



# GETS Program

## Summary

Government Emergency Telecommunications Service, or GETS, is a program of the Department of Homeland Security, Office of Emergency Communications that prioritizes calls over wireline networks. Users receive an access card (GETS card), which has both the universal GETS access number and a Personal Identification Number (PIN).

To get priority access over cellular communications networks, you need to use the Wireless Priority Service (WPS) program. GETS and WPS can be used in combination.

## Telesystem Compatibility

**Telesystem's Metaswitch/Green Platform is certified for GETS as of January 19, 2023.**

Every GETS call is assigned to the 710 area code, and there is only one phone number in that area code. In other words, every GETS call is made to the **exact same number**-- 710-627-4387 (710-NCS-GETS).

Telesystem is continuing to work with Broadworks/Blue Platform to see if we can expand this offering to cover both of our SIP Switching Platforms.

## Who Should Enroll?

Organizations that are Federal, state, local, and tribal police departments, fire departments, public safety answering points or 9-1-1 call centers, EMS entities, essential healthcare providers, or any organization that uses telecommunication services necessary for the public health, safety, and maintenance of law and order should enroll.

## Why Should Organizations Sign Up?

Organizations that rely on wireline communications on a daily basis to perform critical national security and emergency preparedness functions, including those areas related to safety, maintenance of law and order, and public health, should have GETS. By using the GETS card number, organization's calls receive priority over regular calls, thereby greatly increasing the probability that the wireline call will get through the network, even when congested.

This program can be extremely beneficial during a major disaster or attack in which the public telecommunications networks are congested by high call volumes and/or damage to telecommunications infrastructure.

## How does an Organization Enroll into GETS?

Organizations must fill out an application and provide a point of contact for the org. In the application, an organization will need to certify that their mission meets national security and emergency preparedness requirements.

as set out in the GETS program information. If the organization qualifies, the GETS Program Office will send GETS cards to the point of contact.

Application is available here: <https://www.cisa.gov/enroll-pts>

## What Does it Cost to Enroll in GETS?

There is no cost to apply or to obtain a GETS card. A charge of up to 10 cents a minute applies to calls made through GETS.

## GETS Operations and Administrative Support

- Department of Homeland Security, Office of Emergency Communications (OEC),
- Phone: 866-627-2255
- Email: [support@priority-info.com](mailto:support@priority-info.com)
- Web: <http://www.dhs.gov/government-emergency-telecommunications-service-gets>

To report problems using GETS, call 800-818-GETS (4387) or 703-818-GETS (DC Metro Area). Please report problems as soon as you encounter them.

## Other Resources

- [GETS Homepage](#)
- [GETS FAQs](#)

## FCC Contacts

### Tim Perrier

- Phone: 202-418-1190
- Email: [Timothy.Perrier@fcc.gov](mailto:Timothy.Perrier@fcc.gov)

### FCC 24/7 Operations Center

- Phone: 202-418-1122
- Email: [FCCOPS@fcc.gov](mailto:FCCOPS@fcc.gov)