



July 2015

GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE

The Government Emergency Telecommunications Service (GETS) is a tool offered by the Department of Homeland Security's Office of Emergency Communications (OEC). GETS enhances call completion for select wireline (landline) users when excessive call volumes exist. GETS access is provided to National Security and Emergency Preparedness (NS/EP) personnel including: federal, state, local, tribal, and territorial (FSLTT) governments, as well as members of the Critical Infrastructure/Key Resources (CIKR) industry and first responders. During times of network congestion, GETS users are granted priority communications by dialing the universal access number and entering a personal identification number. Once authenticated, 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.

WHO USES GETS?

The GETS program is for users within the NS/EP and public safety community, traditionally those with command and control functions critical to management of, and response to, national security and emergency situations. GETS supports critical Continuity of Government and Continuity of Operations efforts; FSLTT emergency preparedness and response communications; non-military executive branch communications networks and systems; and critical infrastructure protection networks.

In the wake of the Boston Marathon bombing, response and recovery calls placed via GETS experienced a 99 percent call completion rate.

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, natural disasters, power outages, 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 likelihood (or reliability) of call completion during times of crisis. GETS is designed to provide at least a 90 percent call completion rate; users have historically experienced call completion rates at or above 90 percent during actual emergencies.

WHAT ELSE SHOULD I KNOW?

- GETS is available nationwide and can also be accessed from international locations.
- GETS can be accessed through the Defense Switched Network, FTS2001/Networx, and the Diplomatic Telecommunications Service.
- GETS calls may be placed from cellular and satellite phones, although priority exist only on the Public Telephone Network.

- 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 reserved for 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 is currently no charge to enroll in GETS or to make calls to the familiarization line.
- GETS calls can be used for toll free dialing by using 1-855-333-4387 as an access number.
- GETS calls will give priority to “called” cell phones on WPS carriers.
- Use GETS during exercises to improve response in real world disasters.

FOR ADDITIONAL INFORMATION

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