



January 2018

## HELPFUL TIPS FOR USERS OF WIRELESS PRIORITY SERVICE (WPS) AND GOVERNMENT EMERGENCY TELECOMMUNICATIONS SERVICE (GETS)

### WPS Calling Instructions

#### For priority treatment from mobile phones:

- Requires phone subscription to WPS
- Enter \*272 + Destination Number + Send (example: \*272 + 202-555-1212 + Send)
- Optional \*272 + 1 - 202-555-1212 + Send

### GETS Calling Instructions

#### For priority treatment from any phone:

1. Dial 1-710-627-4387
2. At the tone, enter your PIN
3. When prompted, enter your destination number (area code + number, or international number). Do not enter a 1 before the destination area code.

### 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.

### PREPROGRAM \*272 FOR KEY NUMBERS IN YOUR PHONE'S CONTACT LIST

In an emergency, it takes time (and a good memory) to look up a phone number and then manually dial \*272 + the number. Instead, add \*272 to key numbers in your mobile phone's contact list so you can call them using WPS with the push of a single button. For example:

John Smith work: 202-555-1212      John Smith work 2: \*272 + 202-555-1212

### GETS/WPS DIALER APPLICATION FOR SMARTPHONES

A GETS/WPS Dialer Application, or "app," is available for Android and Blackberry smartphones. The app provides a simplified way for users to make GETS and WPS calls to numbers stored in the smartphone's contacts list and call log, as well as to numbers entered via keypad dialing. For download instructions, contact the DHS Priority Telecommunications Service Center at 1-866-827-2255 at [support@priorityinfo.com](mailto:support@priorityinfo.com).

### DO NOT USE GETS OR WPS TO DIAL 911

GETS does not allow calls to 911, and WPS carriers do not support WPS calls to 911.

## **TEST WPS AFTER PHONE CHANGES**

Make a WPS test call after a phone upgrade or account change. Report any service problems to your GETS/WPS Point of Contact (POC) or 24 Hour User Assistance at 1-800-818-4387 or 703-818-4387.

## **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. Note that WPS dialing instructions appear on the back of the card. If you cannot find your card, please contact your GETS/WPS POC for a replacement.

## **YOU MAY EXPERIENCE SILENCE AFTER ENTERING YOUR DESTINATION NUMBER**

During network congestion, GETS and WPS may place your call in a queue until a resource becomes available. While waiting, you may hear silence or intermittent tones. Stay on the line until your call completes. Depending on the circumstances, this could take 30 seconds or longer.

## **USING WPS + GETS TOGETHER MAY HELP IN CERTAIN CIRCUMSTANCES**

In some cases, using WPS and GETS together can improve the probability of call completion. You can preprogram your WPS subscribed phone to dial \*272 + 710-627-4387 + [pause] + GETS PIN so that you only need to enter the final destination number.

## **REPORT CALLING TROUBLE**

If you encounter a problem while using GETS or WPS, report it to 24 Hour User Assistance at 1-800-818-4387 or 703-818-4387. These numbers are also located on the back of your GETS card.

## **THERE ARE ALTERNATE ACCESS NUMBERS FOR MAKING A GETS CALL**

The back of your GETS card lists alternate access numbers in case the universal access number, 1-710-627-4387, does not work:

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

## **GETS OPERATOR SUPPORT**

GETS callers using Sprint or Verizon will timeout to the GETS operator by waiting approximately 6 seconds after dialing 1-710-627-4387. Please follow the operator's guidance so that your call is processed correctly. Callers can also use the Sprint or Verizon alternate access numbers listed above to ensure reaching an operator.

## **YOU MUST HAVE ACCESS TO THE PHONE NETWORK**

To make a GETS call from a landline device, you must have a dial tone. To make a GETS or WPS call from a mobile phone, you must have a cellular signal. If you have no signal (bars), try calling from another location. If the network infrastructure is unavailable (for example, due to power failure or physical damage) GETS and WPS will not work.

## **CALLING TOLL-FREE DESTINATION NUMBERS USING GETS AND WPS**

Use any Sprint or Verizon GETS access number to place GETS calls to toll-free destination numbers. AT&T GETS access numbers currently do not allow calls to toll-free destinations numbers.

As a contingency, find out in advance the local translations of the 800, 888, 877, 866, 855, or 844 numbers your organization uses in emergencies and distribute this information to your GETS users or include in your emergency plans. WPS allows priority calls to toll-free destination numbers.

## **FOR LANDLINE CALLS, WAIT FOR A DIAL TONE**

During times of congestion you may have to wait for a dial tone after picking up the receiver. Hanging up and picking up the receiver again will only delay assignment of a dial tone.

## **GETS CALLS CAN BE MADE FROM ANY PHONE**

GETS is available nationwide and can also be accessed from international locations. GETS can also be accessed through the Defense Switched Network, GSA Network/EIS, the Diplomatic Telecommunications Service, and the FEMA Switched Network. GETS calls may also be placed from satellite phones, though they will not receive priority treatment until the calls are routed to the landline network.

## **CHECK YOUR PRIVATE BRANCH EXCHANGE (PBX)**

If you are calling from an office building served by a PBX that has stopped working, try using a device connected directly to the telephone company's central office. Fax machines, modems, payphones, secure telephones, and teletypewriters often use these direct connections. Emergency managers should identify the devices in their facilities that are connected directly to the central office and record the devices' locations and phone numbers in their emergency planning documents.

## **WPS CALLS FROM VOICE OVER LONG TERM EVOLUTION (VoLTE)-ENABLED MOBILE PHONES**

Cellular carriers are transitioning their networks to the next generation of cellular network technology, referred to as Long Term Evolution (LTE) or 4th Generation (4G). The carriers have been offering data on LTE, but now are introducing VoLTE. Each carrier will phase in VoLTE over different timeframes. WPS capabilities are currently available on 2G/3G networks, and initial WPS capabilities are now available on VoLTE. WPS subscribers should check with their VoLTE service provider to determine if there are any instructions for activating WPS. Further information is available in the December 2017 GETS/WPS NewsNotes, and is available to POCs on the GETS-WPS Information Delivery Service (GWIDS) at <https://gets-wps.csgov.com>.

## **BE AWARE OF GETS AND WPS LIMITATIONS ON WIFI NETWORKS**

Many cellular carriers incorporate WiFi connectivity into mobile phones in order to increase the coverage and capacity of their networks. WiFi connectivity is utilized for both data and voice (i.e., Voice over WiFi) communications. Currently, there is no priority on the WiFi network segment of GETS and WPS calls. If your GETS or WPS calls on a WiFi network do not go through, try completing your call on your mobile service provider network by disabling WiFi on the mobile phone or physically moving beyond the range of the WiFi network.

## **BE AWARE OF WPS LIMITATIONS ON SMALL CELL SITES (PICOCELLS AND FEMTOCELLS)**

WPS calls made from within the range of small cell sites (e.g., inside buildings) may be rejected because some do not process \*272. Instead, try making a GETS call, or move outside and try to make the WPS call.

### **DHS PRIORITY TELECOMMUNICATIONS CONTACT INFORMATION**

DHS Priority Telecommunications Service Center: 1-866-627-2255, 1-703-676-2255  
User Assistance: 1-800-818-4387, 1-703-818-4387

Website: [www.dhs.gov/gets](http://www.dhs.gov/gets), [www.dhs.gov/wps](http://www.dhs.gov/wps)