

Usage

<i>Priority Telecommunications Services (PTS)</i>	
TA Delivery Method:	Webinar
Recommended Participants:	SWICs and Public Safety Managers and Stakeholders

Offering Overview

Federal, state, local, tribal, and territorial government organizations rely on a mix of communications devices technologies to communicate during an emergency. When communicating by cellular or landline networks, government users share those networks with the public. Should those networks become overloaded due to high call volumes or other impairment, responders may not be able to communicate at a critical moment.

The Government Emergency Telecommunications Service (GETS) provides public safety personnel priority access and prioritized processing in the local and long-distance segments of the landline networks, greatly increasing the probability of call completion. Typical GETS users are responsible for the command and control functions critical to management of, and response to, national security and public safety emergencies, particularly during the first 24 to 72 hours following an event.

Wireless Priority Service (WPS) provides public safety personnel priority access and prioritized processing in all nationwide and several regional cellular networks, greatly increasing the probability of call completion. WPS is intended to be used in an emergency or crisis situation when cellular networks are congested and the probability of completing a normal cellular call is reduced.

Telecommunications Service Priority (TSP) authorizes public safety organizations to receive priority treatment for vital voice and data circuits. The TSP program provides service vendors an FCC mandate to prioritize requests by identifying those services critical to national security and public safety. A TSP assignment ensures that it will receive priority attention by the service vendor before any non-TSP service. These services are available through the appropriate CISA Priority Telecommunications Services Area Representative (PAR) and by contacting the CISA Priority Telecommunications Service Center at 1-866-627-2255. Additional information regarding GETS, WPS, and TSP can be found at the following websites:

- cisa.gov/gets
- cisa.gov/wps
- cisa.gov/tsp

Customized support for this offering may vary to meet each state’s unique needs. Potential design options, outcomes, and deliverables may include:

- Thirty-minute webinar
- Explanation of National Security/Emergency Preparedness Telecommunications Services
- How to request National Security/Emergency Preparedness Services
- Eligibility criteria and costs
- How GETS and WPS operate within the FirstNet environment