



### Helpful Tips for WPS and GETS

#### WPS Calling Instructions

For priority treatment from mobile phone

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

**Make GETS and WPS practice/test calls regularly.** Make periodic 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 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 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

**Do NOT use GETS or WPS to dial 911.** GETS does not allow calls to 911 and most WPS carriers do not allow WPS calls to 911.

**Test WPS after changes.** Make a WPS test call after any change to your mobile phone or

#### GETS Calling Instructions

For priority treatment from landline phone:

1. Dial 1-710-627-4387 (NCS-GETS)
2. At the tone, enter your 12-digit PIN
3. When prompted, dial your destination number (area code + number, or international number). Do not enter a 1 before the destination area code.

your account. Report any problems to your Point of Contact (POC) or User Assistance at 800-818-4387.

**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 also appear on the back of the card. If you cannot find your card, please contact your GETS POC for a replacement.

**You may experience silence after entering your destination number.** In case of network congestion, GETS and WPS may place your call in a queue until a circuit becomes available. While waiting, you will hear silence, or perhaps intermittent tones. Stay on the line until your call completes. Depending on the circumstances, this could take 30 seconds or longer.

**GETS operator support.** GETS callers using Sprint or Verizon may reach the operator by waiting 6 seconds before entering PIN. Please follow the operator's guidance so that your call is processed correctly.

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

**Report calling trouble.** If you encounter a problem while using GETS or WPS, report it to 1-800-818-4387 or 1-703-818-4387 (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 dialing sequences in case the universal access number, 1-710-NCS-GETS, does not work:

- 1-888-288-4387 (AT&T)
- 1-877-NGN-4387 (AT&T IP network)
- 1-800-257-8373 (Sprint)
- 1-855-333-4387 (Sprint IP network)
- 1-800-900-4387 (Verizon)

**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 (no bars), mobile phone users should 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.

**Do NOT call toll-free phone numbers using GETS.** GETS will not currently allow calls to toll-free numbers. Find out in advance the local translations of 800, 888, 877, 866, or 855 numbers your organization uses and distribute that information to your GETS users. WPS does allow calls to toll-free 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 may only delay assignment of a dial tone.

**GETS calls can be made from any phone.** GETS can be accessed through the Defense Switched Network, Network, the Diplomatic Telecommunications Service, and the FEMA Switched Network. GETS calls may also be placed from cellular, satellite phones, and U.S. embassies.

**Check your PBX.** If you are calling from an office building served by a Private Branch Exchange (PBX) that has stopped working, try using a phone connected directly to the central office. Often, fax machines, modems, payphones, secure telephones (STEs), and teletypewriters (TTY) use these direct connections. Emergency managers should ensure their offices have access to direct lines to the phone company's central office and should record their locations and numbers in their emergency planning document.



## DHS Priority Telecommunications Contact Information

**Service Center** 1-866-627-2255, 1-703-676-2255

**User Assistance** 1-800-818-4387, 1-703-818-4387

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