

National Communications System

National Security/Emergency Preparedness
Priority Telecommunications Services

- Government Emergency Telecommunications Service (GETS)
- Wireless Priority Service (WPS)
- Telecommunications Service Priority (TSP)

AFDO 110th Annual Educational Conference
Pre-Conference Food Defense Workshop
Crowne Center Hotel, Albany City Center
Albany N.Y.

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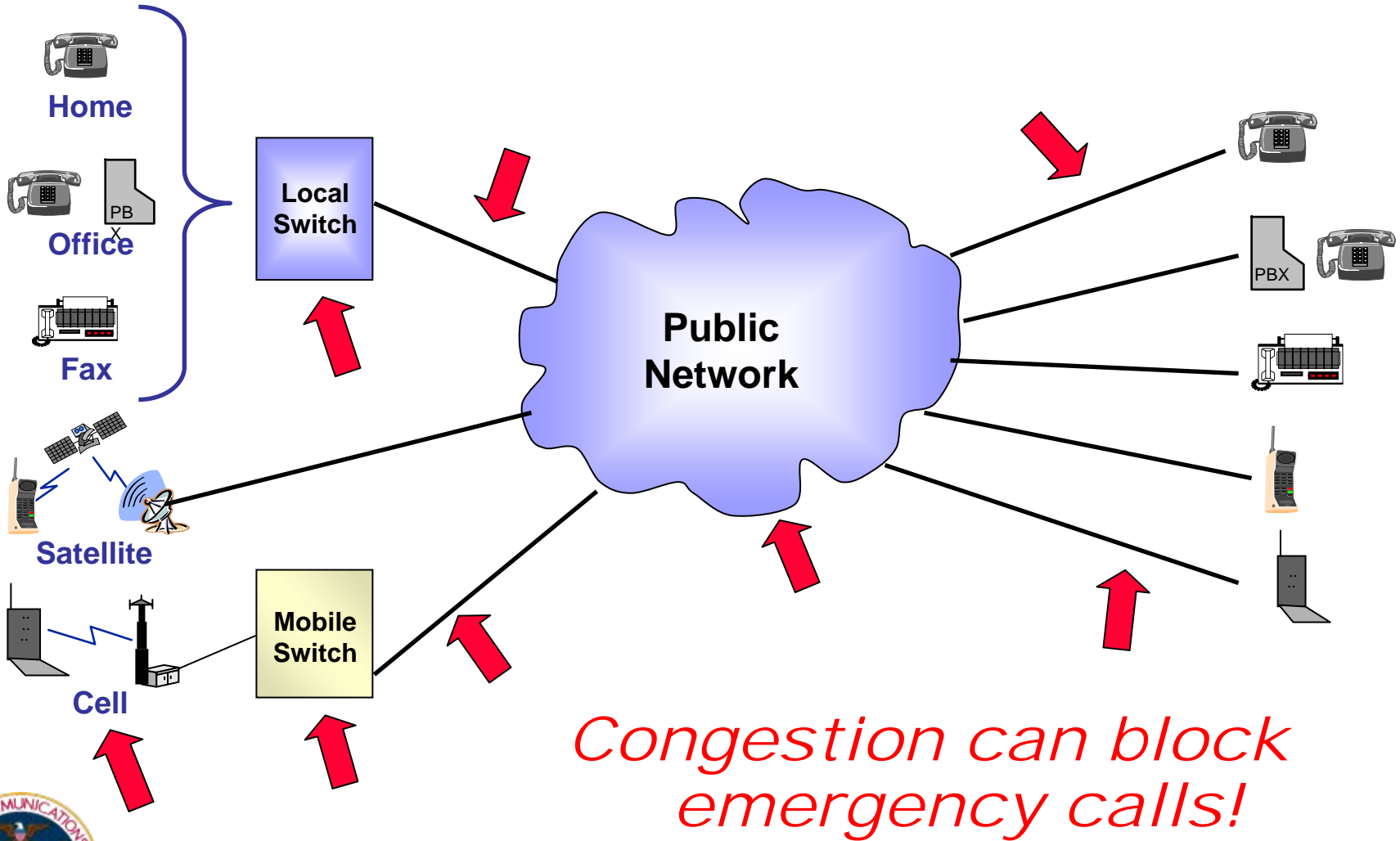




National Communications System

- The NCS works with the telecommunications industry to develop and deploy National Security and Emergency Preparedness Telecommunications Services
- Priority telecommunications services are available to qualifying federal, state, local, and tribal government, and industry organizations

Problem: During an Emergency, Mass Calling Causes Network Congestion



Network Congestion – Are You Prepared?

- 9/11: To overcome network congestion 10,000 GETS calls were attempted into/out of/within NYC and DC area with 95% completion rate
- Aug 03 NE Power Outage: To overcome network congestion 1,231 GETS calls were made into/out of/within affected areas with 90% + success rate
- June 14, 2005: California North Coast Earthquake and Tsunami Warning
 - Over 200,000 call attempts not processed between 8-10:30 pm
 - Humboldt County OES took at least two attempts to get through during a period in which they were scrambling to both receive and give information. Local Red Cross reported that GETS calls from distant chapters got through on first attempt



Network Congestion - Are You Prepared?

- Hurricane Season 2005:
 - 40,000 GETS Calls: Katrina 32,829, Rita 7,164, and Wilma 775 (94% successfully routed)
 - 5,000 WPS Calls: Katrina 3,204, Rita 1,027, and Wilma 705 (95% gained access to the radio channel, 63% completed)
- 2006: Increased likelihood of Network congestion due to mass calling during an emergency
 - 1996: 157M landlines + 38M cellular phones = 196M
 - 2006: 133M landlines + 194M cellular phones = 327M



Solutions: The GETS Calling Card and Wireless Priority Service



GETS is an emergency calling card service that can be used from virtually any telephone to provide priority for emergency calls



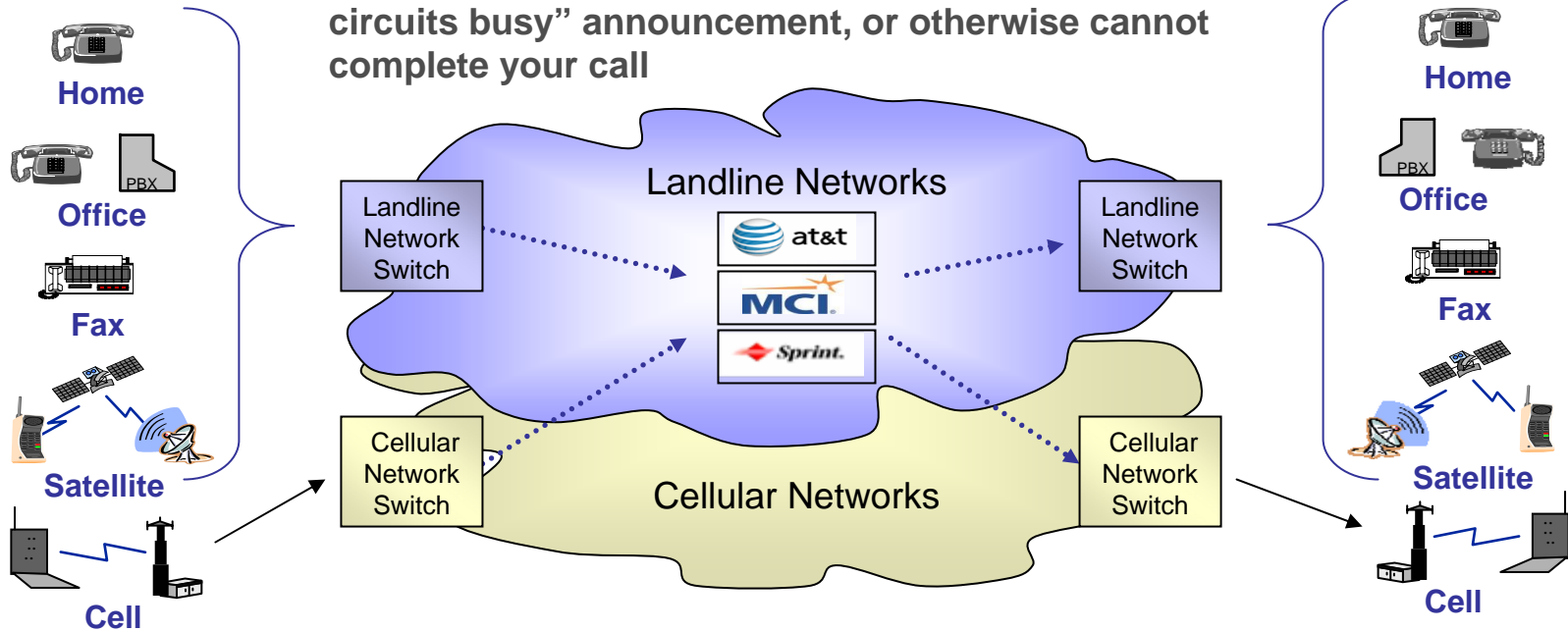
WPS is an add-on feature subscribed on a per-cell phone basis to provide priority for emergency calls made from cell phones



GETS PROVIDES PRIORITY

GETS provides priority access and specialized call processing in the public network to greatly increase the probability of completion of emergency calls

Use GETS whenever you hear a fast busy signal, "All circuits busy" announcement, or otherwise cannot complete your call



Calls to the special GETS Access Numbers are identified by landline or cellular switch for priority access and High Probability of Completion (HPC) processing

GETS calls are routed to one of the 3 GETS Carriers for:

- PIN Validation
- Inputting the Destination Number
- Priority (HPC) routing to destination switch



Making a GETS Call

12 Digit Personal Identification Number (PIN)

User Name and Organization

GETS Access Number

Toll Free number for each GETS carrier (backup)

WPS Dialing Instructions

Toll Free User Assistance number (24x7)

Government Emergency Telecommunications Service

PIN: 0123 4567 8910

Name: JAN SMITH

Organization: US CITY EOC

Dial 1-710-NCS-GETS (627-4387)

GETS

Dial 1-710-NCS-GETS (627-4387)

At the tone, enter your PIN

When prompted, dial your destination number (area code + number)

If you cannot complete a call, use a different long distance carrier:

AT&T: 1010 + 288	+1-710-627-4387	-or- 1-888-288-4387
MCI: 1010 + 222		-or- 1-800-900-4387
Sprint: 1010 + 333		-or- 1-800-257-8373

WPS

Wireless Priority Service is an optional cellular companion to GETS

Dial *272 + destination number for priority on a WPS cell phone

Assistance: For help or to report trouble, dial 1-800-818-GETS (4387) or 703-818-GETS (4387)

Familiarization Calls: Make periodic GETS calls using 703-818-3924 as the destination number

www.ncs.gov

0106

US GOVERNMENT PROPERTY. If found, return to: DHS (NCS/N3), 245 Murray Lane, Bldg 410, Washington, DC 20528-8500

WARNING: For Official Use Only by Authorized Personnel

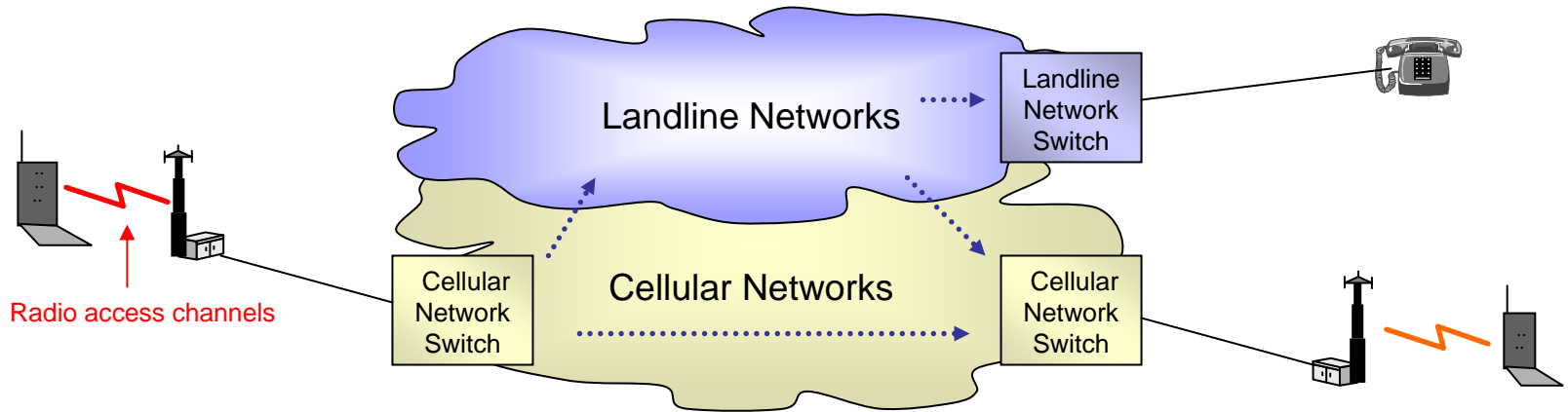
1. Dial GETS Access Number
2. Listen for tone, then enter your PIN (do not enter # after last digit)
3. Listen for voice prompt: “Please enter your destination number now.”
4. Enter the destination number (omit the 1 before the area code)
5. You will hear an announcement “You are using GETS, AT&T/MCI/Sprint”
6. Network will route your call to the destination telephone number



Periods of silence are normal – particularly if call is queued during heavy congestion. Calls may take 30 to 60 seconds to complete

Wireless Priority Service (WPS)

WPS is an add-on feature subscribed on a per-cell phone basis to provide priority for emergency calls made from cell phones. WPS works with existing cell phones in WPS equipped networks



WPS provides priority access to the radio access channel where local area congestion can often block calls

WPS automatically provides priority (HPC) call processing across landline and cellular networks



Making a WPS Call

1. Confirm radio signal 
2. Enter ***272 + destination telephone number** and push SEND key
(example: ***272 703 818 4387 - SEND**)
3. Network will route call to the destination telephone number

- Screen messages vary among carriers and mobile phone models.
- While WPS calls are in queue screen message usually displays "Calling + Destination Number"



- During WPS call set-up you may hear alternating periods of ringing and silence
- Busy signal, announcement, or extended silence indicates call cannot complete

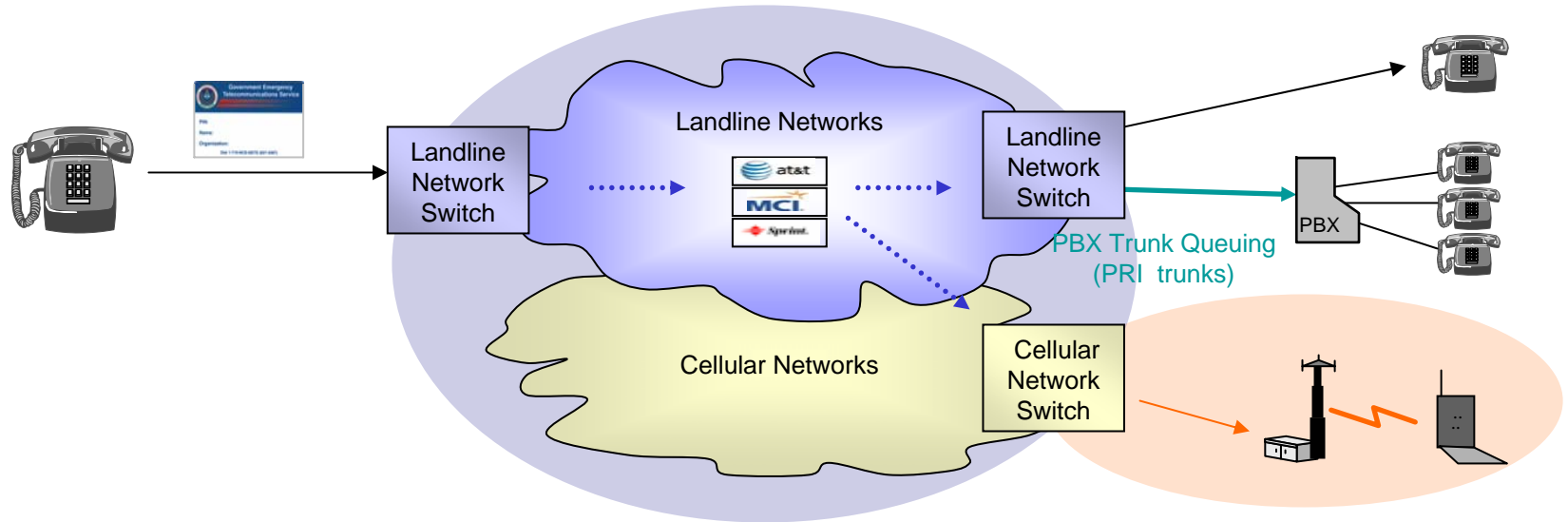


Periods of continuous ringing and/or silence may occur – particularly if call is queued at several points during heavy congestion. Calls may take 30 to 90 seconds to complete



GETS Provides Priority for Emergency Calls:

Landline Originated GETS Calls to Landline Phones and Cell Phones



High Probability of Completion Features

- Unique GETS/WPS Call Marking
- Signaling Priority
- Trunk Queuing
- Exemption from Network Management Controls*
- Alternate Carrier Routing*

* Landline Network Features

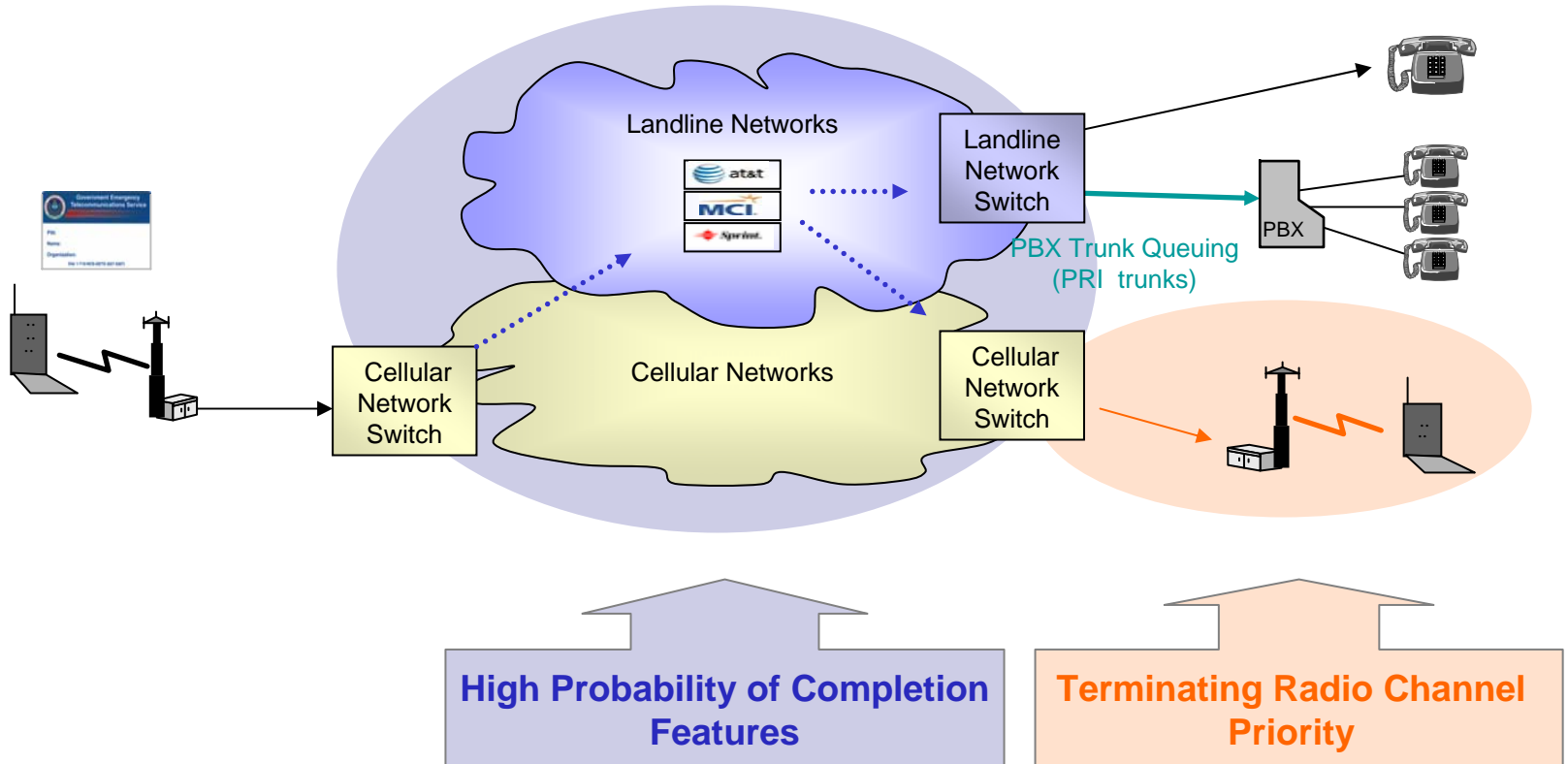
Terminating Radio Channel Priority

- GETS and WPS calls to cell phones served by cellular networks with WPS FOC automatically receive priority access (queuing) to local radio channels
- Does NOT require WPS subscription



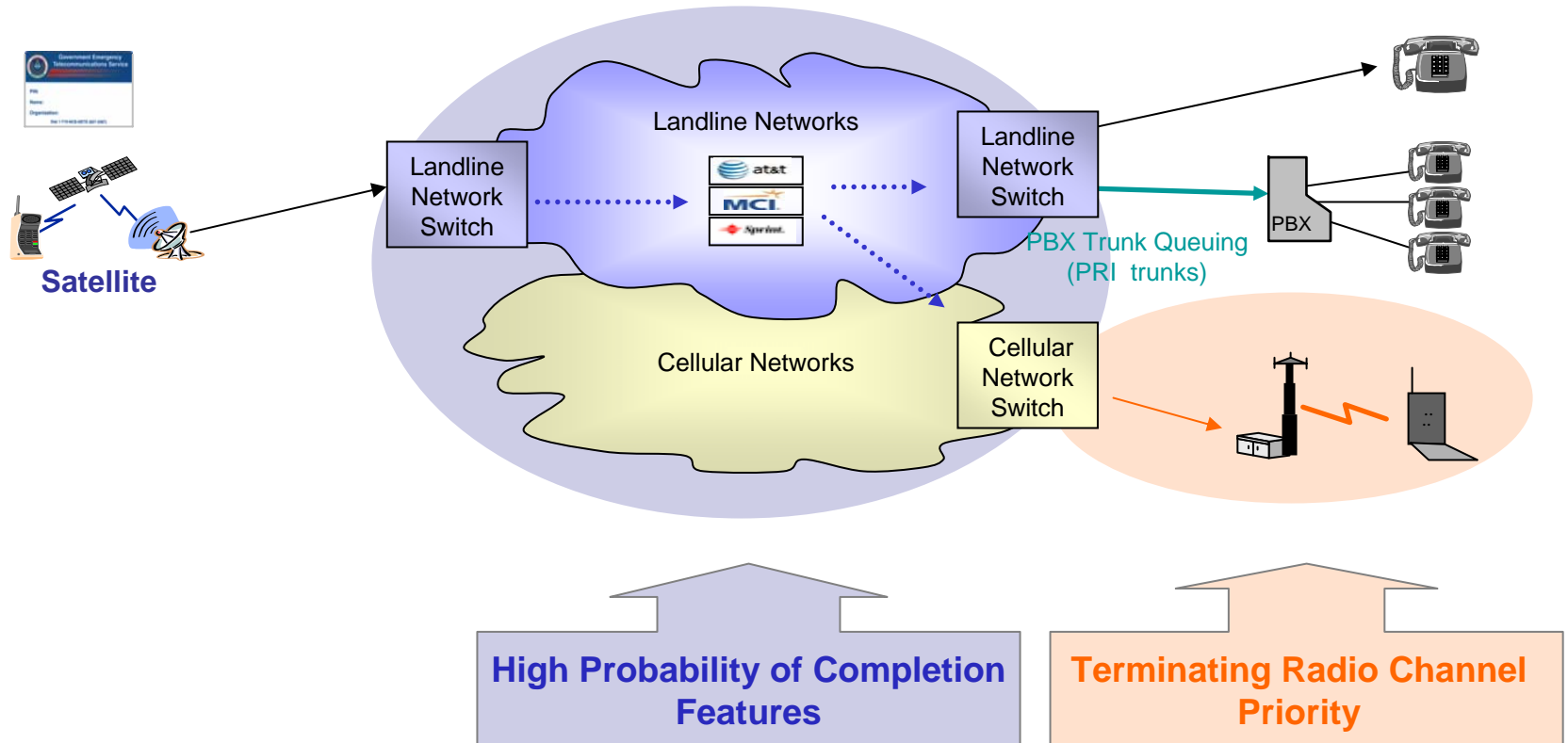
GETS Provides Priority for Emergency Calls:

Cell Phone Originated GETS Calls to Landline Phones and Cell Phones



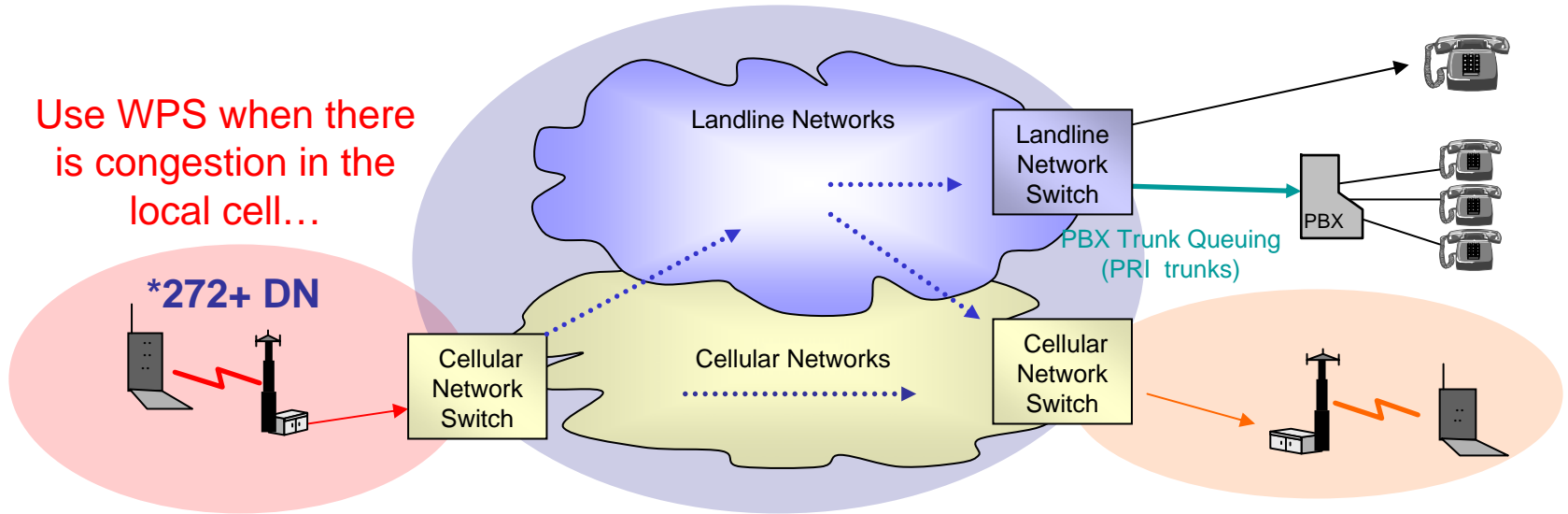
GETS Provides Priority for Emergency Calls:

Satellite Phone Originated GETS Calls to Landline Phones and Cell Phones



WPS Provides Priority for Emergency Calls: WPS Calls to Landline Phones and Cell Phones

Use WPS when there is congestion in the local cell...



Originating Radio Channel Priority









- Requires WPS subscription and dialing *272 plus Destination Number
- Provides priority access (queuing) to local radio channels
- Dialing *272 also activates HPC in Full Operational Capability (FOC) cellular networks

High Probability of Completion Features

Terminating Radio Channel Priority



Using GETS and WPS during an Emergency

Circumstance	Calling From	Use
Network congestion in local area	Landline*	
Network congestion at called location	Landline*	
No or slow dial tone on landline	Landline*	Don't hang up – wait at least 30 seconds for dial tone
Network congestion in local area	Cell phone	
Network congestion at called location	Cell phone	 or 
Network congestion at called location	Satellite phone	
GETS call doesn't complete	Landline or Cell phone	Try different GETS carrier via Toll Free Number
WPS call doesn't complete	Cell phone	 
WPS + GETS call doesn't complete	Cell phone	Dial *272 + Toll Free Number for different GETS carrier

* May need to dial 9 or other code for outside line



See back of GETS card for GETS and WPS Instructions

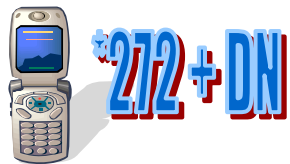
Budgeting for Priority Services

GETS



- No charge for GETS cards
- For organizations outside the Federal government, billing information is required to establish a billing account (PDC) for GETS usage
- You will not normally be billed for calls to confirm receipt of individual GETS cards, familiarization calls, or short-duration test calls to the familiarization line (703-818-3924). However, we reserve the right to bill for all calls, especially if there has been fraud, waste, or abuse using your GETS card(s)
- POC reviews and approves monthly call detail reports

WPS



- Ordered on a per-phone basis through the NCS
 - Now available: Cingular/AT&T, Nextel, T-Mobile, SouthernLINC
 - Planned: Verizon in Mid 2006, Sprint in 2007
- Per phone charge not to exceed \$4.50/month and a \$10 one-time set-up, plus no more than 75 cents per minute when WPS is invoked
- Billed by the carrier on the cellphone invoice



Who Should have GETS/WPS

Organizations

- Cities/Counties/States/Districts
- Offices of Emergency Services
- Police/Sheriff/Fire
- Water and Power, Telecom
- Public Works
- Irrigation Districts/Flood Control
- Public Health
- Hospitals/Medical Services
- Transit Agencies
- Ports/Airports
- Utilities/Transportation and other Industries
- Search and Rescue
- School and College Districts
- Red Cross/Volunteer Agencies
- Critical Infrastructure Suppliers
- Other Agencies included in County Emergency Management Plans

Individuals

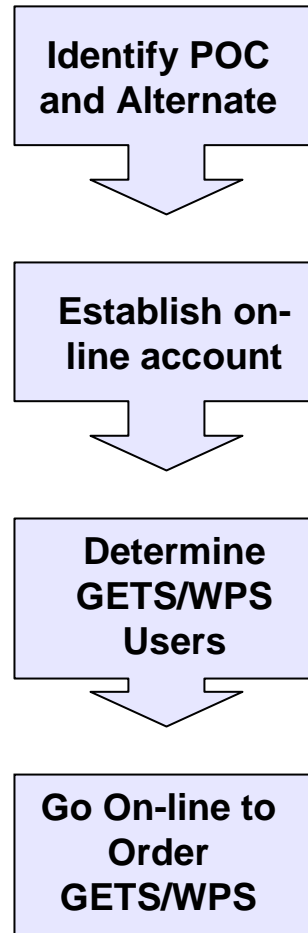
- Mayor, Council Members, Supervisors
- City Manager and staff
- Media Relations
- OES Management and staff
- Police/Fire Chiefs and staff
- Police/Fire Field Command
- Department Heads and staff
- Team leaders
- Subject matter experts/trained specialists
- Individuals with an Emergency Preparedness and Response role.

Locations/Functions

- EOC Work Stations
- Back-up EOC
- City and County Operations Centers
- PSAPs
- Computer/IT Center
- Police/Fire Dispatch
- City/County Yards
- Remote Offices/Stations
- Power/Pump Stations
- Shelters
- Command Vehicles



Order GETS and WPS on-line



How to Start Your GETS/WPS Program

1. Call your Outreach Coordinator or the Service Center – it will take about 10 minutes to establish a POC account for your organization
 - POC and Alternate will receive User ID and Password via email, and GETS cards via US Mail within 10 days
 - POC accounts can be changed to meet your organization's needs
2. Order GETS cards for a few key leaders (City Manager, Police and Fire Chiefs), and Senior Emergency Manager(s) – all that's need is their contact information (name, title, phone, email)
3. When cards arrive distribute them to your leadership so they can become familiar with GETS
 - Help them make test calls and become familiar with instructions on back of card
 - While viewing WPS instruction on GETS card, explain WPS
4. Follow up
 - Recommend WPS for key leadership – order upon approval
 - Expand GETS and WPS to rest of your organization



How to Expand Your GETS/WPS Program

1. Assess your existing GETS and WPS holdings
2. Using your Organization Chart/Emergency Plans or similar, identify additional GETS and WPS Candidates
 - Individuals: leadership, key emergency personnel, etc.
 - Functions: EOC, PSAP, and other
 - Locations: Remote sites, corporation yards, etc.
3. Use the *GETS/WPS User Information Spreadsheet* available from Regional Outreach Coordinators to capture candidate information, or use the *Send Request to Users* option on GWIDS
4. Go on-line to request new GETS/WPS
5. Issue GETS cards with NCS provided User and Pocket Guides
 - Individuals: emphasize need to carry card at all times
 - Location/Functions: place card in accessible location with instructions
6. After WPS activation contact each user to confirm that WPS is working by having them make a test call
7. Include Network Congestion Scenarios in your tabletops and exercises (to make sure users remember to use GETS/WPS)



GETS Successes

- Power Plant in Corpus Christi Texas (Hurricane Rita)
- Federal Users, Downtown Manhattan (9/11)
- Houston Evacuation (Hurricane Rita)
- US Customs Service (9/11)
- US Department of Commerce (9/11)
- INS (9/11)
- Wilson-Jefferson Medical Center (Hurricane Katrina)
- North Texas Boat Rescue (Hurricane Katrina)

“The only thing tougher than planning for a disaster is explaining why you didn't!”



Contacts:

GETS/WPS Regional Outreach Coordinators

Northeast: dan.currie@associates.dhs.gov

South: john.dineen@associates.dhs.gov

MidWest / SouthWest: lee.jones@associates.dhs.gov

MidWest / Mountain: lee.johnson@associates.dhs.gov

West Coast: ralph.parker@associates.dhs.gov



Emergency Preparedness Challenge

“It’s tough to make predictions,
especially about the future.”

“The future ain’t what it used to be.”

- Yogi Berra



Additional Resources

For more information:

www.ncs.gov

www.gets.ncs.gov

www.wps.ncs.gov

www.tsp.ncs.gov

For Assistance setting up on-line Accounts
and ordering:

Priority Telecommunications Service Center:

1-866-627-2255

8am to 6pm Eastern Time

follow voice prompts for each service



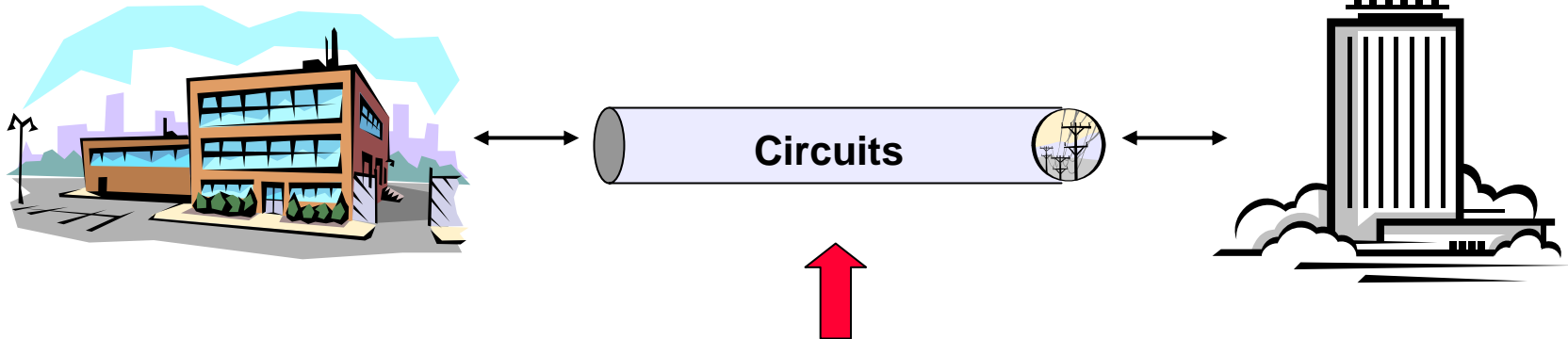
Additional Information



Problem: During an Emergency, Critical Services May Experience Outages

- Emergency Operations Center
- **PSAP** ←
- IT Center
- Critical Facilities

Telecommunications
Service Providers



*Damaged facilities and service outages
can affect communications!*



Solution: Telecommunications Service Priority (TSP)

- FCC mandated program - applies to all telecommunications service providers
- Restoration Priority ensures restoration of TSP identified services before non-TSP services
- Provisioning Priority facilitates priority installation of new telecommunications services in a shorter than normal interval

TSP must be set-up in advance – before an emergency or disaster occurs



Implementing TSP

Hints:

Establish the on-line TSP account by going to www.tsp.ncs.gov

Download the TSP Service User Manual and TSP Service Request Form (Form 315)

Include the completed Form 315 for each service with your TSP Service Request

Step 1: Establish on-line account

Step 2: Identify Specific Services for TSP

Step 3: Submit TSP Service Requests thru on-line system

Step 4: Obtain TSP code for each approved service

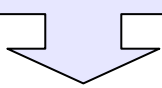
Step 5: Order TSP thru your service provider

Step 6: Update records and procedures to reflect implementation

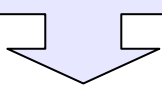


Order GETS and WPS on-line

Identify POC
and Alternate



Establish on-
line account



Determine
GETS/WPS
Users



Go On-line to
Order
GETS/WPS

1. Identify a Point of Contact (POC) and Alternate to manage GETS/WPS for your organization
2. Have POC/Alternate POC go to www.gets.ncs.gov
Select first time requestor on left-side menu; then state, local, and tribal government
 - Follow step by step instructions to establish Point of Contact Account for POC and Alternate. They will receive User IDs, Passwords, and personal GETS cards within 10 days
 - POC and Alternate should review GETS/WPS information on Websites, familiarize themselves with on-line ordering system, and make GETS test calls
3. Determine which individuals, locations, and functions need GETS and WPS (*use GETS/WPS User Data Sheet available from Outreach Coordinators*)
4. POC/Alternate orders users' GETS and WPS on-line
 - GETS cards with instructions are mailed to POC's address
 - WPS subscription activation is confirmed by email to POC

Note: Federal POC's are already established for some organizations





Managing GETS and WPS



- Establish an appropriate number of POC accounts for your organization
 - Some cities/counties have 1 POC, others have separate POCs for Police, Fire, EOC, etc.
 - You can add/consolidate POC accounts and change POCs as needs dictate
- Issue GETS cards with NCS provided User and Pocket Guides
 - Individuals: emphasize need to carry card at all times
 - Location/Functions: place card in accessible location with instructions
- After WPS activation contact each user to confirm that WPS is working by having them make a test call
- Be sure each user regularly makes GETS/WPS test calls
- Use the on-line system to review GETS usage, perform administrative tasks, and to place orders or cancel GETS and WPS
- Be sure to include GETS and WPS in your emergency procedures and exercises

