



GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE

ACTS OF TERRORISM, NATURAL DISASTERS, AND POWER OUTAGES CAN CRIPPLE THE TELEPHONE SERVICE OF AN ENTIRE REGION. NETWORK CONGESTION ALONE CAN PREVENT ACCESS TO THE SERVICES. CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY'S (CISA) GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE (GETS) PROVIDES PRIORITY IN THE MAJORITY OF LANDLINES AND SOME CELLULAR NETWORKS WHEN THESE COMMUNICATIONS NETWORKS ARE CONGESTED, INCREASING THE LIKELIHOOD OF CALL COMPLETION. GETS SUPPORTS NATIONAL SECURITY AND PUBLIC SAFETY COMMUNICATIONS FOR GOVERNMENT OFFICIALS, EMERGENCY RESPONDERS, AND CRITICAL INFRASTRUCTURE OWNERS AND OPERATORS.

GETS HIGHLIGHTS

- There are currently over 375,000 GETS user worldwide that have access to the service.
- Over 11,750 organizations use GETS, spread across the Federal Government; U.S. Military, state, local, and tribal governments; and critical infrastructures.
- GETS has historically provided more than 95 percent call completion rate during emergency response incidents.

GETS FEATURES AND BENEFITS

- 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.
- GETS calls receive priority over regular calls; however, GETS does not preempt calls in progress or deny the general public's use of the telephone network.
- GETS calls over cellular networks are most effective when used in conjunction with the Wireless Priority Service (WPS), a complementary priority service provided by CISA that offers authorized users priority treatment on cellular networks.
- GETS calls made on cell phones receive some priority on WPS cellular networks, even if the individuals making and receiving the calls are not subscribed to WPS.
- There is no charge to enroll in GETS or to make calls to the GETS familiarization line.
- GETS is available nationwide and can also be accessed from international locations. GETS works on three nationwide long distance carriers: AT&T, Sprint and Verizon, and most local wireline carriers.
- Users can make GETS calls during exercises to improve readiness in real world disasters.

GETS USERS

Typical GETS users are responsible for the command and control functions critical to management of, and response to, national security and civil emergencies. GETS access is provided to the national security and emergency preparedness community, including federal, state, local, tribal, and territorial

governments; public safety and emergency responders; industry partners who are responsible for maintaining the Nation's critical infrastructure; school district officials and administrators; college campus law enforcement and safety leaders; and other authorized users. Organizations that rely on telecommunications on a daily basis to provide public health, maintain law and order, ensure public safety and/or provide financial or utility service should enroll in this vital service.



GETS ENROLLMENT

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 or establish a PIC and enroll in WPS, please contact the DHS Priority Telecommunications Service Center at (866) 627-2255, or visit www.dhs.gov/GETS.