

National Communications System

National Security/Emergency Preparedness
Priority Telecommunications Services

**Government Emergency
Telecommunications Service (GETS)**

Wireless Priority Service (WPS)

**Telecommunications Service Priority
(TSP)**



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National Communications System

- The NCS works with the telecommunications industry to develop and deploy National Security and Emergency Preparedness Telecommunications Services
- Priority telecommunications services are available to qualifying federal, state, local, and tribal government, and industry organizations

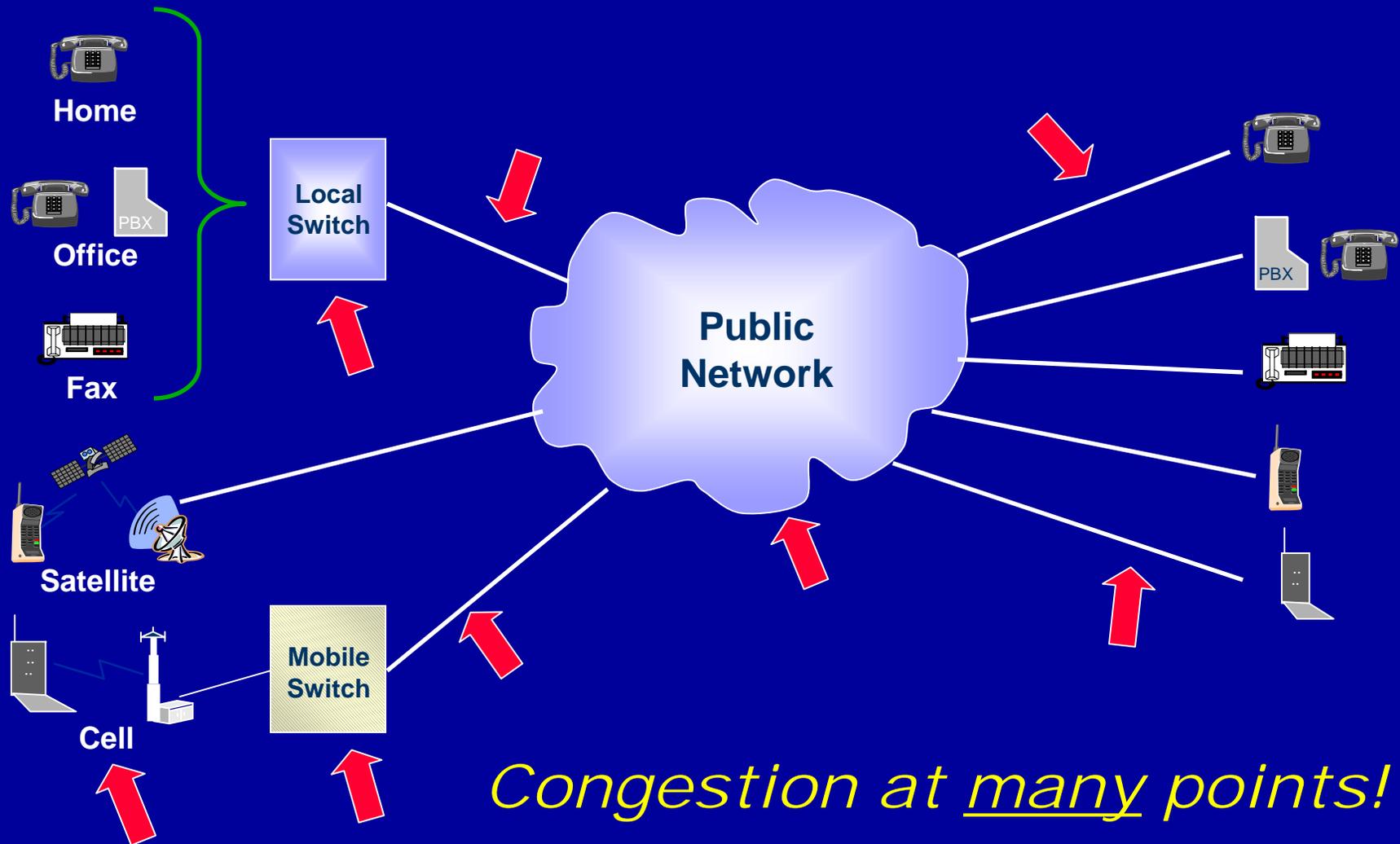


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**"I'M SORRY, ALL
CIRCUITS ARE BUSY
NOW.**

**PLEASE HANG UP AND
TRY YOUR CALL
AGAIN LATER."**

Problem: During an Emergency, Mass Calling Causes Network Congestion



Solutions: The GETS Calling Card and Wireless Priority Service



GETS is an emergency calling card service that can be used from virtually any telephone to provide priority for emergency calls



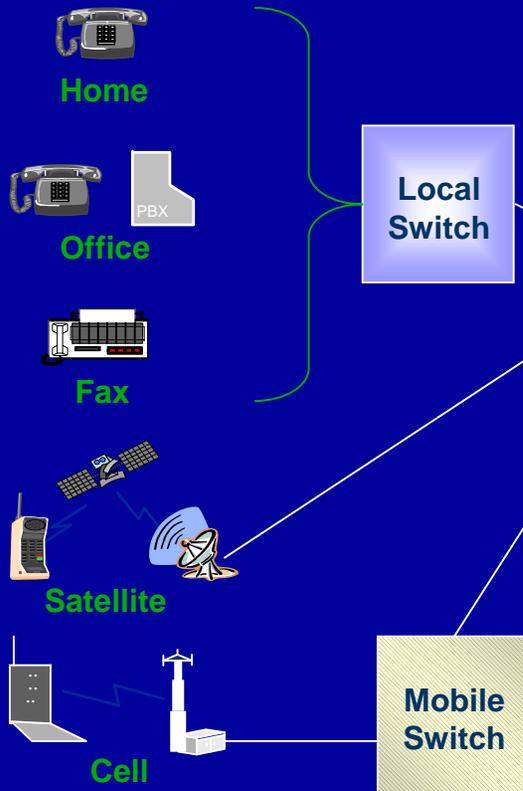
WPS is an add-on feature subscribed on a per cell phone basis – works with existing cell phones in WPS equipped networks



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GETS Overview

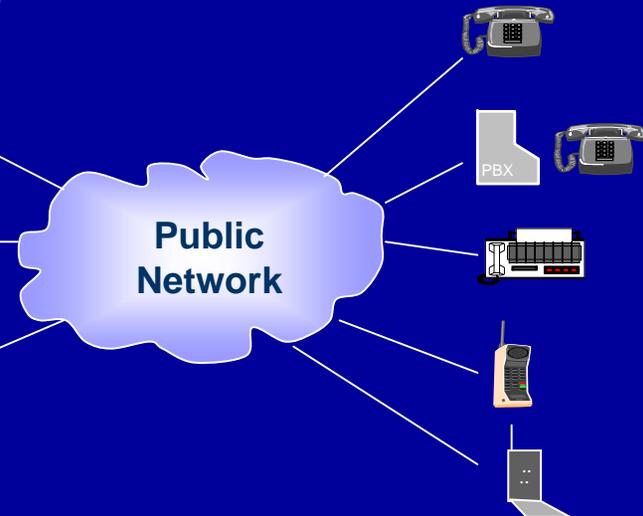
1. Dial GETS Access Number from any phone (1-710-627-4387)



2. Network routes call to a GETS Carrier. As you are prompted, enter your PIN then Destination Number



3. Network routes your call to the Destination Number



Use GETS whenever you hear a fast busy signal, "All circuits busy" announcement, or otherwise cannot complete your call

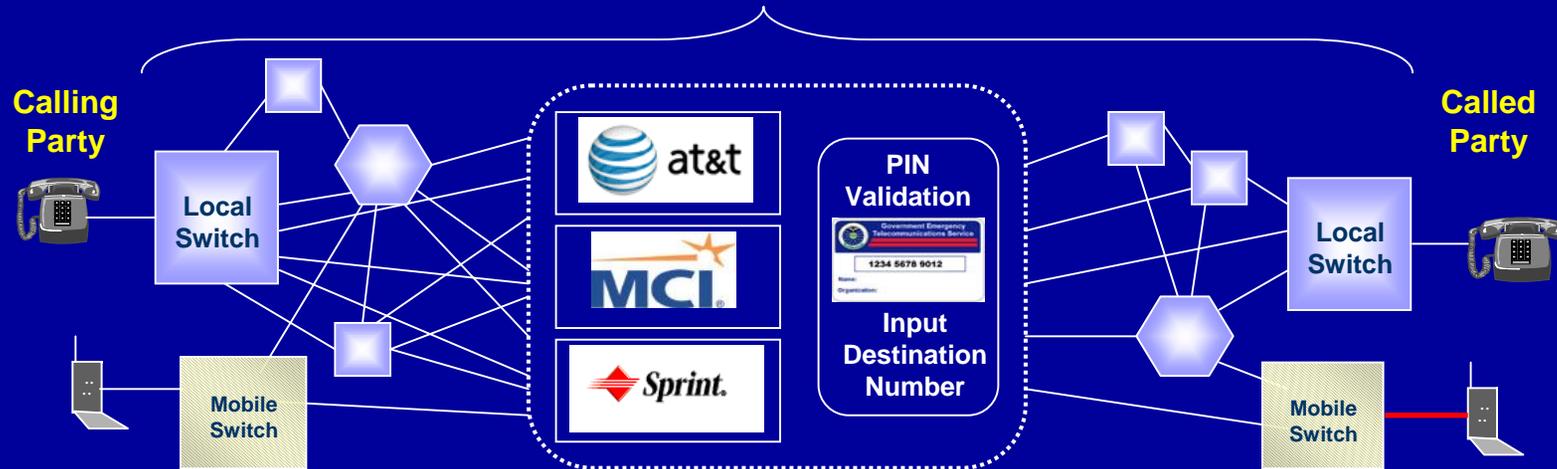


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How GETS Works

High Probability of Completion (HPC) Features

- NS/EP Call Marking
- Signaling Priority
- Alternate Carrier Routing
- Trunk Queuing
- Exemption from Network Management Controls



Calls to the GETS Access Numbers are identified by local landline or mobile switch for HPC Treatment

- 1-710-627-4387
- Toll Free to each carrier (3)
- Priority Telecom Service Center
- User Assistance line (7 x 24)

Calls route to one of the 3 GETS Carriers for:

- PIN Validation
- Destination Number
- Routing to destination switch

Calls complete via local landline or mobile switch

- Origination to destination HPC treatment
- Terminating Radio Channel Queuing in WPS FOC cellular networks



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Making a GETS Call

GETS Access Number

Toll Free number for each GETS carrier (backup)

Toll Free User Assistance number (24x7)

12 Digit Personal Identification Number (PIN)

User Name and Organization

GETS: Dial 1-710-NCS-GETS (627-4387)
At the tone, enter your PIN.
When prompted, dial your destination number (area code + number).
If you cannot complete a call, use a different long distance carrier:
AT&T: 1-888-288-4387 -or- 1010 + 288
MCI: 1-800-900-4387 -or- 1010 + 222
Sprint: 1-800-257-8373 -or- 1010 + 333
+1-710-627-4387

WPS: From a Wireless Priority Service enabled device:
Dial *272 before any call, including a GETS call.

Assistance: For help or to report trouble, dial 1-800-818-GETS (4387) or 1-703-818-GETS (4387).
Test Calls: Make periodic GETS calls to 1-703-818-3924.

US GOVERNMENT PROPERTY. If found, return to:
NCS (N2), 701 South Court House Road, Arlington, VA 22204-2198
WARNING: For Official Use Only by Authorized Personnel.

Government Emergency Telecommunications Service

1234 5678 9012

Name:
Organization:

1. Dial GETS Access Number
2. Listen for tone, then enter your PIN (do not enter # after last digit)
3. Listen for voice prompt: “Please enter your destination number now.”
4. Enter the destination number (omit the 1 before the area code)
5. You will hear an announcement “You are using GETS, AT&T/MCI/Sprint”
6. Network will route your call to the destination telephone number



Periods of silence are normal – particularly if call is queued during heavy congestion. Calls may take 10 to 30 seconds to complete



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GETS/WPS Experience



Hurricane Katrina (29 August 2005)

- During the period 29 Aug – 9 Sep, there were 32,829 GETS calls into or out of the Gulf Coast region. 95% routed successfully.
- There were 3200 attempted WPS calls of which 394 (12%) were placed in queue

Hurricane Dolly (21 July 2008)

- No damage to land line network but network congested
- 21 July – 23 July: 189 GETS calls placed 98.8 % completed
- 4 Wireless Carriers lost cell sites but no switching office damage – 53 WPS calls placed of which 75% received a channel & terminated

Hurricane Ike (13 Sept 2008)

- 981 GETS calls placed day of landfall - 93.2 % completed
- 2948 GETS calls placed Sep 11 to 14 - 97.1 % completed
- WPS data not in yet – known 2500 cell sites out of service

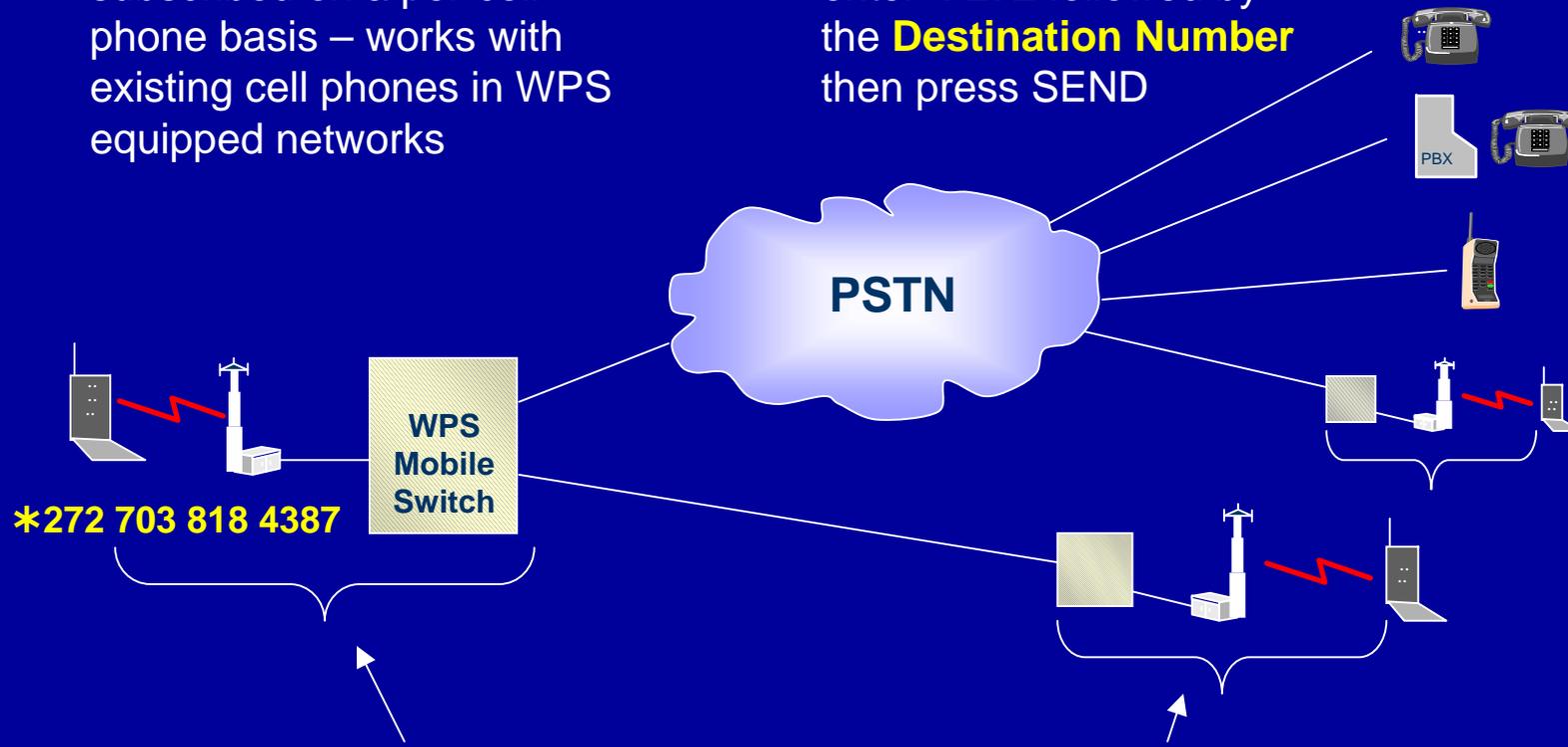


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WPS Overview

1. WPS is an add-on feature subscribed on a per-cell phone basis – works with existing cell phones in WPS equipped networks

2. To make a WPS call, enter ***272** followed by the **Destination Number** then press SEND



WPS addresses congestion in the wireless segment of the network – most importantly the local radio access channel



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Who Should have GETS/WPS

Organizations

- Cities/Counties/States/Districts
- Offices of Emergency Services
- Police/Sheriff/Fire
- Water and Power, Telecom
- Public Works
- Irrigation Districts/Flood Control
- Public Health
- Hospitals/Medical Services
- Transit Agencies
- Ports/Airports
- Utilities/Transportation and other Industries
- Search and Rescue
- School and College Districts
- Red Cross/Volunteer Agencies
- Critical Infrastructure Suppliers
- Tribal Police and Council
- Other Agencies included in County Emergency Management Plans

Individuals

- Mayor, Council Members, Supervisors
- City Manager and staff
- Media Relations
- OES Management and staff
- Police/Fire Chiefs and staff
- Police/Fire Field Command
- Department Heads and staff
- Team leaders
- Subject matter experts/trained specialists
- Individuals with an Emergency Preparedness and Response role.

Locations/Functions

- EOC Work Stations
- Back-up EOC
- City and County Operations Centers
- PSAPs (911 Center)
- Computer/IT Center
- Police/Fire Dispatch
- City/County Yards
- Remote Offices/Stations
- Power/Pump Stations
- Shelters
- Command Vehicles



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Budgeting for Priority Services

GETS



- No charge for GETS cards
- For organizations outside the Federal government, billing information is required to establish an account for GETS calls (@10 cents/min). You will not be billed for:
 - Calls to confirm receipt of individual GETS cards
 - Test calls to the familiarization line (703-818-3924)
 - Legitimate GETS usage in response to emergencies

WPS



- Ordered on a per-phone basis through the NCS
 - Now available: Cingular/AT&T, Nextel, T-Mobile, SouthernLINC
 - Verizon, Sprint, Alltel
- Per phone charge not to exceed \$4.50/month and a \$10 one-time set-up, plus no more than 75 cents per minute when WPS is invoked
- Billed by the carrier on the cellphone invoice

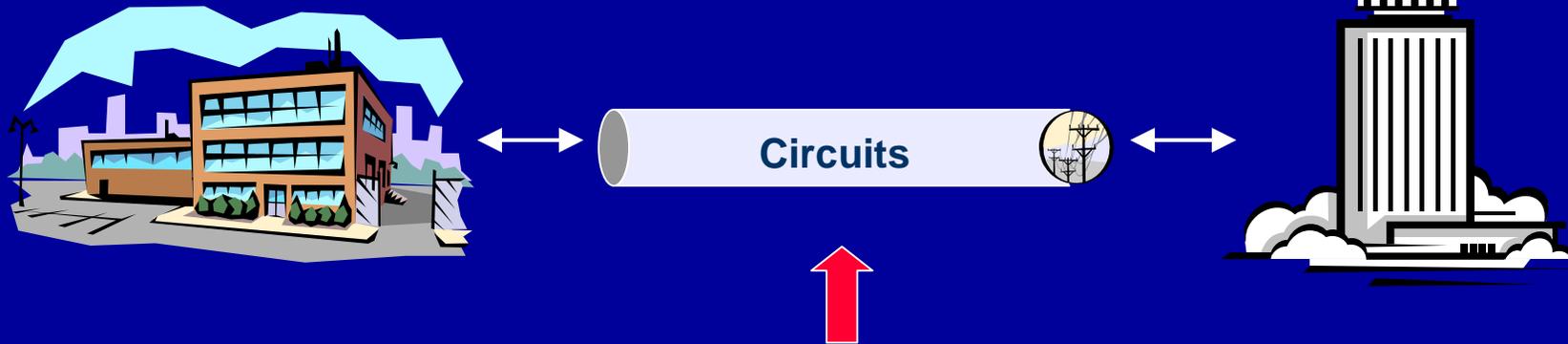


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Problem: During an Emergency, Critical Services May Experience Outages

- Emergency Operations Center
- 911 PSAP
- IT Center
- Critical Facilities

Telecommunications
Service Providers



*Damaged facilities and service problems
can affect communications!*

Solution: Telecommunications Service Priority (TSP)

- FCC mandated program - applies to all telecommunications service providers
- Restoration Priority ensures restoration before non-TSP users
- Provisioning Priority facilitates priority installation of new telecommunications services in a shorter than normal interval
- Implementing TSP:
 - Download TSP Service User Manual and the TSP Service Request Form (Form 315)
 - Establish an on-line TSP account by going to www.tsp.ncs.gov
 - Determine candidate services
 - Request a TSP Code for each service via on-line TSP account
 - Upon approval, the NCS assigns a TSP code for each service
 - TSP is then ordered through your Service Provider

TSP must be set-up in advance – before an emergency or disaster occurs



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Check One: User POC
Alt POC

GETS/WPS Request Form

Date: 12-Oct-05

Requesting: (select all that apply): GETS Card WPS Service
Change POC/Alt POC Change current information Reprint
GETS Card

US Citizen: Yes
No

For POC: Enter this information online. Go to <http://gets.ncs.gov> and follow the link for First Time GETS Requestor or Established GETS POC. If web access is not available, or for more information, call 866-NCS-CALL (866-627-2255) or 703-760-CALL.
For others: Use this form to collect user information and forward to POC.

Fields in bold are required.
Use Word to complete form. Do not press Enter. Press Tab to advance to the next field.
Spacebar selects check boxes.

If you have a GETS card or were issued one from stockpile, provide 1st 8 digits:

Spell out Suborganization:

City: State: ZIP: Country:

NS/EP Title or Function:

E-mail: Fax # (POC/Alt POC only):

Check the category that best describes your NS/EP mission. Descriptions appear on the accompanying page.
For **GETS:** (A) (B) (C) (D) (E) For **WPS:** (A)
(B) (C) (D) (E)

Optional: Indicate number of GETS Stockpile Cards requested (POC use only. Minimize the quantity requested):

Justification of need for WPS:

WPS Phone #:

POC Name (N/A if POC Request):

Previous versions obsolete

GETS/WPS Request Form 26 Sept 03-A

Is Your Agency Fully Prepared?



- Are GETS/WPS/TSP part of your agency's Emergency Planning, Preparation, and Drills?
- Where can GETS/WPS/TSP augment existing emergency communications capabilities?
- Which individuals, locations, and functions are candidates for GETS, WPS, and TSP?



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Resources

Priority Telecommunications Service Center:

1-866-627-2255

www.ncs.gov

www.gets.ncs.gov

www.wps.ncs.gov

www.tsp.ncs.gov

Outreach Coordinator – Arkansas

H. Lee Jones

214-662-5110

hljones56@verizon.net



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Post Assessment

- Please return to A-TRAIN to complete the post assessment for this course.
- Instructions for completing the post assessment were e-mailed to you when you registered. They were attached to the registration notification.