



GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE

Acts of terrorism, natural disasters, power outages, and software problems can cripple the telephone services of an entire region. Congestion alone can prevent access to circuits. The Department of Homeland Security Office of Emergency Communications' (OEC) Government Emergency Telecommunications Service (GETS) is designed to provide priority landline and some cellular calling capabilities when communications networks are congested, increasing the likelihood and reliability of call completion. GETS supports national security and public safety communications availability for government officials, emergency responders, and critical infrastructure owners and operators.

GETS FEATURES AND BENEFITS

- GETS provides authorized personnel with priority for local and long distance calls.
- 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 similar service managed by OEC that offers authorized users priority treatment on wireless networks
- GETS calls made on cell phones receive some priority access on WPS cellular networks, even if the individuals making and receiving the calls do not have WPS.
- There is no charge to enroll in GETS or to make calls to the familiarization line.
- GETS is available nationwide and can also be accessed from international locations.
- Users can make GETS calls during exercises to improve response in real world disasters.
- GETS has historically provided more than a 95 percent call completion rate during emergency response incidents.

During Hurricane Matthew, GETS provided a 100 percent call completion rate for over 2,300 calls.

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

FOR ADDITIONAL INFORMATION

Please contact the DHS Priority Telecommunications Service Center at 866-627-2255 or 703-676-2255, via email at support@priority-info.com, or visit WWW.DHS.GOV/GETS.