

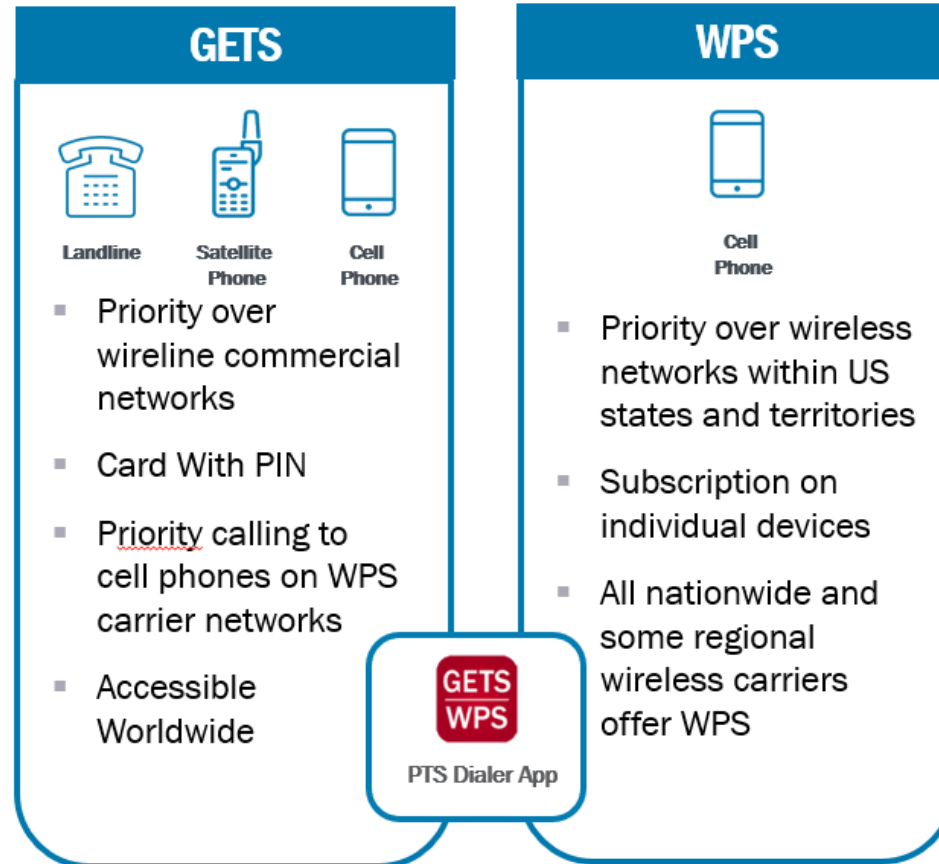
PRIORITY SERVICES FOR ESSENTIAL WORKERS

PTS and Dialer App Training

Presented by: Cathy Orcutt
Priority Telecommunications Services Area Representative - PAR
CISA, Emergency Communications Division



Services and Key Features



Government Emergency Telecommunications Service

GETS enhances voice call completion when commercial networks are overloaded or impaired.

- End-to-end priority over landline commercial networks
- Calls receive priority features in WPS-capable cellular networks
- Generally greater than a 95% call completion rate



GETS: How to Use

GETS enables personnel to utilize priority services from most phones, e.g., landline, cellular, satellite, facsimile.

1. Ensure that you have a dial tone
2. Dial the universal GETS Access Number from any phone (1-710-627-4387) or an alternate GETS Access Number
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
Montana State Police

Dial Access Number: **1-710-627-4387**
After Tone, Enter PIN: **1234-5678-9102**
When Prompted, Dial: **Area Code + Number**



GETS Card Information-Back:

3 Carrier Toll Free alternate GETS access numbers: use these access numbers if GETS calls using the 710 access number do not complete after 2 attempts. Simply dial the toll free number instead of the 1-710-627-4387 number

Please note: Currently, AT&T does not complete toll-free calls. Use Sprint or Verizon indicated access numbers for all toll-free destination numbers.

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:
OEC
245 Murray Lane SW
Mail Stop 0615
Washington, DC 20528

User Assistance Telephone Number: call 24x7 to report trouble using GETS / WPS

Familiarization Calls – you can use this Destination Number for familiarization calls unless otherwise instructed by your POC

WPS (Wireless Priority Service) dialing instructions – contact your POC for information on WPS for your cell phone



GETS: Best Practices



Always carry your GETS card with you



Turn off WiFi calling when using GETS on your cellphone



Do not use GETS to call 911



Make GETS test calls frequently and incorporate into training exercises



Download and use the PTS Dialer App



Use alternate carrier access numbers on the back of your card if 710 calls fail



Wireless Priority Service

WPS provides priority between the user's cellular device and the cell tower and provides priority processing in the core wireless networks.

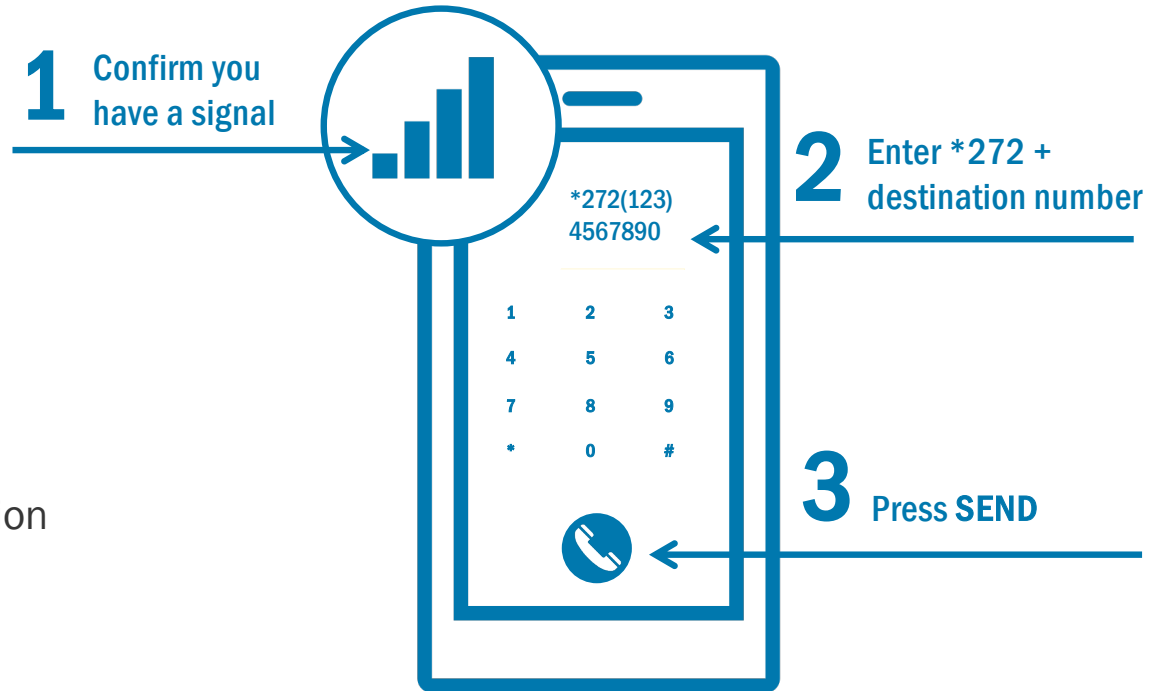
- Add-on feature to existing cellular service
- Available on all nationwide and some regional cellular carriers
- Generally greater than a 95% call completion rate




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
- Completes a call if there is congestion on the network




Using WPS




Confirm WPS subscribed cell phone has a signal (one or more “bars” on display screen)

- All cellular calls, including WPS, require an operational cellular signal
- WPS can be used for voice calls to ten-digit domestic phone numbers (cellular, landline, or satellite)
- WPS can be used to call toll free numbers
- **Do not use WPS to call 911**



Enter *272 and the Destination Number and push SEND key

- WPS calls require dialing Star (*272) key plus 10 digits and pushing the SEND key. Example: *272 703 818 3924 + SEND
- **No “1” before Area Code**



Network will route call to the Destination Number

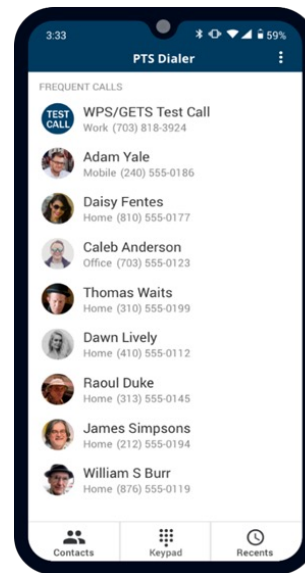
- It may take 60+ seconds for WPS calls to complete during heavy congestion
- There may be intervals of ringing and/or silence; this is normal while waiting for the call to complete



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 WPS + GETS calls to maximize priority on both networks



Available in the Apple, Google, and FirstNet app stores

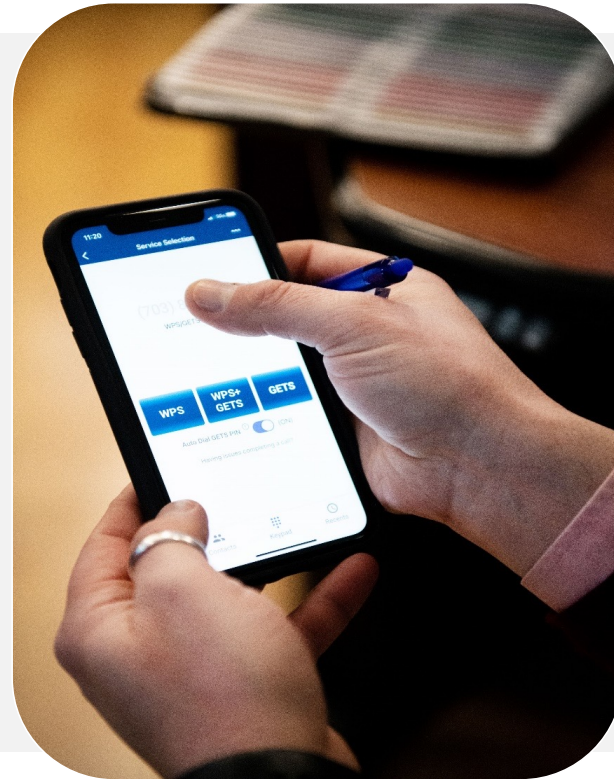


App user interface on a mobile phone



PTS Dialer App Highlights

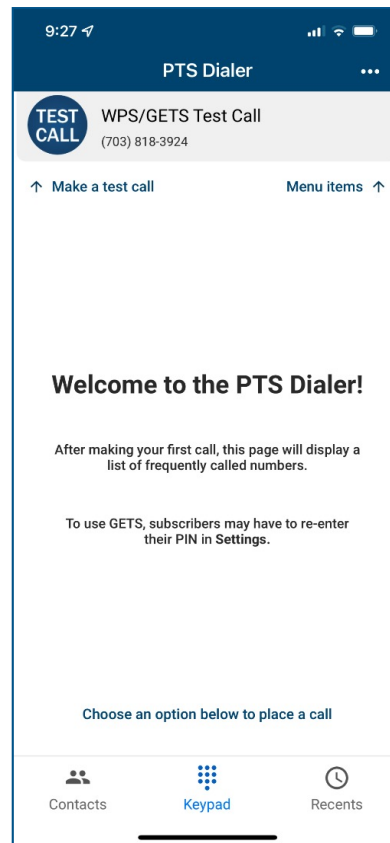
- Simplifies and streamlines GETS and WPS calling
- WPS subscription not required; can be used for GETS calling only on your cellular phone
- Significant reduction in user dialing errors
- Available for:
 - [Apple iPhones \(iOS version 14.0+\)](#)
 - [Android phones \(OS version 10.0+\)](#)



Welcome to the PTS Dialer App

After downloading the PTS Dialer App to your phone, you will be presented with this onetime screen.

Please note the message, To use GETS, subscribers may have to enter their PIN in settings.

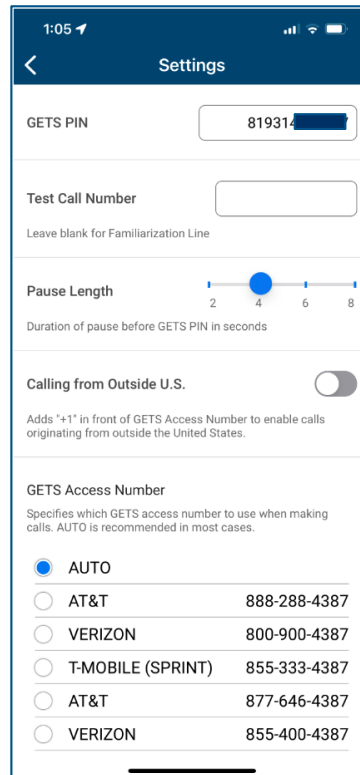


First step for GETS subscribers at this point is to click on the Overflow Menu and select Settings to add the PIN.



Settings

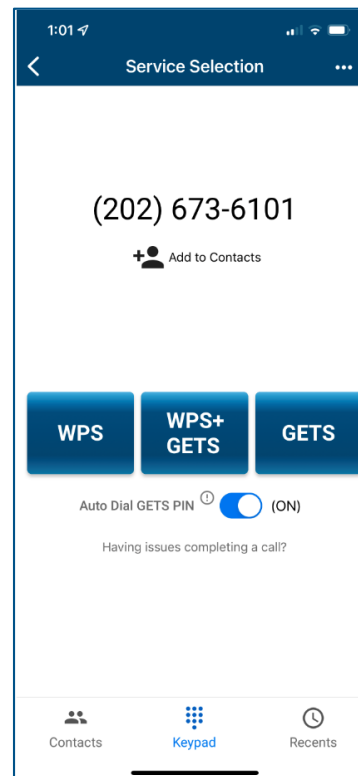
In the Settings screen, the PTS Dialer displays 5 sections; GETS PIN, Test Call Number, Pause Length, Calling from Outside the U.S., and GETS Access Numbers.



Making a Priority Call – Choosing the Service

After initiating the call, select the type of Priority Call you would like to make.

- GETS for a GETS only Call
- WPS for an WPS only Call
- WPS+GETS for a call using both Priority Services *(To place a WPS+GETS Call using the PTS Dialer App, you must have a WPS enabled phone and a GETS card)*



WPS: Best Practices



Confirm you have a [signal](#)



Incorporate the use of WPS in [training exercises](#)



Download and use the [PTS Dialer App](#)



[Practice](#) using WPS+GETS together



Place a [WPS call](#) to confirm that WPS has been activated



[Test WPS](#) after any changes you make to your cell phone service, device, or operating system



Make WPS [practice/test calls](#)



If you have problems placing a WPS call [report them to the 24-hour Assistance User Number](#)



Using PTS

PTS is often used in emergencies but can also be used proactively to assist you in accomplishing your missions.



Hurricane Ian 2022 – Code Red Report

	<u>Calls Attempted</u>	<u>Successful Calls</u>	<u>Success Rate</u>
GETS	1232	1213	98.5%
WPS	1091	1073	98.4%

**Areas of Interest: FL, NC, SC, GA
Sept 27 – Oct 3, 2022**





Cathy Orcutt
Priority Area Representative
CISA Regions 9 & 10

1-202-941-4633

cathy.orcutt@associates.cisa.dhs.gov

www.cisa.gov/pts

Priority Telecommunications Service Center:

1-866-627-2255

gets-wps@cisa.dhs.gov

