EMERGENCY COMMUNICATIONS

PRIORITY TELECOMMUNICATIONS SERVICES (PTS)

Agenda

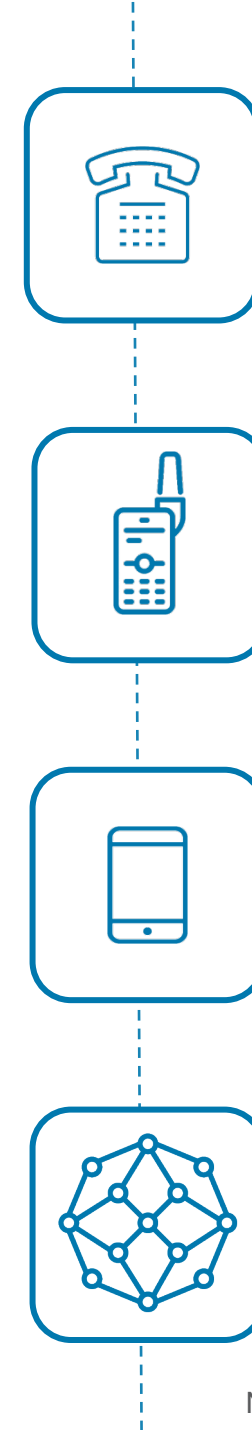# CISA - We Envision a Resilient Nation
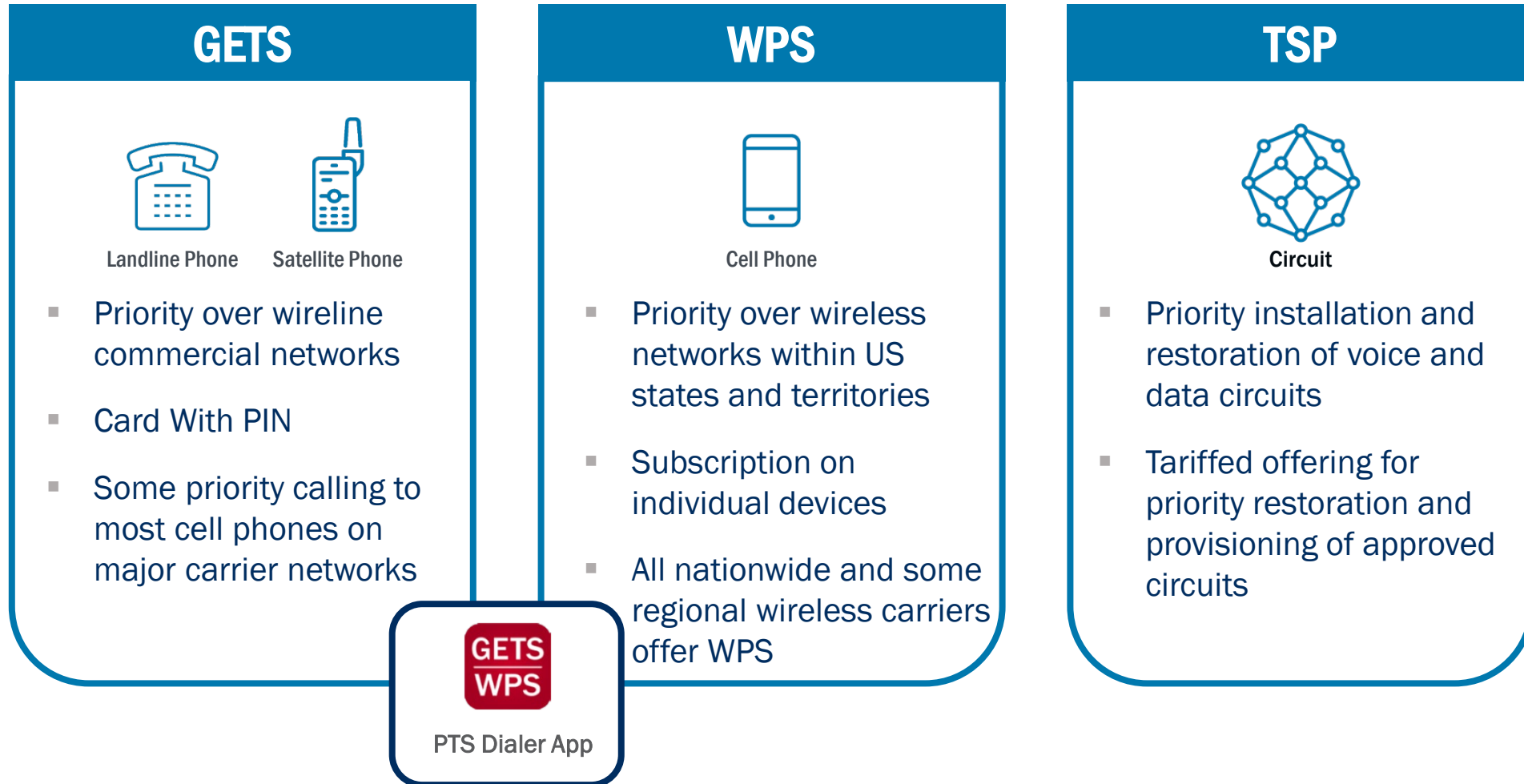
ECD - Communication is Essential to Your Mission

CISA – Priority Telecommunications Services

- A suite of services that enable priority telecommunications when networks are degraded or congested

PTS - Services and Key Features

GETS

Landline Phone **Satellite Phone**

- Priority over wireline commercial networks

- Card With PIN

- Some priority calling to most cell phones on major carrier networks

WPS

Cell Phone

- Priority over wireless networks within US states and territories

- Subscription on individual devices

- All nationwide and some regional wireless carriers offer WPS

TSP

Circuit

- Priority installation and restoration of voice and data circuits

- Tariffed offering for priority restoration and provisioning of approved circuits

GETS WPS

PTS Dialer App

PTS - The Value of Priority Telecommunications Services

Enables the completion of calls across carrier networks

Facilitates collaboration across organizations
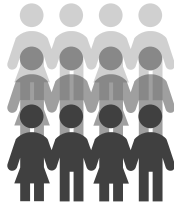
Provides resiliency at low cost

Leverages technology that you already have

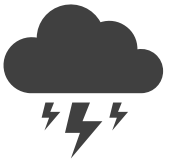# Why GETS and WPS - Events of All Types Impact Communications

Cyber
Attacks

High
Volume
Events

Emergency
Events

Human
Error

Extreme
Weather

Priority Service Users

GETS: How to Use

The GETS PIN card enables personnel to utilize priority services from any landline phone.

1. Ensure that you have a dial tone

2. Dial the GETS Access Number from any phone (1-710-627-4387)

3. Network routes call to GETS carrier. After the tone, enter your PIN

4. When prompted, enter destination number

Government Emergency Telecommunications Service

John Smith
Waste Management Division

Dial Access Number: **1-710-627-4387**
After Tone, Enter PIN: ********
When Prompted, Dial: **Area Code + Number**

GETS: How to Use

1. GETS Alternate Carrier Numbers

2. How to Make a WPS Call

3. GETS and WPS Web Sites

4. 24-Hour Assistance Numbers

5. Familiarization Calls

6. Address to Return a GETS Card

GETS

If your 1-710-627-4387 call fails, try an alternate access number

1-888-288-4387	AT&T
1-877-646-4387	AT&T
1-855-333-4387▲	Sprint
1-800-900-4387▲	Verizon
1-855-400-4387▲	Verizon

▲ Use for GETS calls to toll-free destination numbers

WIRELESS PRIORITY SERVICE

*272 + Area Code + Number + SEND

From a WPS-Enabled Phone

www.dhs.gov/gets | www.dhs.gov/wps

Warning: For Official Use Only by Authorized Personnel

24 Hour Assistance

Help/trouble reporting

1-800-818-4387
or **703-818-4387**

Familiarization Calls

Make periodic GETS and WPS test calls to

703-818-3924

U.S. Government Property

If found, return to:
DHS/CISA
245 Murray Lane SW
Mail Stop 0613
Washington, DC 20528
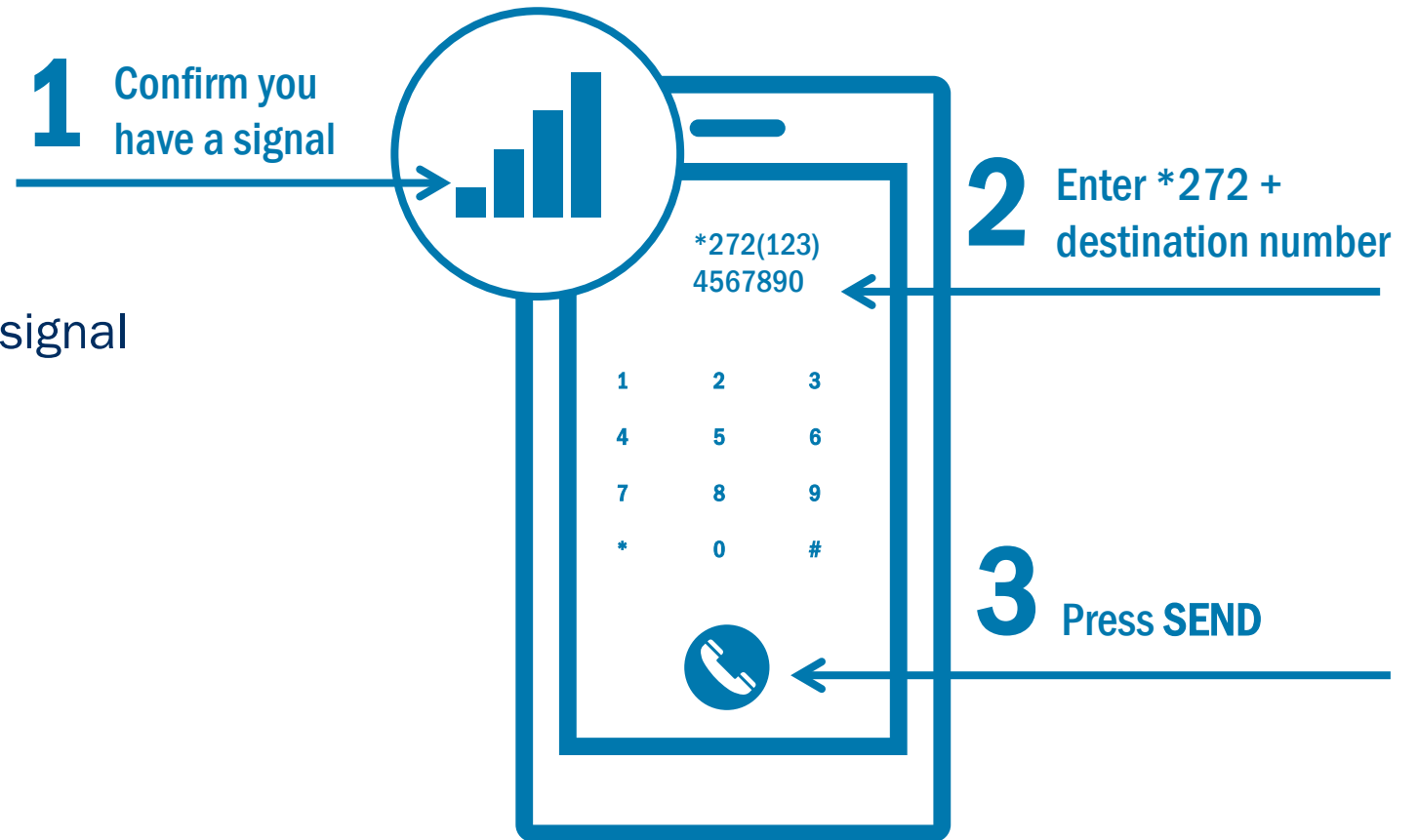
WPS: How to Use

Dial *272 before the destination number on a WPS-enabled device to place a priority call.

- Only works if the mobile device has signal

**1** Confirm you have a signal

2 Enter *272 + destination number

3 Press **SEND**

*272(123)4567890

1	2	3
4	5	6
7	8	9
*	0	#

WPS Coverage

Region/ Carrier	AT&T Mobility	AT&T FirstNet Authority	T-Mobile/ fSprint	Verizon Wireless	Regional Carriers
CONUS	Yes	Yes	Yes	Yes	Cellcom C Spire U.S Cellular
Alaska	Yes	Yes	T-Mobile: Roams fSprint: No WPS Service	VOLTE Only	
Hawaii	Yes	Yes	Yes	Yes	
Puerto Rico	TBD	Yes	Yes	No WPS Service	Claro
Virgin Islands	TBD	Yes	T-Mobile: Roams onto AT&T fSprint: Yes	No WPS Service	

PTS Dialer App

The PTS dialer app assists users in making priority calls on mobile phones.

- Pre-program GETS pin in the app to make calls and minimize human error

- App automatically adds *272 before the destination number to enable WPS priority

- Enables users to place GETS + WPS calls to maximize priority on both networks
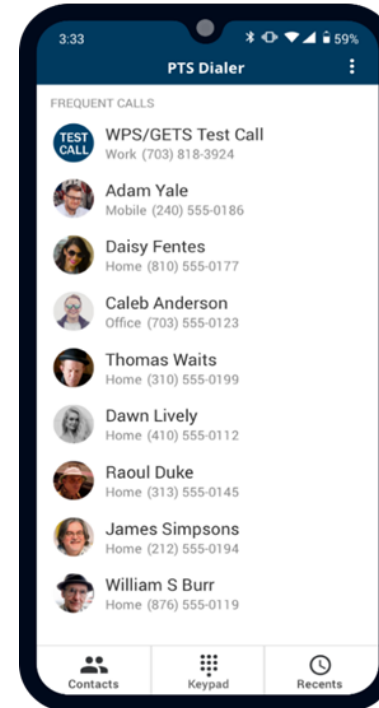
Available in the Apple & Google Play store

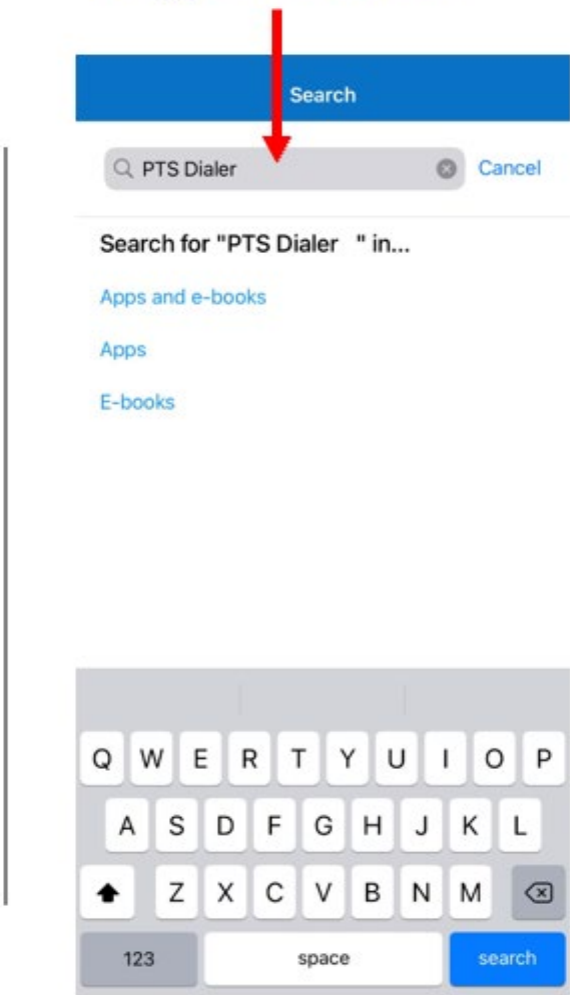App icon

App user interface on a mobile phone
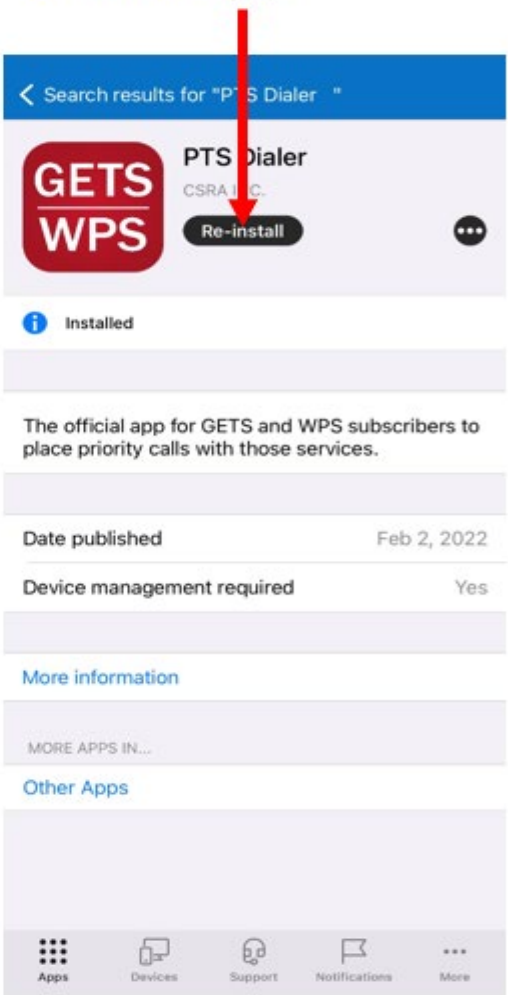
PTS Dialer App - Steps

1. Select COMP Portal

2. Type PTS Dialer

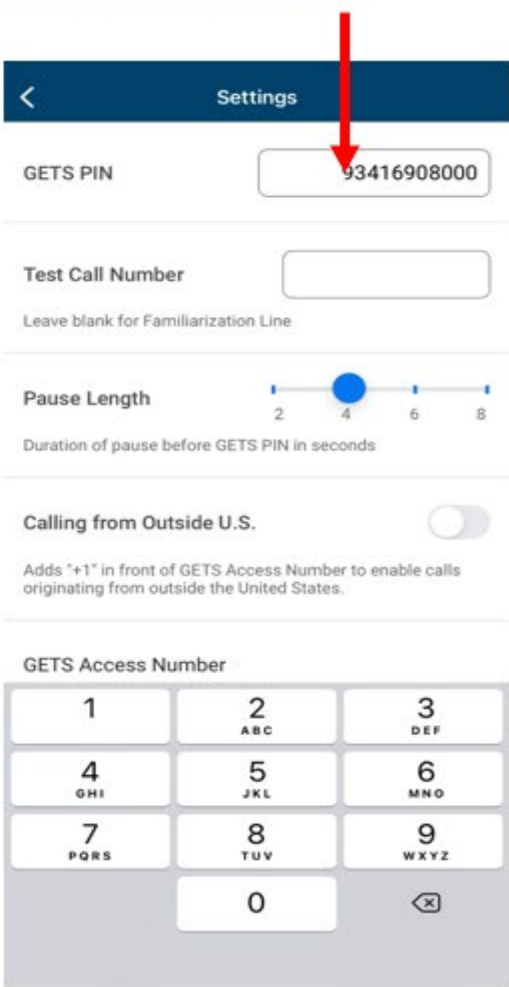3. Install app

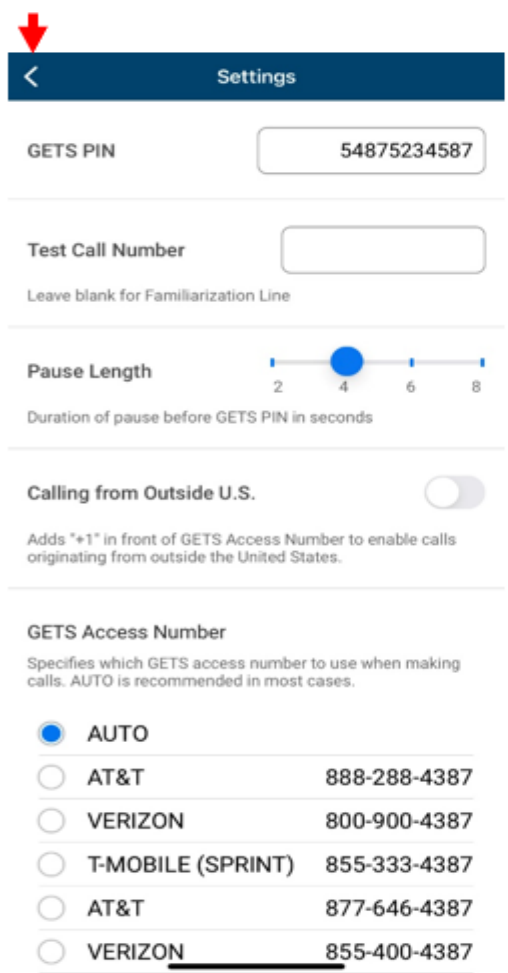# PTS Dialer App - Steps

4. Select three DOTS

5. Select Settings

6. Enter your PIN

PTS Dialer App - Steps

7. Arrow back

Settings

GETS PIN   54875234587

Test Call Number

Leave blank for Familiarization Line

Pause Length   2   4   6   8

Duration of pause before GETS PIN in seconds

Calling from Outside U.S.

Adds "+1" in front of GETS Access Number to enable calls originating from outside the United States.

GETS Access Number

Specifies which GETS access number to use when making calls. AUTO is recommended in most cases.
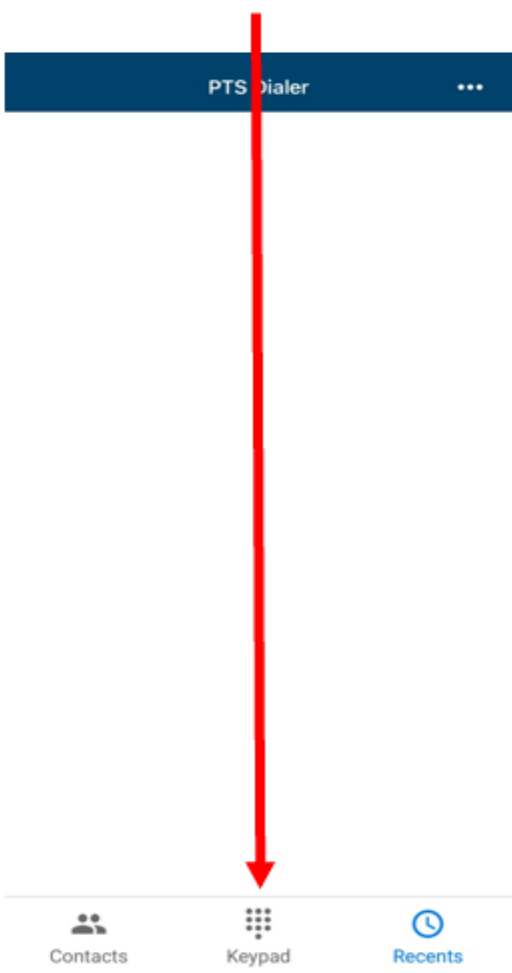
- ● AUTO
- ○ AT&T   888-288-4387
- ○ VERIZON   800-900-4387
- ○ T-MOBILE (SPRINT)   855-333-4387
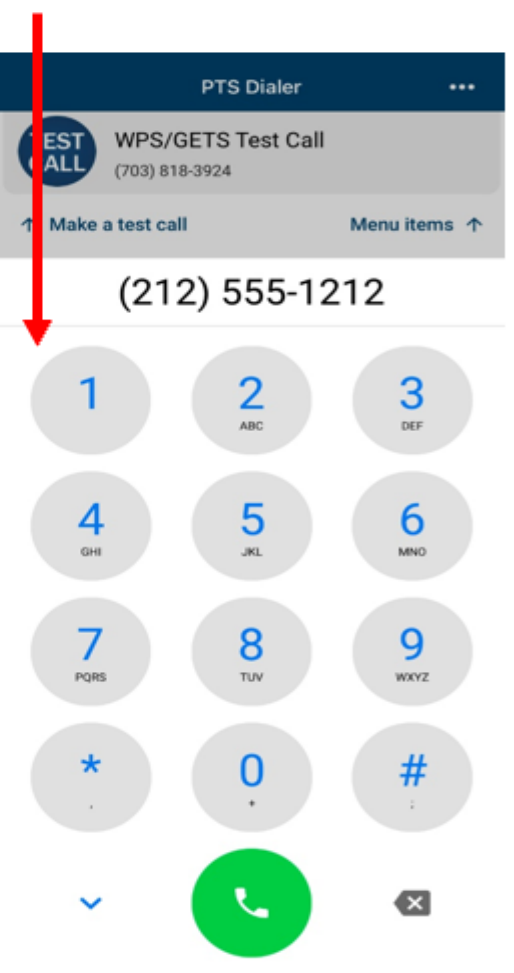- ○ AT&T   877-646-4387
- ○ VERIZON   855-400-4387

8. Select Keypad

PTS Dialer   ...

Contacts   Keypad   Recents

9. Dial number in keypad

PTS Dialer   ...

TEST CALL   **WPS/GETS Test Call**
(703) 818-3924

↑ Make a test call   Menu items ↑

(212) 555-1212

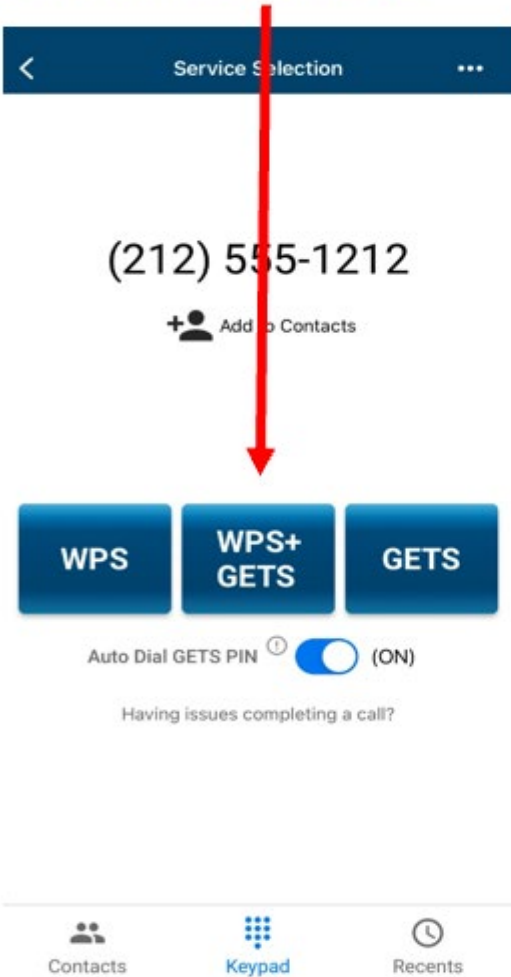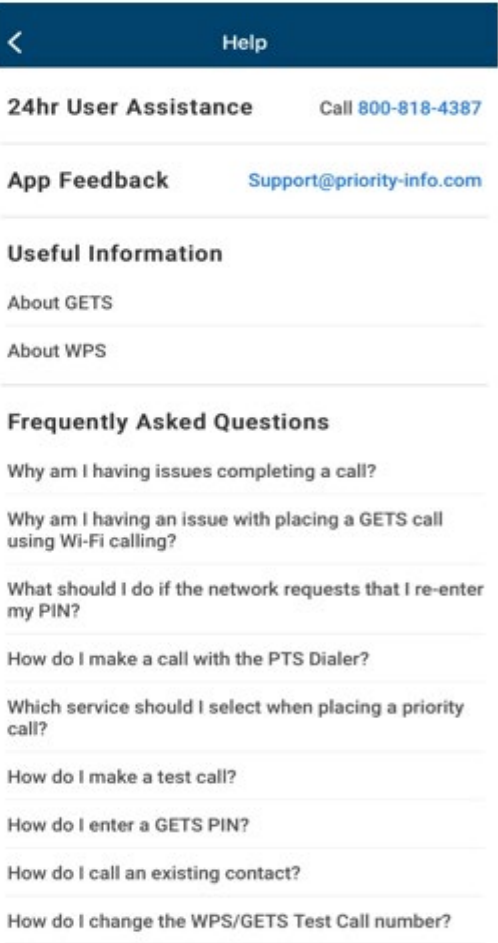| 1 | 2 ABC | 3 DEF |
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

PTS Dialer App - Steps

10. Select WPS+GETS

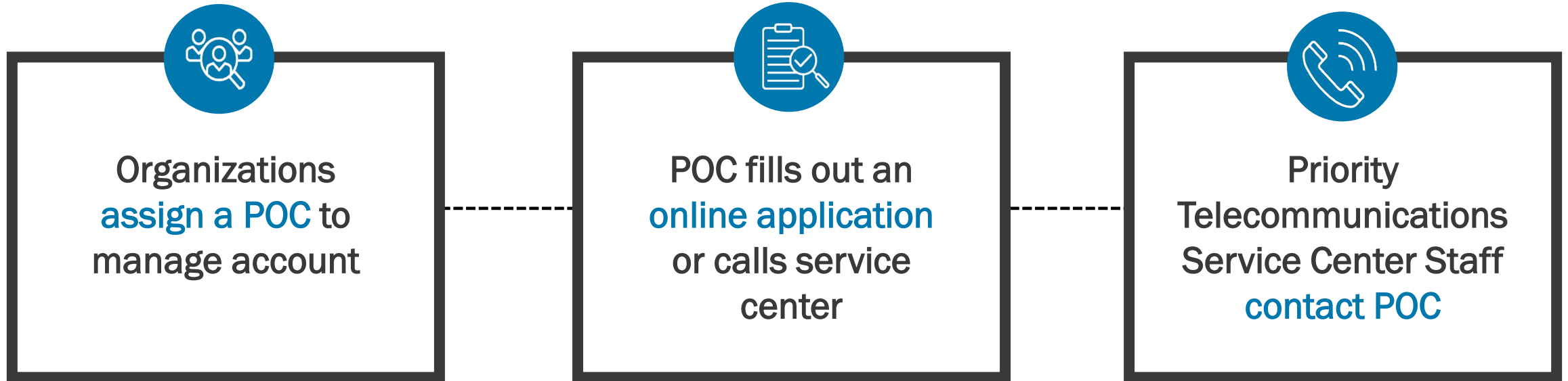11. Select call tab

Help menu

Best Practices

- ✓ Use the GETS/WPS Dialer App

- ✓ Make GETS/WPS test calls monthly

- ✓ Practice using GETS and WPS together

- ✓ Include GETS/WPS in training exercises

- ✓ Test WPS availability after any cell phone service changes

- ✓ Report problems during testing and training exercises

- ✓ On many networks, WIFI is incompatible with GETS so turn off WIFI

Enrollment Process

Organizations **assign a POC** to manage account

POC fills out an **online application** or calls service center

Priority Telecommunications Service Center Staff **contact POC**

Learn more: cisa.gov/pts
Priority Telecommunications Service Center: 866-627-2255
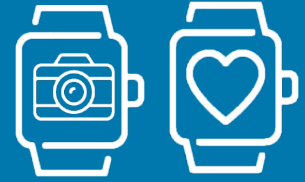
Next Generation Networks

- PTS is looking to the future: Incorporating end-to-end priority for data and video streams

VoIP

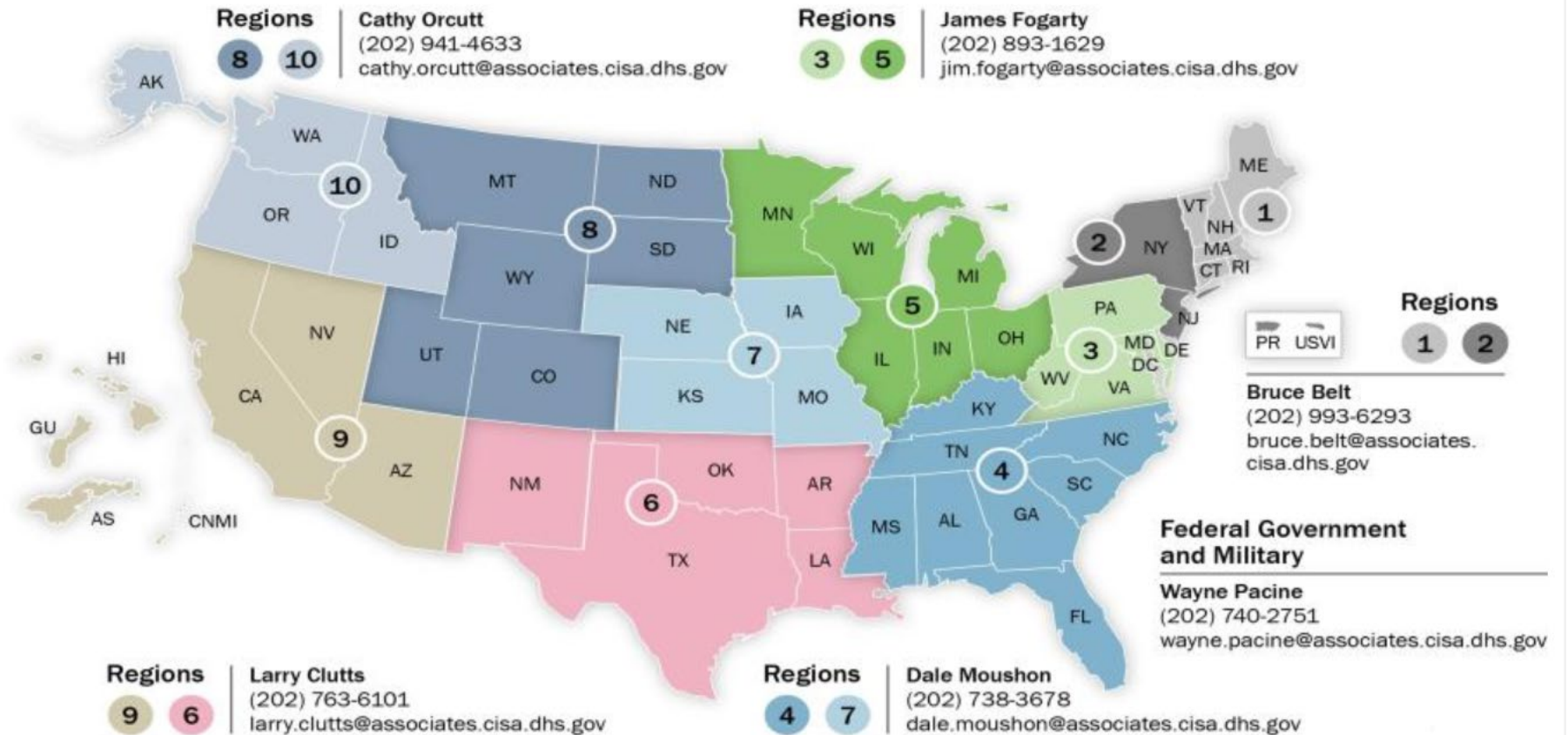Internet of Things (IoT)

Wearables

Smart Phone

Laptop

VTC

Tablet

PTS Area Representatives

PARs are a regional resource that:

- Raise awareness of services
- Assist with training needs
- Answer questions

Regions | Cathy Orcutt
8 10 | (202) 941-4633
cathy.orcutt@associates.cisa.dhs.gov

Regions | James Fogarty
3 5 | (202) 893-1629
jim.fogarty@associates.cisa.dhs.gov

Regions
1 2

Bruce Belt
(202) 993-6293
bruce.belt@associates.
cisa.dhs.gov

Federal Government and Military

Wayne Pacine
(202) 740-2751
wayne.pacine@associates.cisa.dhs.gov

Regions | Larry Clutts
9 6 | (202) 763-6101
larry.clutts@associates.cisa.dhs.gov

Regions | Dale Moushon
4 7 | (202) 738-3678
dale.moushon@associates.cisa.dhs.gov

Questions?

For more information:
cisa.gov/pts

For Support:
DHS Service Center
Phone: 866-627-2255
Email: gets-wps@dhs.cisa.gov

Contact:
Email: jim.fogarty@associates.cisa.dhs.gov
Phone: 202-893-1629

Cyber Info Requests
CISA - CISARegionx@hq.dhs.gov