GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE (GETS)

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) encourages the adoption of its Government Emergency Telecommunications Service (GETS), which equips 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 technologies & 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.

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.)

MORE INFORMATION

Learn more about how GETS is an integral part of an organization's risk management and communications planning at www.cisa.gov/resources-tools/programs/priority-telecommunications-services

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