



PRIORITY TELECOMMUNICATIONS SERVICES (PTS)



OVERVIEW



When your mission is essential, you need to connect with your partners to get the job done. The Cybersecurity and Infrastructure Security Agency (CISA) offers three priority telecommunications services that enable essential personnel to communicate when networks are degraded or congested due to weather events, mass gatherings, cyber-attacks or events stemming from human error. By signing up for all three priority services, organizations can significantly bolster their communications resiliency and emergency preparedness at little to no cost.

THREE SERVICES



Government Emergency Telecommunications Service (GETS) prioritizes your call when landline networks are degraded or congested. GETS calls can be made from phones worldwide. No special equipment is needed and there is no charge to enroll in or use the service.



Wireless Priority Service (WPS) prioritizes your call when cellular networks are degraded or congested. WPS is available in all nationwide networks and some regional networks. WPS carriers waive charges.



Telecommunications Service Priority (TSP) prioritizes installation and repair of critical data and voice communications circuits in both non-emergency (e.g., backhoe damages fiber optic cable) AND emergency situations (e.g., impacts from natural disasters). Enrolled organizations are subject to minimal TSP enrollment charges and monthly subscription fees.

ONE CONVENIENT APP

The PTS Dialer App streamlines the process of making GETS and WPS priority calls. The app conveniently stores a user's GETS Personal Identification Number (PIN) and automatically adds required access numbers and codes before the destination number. The app automatically accesses a subscriber's phone contacts and recent calls log and provides easy access to the most frequently called numbers that have been dialed when using the app. The PTS Dialer App is available in the Apple App Store, Google Play, and the FirstNet® App Catalog (iOS and Android).

INFORMATION & ENROLLMENT

To learn more, visit <https://www.cisa.gov/resources-tools/programs/priority-telecommunications-services>. To begin enrollment, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255 or email ecd@cisa.dhs.gov.

