

# Using GETS During an Emergency

When you are unable to complete an official call in two attempts using normal dialing you should re-attempt your call using the Government Emergency Telecommunications Service (GETS) calling card. The person you are calling does not need to have GETS or Wireless Priority Service (WPS)

View GETS access number and PIN on GETS Card

- End previous call before using GETS (hang up)
- GETS access number is on the back of the GETS card
- The 12 digit PIN is on the front of the GETS card

Access outside telephone line and dial the GETS access number 1 710 627 4387

- Dial the GETS access number when you hear dial tone
- If no dial tone do not hang up - wait at least 30 seconds for dial tone once you access an outside line
- You may need to dial 9 or other code for outside line

Listen for the GETS tone

- GETS tone is often heard within a few seconds after dialing the access number - you may not hear ringing prior to the tone
- There are slight variations in the GETS tone depending on how call is routed
- During periods of heavy network congestion it may take up to 60 seconds to hear the GETS tone

Enter the twelve digit PIN on front of your GETS Card (do not enter # after last digit)

- If you input an incorrect PIN the system will ask you to re-enter your PIN - you have 3 chances to input a correct PIN
- If the GETS operator comes on the line, provide your PIN and Destination Number when asked

Listen for prompt: "Please enter your Destination Number now"

- Destination Number prompt may be immediate or during periods of heavy network congestion there may be a delay before the prompt is heard

Enter the 10 digit Destination Number (omit the 1 before the Area Code)

- GETS can be used for voice calls and faxes to ten digit North American phone numbers (landline, cellular, or satellite)
- Dial area code plus the 7 digit telephone number you are calling, do not push # key after dialing the Destination Number
- Destination Number cannot be a toll-free number (800, 888, etc.)
- Do not use GETS to call 911

You will hear announcement "You are using GETS, AT&T, MCI, or Sprint". GETS will route your call

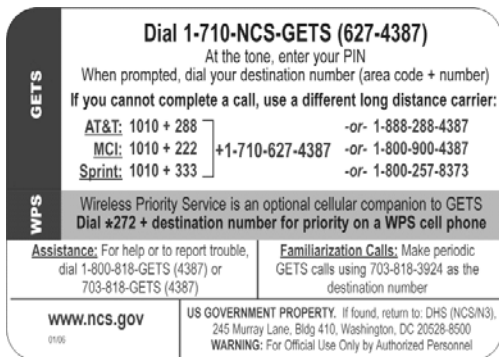
- Indicates which GETS carrier is processing the call
- Announcement may be immediate or during periods of heavy network congestion there may be a delay before the announcement
- During periods of heavy network congestion it may take up to 60 seconds after hearing the announcement for the call to connect

# GETS – General Information

The Government Emergency Telecommunications Service (GETS) is an emergency calling card that significantly increases the probability of call completion during periods of network congestion or when network capacity has been impaired



- 12 Digit Personal Identification Number (PIN)
- Name of the individual or position, place, or function to which the card is assigned
- Name of the organization associated with the card. Each organization has a Point of Contact and Alternate Point of Contact (POC/APOC) who administers GETS. Contact your organization's POC or APOC for assistance with GETS



- Primary GETS access number: 1-710-627-4387
- 3 Toll Free GETS access numbers: use these alternative GETS access numbers if GETS calls using the 710 access number do not complete after 2 attempts. Simply dial the 10 digit toll free number instead of the 710 number
- If 1010 dialing is available on your phone line and GETS calls using the 710 GETS access number do not complete, you can dial 1010 + 3 digits for one of the GETS carriers + 1-710-627-4387 to reattempt your call
- WPS (Wireless Priority Service) dialing instructions - contact your POC for information on WPS for your cell phone
- Familiarization Calls – you can use this Destination Number for familiarization calls unless otherwise instructed by your POC
- User Assistance Telephone Number: call 24x7 to report trouble using GETS

- GETS does not pre-empt other users - use GETS for official calls when you cannot otherwise complete your call
- Always carry your GETS card and emergency phone number list - GETS dialing instructions are on back of your GETS card
- Make periodic GETS familiarization calls from office and home phones using the 4 GETS access numbers (710 and 3 Toll Free numbers) to ensure familiarity with the GETS tone and Destination Number prompt
- The Destination Number must be a working landline, cellular, or satellite phone - if the number is down, disconnected, or otherwise inoperable calls to the DN will not complete.

- When calling from an office phone system you must be able to access an outside line to make a GETS call. Your POC should coordinate with telecom staff to assure access to outside lines for GETS users. An alternative is to use a direct line that bypasses the office phone system
- When calling from a home phone or direct line
  - Always have a basic phone that does not require commercial power - most cordless phones do not work during a power outage
  - Make sure all phones are “hung-up” and cords are fully inserted in jacks if there is no dial tone