

September 21, 2009

To: All Washington state Government Emergency Telecommunications Service Points of Contact

Subject: Guidance for making GETS calls during September 24 Statewide drill

As part of National Disaster Preparedness Month you should have recently received an invite to participate in the first statewide Government Emergency Telecommunications Service (GETS) drill on **Thursday September 24, 2009**. As the GETS Point of Contact (POC) for your organization, your assistance is requested to make this important drill a success.

Please refer to the text at the bottom of this message as it provides step-by-step instructions for making GETS calls on drill day. All you need to do as the POC for your organization is provide the text below, though email or other means, to all GETS card holders in your organization. Be sure to add your personal contact information so your GETS card holders can contact you if they have questions. In those instances where the GETS cards are not issued to individuals, please designate someone to place GETS calls on all your organization GETS cards on drill day.

The National Communications System and the Department of Homeland Security that issues the GETS Cards, will provide Washington EMD with a report indicating which Washington GETS cards placed GETS calls on September 24, and how many of those calls were successfully completed. An after-action report is expected to be issued in early November.

As POC for your organization, you are encouraged to check your GETS Monthly Call Detail Records (CDR) to confirm which GETS users in your organization made calls on drill day. All POCs receive email notification from the GETS Service Center (gwids@saic.com) when their Monthly Call Detail Records are available for review. Note that the CDR clearly states at the top "This is NOT a Bill"; your organization **does not** incur charges for GETS calls.

You may also want to conduct GETS training to ensure all users know how to make GETS calls. A training handout, *Using GETS During an Emergency*, is available on the Washington EMD Website at http://www.emd.wa.gov/preparedness/prep_infocus.shtml -The step by step instructions on how to complete the drill in included in this email.

We look forward to your organization's participation,

For Assistance with GETS, POCs and Alternate POCs may contact:

GETS Regional Outreach Coordinator: Ralph Parker (rparker64@comcast.net 415-893-0401)
GETS Service Center: Eric Jackson (ERIC.M.JACKSON@saic.com 703-676-5562)

Washington state GETS drill Thursday September 24, 2009
Guidance for GETS Card Users

This message is being sent to all Washington state Government Emergency Telecommunications Service (GETS) card holders by their organization's GETS Point of Contact. As a part of September National Disaster Preparedness Month activities all GETS card users are asked to participate in a statewide GETS drill on **Thursday September 24, 2009**. **All you need to do to participate is make a GETS call from any available phone between 6am and 9pm to a telephone number you would normally call during an emergency.**

The purpose of the GETS drill is to familiarize Washington's public and private emergency responders with this important communications tool. The drill will also verify that Washington's 6,000+ GETS users can successfully place calls using their GETS card. *Washington is the first state to conduct a state-wide GETS drill.*

To make a GETS call on September 24:

1. View GETS PIN on face of GETS Card and special GETS access number 1 710-627-4387 on back on the card
2. From an office, home, or cellular phone dial the GETS access number: 1 710-627-4387. *You may need to dial 9 or other code when calling from an office phone: 9+1 710-627-4387. On cell phones push send key after dialing the GETS access number*
3. Listen for the GETS tone which is usually heard shortly after dialing the GETS access number; you may not hear any ringing prior to hearing the tone
4. Enter the twelve digit PIN on front of your GETS Card (do not enter # after last digit). 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
5. Listen for prompt: "Please enter your Destination Number now", then enter a ten-digit telephone number you would normally call during an actual emergency (cannot be a toll free number). Be sure to omit the 1 before the Area Code. *Please do not call the GETS Familiarization Number on the back of the GETS card during this drill.*
6. You will hear announcement "You are using GETS, AT&T, Sprint, or Verizon". GETS will route your call; after a short pause you will hear ringing.
7. When your call is answered or forwards to voice mail, state your name and that you are making a GETS call for the National Disaster Preparedness Month GETS drill - **please stay on the line for 30 seconds.** If the number you are calling is busy, you will hear a busy signal; this is normal. Retry your call later or call a different number until you complete at least one GETS call.

In Step 2 if you are unable to reach the GETS tone when dialing 710-627-4387, use one of the three toll free numbers on the back of the GETS card: 1-888-288-4387, 1-800-900-4387, or 1-800-257-8373. Please notify your POC via email if you cannot reach the GETS tone dialing the 710 number, providing the time you attempted your call and phone number from which you are calling

Thank you for your participation and helping Washington's public and private emergency responders become familiar with this important communications tool. If you have any questions or experience difficulties on drill day, please contact your organization's GETS POC

PLEASE INSERT POC CONTACT INFORMATION HERE