

IMPLEMENTING THE NECP WEBINARS

JUMP TO THE HEAD OF THE LINE! PRIORITY SERVICES FOR EMERGENCY COMMUNICATIONS

APRIL 14, 2021



Agenda

- **Webinar Overview**
- **National Emergency Communications Plan and SAFECOM Nationwide Survey: Priority Telecommunications Services**
- **Priority Telecommunications Services Programs**
- **Resources and Actions**
- **Question and Answer Session**



Presenters

Eric Runnels

Cybersecurity and Infrastructure Security Agency

Larry Clutts, CTR

Cybersecurity and Infrastructure Security Agency

Jason Van't Hof

National Football League



National Emergency Communications Plan

NECP Vision: To enable the Nation's emergency response community to communicate and share information securely across communications technologies in real time, including all levels of government, jurisdictions, disciplines, organizations, and citizens impacted by any threats or hazards event



The NECP is mandated by Title XVIII of the Homeland Security Act of 2002.



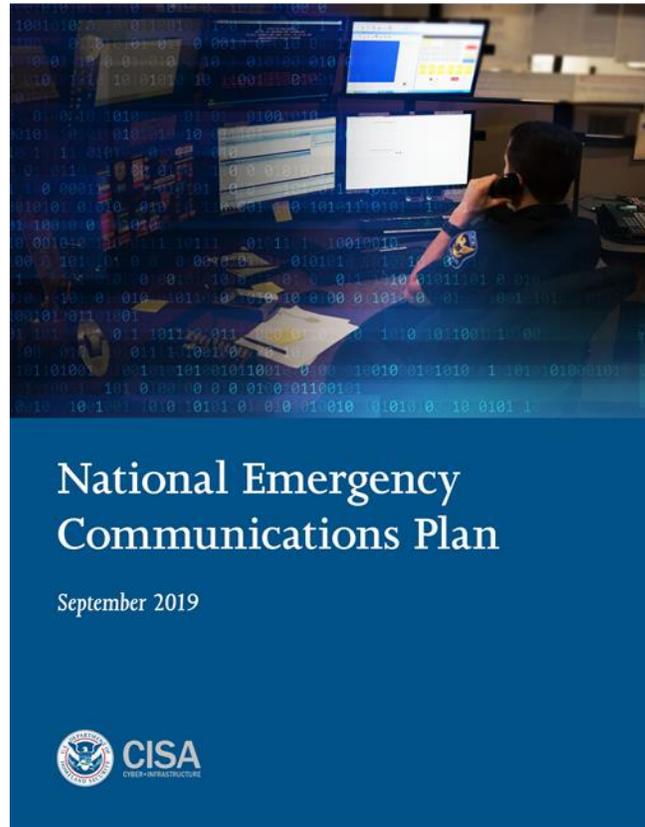
The NECP is the Nation's strategic plan to strengthen and enhance emergency communications capabilities



The goal is to ensure the emergency response community drives toward a commonly defined end-state for communications



NECP Goals



Goal 1: Governance and Leadership



Goal 2: Planning and Procedures



Goal 3: Training, Exercises, and Evaluation



Goal 4: Communications Coordination



Goal 5: Technology and Infrastructure



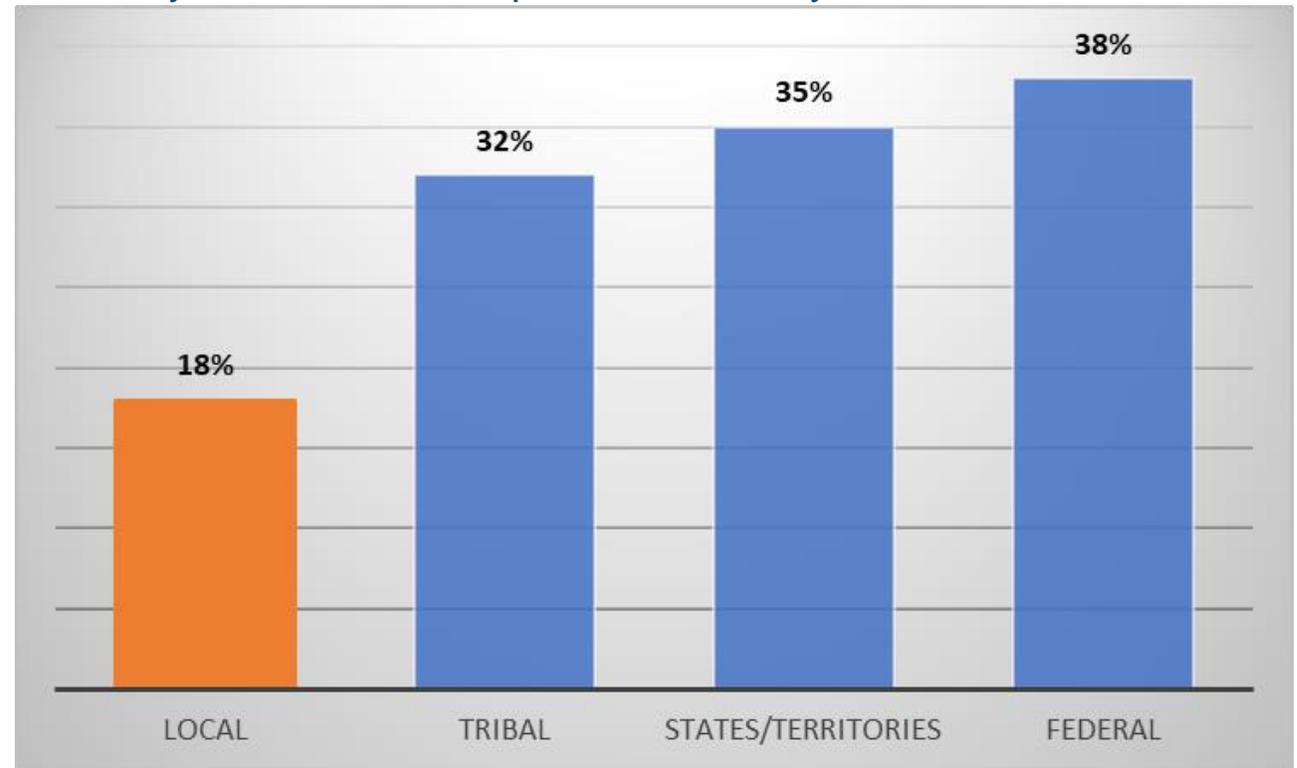
Goal 6: Cybersecurity



PTS Overview

- Only 18% of local public safety organizations prioritize and govern these services by including them in Standard Operating Procedures (SOP)

Priority Services as a Topic in SOPs – By Level of Government¹



1. SAFECOM Nationwide Survey: cisa.gov/safecom/sns

SAFECOM Nationwide Survey (SNS)

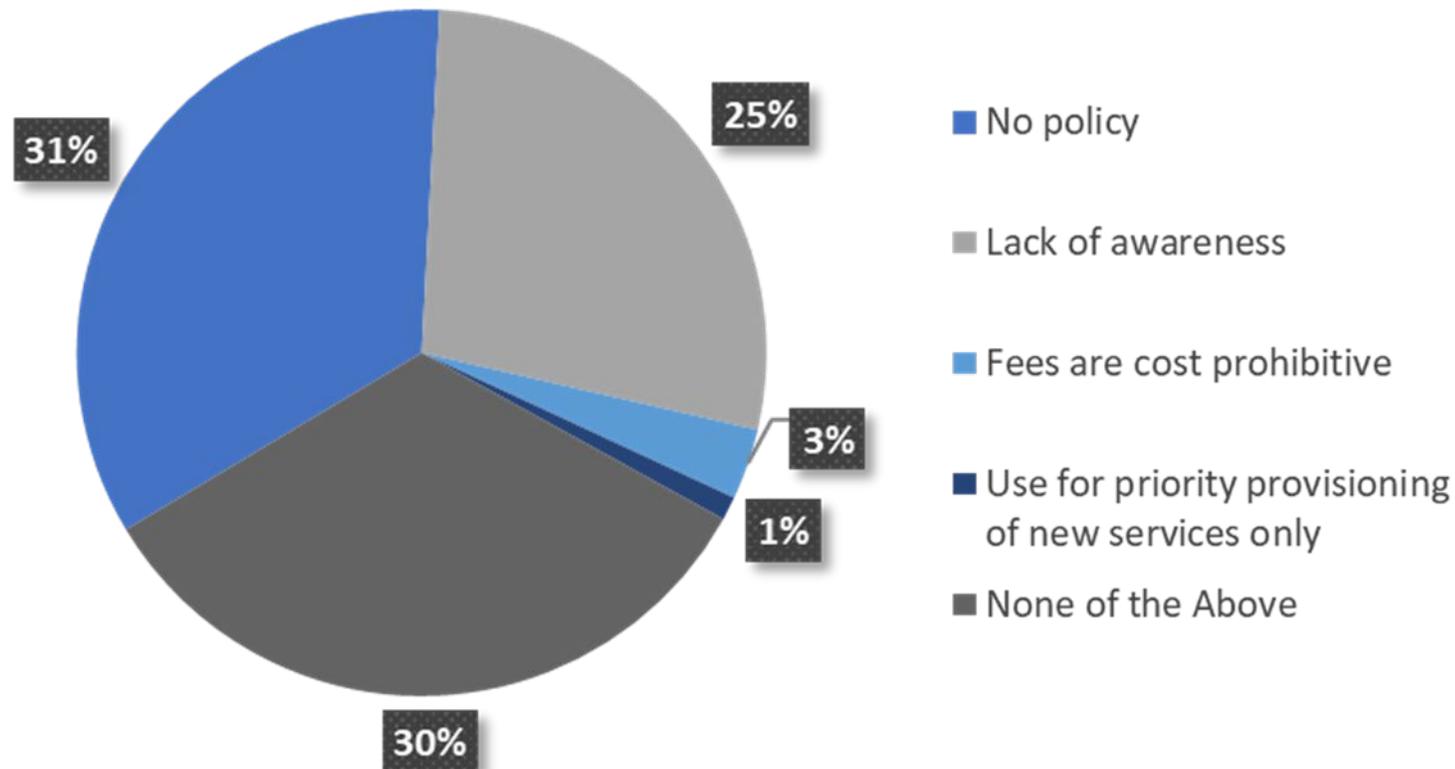


- The SNS consisted of 38 questions that span the 5 elements of the *SAFECOM Interoperability Continuum*, plus a security element that accounted for cybersecurity



SNS: TSP Usage

90% of public safety organizations don't use Telecommunications Service Priority (TSP).²
Here are the reasons why:

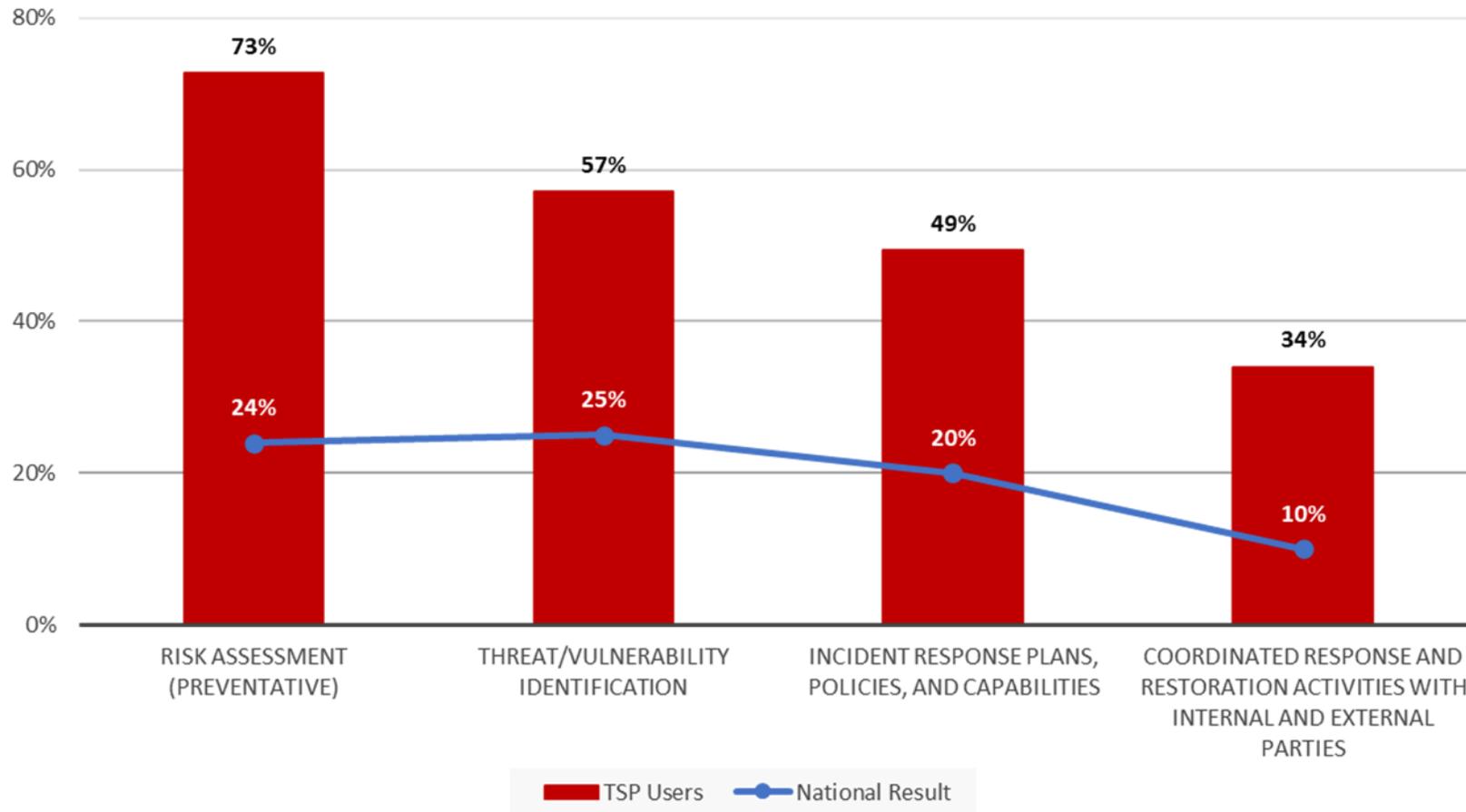


2. SAFECOM Nationwide Survey: cisa.gov/safecom/sns

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SNS: TSP Users and Planning

TSP Users – Cybersecurity Planning³

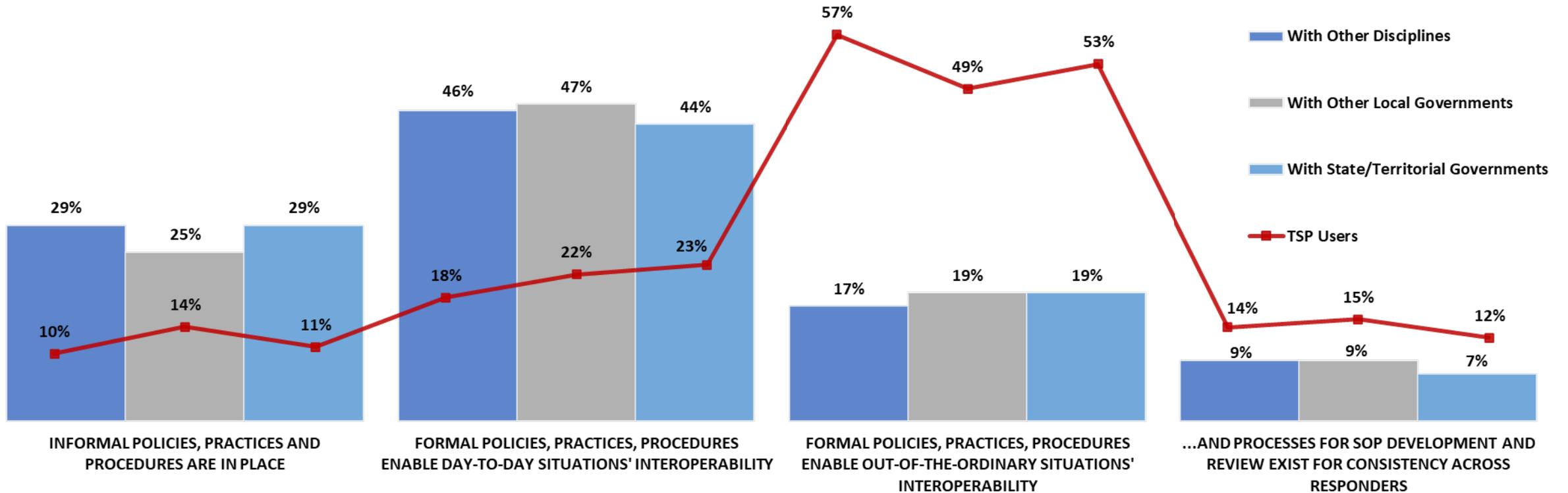


3. SAFECOM Nationwide Survey: cisa.gov/safecom/sns

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SNS: TSP Users and SOPs

TSP Users – Formalization of SOPs⁴

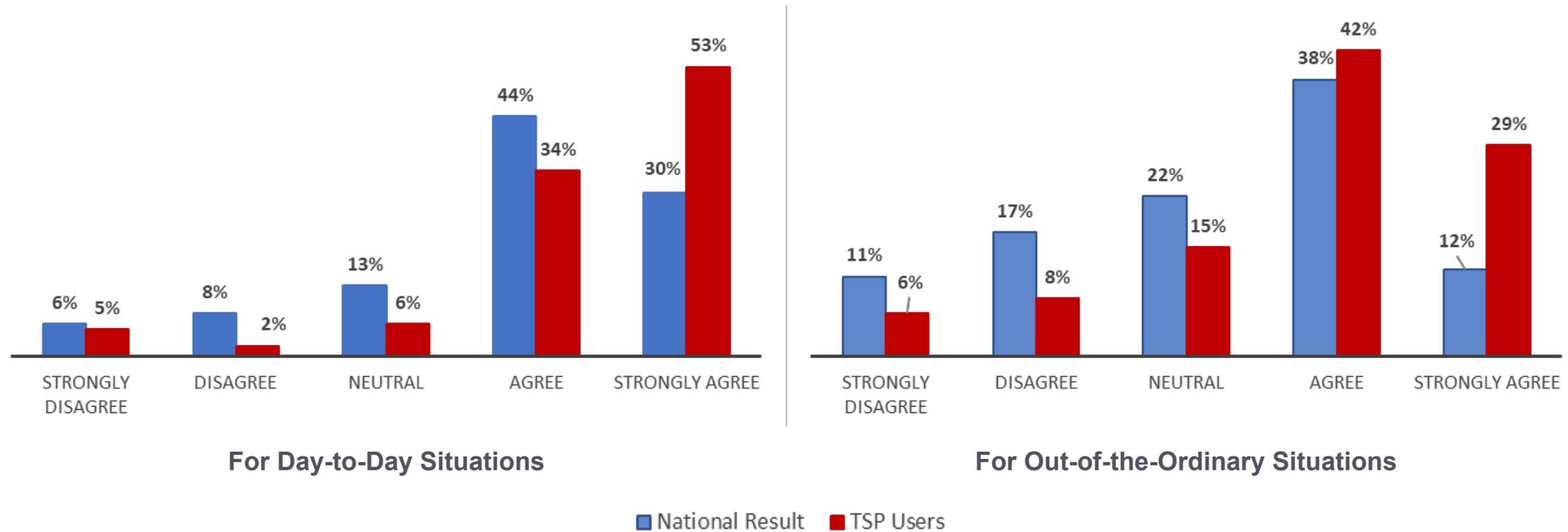


4. SAFECOM Nationwide Survey: cisa.gov/safecom/sns

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SNS: TSP Users and Continuity

Technology Sufficiency to Achieve Continuity of Communications⁵



5. SAFECOM Nationwide Survey: cisa.gov/safecom/sns

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NECP Success Indicator: PTS

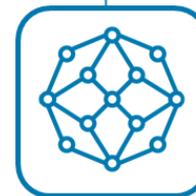
Objective 4.3: Develop or update operational protocols and procedures to support interoperability across new technologies

- Public safety organizations periodically review their use of PTS and FirstNet, and ensure they have standard operating procedures governing the programs' use, execution, and testing

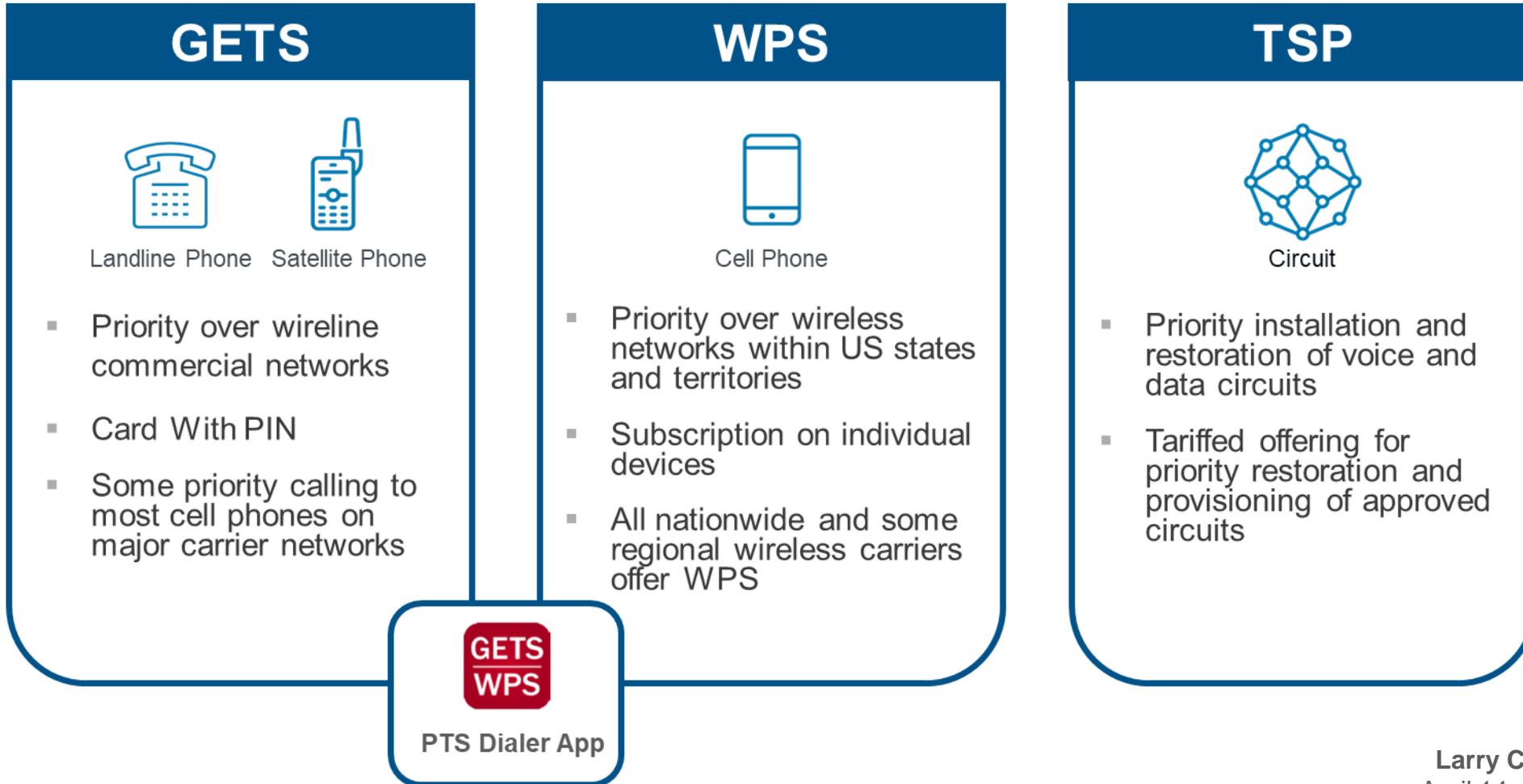


CISA Priority Telecommunications Services

A suite of services that enable priority telecommunications when networks are degraded or congested



Services and Key Features



PTS Users



The Value of PTS



Enables the completion of calls across carrier networks



Facilitates collaboration across organizations



Provides resiliency at low cost



Leverages technology that you already use



GETS

GETS enhances voice call completion when commercial networks are overloaded or impaired.

- End-to-end priority over landline commercial networks
- No cost to subscribers
- Calls receive some priority features in WPS-capable cellular networks
- Greater than 90% call completion rates



GETS: How to use

The GETS PIN card enables personnel to utilize priority services from any landline phone.

1. Ensure that you have a dial tone
2. Dial the GETS Access Number from any phone (1-710-627-4387)
3. Network routes call to GETS carrier. After the tone, enter your PIN
4. When prompted, enter destination number



WPS

WPS provides priority between the user's cellular device and the cell tower and provides priority processing in the core wireless networks.

- Add-on feature to existing cellular service
- No cost to subscribers
- Available on all nationwide and some regional cellular carriers
- Provides greater than 90% call completion rates



WPS: Coverage

WPS is enabled across many nationwide and regional carriers.

- Refer to the table to ensure the region you are calling from is covered to receive priority when calling

Region/ Carrier	AT&T Mobility	AT&T FirstNet Authority	T-Mobile /fSprint	Verizon Wireless	Regional Carriers
CONUS	Yes	Yes	Yes	Yes	Cellcom C Spire U.S Cellular
Alaska	Yes	Yes	T-Mobile: Roams fSprint: No WPS Service	VOLTE Only	GCI Wireless
Hawaii	Yes	Yes	Yes	Yes	
Puerto Rico	Yes	Yes	Yes	No WPS Service	Claro
Virgin Islands	Yes	Yes	T-Mobile: Roams onto AT&T fSprint: Yes	No WPS Service	

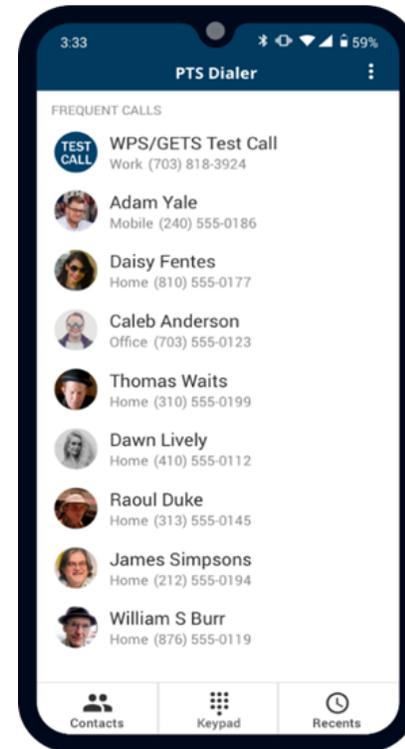
* NS/EP user with Access Class 14 provisioned on a VoLTE phone with LTE Voice & Data enabled receives VzW WPS on VoLTE Initial Operational Capability (IOC) features



PTS Dialer App

The PTS dialer app assists users in making priority calls on mobile phones.

- Pre-program GETS pin in the app to make calls and minimize human error
- App automatically adds *272 before the destination number to enable WPS priority
- Enables users to place GETS + WPS calls to maximize priority on both networks



Available in the Apple & Google Play store



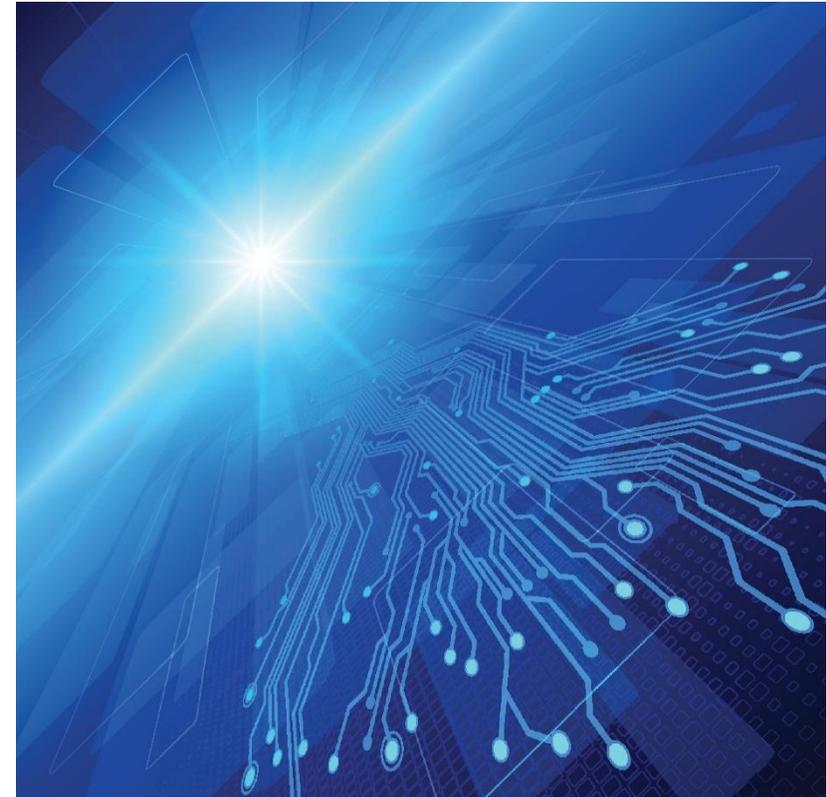
App user interface on a mobile phone



TSP

TSP provides priority repair of damaged circuits and expedites installation of new circuits.

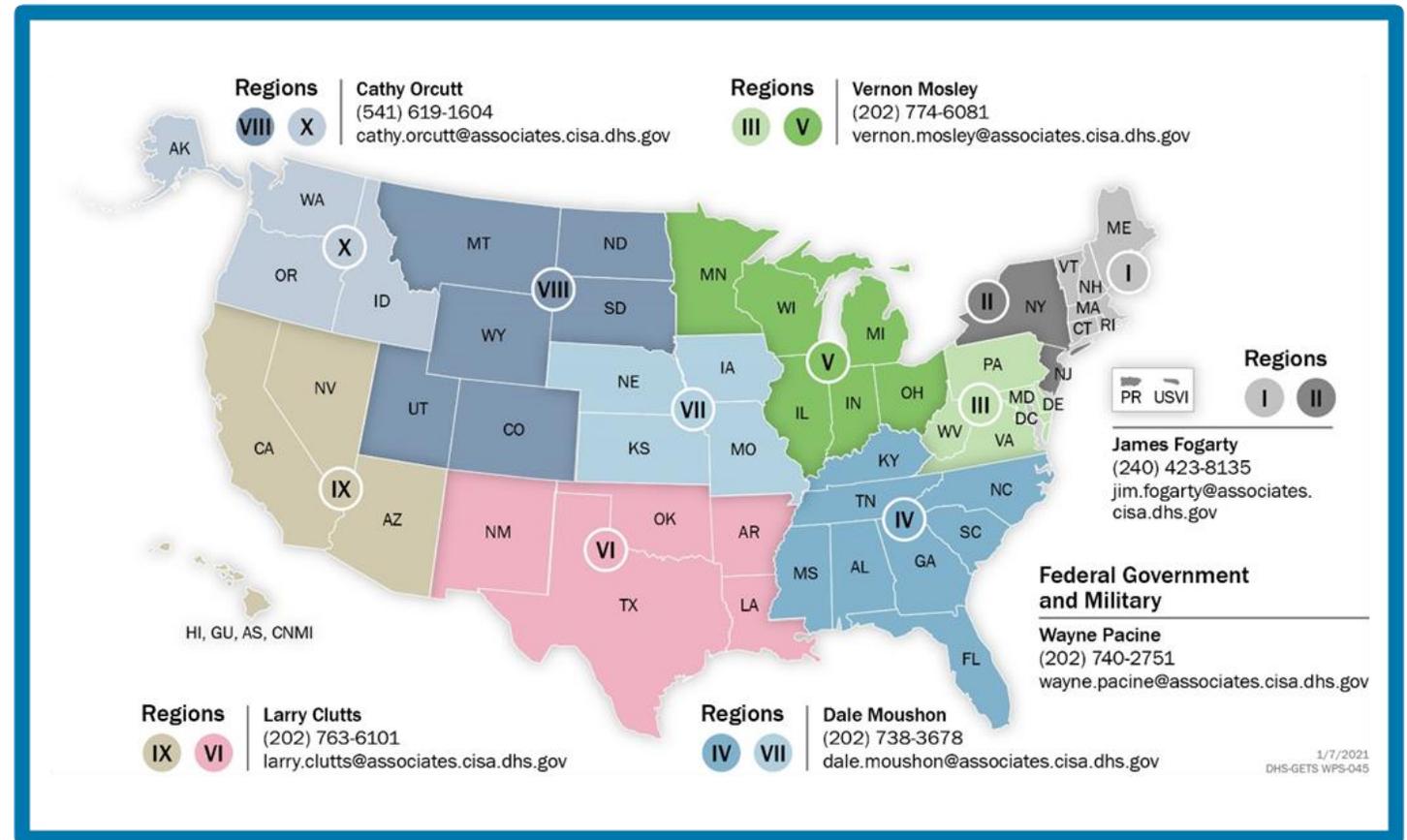
- Directs service providers to give preferential treatment to program users for line restoration and provisioning
- Mandatory requirement for all FCC-regulated telecommunications companies



PTS Area Representative

PARs are a regional resource that:

- Raise awareness of services
- Assist with training needs
- Answer questions



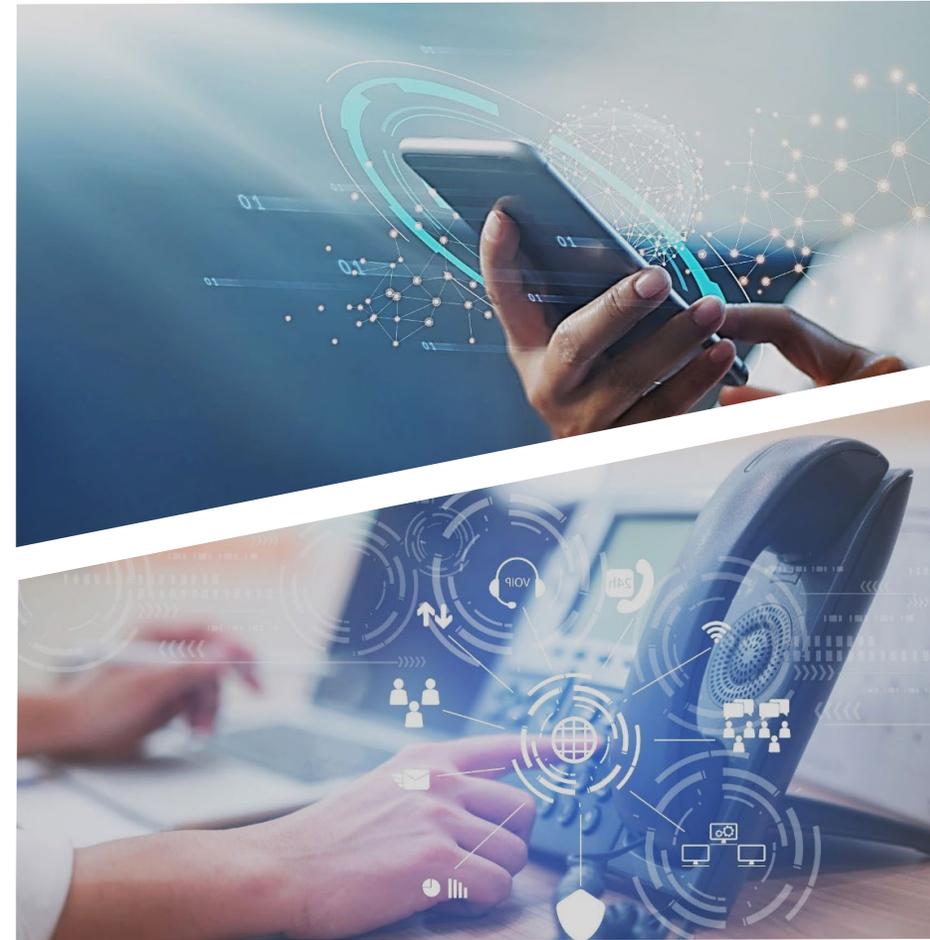
SOPs: Incorporate Priority

- **WHO:** Identify qualified users
- **WHAT:** Promote understanding to personnel
- **WHERE:** Integrate PTS in your organization's emergency operations plan
- **WHEN:** Define when and under what circumstances PTS will be used
- **WHY:** explain the role PTS play in critical situations



GETS/WPS Best Practices

- Confirm enrollment with partners
- Establish primary and alternate POC
- Review accounts/users regularly
- Conduct monthly test calls
- Develop/promote user training
- Include GETS/WPS in training exercises
- Report problems during testing and training exercises



TSP Best Practices

- Assign a primary and secondary **POC** for TSP
- **Check bills** to ensure TSP was assigned
- Work closely with your **service vendor**
- Consider **route diversity** for critical circuits
- Maintain **internal records** of TSP codes and corresponding circuits
- Have TSP **information readily available** for use when an outage occurs
- Know your **account representative** and communicate with the vendor regularly
- Know and understand **outage reporting procedures**



Requesting Priority Services

The Priority Telecommunications Service Center is a team of dedicated specialists who assist organizations with the enrollment process.



**Priority
Telecommunications
Service Center**

24-hour support:
800-818-4387

Email:
suport@priority-info.com

The graphic features a dark background with a cityscape at night and a network of glowing nodes and lines, symbolizing telecommunications and cybersecurity.

NECP in Action: NFL

- The National Football League is a PTS subscriber
- As part of its efforts to adopt the NECP's recommendations, the NFL has actively incorporated PTS into its Emergency Communications Plan



How You Can Take Action

- Implement NECP and achieve PTS success indicators
- Understand PTS enrollment eligibility
- Promote PTS use for communications continuity
- Continually review PTS use
- Maintain and update PTS SOPs



Resources

- [CISA Priority Telecommunications Services Resources](#)
- [National Emergency Communications Plan](#)
- [SAFECOM Nationwide Survey](#)
- [FY2021 Emergency Communications Technical Assistance Planning Guide](#)



Questions?



Upcoming Webinars

Implementing the National Emergency Communications Plan Webinars

May 26th – It Takes a Village: Leveraging the Whole Community to Make Critical Emergency Communications Decisions

LEARN MORE

From 1pm – 2:30 pm ET *Note this is an extended session

To join, use:

Webinar Link (for visual): <https://share.dhs.gov/necpwebinars>

Dial-In (for audio): 800-897-5813





For more information on the NECP:
cisa.gov/necp
NECP@cisa.dhs.gov

CISA Priority Telecommunications Service
Center:
1-866-627-2255

Monday–Friday, 8 am–6 pm Eastern
Follow voice prompts for GETS, WPS, or
TSP

