

GETS & WPS

Wallet Guide



Government Emergency
Telecommunications Service
& Wireless Priority Service

■ Primary Calling Method

Get an outside line
Listen for dial tone
Dial 1-710-627-4387 (GETS)
Listen for tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ Alternate Access Numbers

Get an outside line
Listen for dial tone
Attempt call using the following
toll-free numbers in place of
1-710-627-4387:

AT&T	1-888-828-4387
AT&T	1-877-646-4387
T-Mobile ▲	1-855-333-4387
Verizon ▲	1-800-900-4387
Verizon ▲	1-855-400-4387

▲ Use for GETS calls to toll-free destination numbers.

Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ From a Cellular Phone

Dial 710-627-4387^[3]^[4]
Press the SEND key
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ From a Secure Phone (vIPer or STE in SCIP mode)

Dial 1-710-627-4387
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]
If making a secure voice mode call, go
to secure mode after the destination
answers

■ From a Payphone

Listen for dial tone
Dial 1-710-627-4387
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ From a Military Base

In the U.S.

Use **Primary Calling Method**

Overseas

Dial the base operator
Request access to a U.S. operator
Request a commercial line
Listen for dial tone
Dial 1-710-627-4387
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ From a DSN Phone Line

Access DSN
Dial 710-627-4387
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ From a GSA Network/EIS Phone Line

Access Network/EIS
Dial 1-710-627-4387
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ From a Globalstar Satellite Phone^[3]

Follow normal procedure to acquire
satellite signal
Dial 1-710-627-4387
Press the SEND key
Listen for the tone^[5]
Enter your PIN^[1]
Listen for the prompt
Enter the ten-digit destination number^[2]

■ User Assistance



800-818-4387 (GETS)
703-818-4387

■ Priority Telecommunications Service Center



866-627-2255
703-676-2255



gets-wps@cisa.dhs.gov



cisa.gov/priority-
telecommunications-
services



CISA/ECD
CISA – NGR STOP 0645
1110 N. Glebe Road
Arlington, VA 20598-0645

■ From an Inmarsat Satellite Phone^[3]

Follow normal procedure to acquire satellite signal (depending on model):

Dial:

00-1-710-627-4387
or

011-1-710-627-4387

Press SEND (if required)

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From an Iridium Satellite Phone^[3]

Follow normal procedure to acquire satellite signal

■ Commercial Iridium

Dial 00-1-710-627-4387

Press SEND (if required)

■ EMSS Iridium

U.S. Long Distance

Dial **00 + 697** + 710-627-4387

Press SEND

DSN Access

Dial **00 + 696** + 710-627-4387

Press SEND

Local Hawaii Access

Dial **00 + 696 + 1** + 710-627-4387

Press SEND

Then for all:

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From Another Country Using DTS

Dial the Post PBX access code to reach the DTS International Voice Gateway

Listen for dial tone

Dial 96 [the DTS PSN access code]

Dial 710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From Another Country Using Direct Dialing (from any touch-tone phone)

Listen for dial tone

Dial country code for U.S.

Dial 1-710-627-4387

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

■ From Another Country Using AT&T Direct®

Get an outside line

Listen for dial tone

Dial the AT&T Direct® access number

Wait for an operator

Tell the operator, "This is a

Government Emergency

Telecommunications Service (GETS)

call, the number is 710-627-4387"

Listen for the tone^[5]

Enter your PIN^[1]

Listen for the prompt

Enter the ten-digit destination number^[2]

Wireless Priority Service

To make a call from a WPS-enabled wireless phone, dial:

***272 + Area Code + Number + SEND**

PTS Dialer App



Available for iPhone and Android, the PTS Dialer provides a streamlined way of making priority calls.

Key Features:

- Optimized for one-hand operation
- GETS PIN is stored on the phone
- Frequent Calls displays most often called numbers using the app
- WPS/GETS Test Call feature

Benefits:

- Reduces user dialing errors
- Speeds up calling process

Available:

• iPhone

Search for "PTS Dialer" in

• Android

Search for "PTS Dialer" in

For more information visit:

<https://gets-wps.csgov.com/apps>

■ Notes

^[1] If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.

^[2] For international calls, dial 011 + destination country code + city code (if required) + local phone number. International calls may be more than ten digits.

^[3] GETS access may not be available in all locations. There will be airtime charges for GETS calls.

^[4] If phone is WPS enabled, dial *272-710-627-4837 to overcome wireless network congestion.

^[5] If you miss the tone or do not enter your PIN promptly, your call may be directed to a GETS operator. Please provide your PIN and destination number and they will complete the call for you.