



Government Emergency Telecommunications Service

The Government Emergency Telecommunications Service (GETS) is a capability offered by the Department of Homeland Security's Office of Emergency Communications (OEC). Developed in response to a growing need for priority communications for select users, GETS enhances call completion for select wireline (landline) users when abnormal call volumes exist. Assigned on a case-by-case basis, GETS access is extended to only those Federal, State, local, tribal and select private sector users who support national security and emergency preparedness (NS/EP) activities. During times of network congestion, GETS users are granted priority communications by dialing the universal access number (710-627-GETS) using common telephone equipment and entering a personal identification number. Once authenticated, GETS calls will receive priority over regular calls; however, GETS calls do not preempt calls in progress or deny the general public's use of the telephone network. GETS is in a constant state of readiness.

WHO USES GETS?

Access to the GETS program is restricted to those users with NS/EP roles, traditionally those with command and control functions critical to management of, and response to, national security and emergency situations, particularly during the first 24 to 72 hours following an event. GETS supports critical Continuity of Government and Continuity of Operations efforts; Federal, State, local, territorial, and tribal emergency preparedness and response communications; non-military executive branch communications systems; critical infrastructure protection networks; and non- military communications networks.

During Hurricanes Irene, Isaac, and Sandy, over 99 percent of calls made via GETS were successfully completed.

WHY SHOULD YOU ENROLL?

GETS users rely on landline communications services to perform critical functions, including those areas related to leadership, safety, maintenance of law and order, finance, and public health. Acts of terrorism, including cyber attacks, natural disasters, power outages, cable cuts, and software problems can cripple the telephone services of an entire region. Congestion alone can prevent access to circuits. The NS/EP community needs the ability to increase the likeliness their calls will go through in times of crisis. GETS users have historically experienced call completion rates at or above 90 percent during actual emergencies.

WHAT ELSE SHOULD YOU KNOW?

- GETS is available nationwide and can also be accessed from international locations.
- GETS can be accessed through the Defense Switched Network, FTS2001/Networx, the Diplomatic Telecommunications Service, and the Federal Emergency Management Agency Switched Network.
- GETS calls may be placed from cellular and satellite phones.
- GETS calls over cellular networks are most effective when used in conjunction with the Wireless Priority Service, a similar service managed by OEC that offers authorized users priority treatment on the wireless networks.
- GETS access is restricted to individuals with NS/EP responsibilities. Traditionally, users must meet those responsibilities outlined in Executive Order 13618, *Assignment of National Security and Emergency Preparedness Communications Functions*.
- There are currently no costs to enroll in or to make a call through GETS.

FOR ADDITIONAL INFORMATION

Please contact the DHS Priority Telecommunications Service Center at 866-627-2255 or 703-676- 2255, via email at GETS@HQ.DHS.GOV, or visit www.dhs.gov/gets