priority telecommunications services to support your national security and public safety communications.

Government Emergency Telecommunications Service (GETS)

GETS provides priority calling when landline networks are congested.

- GETS provides priority for local and long distance calling.
- GETS calls can be made from phones worldwide; no special equipment is needed.
- There is no charge to enroll in GETS.
- GETS has historically provided more than a 95% call completion rate during emergency response incidents.
- GETS calls made from cell phones receive some priority on WPS-enabled cellular networks.



“ GETS was vital in allowing me to coordinate airlift and refueling operations for the Florida Keys response in the aftermath of Hurricane Irma. **”**

—Col. Denny Tutwiler, USAF, Emergency Preparedness Liaison Officer to Florida, U.S. Air Force National Security Emergency Preparedness Directorate

Eligibility

Federal, state, local, tribal, and territorial government, public safety, and industry 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.

Wireless Priority Service (WPS)

WPS provides priority calling when cellular networks are congested.

- WPS is an add-on service to a cell phone subscription.
- All nationwide and some regional wireless carriers offer WPS.
- Most WPS carriers waive all WPS-related charges.
- WPS calls can be made in the 50 U.S. states, Puerto Rico, and the U.S. Virgin Islands.
- WPS has historically provided more than a 93% call completion rate during emergency response incidents.



“ We were outside of Corpus Christi, making our way to Rockford, trying to contact the Texas Department of Transportation to find fuel during Hurricane Harvey. We tried with regular calls and it didn't work, then we put in the [WPS] access code, and it worked. Wherever there was cell coverage, we were able to get through with WPS. **”**

—Michael Cayse, Ohio Task Force One, FEMA Urban Search and Rescue Branch, Department of Homeland Security

Training Videos

A series of technical how-to training videos that cover many aspects of GETS, WPS, and TSP, as well as a half-hour video webinar on all three programs is available at: www.cisa.gov/priority-telecommunications-services-training-and-videos.

Telecommunications Service Priority (TSP)

TSP provides priority for installation and repair of critical data and voice communications circuits.

- 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.
- Service vendors are legally obligated per a federal mandate 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



A GETS / WPS dialer app is available for cell phones to streamline GETS and WPS dialing and to reduce dialing errors.

Use GETS, WPS, and TSP at any time to get your call through.