

**Wireless Priority
Service (WPS)
&
Government
Emergency
Telecommunications
Service (GETS)**

**Operating Committee
Meeting**

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Sue Notte

vermont electric power company



Wireless Priority Service (WPS) and Government Emergency Telecommunications Services (GETS)

WPS and GETS service is provided by the Department of Homeland Security. These services support national leadership; federal, state, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users.

- WPS is intended to be used in an emergency or crisis situation when the wireless network is congested and the probability of completing a normal call is reduced. Widely available from ATT, Verizon, Sprint, T-Mobile, and others.
- GETS is intended to be used in an emergency or crisis situation when the landline network is congested and the probability of completing a normal call is reduced.

The destination can be any number within the United States and its territories, Canada and most of the Caribbean.

Contact Department of Homeland Security

- For information on Priority Telecommunications programs, contact the DHS Priority Telecommunications Service center at 866-627-2255.
- Official Web Site of the Department of Homeland Security for WPS and GETS:

<https://www.dhs.gov/requesting-gets-and-wps>

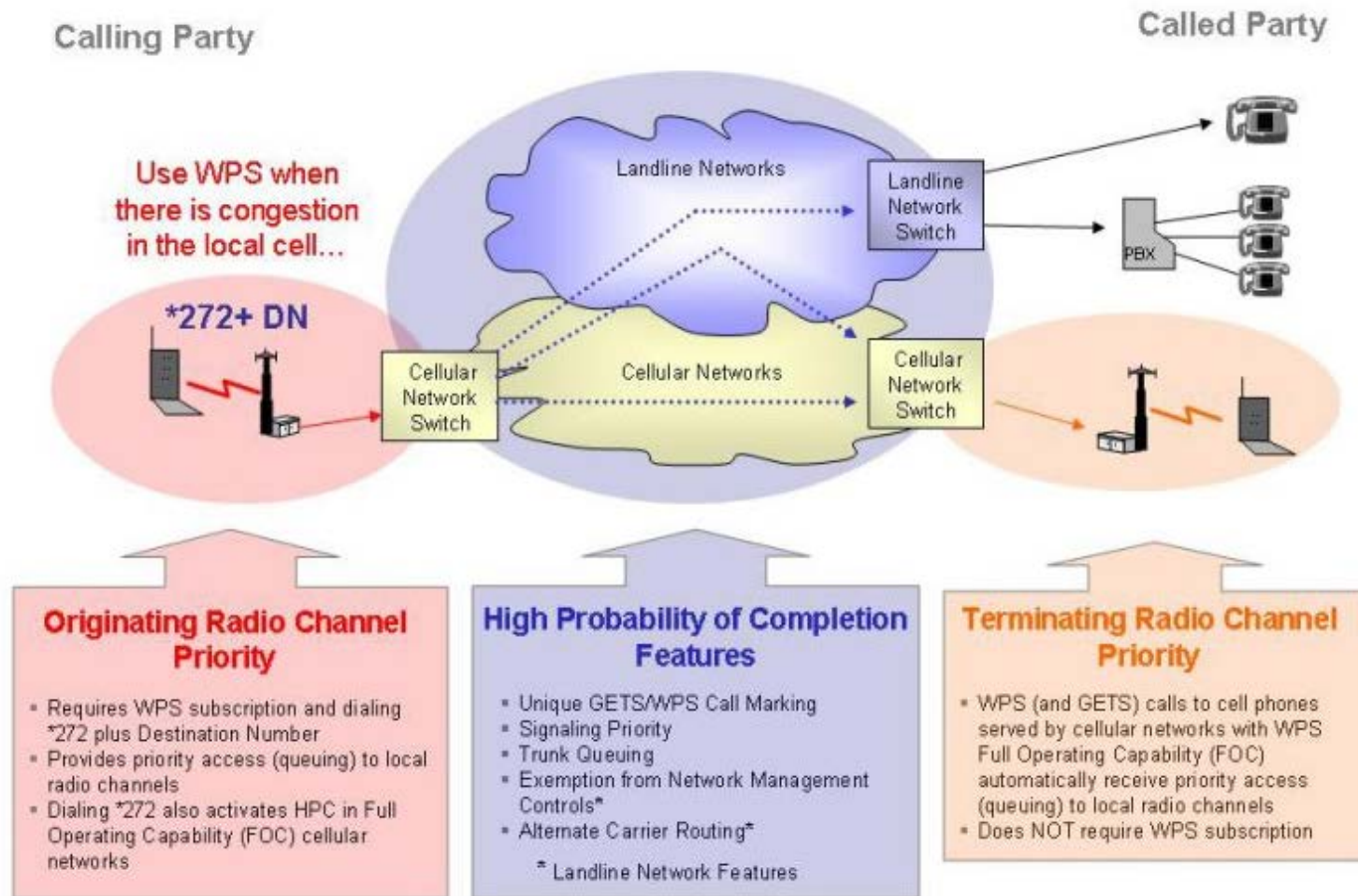


Costs associated with WPS & GETS

- WPS charges
 - One time activation cost of \$10 per phone
 - Monthly cost \$4.50 per phone (AT&T and Verizon Wireless)
 - Maximum 75 cents per minute usage fee is charged
- GETS charges
 - No activation charge
 - Calls are currently billed at a rate of 7 to 10 cents per minute (depending on the carrier) for calls within the United States and its territories, Canada, and most of the Caribbean.

WPS Overview

Wireless Priority Service



Usage

Using WPS



- *272 + Destination number

Note:

If your WPS call does not complete in an emergency, it can be used in conjunction with GETS.

Using GETS

A screenshot of the Government Emergency Telecommunications Service (GETS) interface. The header includes the Department of Homeland Security logo and the text "Government Emergency Telecommunications Service" and "Office of Emergency Communications". Below the header, the user's name is "John Doe" and the organization is "DHS". The dial GETS access number is "1-710-627-4387". There is a field for the PIN, currently showing six asterisks. The instruction "After Tone, Enter Your PIN" is above the field. Below the PIN field, the instruction "When Prompted, Dial Destination Number" is followed by the text "Area Code + Number".

Government Emergency Telecommunications Service Office of Emergency Communications	
Name:	John Doe
Organization:	DHS
Dial GETS Access Number	1-710-627-4387
After Tone, Enter Your PIN	* * * * *
When Prompted, Dial Destination Number	Area Code + Number

- Dial GETS access number
- Enter 12 digit PIN
- Enter the destination number

Note: WPS and GETS do not allow calls to 911.