



## Making a Combined WPS and GETS Call

### WHEN SHOULD I MAKE A COMBINED WPS AND GETS CALL?

National security and emergency preparedness (NS/EP) personnel use Wireless Priority Service (WPS) in an emergency when cellular networks are congested and the probability of completing a call over normal means has significantly decreased. During emergencies, network congestion can change over short time intervals and distances. WPS users should continue to retry WPS calls after a short wait or change in location if they have difficulty completing WPS calls.

However, after several unsuccessful attempts to complete WPS calls, users should retry their call using WPS and the Government Emergency Telecommunications Service (GETS). Call failure announcements such as “all circuits are busy,” or 60 plus seconds of silence are indicators that the WPS call has failed and that users should try a combined WPS and GETS call. This sends the call directly to one of three GETS carriers, improving the probability of call completion by providing multiple alternate routes.

When WPS calls are not completing because the called number is busy and there is no forwarding feature to voice mail or an alternate number, the user will usually hear a standard busy signal and the display screen will show that the called number is busy or in-use. In this instance the user should continue to retry the call alternating between WPS and normal dialing.

### HOW DO I MAKE A COMBINED WPS AND GETS CALL?

1. Confirm that you have a cellular signal and your GETS card
2. Dial \*272 (710) 627-4387
3. The call will be routed to one of the three GETS carriers. It may take over 60 seconds to connect to a GETS carrier during heavy network congestion
4. Listen for the tone, then enter the twelve digit PIN on front of the GETS card (do not enter # after the last digit)
5. Listen for the voice prompt: “Please enter your destination number now”
6. Enter the destination number (omit the 1 before the area code)
7. You will hear an announcement, “You are using GETS, AT&T/Sprint/Verizon.” The network will route your call to the destination number. This process may take over 60 seconds after the announcement to connect to the destination number during heavy network congestion

### WHAT IF MY COMBINED WPS AND GETS CALL FAILS?

If a combined WPS and GETS call does not complete, users should follow the steps above but dial an alternate GETS

access number during step two instead of the number listed above. The alternate access numbers are listed on the back of the GETS card and they provide additional routes for call completion.

- AT&T: \*272-888-288-4387
- Verizon: \*272-800-900-4387
- Sprint: \*272-800-257-8373

Note that callers using WPS cannot use the 1010 numbers listed on the back of the GETS card.

### **FOR ADDITIONAL INFORMATION**

Please contact the DHS Priority Telecommunications Service Center at 1-866-627-2255,  
1-703-676-2255, or [wps@hq.dhs.gov](mailto:wps@hq.dhs.gov).