# GETS

## User Guide

## Government Emergency Telecommunications Service

# PURPOSE

**T**he Government Emergency Telecommunications Service (GETS) is a National Security and Emergency Preparedness (NS/EP) service provided by the Federal Government. This User Guide describes how to place a GETS call and how to obtain assistance.

**NOTE:** GETS is to be used only by authorized Federal, State, and local government and other authorized personnel when they are unable to complete emergency calls through normal or alternate telecommunications means using the public telephone network.
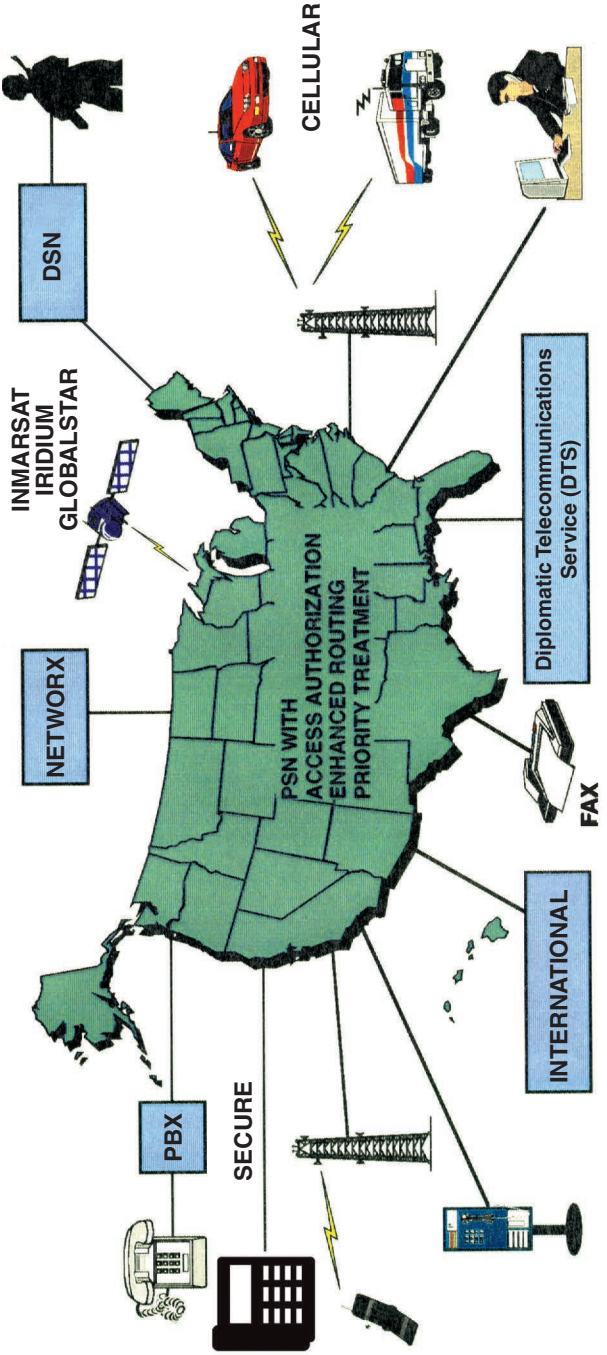
## GETS provides:

- An increased probability of completing your emergency calls when normal calling methods fail

- Voice and data transmission via clear or secure telephone, facsimile, modem, or other equipment

- A single, universal telephone number and a Personal Identification Number (PIN), which allow you to access the service worldwide

- Calling to all 50 states and any worldwide destination

- Capabilities to enable rapid detection of suspected fraud

- A toll-free number for User Assistance available 24 hours, 7 days per week

# STEPS FOR USING GETS

# OPERATIONAL CONCEPT

INMARSAT
IRIDIUM
GLOBALSTAR

DSN

CELLULAR

NETWORX

Diplomatic Telecommunications
Service (DTS)

PSN WITH
ACCESS AUTHORIZATION
ENHANCED ROUTING
PRIORITY TREATMENT

FAX

PBX

SECURE

INTERNATIONAL

# PLACING A GETS CALL

## You need **3** things to use GETS

**1**  A telephone or cell phone connected to the public telephone network

**2**  The universal access number for GETS

1-710-627-4387 (NCS-GETS)

**3**  A Personal Identification Number (PIN) on your GETS card

**Government Emergency Telecommunications Service**
Office of Emergency Communications

John Smith
Department of Defense

Dial Access Number:  **1-710-627-4387**

After Tone, Enter PIN:  **1234-5678-9102**

When Prompted, Dial:  **Area Code + Number**

**NOTE:  Do not use GETS or WPS to place calls to 911**

# GETS USER ASSISTANCE

**H**elp is available 24 hours a day by calling GETS User Assistance:

### 1-800-818-GETS (4387)
### or
### 703-818-GETS (4387)

User Assistance can help with:
- Questions about GETS
- Problems in using GETS
- A lost or stolen PIN card
- Suspected fraud

**F**or identification, User Assistance personnel may request the password provided with your GETS card.

**W**hen reporting GETS problems to User Assistance, provide complete details, including the origination location of the call, the digits dialed, specific difficulties encountered, and error messages received. This information will permit User Assistance to determine where the call failed so that the trouble may be referred to the appropriate source for correction. It will also enable them to provide additional guidance that may help you complete your call.

**GETS**
If your 1-710-627-4387 call fails, try an alternate access number

| | |
|---|---|
| **1-888-288-4387** | **AT&T** |
| **1-877-646-4387** | **AT&T** |
| **1-855-333-4387**▲ | **Sprint** |
| **1-800-900-4387** | **Verizon** |
| **1-855-400-4387**▲ | **Verizon** |

▲ Use for GETS calls to toll-free destination numbers

**WIRELESS PRIORITY SERVICE**

**\*272 + Area Code + Number +** SEND
From a WPS-Enabled Phone

www.dhs.gov/gets **|** www.dhs.gov/wps
Warning: For Official Use Only by Authorized Personnel

**24 Hour Assistance**
*Help/trouble reporting*
**1-800-818-4387**
or **703-818-4387**

**Familiarization Calls**
*Make periodic GETS and WPS test calls to*
**703-818-3924**

**U.S. Government Property**
*If found, return to:*
OEC
245 Murray Lane SW
Mail Stop 0615
Washington DC 20528

# GETS OPERATOR SUPPORT

**C**allers using Sprint or Verizon may reach GETS Operator Support by waiting 6-8 seconds before entering the PIN. Please follow the operator's guidance so that your call is processed correctly.

Note: Operator Support is not available on the AT&T Network.

# GETS/WPS CALL QUEUING

**Y**ou may experience silence after entering your destination number. During network congestion, GETS and WPS may place your call in queue until a circuit becomes available.

**W**hile waiting, you may hear silence, or perhaps intermittent tones. Depending on the circumstances, it could take 30 seconds or longer to complete your call due to queuing.

# GETS/WPS DIALER APPS

### GETS/WPS Dialer

**D**ownload the GETS/WPS Apps at: **https://gets-wps.csgov.com/apps/** Do not post this link on any publicly accessible website.

**T**he GETS/WPS Dialer Applications provide a simplified way for users of smartphones to make GETS and WPS calls. The GETS/WPS Dialer Apps feature:

- Makes GETS and WPS calls to numbers:
  — in the contact list
  — in the call log
  — dialed from the keypad
- For GETS calls, it can automate entry of the GETS access number and PIN for each call
- For WPS calls, it prepends the feature code *272 (star 272) for each call
- It is available for both GETS and WPS subscribers (WPS does not need to be provisioned on the subscriber's smartphone to use the app for GETS calling)
- It may be installed on both personal and Government/Organization supplied phones

**P**lease note that the GETS/WPS apps may not be compatible with all phones. If you have restrictions on installing apps, please contact your IT Department.

# SAFE-GUARDING YOUR PIN

**Y**ou should exercise care in handling and entering your PIN. Report a lost GETS card as soon as possible. When you do this, your PIN will be canceled, and you will be issued a new one. To help prevent fraud you should do the following:

- Guard your PIN from compromise by not openly exposing your card or PIN to anyone
- Memorize your PIN and password
- Report a lost or stolen GETS card as soon as possible by calling User Assistance at 1-800-818-GETS (1-800-818-4387), and also notify your POC
- Use a normal conversational tone when placing operator assisted calls to avoid being overheard
- Never use your GETS card to verify your identity
- Never reveal your PIN to anyone other than a GETS operator or a GETS User Assistance representative you have called
- If you must share your PIN with others in an emergency, please call GETS User Assistance to advise them of multiple users. When the need for multiple users of your PIN no longer exists, advise GETS User Assistance and your old PIN will be canceled and a new card with a new PIN will be issued to you.

## From a Touch-Tone Phone
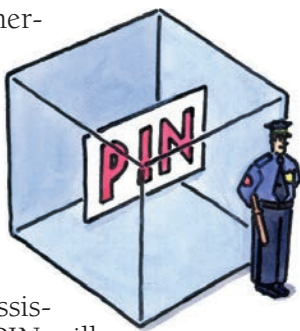
- Get an outside line
- Listen for dial tone
- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]
- If call fails, try Alternate Calling Method

## From a Touch-Tone Phone if Primary Calling Method fails[***]

- Get an outside line
- Listen for dial tone
- Dial:

  1010 + 288 for AT&T
  or
  1010 + 222 for Verizon
  1010 + 333 for Sprint

- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

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[†]   *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

[*]   *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

[**]  *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

[***] *If both methods fail, calls can be attempted using the following toll-free numbers:*
  *AT&T 1-888-288-4387*
  *AT&T 1-877-646-4387* (IP Network)
  *Sprint 1-800-257-8373*
  *Sprint 1-855-333-4387* (IP Network)
  *Verizon 1-800-900-4387*
  *Verizon 1-855-400-4387* (IP Network)

## From a Cell or PCS Phone

- Dial 710-627-4387 (NCS-GETS) for a GETS call [#]

  Dial *272-710-627-4387 (NCS-GETS) if you subscribe to Wireless Priority Service (WPS) for a WPS call.

- Press the SEND key
- Listen for the tone [†]
- Enter your 12-digit PIN [*]
- Listen for the prompt
- Enter the ten-digit destination number [**]
- GETS access may not be available in all locations. There will be airtime charges for GETS calls

## From a Secure Phone (STU-III or STE in STU-III mode) [##]

- Dial 710-627-4387 (NCS-GETS)
- Listen for the tone [†]
- Enter your 12-digit PIN [*]
- Listen for the prompt
- Enter the ten-digit destination number [**]
- If making a secure voice mode call, go to secure mode after the destination answers

[†] *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

[*] *If an incorrect PIN was entered, listen for a voice prompt to re-enter your PIN*

[**] *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

[#] *Cellular carriers may require a 1 before 710-627-4387 (NCS-GETS)*

[##] *These calls may require a 1 before 710-627-4387 (NCS-GETS). Secure GETS calls cannot be made from STEs in the FNBDT mode.*

From a
Military Base
in the US

From an
Overseas US
Military Base

## From US

- Get an outside line
- Listen for dial tone
- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]
- If call fails, try Alternate Calling Method

## From Overseas

- Dial the base operator
- Request access to a US operator
- Request a commercial line
- Listen for dial tone
- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

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[†]  *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

[*]  *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

[**]  *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

## From a GSA Networx Phone Line

- Access Networx
- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

## From a DSN Phone Line

- Access DSN
- Dial 710-627-4387 (NCS-GETS)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

\* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

\*\* *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

### From a Globalstar Satellite Phone

- Follow normal procedure to acquire satellite signal
- Dial 1-710-627-4387 (NCS-GETS)
- Press the SEND key

### From an Inmarsat Satellite Phone

- Follow normal procedure to acquire satellite signal
- For Inmarsat (depending on model):

  a) Dial
     00-1-710-627-4387
     (NCS-GETS)
     or
     011-1-710-627-4387
     (NCS-GETS)

  b) Press SEND (if required)

Then for all:
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

### From an Iridium Satellite Phone

- Follow normal procedure to acquire satellite signal
- For **Commercial Iridium**
  a) Dial
     00-1-710-627-4387
     (NCS-GETS)
  b) Press SEND

- For **EMSS Iridium**
  **–U.S. Long Distance**
  **a) Dial: 00 + 697
     +** 710-627-4387
  b) Press SEND

  **–DSN Access**
  **a) Dial: 00 + 696
     +** 710-627-4387
  b) Press SEND

  **–Local Hawaii Access**
  **a) Dial: 00 + 699 + 1
     +** 710-627-4387
  b) Press SEND

Then for all:
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

[†]  *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

[*]  *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

[**]  *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

## From a Payphone

- Listen for dial tone
- Dial 1-710-627-4387 (NCS-GETS)***
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

## From a Rotary Dial Phone

- Listen for dial tone
- Dial:

  1010 + 222 for Verizon
  or
  1010 + 333 for Sprint

- Dial 1-710-627-4387 (NCS-GETS)
- Wait for the GETS operator
- Give your 12-digit PIN* and ten-digit destination number**

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† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

\* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

\*\* *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

\*\*\* *If call fails using 710-627-4387 (NCS-GETS), attempt using the following toll-free numbers:*
  *AT&T 1-888-288-4387*
  *AT&T 1-877-646-4387* (IP Network)
  *Sprint 1-800-257-8373*
  *Sprint 1-855-333-4387* (IP Network)
  *Verizon 1-800-900-4387*
  *Verizon 1-855-400-4387* (IP Network)

**From Another
Country
using DTS**

**From Another
Country
using Direct
Dialing**

## From DTS in Another Country

- Dial the Post PBX access code to reach the DTS International Voice Gateway
- Listen for dial tone
- Dial 96 [the DTS PSN access code]
- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

## From Any Touch-Tone Phone

- Listen for dial tone
- Dial country code for US
- Dial 1-710-627-4387 (NCS-GETS)
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

[†]  *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

[*]  *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

[**]  *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

### From Any Phone

- Get an outside line
- Listen for dial tone
- Dial the AT&T Direct access number
- Wait for an operator[††]
- Tell the operator, "This is a Government Emergency Telecommunications Service (GETS) call, the number is 710-627-4387"
- Listen for the tone[†]
- Enter your 12-digit PIN[*]
- Listen for the prompt
- Enter the ten-digit destination number[**]

### From Any Phone

- Use the Sprint IP Network GETS access number, 1-855-333-4387, to place GETS calls to toll-free destination numbers
- Note: Other GETS access numbers currently do not allow calls to toll-free destination numbers

### From a WPS Phone

- WPS allows calls to toll-free destination numbers

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[†] *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and the operator will complete the call.*

[††] *Do not respond to automated prompts; wait for the operator*

[*] *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

[**] *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits. Entire call, international and domestic, will be billed to your GETS PIN.*

# REMINDERS

## 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.

## Make regular GETS and WPS practice/test calls

Make 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.

## Using WPS + GETS together may help in certain circumstances

In some cases, using WPS and GETS together can improve the probability of call completion.

# NOTES

## Government Emergency Telecommunications Service



**Government Emergency Telecommunications Service**
Office of Emergency Communications

John Smith
Department of Defense

Dial Access Number: **1-710-627-4387**
After Tone, Enter PIN: **1234-5678-9102**
When Prompted, Dial: **Area Code + Number**

## User Assistance:

**Telephone:**
800-818-4387 (GETS)
or
703-818-4387

## NS/EP Service Center:

**Telephone:**
866-627-2255 (NCS-CALL)
or
703-676-2255

**E-mail:**
gets@dhs.gov

**Web:**
www.dhs.gov/gets

OEC
245 Murray Lane SW
Mail Stop 0615
Washington, DC 20528