



Fact Sheet

Government Emergency Telecommunications Service

What is GETS? The Government Emergency Telecommunications Service (GETS) is a capability developed in response to White House tasking to meet National Security and Emergency Preparedness requirements. GETS improves call completion over public wireline telephone networks. It is intended to be used in an emergency or crisis situation when the public switched telephone network (PSTN) is congested and the probability of completing a normal call is reduced. To access GETS, users dial a universal access number (710-NCS-GETS) using common telephone equipment and enter a personal identification number (PIN). Once authenticated, calls will receive priority over other calls, thereby greatly increasing the probability of call completion. GETS calls do not preempt calls in progress or deny the general public's use of the telephone network. GETS is in a constant state of readiness.

Who Uses GETS? GETS supports national leadership, Federal, State and Local Government and other authorized National Security and Emergency Preparedness (NS/EP) users. Typical GETS users are responsible for the command and control functions critical to management of, and response to, national security and emergency situations, particularly during the first 24 to 72 hours following an event.

Why is GETS Important? NS/EP personnel rely on communications services to perform critical functions, including those areas related to leadership, safety, maintenance of law and order, finance, public health, and critical infrastructure. Acts of terrorism, natural disasters, power outages, cable cuts, cyber attacks and software problems can cripple the telephone services of an entire region. Congestion alone (e.g., on Mother's Day) can prevent access to circuits. During times of emergency, the NS/EP community needs to know their calls will go through. In actual emergencies, GETS has consistently exceeded 90% call completion.

What Else Should I Know?

- GETS is available nationwide and can also be accessed from international locations.
- GETS can be accessed through the Defense Switched Network, FTS/Networx, the Diplomatic Telecommunications Service, and the Federal Emergency Management Agency Switched Network.
- GETS calls may be placed from cellular and satellite phones. GETS calls over cellular networks are most effective when used in conjunction with Wireless Priority Service (WPS).
- Users must be sponsored by an NCS member organization or the Office of the Manager, NCS.
- There is no cost to subscribe for GETS, and up to 10 cents per minute applies to GETS calls.

For Further Information: For questions about the GETS program, please contact the NCS NS/EP Priority Telecommunications Service Center at 866-NCS-CALL (866-627-2255) or 703-760-CALL (703-760-2255).

♦ Web Site: <http://gets.ncs.gov> ♦ E-mail: gets@dhs.gov