



PUBLIC NOTICE

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THE PUBLIC SAFETY AND HOMELAND SECURITY BUREAU REMINDS ENROLLED USERS ABOUT THE AVAILABILITY OF PRIORITY TELECOMMUNICATIONS SERVICES IN AREAS IMPACTED BY HURRICANE IDA

The Public Safety and Homeland Security Bureau (PSHSB) reminds enrolled users about the availability of Priority Telecommunications Services, which help support communications and continuity of operations during severe weather events like Hurricane Ida. Current users should understand how to activate the applicable services, so they are prepared to use the services, if necessary, during emergency response activities related to Hurricane Ida.

The Department of Homeland Security's Cybersecurity and Infrastructure Security Agency manages three programs that enable essential personnel to communicate when networks are damaged, degraded, or congested. These programs include:

- Government Emergency Telecommunications Service (GETS) for wireline voice communications;
- Wireless Priority Service (WPS) for wireless voice communications; and
- Telecommunications Service Priority (TSP) for prioritized restoration and installation of essential voice and data circuits.

PSHSB reminds current users of the following information, which will increase the effectiveness of the programs:

- Make practice/test calls for GETS and WPS
- Preprogram *272 for key numbers in your phone's contact list
- Download the GETS/WPS dialer application for smartphones
- Do not use GETS or WPS to dial 911
- Test WPS after all phone changes
- Keep your GETS card with you
- You may experience silence after entering your destination number
- Using WPS and GETS together may help in certain circumstances

For other helpful information about WPS and GETS, please visit <https://www.cisa.gov/sites/default/files/publications/Helpful%20Tips%20for%20Users%20of%20%20WPS%20and%20GETS.pdf>.

PSHSB also encourages other entities and organizations that are not currently enrolled, but that may qualify, to consider participating in the Priority Telecommunications Services. These programs are available to qualified personnel from both the public and private sectors that perform national security

and emergency preparedness (NS/EP) functions. Entities from the following categories may qualify to participate:

- All levels of government (federal, state, local, tribal, territorial);
- Non-governmental organizations; and
- Organizations within critical infrastructure sectors, including certain private sector entities.

For more information about Priority Telecommunications Services, please visit <https://www.fcc.gov/general/public-safety-homeland-security-policy-areas-priority-services> and <https://www.cisa.gov/priority-telecommunications-services>.