Priority Telecommunications Services (PTS)

DEFEND TODAY, SECURE TOMORROW

Overview

When your mission is essential, you need to connect with your partners to get the job done. The Cybersecurity and Infrastructure Security Agency (CISA) offers three priority telecommunications services that enable essential personnel to communicate when networks are degraded or congested due to weather events, mass gatherings, cyber-attacks or events stemming from human error. By signing up for all three priority services, organizations can significantly bolster their communications resiliency and emergency preparedness at little to no cost.

Three Services

Government Emergency Telecommunications Service (GETS) prioritizes your call when landline networks are degraded or congested. GETS calls can be made from phones worldwide. No special equipment is needed and there is no charge to enroll in or use the service.

Wireless Priority Service (WPS) prioritizes your call when cellular networks are degraded or congested. WPS is available in all nationwide networks and some regional networks. WPS carriers waive charges.

Telecommunications Service Priority (TSP) prioritizes installation and repair of critical data and voice communications circuits in both non-emergency (e.g., backhoe damages fiber optic cable) AND emergency situations (e.g., impacts from natural disasters). Enrolled organizations are subject to minimal TSP enrollment charges and monthly subscription fees.

One Convenient App

The PTS Dialer App streamlines the process of making GETS and WPS priority calls. The app conveniently stores a user's GETS Personal Identification Number (PIN) and automatically adds required access numbers and codes before the destination number. The app automatically accesses a subscriber's phone contacts and recent calls log and provides easy access to the most frequently called numbers that have been dialed when using the app. The PTS Dialer App is available in the Apple App Store, Google Play, and the FirstNet® App Catalog (iOS and Android).

Information & Registration

To learn more, visit cisa.gov/pts. To begin enrollment, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255 or email ecd@cisa.dhs.gov.

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Priority Services Eligibility

Overview

Wireless Priority Service (WPS), Government Emergency Telecommunications Service (GETS), and Telecommunications Service Priority (TSP) are provided by the Cybersecurity and Infrastructure Security Agency (CISA) to ensure that all essential organizations and their personnel have access to priority telecommunications and restoration services.

Government

Private Sector

NGOs

User Community

Critical Manufacturing · Nuclear Reactors/Materials/Waste · Emergency Services · Communications · Information Technology · Energy · Transportation Systems · Water & Wastewater Systems · Financial Services · Food & Agriculture · Government Facilities · Defense Industrial Base · Dams · Chemical · Healthcare & Public Health · Commercial Facilities

Executive Leadership

Managers

Field Personnel

Essential Organizations

Our nation's critical infrastructure sectors are considered essential. These organizations' assets, systems, and networks, whether physical or virtual, are so vital to the United States that their incapacitation or destruction would have a debilitating effect on security, national economic security, national public health or safety, or any combination thereof.

Essential organizations can be found within all levels of government (federal, state, local, tribal, and territorial), the private sector, and Non-Governmental Organizations (NGOs).

There are 16 critical infrastructure sectors: Critical Manufacturing, Nuclear Reactors/Materials/Waste, Emergency Services, Communications, Information Technology, Energy, Transportation Systems, Water and Wastewater Systems, Financial Services, Food and Agriculture, Government Facilities, Defense Industrial Base, Dams, Chemical, Healthcare and Public Health, and Commercial Facilities.

Essential Personnel

Essential personnel are those necessary to an organization's continuity of operations. These personnel span all organizational levels, from executive leadership positions to ground-level operations. Examples include subject matter experts, functional managers, field operators, Chief Executive Officers, Public Information Officers, etc.

The Priority Telecommunications Service Center determines eligibility and assigns each WPS subscriber a category. Carriers may use these categories to further triage users in times of severe congestion to help allocate network resources. These categories are:

- Executive personnel and policy makers
- Disaster response, military command and control personnel
- Public health, public safety and law enforcement personnel
- Public services/utilities, public welfare, and critical infrastructure protection personnel
- Disaster recovery personnel

To check eligibility or to begin enrollment, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255, email ecd@cisa.dhs.gov or visit cisa.gov/pts.

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Government Emergency Telecommunications Service

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Overview

Everyday incidents, such as weather-related events, cyber attacks, and human errors, can suddenly cause network congestion or degradation, hindering response times and critical information sharing among essential personnel and organizations. As the Nation's risk advisor, the Cybersecurity and Infrastructure Security Agency (CISA) offers the Government Emergency Telecommunications Service (GETS), which provides subscribers with priority access and processing on landline telephone networks during emergency incidents.

Improves call completion across carrier networks

Provides resiliency at no cost

Leverages existing technology & equipment

Key Features of GETS

- Priority over wireline commercial networks and some priority over Wireless Priority Service-enabled cellular networks

- PIN card allows users to utilize the service from any landline phone

- A companion app, PTS Dialer, simplifies the dialing process and improves the likelihood of successfully completing a call

More Information

Learn more about how GETS is an integral part of an organization's risk management and communications planning at cisa.gov/about-pts.

Contact the CISA Priority Telecommunications Service Center at 866-627-2255 or at ecd@cisa.dhs.gov to begin enrollment.

Who Should Have GETS?

From executive leaders to field personnel, GETS is a valuable service for individuals with national security and emergency preparedness responsibilities within:

- All levels of government (Federal, State, Local, Tribal, Territorial)

- Non-government organizations

- Organizations in the 16 U.S. critical infrastructure sectors (e.g., communications, emergency services, healthcare, energy, food and agriculture, transportation, etc.)

Telecommunications Service Priority

DEFEND TODAY, SECURE TOMORROW

Overview

Everyday incidents, such as weather-related events, cyber attacks, and human errors, can suddenly cause network congestion or degradation, hindering response times and critical information sharing among essential personnel and organizations.

As the Nation's risk advisor, the Cybersecurity and Infrastructure Security Agency (CISA) offers the Telecommunications Service Priority (TSP) program. TSP assignments allow organizations to request priority installation and restoration of approved voice and data circuits that are critical to its operations.

Vendors give TSP subscribers PRIORITY treatment

Key Features of TSP

- Faster installation of critical data and voice communication circuits

- Expedited repair of circuits before non-TSP services following an incident that impacts telecommunications

- Priority granted for both non-emergency (e.g., backhoe damages fiber) and emergency situations (e.g., impacts from natural disasters)

Who Needs TSP?

Organizations with national security and emergency preparedness responsibilities need TSP, including:

- All levels of government (Federal, State, Local, Tribal, Territorial)

- Non-government organizations

- Organizations in the 16 U.S. critical infrastructure sectors (e.g., communications, emergency services, healthcare, energy, and transportation)

More Information

Learn more about how TSP is an integral part of an organization's risk management and communications planning at cisa.gov/about-pts. Contact the CISA Priority Telecommunications Service Center at 866-627-2255 or at ecd@cisa.dhs.gov to begin enrollment.

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Wireless Priority Service

DEFEND TODAY, SECURE TOMORROW

Overview

Everyday incidents, such as weather-related events, cyber attacks, and human errors, can suddenly cause network congestion or degradation, hindering response times and critical information sharing among essential personnel and organizations. As the Nation's risk advisor, the Cybersecurity and Infrastructure Security Agency (CISA) offers the Wireless Priority Service (WPS).

WPS provides its subscribers with priority access over cellular networks during emergency incidents and in times of congestion and is available nationwide and in some regional cellular networks.

Improves call completion across carrier networks

Provides resiliency at no cost

Leverages existing technology & equipment

Key Features of WPS

- Priority over wireless networks within U.S. states and territories

- Greatly increases the probability of call completion

- A companion app, PTS Dialer, streamlines the WPS dialing process

More Information

Learn more about how WPS is an integral part of an organization's risk management and communications planning at cisa.gov/about-pts.

Contact the CISA Priority Telecommunications Service Center at 866-627-2255 or at ecd@cisa.dhs.gov to begin enrollment.

Who Should Have WPS?

From executive leaders to field personnel, WPS is a valuable service for individuals with national security and emergency preparedness responsibilities within:

- All levels of government (Federal, State, Local, Tribal, Territorial)

- Non-government organizations

- Organizations in the 16 U.S. critical infrastructure sectors (e.g., communications, emergency services, healthcare, energy, transportation, food and agriculture, etc.)

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