WPS Wireless Priority Service

GETS Government Emergency Telecommunications Service

Receive Cellular Service Priority despite heavy call volume or limited service availability

WPS Background

PURPOSE: to provide an end-to-end nationwide wireless priority communications capability to key security and emergency preparedness (NS/EP) personnel during national or man-made disasters or emergencies that cause congestion or network outages in the Public Switched Telephone Network. Eligible users are key federal, state, local, and tribal government and critical industry personnel who have NS/EP missions.

HOW WPS WORKS: WPS users receive priority call treatment by dialing *272 and then the destination number. To make a WPS call, the user must first have the WPS feature added to their cellular service. WPS calls can be made to other cell phones, landline phones, and satellite phones. A destination wireless device does not need to have the WPS feature.

WHEN TO USE WPS: WPS is intended to be used in an emergency or crisis situation when cellular networks are congested and the probability of completing a normal cellular call is reduced. During these situations, cellular callers may receive fast busy signals, find that the destination phone number does not ring, or hear messages that that their call cannot be completed. WPS should **not** be used to call 911.

Wireless Priority Service (WPS) access must be in compliance with DHS requirements after applying through the Department of Homeland Security. As of November 2019, there were 317,175 WPS Subscribers.

GETS Background

PURPOSE: The Government Emergency Telecommunications Service (GETS) is a National Security and Emergency Preparedness (NS/EP) service of the Federal Government. GETS is to be used only by authorized Federal, State, and local government and other authorized personnel when they are unable to complete emergency calls through normal or alternate telecommunications means using the public telephone network. GETS should only be used while performing duty in an NS/EP role during an emergency or natural disaster *after* experiencing call congestion or blockage. GETS is complementary to and makes WPS most effective to ensure a high probability of call completion.

GETS PROVIDES:
- Increased probability of completing your emergency calls.
- Voice and data transmission via clear or secure telephone, fax, modem, or other equipment.
- Single, universal telephone number and a PIN which allow you to access the service worldwide.
- Calling to all 50 states and any worldwide destination
- Capabilities to enable rapid detection of suspected fraud
- A toll-free number for User Assistance available 24 hours

As of November 2019, there were more than 393,641 GETS cardholders.

AT WARREN COUNTY
- Telecom is adding WPS (priority) to all public safety and elected officials' cell phones on the Warren County phone plan.
- Telecom is adding Telecommunications Service Priority (TSP) to our public safety land lines.
- Training documents at https://warrencountytelecommunications.sharefile.com/d-sb5d46e45caf466c9

Even if you have a FirstNet phone, you may need to use GETS to complete a call to a land line phone.
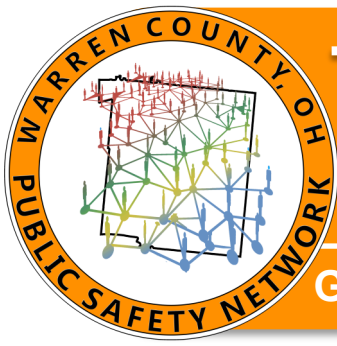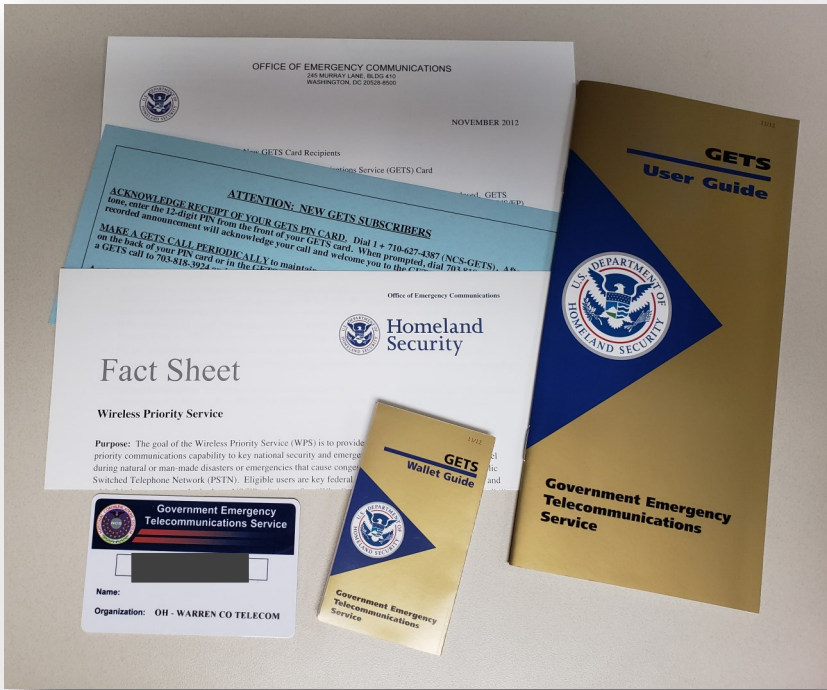
Technical Bulletin

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GETS Government Emergency Telecommunications Service

Your Welcome Packet

Once enrolled into GETS, Telecom will ensure you get this Welcome Packet from the Department of Homeland Security.

Things you should receive:

■ Wallet Guide - easy to carry info

■ User Guide - larger in-depth information

■ Letter from DHS' Office of Emergency Communications

■ Fact Sheet for WPS and GETS

■ Your official GETS card with a 12-digit PIN
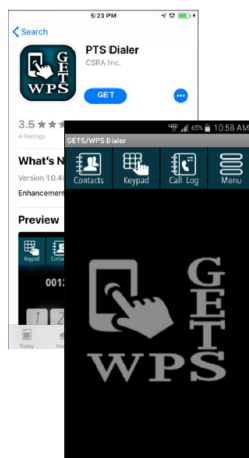

Download The Dialer App

Available for iPhone and Android!

The PTS Dialer makes using GETS and WPS easier by reducing the number of digits you need to dial.

You can make GETS, WPS, and GETS+WPS calls from the Dialer.

If a few GETS calls fail in a row, try making a WPS call instead.

If the WPS calls fail after several attempts, try WPS+GETS.

■ Dialer App simplifies GETS/WPS calling and reduces dialing errors

■ iPhone: "PTS Dialer" App available on Apple App Store
  ■ 130,307 iPhone App downloads to date (including 109,783 downloads by 52 Mobile Device Management systems)

■ Android: "PTS Dialer" App available on Google Play Store
  ■ 69,305 Android App downloads to date

■ Android, iPhone and BlackBerry Dialer Apps also available for download at:

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