U.S. Department of Homeland Security

CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY

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EMERGENCY COMMUNICATIONS DIVISION (ECD)

PRIORITY TELECOMMUNICATIONS SERVICES

LOUISIANA STATEWIDE INTEROPERABILITY EXECUTIVE SUBCOMMITTEE (SIEC)

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Priority Telecommunications Services

- **Government Emergency Telecommunications Service (GETS):** Nationwide landline telephone service that provides priority NS/EP telecommunications

- **Wireless Priority Service (WPS):** Nationwide wireless NS/EP telephone service that interoperates with GETS to provide Priority Services via selected commercial wireless service providers

- **Telecommunications Service Priority (TSP):** Priority provisioning and restoration of critical NS/EP circuits.

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Problem: Phone call when system busy

Congestion can occur at many points in landline and cell phone networks

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When would I use GETS/WPS?

GETS and WPS can be used to supplement emergency communications during times of network congestion:

- Contact off-duty personnel on their home/cell phones
- Communicate with response personnel that do not have radio access (e.g. Red Cross, volunteers, utility companies)
- Discuss sensitive information that may not be appropriate for radio broadcast
- Callbacks to reporting persons
- Maintain communications with leadership
- Access to teleconferencing capabilities

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2018 Hurricanes

Hurricane Lane, Cat 5
August 23 – August 25

GETS Expedites	17
WPS Activations	245
TSP Codes Issued	0
GETS Call Completion	100%
WPS Call Completions	91.7%
ESF 2	29 Total Hours

Hurricane Florence, Cat 1
September 11 – September 19

GETS Expedites	142
WPS Activations	2,849
TSP Codes Issued	40
GETS Call Completion	99.0%
WPS Call Completions	94.7%
ESF 2	184 Total Hours

Before ↔ After
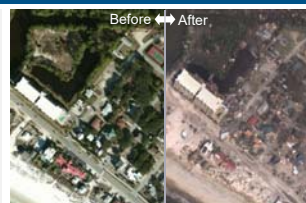
Hurricane Michael, Cat 4
October 9 – October 14

GETS Expedites	50
WPS Activations	317
TSP Codes Issued	30
GETS Call Completion	98.7%
WPS Call Completions	92.6%
ESF 2	125 Total Hours

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Who should have priority services?

Organizations

- Cities/Counties/States/Districts
- Office of Emergency Management
- Police/Sheriff/Fire
- Water and Power, Telecom
- Public Works
- Irrigation Districts/Flood Control
- Public Health
- Financial Institutions
- 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
- CFO
- Media Relations
- OEM Management and staff
- Police/Fire Chiefs and staff
- Police/Fire Field Command
- Department Heads and staff
- Subject matter experts/trained specialists
- Other individuals with an NS/EP role

Locations/Functions

- EOC Workstations
- Back-up EOC
- City and County Operations Centers
- PSAPs (9-1-1 Center)
- Computer/IT Center
- Police/Fire Dispatch
- City/County Yards
- Remote Offices/Stations
- Power/Pump Stations
- Shelters
- Command Vehicles

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Budgeting for Priority Services

- GETS
  - There is no charge to subscribe to GETS. The ECD reserves the right to bill for all GETS calls. See www.dhs.com/gets for additional details

Government Emergency Telecommunications Service
Office of Emergency Communications
John Smith
Department of Defense
Dial Access Number: 1-710-627-4387
After Tone, Enter PIN:
When Prompted, Dial: Area Code + Number

WPS Carrier Subscription and Usage Fees

	WPS Feature Activation Fee	WPS Service Fee (monthly recurring)	WPS Usage Fee
AT&T Mobility	$0	$0	$0
Cellcom	$0	$0	$0
C Spire	$0	$0	$0
GCI	$0	$0	$0
Southern Linc	$10.00	$0	$.75 per minute
Sprint	$0	$0	$0
T-Mobile	$0	$0	$0
Verizon Wireless	$0 *	$0 *	$0 *
U.S. Cellular	$0	$0	$.75 per minute

Verizon Wireless waives fees for public sector (federal, state, local, tribal, and territorial government) and for first responders with personal lines enrolled in the Verizon Volunteer First Responders Benefits Program. Verizon Wireless bills fees for private sector (industry and consumer). Please check with your account manager.

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GETS/WPS Dialer Application

The Emergency Communications Division (ECD) dialer app provides a simplified way to make GETS and WPS calls:

- Eliminates dialing errors
- Convenient Call Log that speeds up call process
- PTS Dialer App Available for:
  - ➢Apple iPhones @ Apple App Store
  - ➢Android phones @ Google Play
  - ➢Blackberry devices

Since the debut of the dialer app, ECD has seen a 40% reduction in GETS user dialing errors

Call User Assistance at 800-818-4387 or email
support@priority-info.com
for any questions or problems related to the app.

For additional resources, visit www.dhs.gov/pts-videos

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WPS Availability with FirstNet

- WPS is supported on FirstNet core (Black SIM devices), so subscribers can carry a single phone to access both services
  - <u>However</u>, FirstNet devices (Orange SIM) on AT&T's Commercial Core Network are not compatible with WPS
  - AT&T continues to encourage all FirstNet subscribers to subscribe to AT&T's FirstNet service with a Black SIM. AT&T is working with those existing FirstNet subscribers with an Orange SIM to transition them to a Black SIM where applicable.

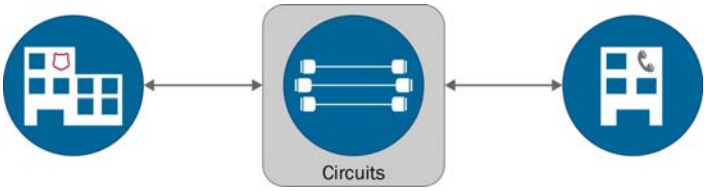## Critical Services May Experience Outages

- Damaged facilities and service problems can disable communications!
  - Emergency Operations Center
  - 911 Public Safety Answering Points (PSAPs)
  - IT Center
  - Critical Facilities
  - Telecommunications Service Providers

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TSP: Solution for Repair of Damaged Circuits or Expediting Installation of New Circuits

- Established in November 1988 by Federal Communications Commission (FCC) Report and Order FCC 88-341

- TSP is a mandatory requirement for all FCC-regulated telecommunications companies

- Tariffed rates are approved by state utility regulators

Circuits

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Circumstances to Apply TSP

- TSP provides priority repair or expedited installation of critical voice and data circuits:
  - Repair and replacement of damaged circuits at EOCs, hospitals, PSAPs, power facilities, government headquarters, financial institutions, etc.
  - Priority installation of new circuits when needed to support operations such as disaster response and recovery, and large scale security events

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Budgeting for Priority Services

No charge for TSP Code; each Circuit will have an applicable rate established by your service provider

Approximate Range of TSP Costs

Approximate Range of Most TSP Costs (Will Vary by Vendor and Location)			
TSP Provisioning	TSP Restoration (Set-Up Fee)	Recurring Cost for TSP Restoration	Change to Restoration Priority Level
$50.00 up to $416.00 (non-recurring)	$14.00 up to $358.00	$0.00 up to $9.35 monthly	$2.91 up to $131.00

Note: For Federal Government Users, Networx Costs Apply

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Resources

For more information visit:

www.dhs.gov/gets

www.dhs.gov/wps

www.dhs.gov/tsp

For assistance setting up accounts:

DHS Priority Telecommunications Service Center

1-866-627-2255

Monday - Friday, 8 AM to 6 PM Eastern Time

Follow voice prompts for each service

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Contact Information

Cybersecurity and Infrastructure Security Agency Emergency Communications Division

https://www.dhs.gov/cisa/emergency-communications

Larry Clutts
Priority Telecommunications Services Area Representative
Regions 6 & 9 – *American Samoa, Arizona, California, CNMI, Guam, Hawaii, Nevada, New Mexico, Oklahoma, Texas, Arkansas and Louisiana*
Phone: 559.824.2844
larry.clutts@associates.hq.dhs.gov

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