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Helpful Tips for Wireless Priority Service (WPS) and Government Emergency Telecommunications Service (GETS)

WPS CALLING INSTRUCTIONS

For priority treatment from mobile phones

- Requires presubscription to WPS
- Enter *272 + Destination Number + Send (for example: *272 + 202-555-1212)
- Optional *272 + 1 + 202-555-1212

GETS CALLING INSTRUCTIONS

For priority treatment from landline phones:

1. Dial 1-710-627-4387
2. At the tone, enter your 12-digit PIN
3. When prompted, dial your destination number (area code + number, or international number). Do not enter a 1 before the destination area code.

Make GETS and WPS practice/test calls regularly

Make periodic GETS and WPS practice/test calls from phones you might use in an emergency. This helps ensure priority calling is possible from your phones, and helps you maintain proficiency with GETS and WPS. Use the Familiarization Line, 703-818-3924, or a phone number you may dial in an emergency, as the destination number.

Preprogram *272 for key numbers in your contact list

In an emergency, it takes time (and a good memory) to look up a phone number and then manually dial *272 and the number. Instead, add *272 to key numbers in your phone's contact list so you can call them using WPS with the push of a single button. For example:

John Smith work: 202-555-1212 John Smith work 2: *272 202-555-1212

Do NOT use GETS or WPS to dial 911

GETS does not allow calls to 911 and most WPS carriers do not allow WPS calls to 911.

Test WPS after changes

Make a WPS test call after any changes to your mobile phone or your account. Report any problems to your Point of Contact (POC) or User Assistance at 800-818-4387.

Keep your GETS card with you

Keep your GETS card in your wallet, purse, or somewhere easily accessible so you will have it when you need it. Note that WPS dialing instructions also appear on the back of the card. If you cannot find your card, please contact your GETS POC for a replacement.

You may experience silence after entering your destination number

In cases of network congestion, GETS and WPS may place your call in a queue until a circuit becomes available. While waiting, you will hear silence or intermittent tones. Stay on the line until your call completes. Depending on the circumstances, this could take 30 seconds or longer.

GETS operator support

GETS callers using Sprint or Verizon may reach the operator by waiting 6 seconds before entering your PIN. Please follow the operator's guidance so that your call is processed correctly.

Practice using WPS and GETS together

In some cases, using WPS and GETS together can improve the probability of call completion. You can preprogram your phone to dial *272 + 710-627-4387 + [pause] + GETS PIN so that you only need to enter the final destination number when making a call.

Report calling trouble

If you encounter a problem while using GETS or WPS, report the issue to 1-800-818-4387 or 1-703-818-4387 (numbers are also located on the back of your GETS card).

There are alternate access numbers for making a GETS call. The back of your GETS card lists alternate dialing sequences in case the universal access number, 1-710-627-GETS, does not work:

1-888-288-4387 (AT&T)
1-877-NGN-4387 (AT&T Internet Protocol (IP) network)
1-800-257-8373 (Sprint)
1-855-333-4387 (Sprint IP network)
1-800-900-4387 (Verizon)

You must have access to the phone network. To make a GETS call from a landline device, you must have a dial tone. To make a GETS or WPS call from a mobile phone, you must have a cellular signal. If you have no signal (no bars), mobile phone users should try calling from another location. If the network infrastructure is unavailable (for example, due to power failure or physical damage) GETS and WPS will not work.

Do not call toll-free phone numbers using GETS

GETS will not currently allow calls to toll-free numbers. Find out in advance the local translations of 800, 888, 877, 866, or 855 numbers your organization uses and distribute that information to your GETS users. WPS does allow calls to toll-free numbers.

For landline calls, wait for a dial tone

During times of congestion you may have to wait for a dial tone after picking up the receiver. Hanging up and picking up the receiver again may only delay assignment of a dial tone.

GETS calls can be made from any phone

GETS can be accessed through the Defense Switched Network, Networx, the Diplomatic Telecommunications Service, and the Federal Emergency Management Agency Switched Network. GETS calls may also be placed from cellular, satellite phones, and U.S. embassies.

Check your Private Branch Exchange (PBX)

If you are calling from an office building served by a PBX that has stopped working, try using a phone connected directly to the central office. Often, fax machines, modems, payphones, secure telephones, and teletypewriters use these direct connections. Emergency managers should ensure their offices have access to direct lines to the phone company's central office and should record their locations and numbers in their emergency planning document.

DHS PRIORITY TELECOMMUNICATIONS CONTACT INFORMATION

Service Center:	1-866-627-2255, 1-703-676-2255
User Assistance:	1-800-818-4387, 1-703-818-4387
Website:	www.dhs.gov/gets , www.dhs.gov/wps