

# GETS & WPS

## Wallet Guide



Government Emergency  
Telecommunications Service  
& Wireless Priority Service

### ■ Primary Calling Method

Get an outside line  
Listen for dial tone  
Dial 1-710-627-4387 (GETS)  
Listen for tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ Alternate Access Numbers

Get an outside line  
Listen for dial tone  
Attempt call using the following  
toll-free numbers in place of  
1-710-627-4387:

AT&T	1-888-828-4387
AT&T	1-877-646-4387
T-Mobile ▲	1-855-333-4387
Verizon ▲	1-800-900-4387
Verizon ▲	1-855-400-4387

▲ Use for GETS calls to toll-free destination numbers.

Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ From a Cellular Phone

Dial 710-627-4387<sup>[3]</sup><sup>[4]</sup>  
Press the SEND key  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

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

Dial 1-710-627-4387  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>  
If making a secure voice mode call, go  
to secure mode after the destination  
answers

### ■ From a Payphone

Listen for dial tone  
Dial 1-710-627-4387  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ From a Military Base

#### In the U.S.

Use **Primary Calling Method**

#### Overseas

Dial the base operator  
Request access to a U.S. operator  
Request a commercial line  
Listen for dial tone  
Dial 1-710-627-4387  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ From a DSN Phone Line

Access DSN  
Dial 710-627-4387  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ From a GSA Network/EIS Phone Line

Access Network/EIS  
Dial 1-710-627-4387  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ From a Globalstar Satellite Phone<sup>[3]</sup>

Follow normal procedure to acquire  
satellite signal  
Dial 1-710-627-4387  
Press the SEND key  
Listen for the tone<sup>[5]</sup>  
Enter your PIN<sup>[1]</sup>  
Listen for the prompt  
Enter the ten-digit destination number<sup>[2]</sup>

### ■ 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/about-pts



CISA/ECD  
CISA – NGR STOP  
0645 1110 N. Glebe  
Road Arlington, VA  
20598-0645

### ■ From an Inmarsat Satellite Phone<sup>[3]</sup>

Follow normal procedure to acquire satellite signal (depending on model):

Dial:

00-1-710-627-4387  
or

011-1-710-627-4387

Press SEND (if required)

Listen for the tone<sup>[5]</sup>

Enter your PIN<sup>[1]</sup>

Listen for the prompt

Enter the ten-digit destination number<sup>[2]</sup>

### ■ From an Iridium Satellite Phone<sup>[3]</sup>

Follow normal procedure to acquire satellite signal

#### ■ Commercial Iridium

Dial 00-1-710-627-4387

Press SEND (if required)

#### ■ EMSS Iridium

##### U.S. Long Distance

Dial **00 + 697** + 710-627-4387

Press SEND

##### DSN Access

Dial **00 + 696** + 710-627-4387

Press SEND

##### Local Hawaii Access

Dial **00 + 696 + 1** + 710-627-4387

Press SEND

Then for all:

Listen for the tone<sup>[5]</sup>

Enter your PIN<sup>[1]</sup>

Listen for the prompt

Enter the ten-digit destination number<sup>[2]</sup>

### ■ 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 710-627-4387

Listen for the tone<sup>[5]</sup>

Enter your PIN<sup>[1]</sup>

Listen for the prompt

Enter the ten-digit destination number<sup>[2]</sup>

### ■ From Another Country Using Direct Dialing (from any touch-tone phone)

Listen for dial tone

Dial country code for U.S.

Dial 1-710-627-4387

Listen for the tone<sup>[5]</sup>

Enter your PIN<sup>[1]</sup>

Listen for the prompt

Enter the ten-digit destination number<sup>[2]</sup>

### ■ From Another Country Using AT&T Direct®

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<sup>[5]</sup>

Enter your PIN<sup>[1]</sup>

Listen for the prompt

Enter the ten-digit destination number<sup>[2]</sup>

### Wireless Priority Service

To make a call from a WPS-enabled wireless phone, dial:

**\*272 + Area Code + Number + SEND**

### PTS Dialer App



Available for iPhone and Android, the PTS Dialer provides a streamlined way of making priority calls.

#### Key Features:

- Optimized for one-hand operation
- GETS PIN is stored on the phone
- Frequent Calls displays most often called numbers using the app
- WPS/GETS Test Call feature

#### Benefits:

- Reduces user dialing errors
- Speeds up calling process

#### Available:

• iPhone

Search for "PTS Dialer" in

• Android

Search for "PTS Dialer" in

For more information visit:

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

### ■ Notes

<sup>[1]</sup> If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.

<sup>[2]</sup> For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls may be more than ten digits.

<sup>[3]</sup> GETS access may not be available in all locations. There will be airtime charges for GETS calls.

<sup>[4]</sup> If phone is WPS enabled, dial \*272-710-627-4837 to overcome wireless network congestion.

<sup>[5]</sup> 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 destination number and they will complete the call for you.