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GETS

User Guide

Government Emergency Telecommunications Service

PURPOSE

The Government Emergency Telecommunications Service (GETS) is a National Security and Emergency Preparedness (NS/EP) service of the Federal Government. This User Guide will show you how to place a GETS call and how to obtain assistance.

NOTE: GETS is to be used only by authorized Federal, State, and local government and other authorized personnel when they are unable to complete emergency calls through normal or alternate telecommunications means using the public telephone network.

GETS provides:

- An increased probability of completing your emergency calls when normal calling methods fail
- Voice and data transmission via clear or secure telephone, facsimile, modem, or other equipment
- A single, universal telephone number and a Personal Identification Number (PIN), which allow you to access the service worldwide
- Calling to all 50 states and any worldwide destination
- Capabilities to enable rapid detection of suspected fraud
- A toll-free number for User Assistance available 24 hours

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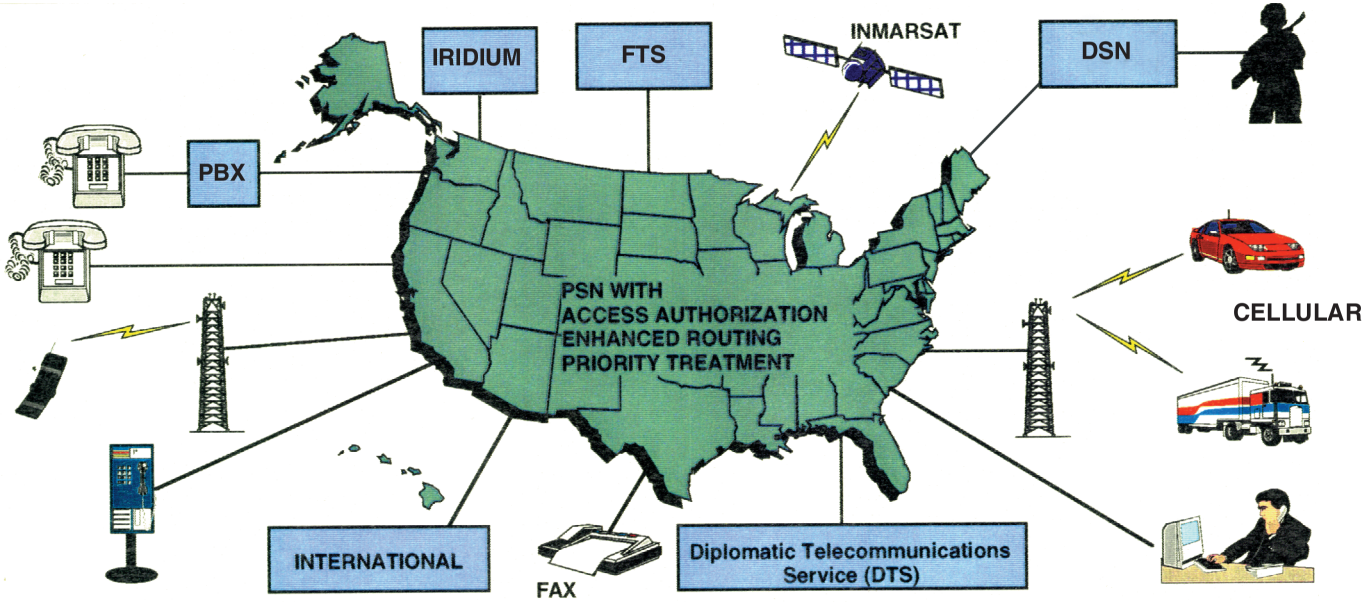
OPERATIONAL CONCEPT



PLACING A GETS CALL

You need 3 things to use GETS

1. A telephone or cell phone connected to the public telephone network
2. The universal access number for GETS

   1-710-NCS-GETS
   (1-710-627-4387)
3. A Personal Identification Number (PIN) on your GETS card

GETS calls cannot be made to toll free 800, 888, 877, 866, 855 destination numbers

GETS USER ASSISTANCE

Help is available 24 hours a day by calling GETS User Assistance:

1-800-818-GETS (4387)
or
703-818-GETS (4387)

User Assistance can help with:

- Questions about GETS
- Problems in using GETS
- A lost or stolen PIN card
- Suspected fraud

For identification, User Assistance personnel may request the password provided with your GETS card.

When reporting GETS problems to User Assistance, provide complete details, including the origination location of the call, the digits dialed, specific difficulties encountered, and error messages received. This information will permit User Assistance to determine where the call failed so that the trouble may be referred to the appropriate source for correction. It will also enable them to provide additional guidance that may help you complete your call.

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
Verizon:	1010 + 222		-or- 1-800-900-4387
Sprint:	1010 + 333		-or- 1-800-257-8373

WPS

From a Wireless Priority Service enabled device:
Dial *272 before any call, including a GETS call.

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

US GOVERNMENT PROPERTY. If found, return to: DHS (NCS/N2), 245 Murray Lane, Bldg 410, Washington, DC 20528-8500
WARNING: For Official Use Only by Authorized Personnel

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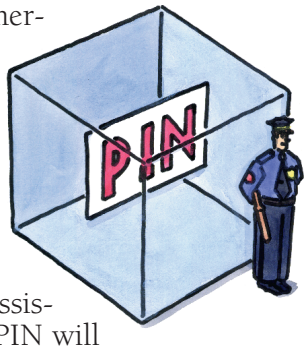
SAFE-GUARDING YOUR PIN

You should exercise care in handling and entering your PIN. Report a lost GETS card as soon as possible. When you do this, your PIN will be canceled, and you will be issued a new one. To help prevent fraud you should do the following:

- Guard your PIN from compromise by not openly exposing your card or PIN to anyone
- Memorize your PIN and password
- Report a lost or stolen GETS card as soon as possible by calling User Assistance at 1-800-818-GETS (1-800-818-4387), and also notify your POC
- Be aware of people loitering when you make calls in public places
- Use a normal conversational tone when placing operator assisted calls to avoid being overheard
- Never use your GETS card to verify your identity
- Never reveal your PIN to anyone other than a GETS operator or a GETS User Assistance representative you have called
- If you must share your PIN with others in an emergency, please call GETS User Assistance to advise them of multiple users. When the need for multiple users of your PIN no longer exists, advise GETS User Assistance and your old PIN will be canceled and a new card with a new PIN will be issued to you.



Primary Calling Method

From a Touch-Tone Phone

- Get an outside line
- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If call fails, try Alternate Calling Method

Alternate Calling Method

From a Touch-Tone Phone if Primary Calling Method fails***

- Get an outside line
- Listen for dial tone
- Dial:

  1010 + 288 for AT&T
  or
  1010 + 222 for Verizon
  1010 + 333 for Sprint
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

*** *If both methods fail, calls can be attempted using the following toll-free numbers:*
AT&T 1-888-288-4387
Verizon 1-800-900-4387
Sprint 1-800-257-8373
Not all GETS priority enhancements are available using these numbers and in extreme congestion these numbers may not work.

From a Payphone

- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

If call fails, attempt call using the following toll-free numbers in place of 710-NCS-GETS:

AT&T	1-888-288-4387
Verizon	1-800-900-4387
Sprint	1-800-257-8373

From a Rotary Dial Phone

- Listen for dial tone
- Dial:

  1010 + 222 for Verizon
  or
  1010 + 333 for Sprint
- Dial 1-710-NCS-GETS (627-4387)
- Wait for the GETS operator
- Give your 12-digit PIN* and ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From a Military Base in the US

From US

- Get an outside line
- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If call fails, try Alternate Calling Method

From an Overseas US Military Base

From Overseas

- Dial the base operator
- Request access to a US operator
- Request a commercial line
- Listen for dial tone
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From a Cell Phone

From a Cell, In-Flight, or PCS Phone

- Dial 710-NCS-GETS (627-4387) for a GETS call#

  Dial *272-710-NCS-GETS (627-4387) if you subscribe to Wireless Priority Service (WPS) for a WPS call.
- Press the SEND key
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- GETS access may not be available in all locations. There will be airtime charges for GETS calls

From a Secure Phone

From a Secure Phone (STU-III or STE in STU-III mode)##

- Dial 710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**
- If making a secure voice mode call, go to secure mode after the destination answers

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to re-enter your PIN*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

\# *Cellular carriers may require a 1 before 710-NCS-GETS (627-4387)*

These calls may require a 1 prefix before 710-NCS-GETS (627-4387). Secure GETS calls cannot be made from STEs in the FNBDT mode.

From a Globalstar Satellite Phone

- Follow normal procedure to acquire satellite signal
- Dial 1-710-NCS-GETS (627-4387)
- Press the SEND key
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From an Inmarsat or Iridium Satellite Phone

From an Inmarsat/ Iridium Phone

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

  a) Dial 00-1-710-NCS-GETS (627-4387) or 011-1-710-NCS-GETS (627-4387)

  b) Press SEND (if required)
- For Iridium:

  a) Dial 00-1-710-NCS-GETS (627-4387)

  b) Press SEND

Then for all:

- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From an FTS Phone Line

- Access FTS
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From a DSN Phone Line

- Access DSN
- Dial 710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From Another Country using DTS

From DTS in Another Country

- 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 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From Another Country using Direct Dialing

From Any Touch-Tone Phone

- Listen for dial tone
- Dial country code for US
- Dial 1-710-NCS-GETS (627-4387)
- Listen for the tone†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits.*

From Another Country using AT&T Direct®

From Any Phone

- 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†
- Enter your 12-digit PIN*
- Listen for the prompt
- Enter the ten-digit destination number**

From Another Country using Verizon WorldPhone℠

From Any Touch-Tone Phone

- Get an outside line
- Listen for dial tone
- Dial the Verizon WorldPhone access number
- Wait for an operator††
- Tell the operator, "This is a Government Emergency Telecommunications Service (GETS) call, the number is 710-627-4387"
- Provide operator with GETS PIN and ten-digit destination number**

† *If you miss the tone or do not enter a PIN promptly, your call may be directed to a GETS operator. Please provide your 12-digit PIN and a destination number and they will complete the call.*

†† *Do not respond to automated prompts; wait for the operator*

* *If an incorrect PIN was entered, listen for a voice prompt to reenter your PIN.*

** *For international calls dial 011 + country code + city code (if required) + local phone number. International calls are allowed more than ten digits. Entire call, international and domestic, will be billed to your GETS PIN.*

Government Emergency Telecommunications Service

For User Assistance:

Telephone:
800-818-GETS
(800-818-4387)

or
703-818-GETS (4387)

National Communications System
245 Murray Lane, Bldg. 410
Washington, DC 20528-8500

Telephone:
866-NCS-CALL
(866-627-2255)

or
703-676-2255

E-mail:
gets@dhs.gov

Web:
www.ncs.gov