

Priority Telecommunications Programs

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NCS Mission

Assure the

Nation's Telecommunications Infrastructure

Exercising telecommunications functions
and responsibilities in wartime and non-wartime emergencies

Coordinating the planning for and provision of
National Security and Emergency Preparedness
communications for the Federal government
under all circumstances



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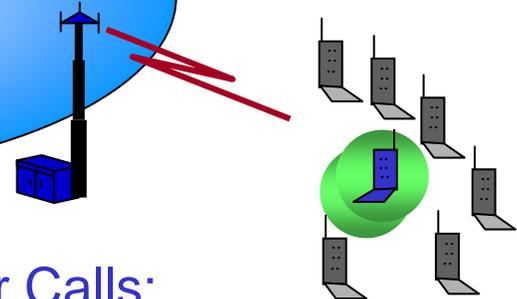
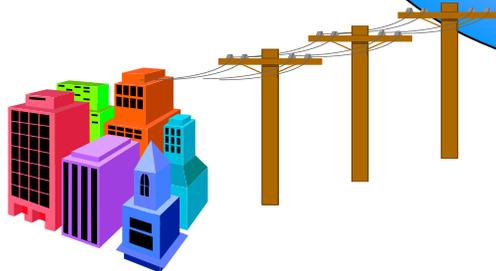
Priority Telecommunications Programs



Landline Calls:
**Government Emergency
Telecommunications
Service (GETS)**

- ✓ Who qualifies?
- ✓ How it works?
- ✓ Costs?
- ✓ How to order?

**Commercial
Telecommunications
Networks**



Cellular Calls:
Wireless Priority Service (WPS)

Circuit Restoration & Provisioning:
Telecommunications Service Priority (TSP)



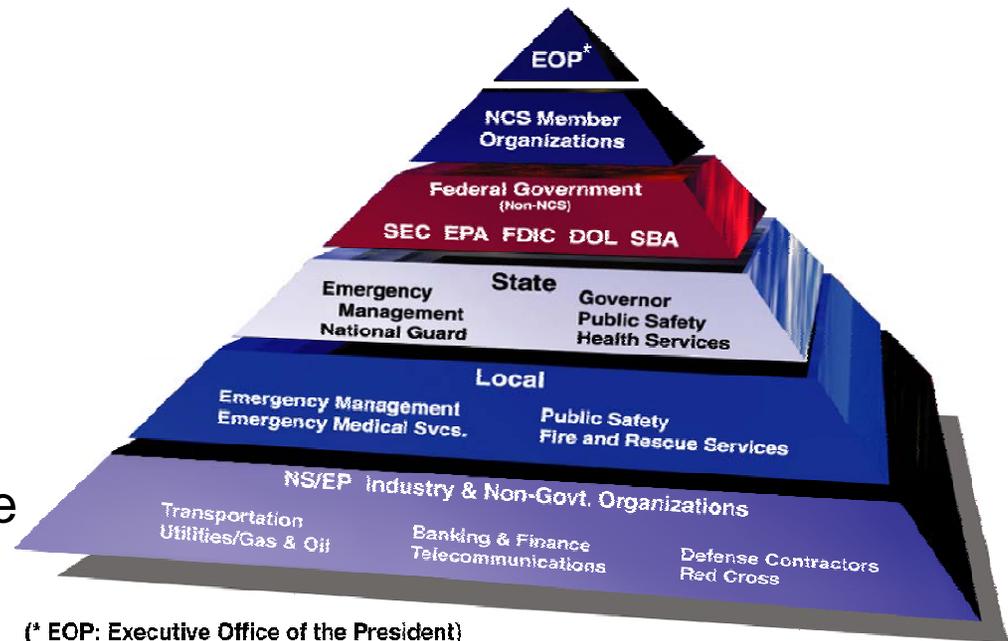
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GETS/WPS/TSP Eligibility

Organizations that support one or more of the following five National Security / Emergency Preparedness mission areas, qualify :

- National Security Leadership
- National Security Posture
- Public Health, Safety, and Maintenance of Law and Order
- Public Welfare and Maintenance of National Economic Posture
- Disaster Recovery

NS/EP USER COMMUNITY



(* EOP: Executive Office of the President)

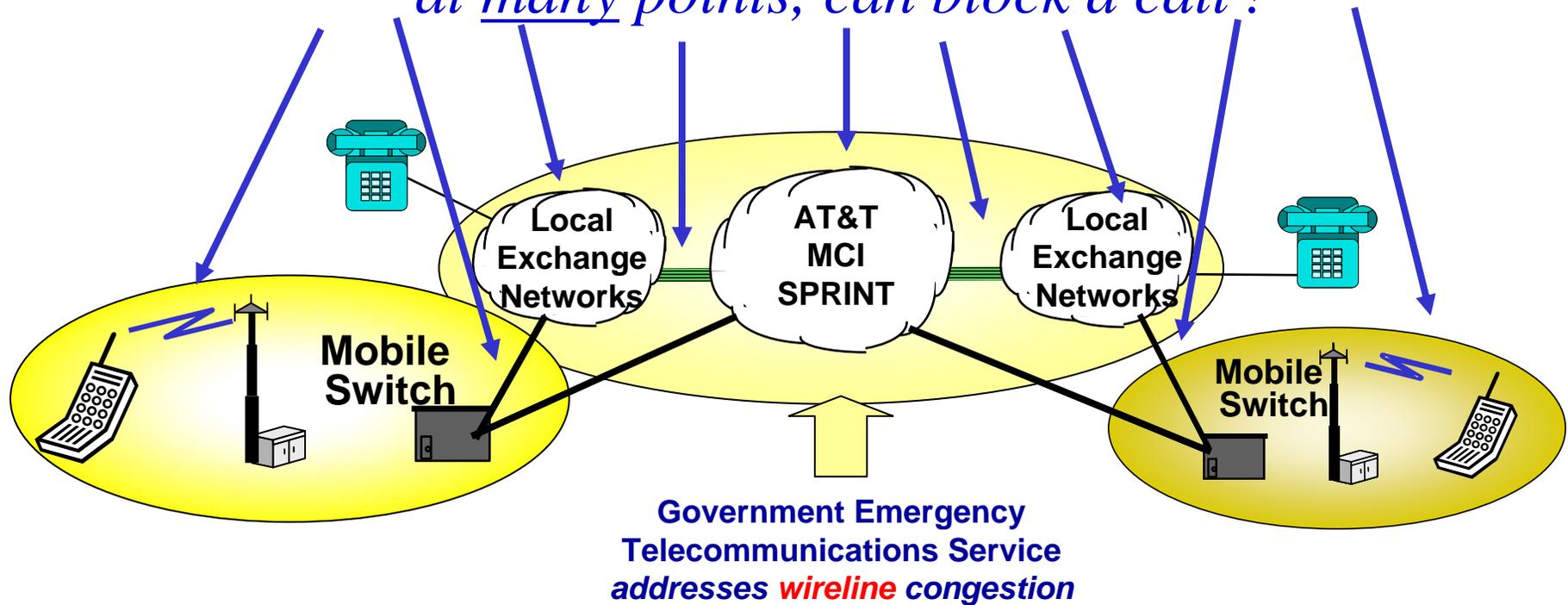
Non-Federal users require sponsorship



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Problem: Network Congestion

*Congestion,
at many points, can block a call !*



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Solution: Government Emergency Telecommunications System (GETS)

GETS minimizes the possibility of the loss of wireline telecommunications services for NS/EP personnel during events such as

...earthquakes



...hurricanes



...and other major disasters



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The GETS Calling Card



**Government Emergency
Telecommunications Service**

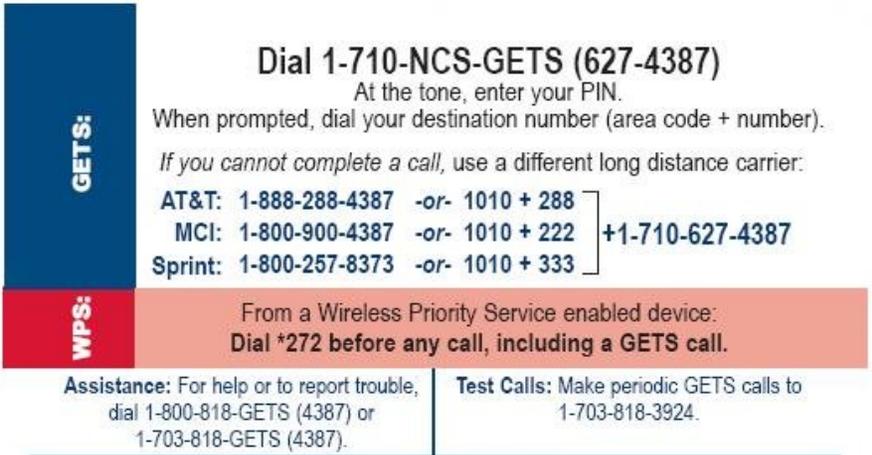
1234 5678 9012

Name: Michael Chertoff
Organization: Department of Homeland Security

Calling cards are in widespread use and easily understood by the NS/EP User, simplifying GETS usage

**GETS priority is invoked
“call-by-call”**

GETS is a "ubiquitous" service in the Public Switched Telephone Network...if you can get a DIAL TONE, you can make a GETS 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: 1-888-288-4387 -or- 1010 + 288
MCI: 1-800-900-4387 -or- 1010 + 222
Sprint: 1-800-257-8373 -or- 1010 + 333
+1-710-627-4387

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

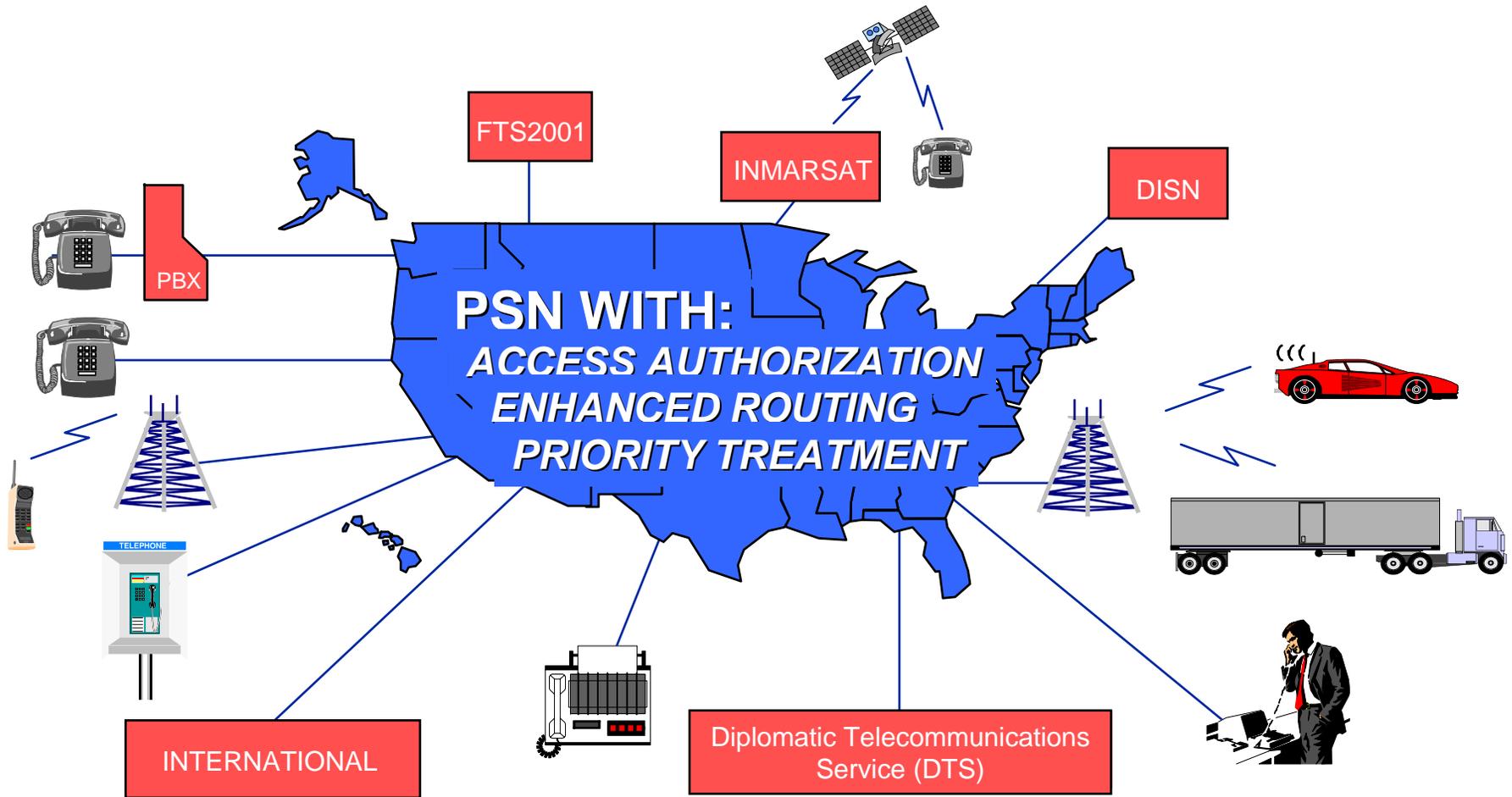
Assistance: For help or to report trouble, dial 1-800-818-GETS (4387) or 1-703-818-GETS (4387).	Test Calls: Make periodic GETS calls to 1-703-818-3924.
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US GOVERNMENT PROPERTY. If found, return to:
NCS (N2), 701 South Court House Road, Arlington, VA 22204-2198
WARNING: For Official Use Only by Authorized Personnel.



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Operational Concept

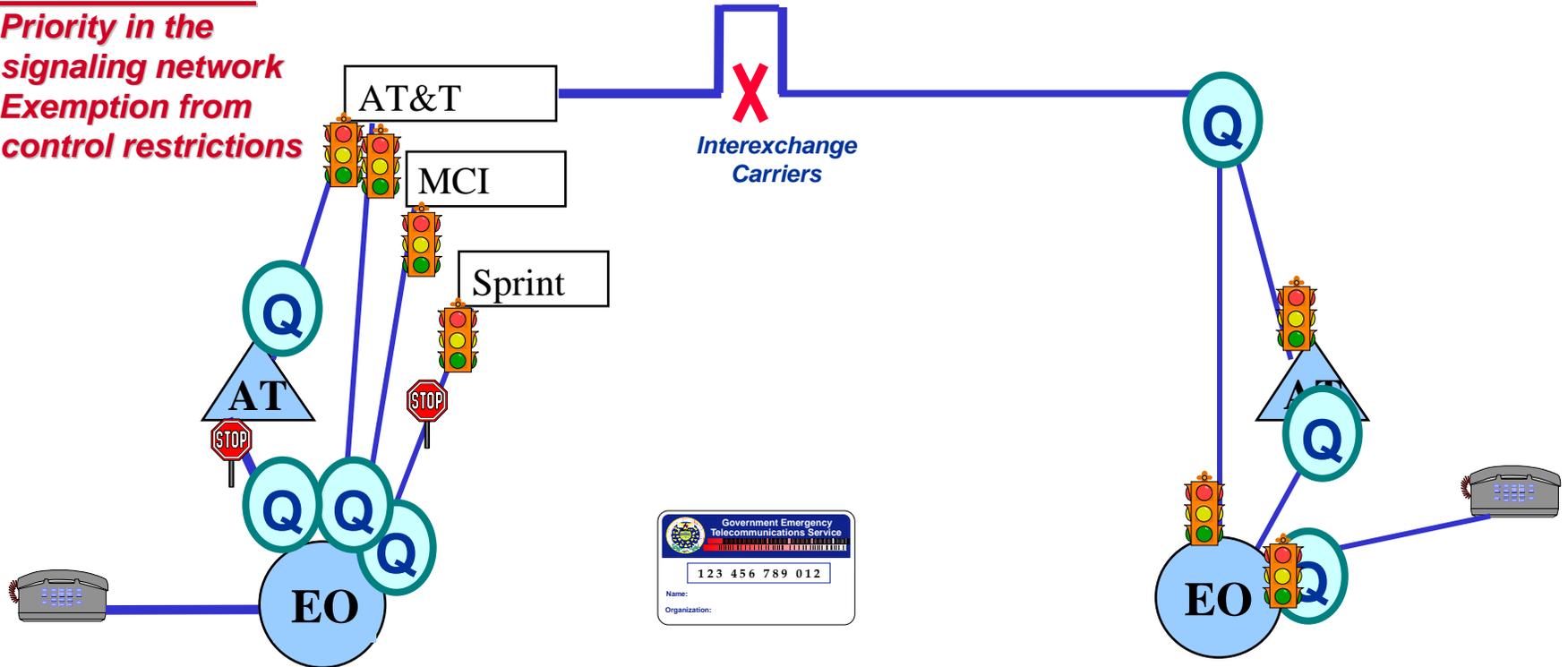


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GETS Priority Features

Plus!..GETS has

- ✓ ***Priority in the signaling network***
- ✓ ***Exemption from control restrictions***



1-710-NCS-GETS

TONE -- Enter PIN 123456789012 “Please enter your destination number now”

703-607-6100 “You are using GETS -- AT&T”



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Familiarization and Testing

- Encourage GETS cards distribution
- Keep 10% in stockpile for unanticipated needs
- Encourage GETS card holders test their cards
 - Incorporate GETS in exercise scenarios
 - Use it from home, office, hotels, etc. and on cell networks and payphones – places you might be in an emergency
- Report problems to 1-800-818-GETS



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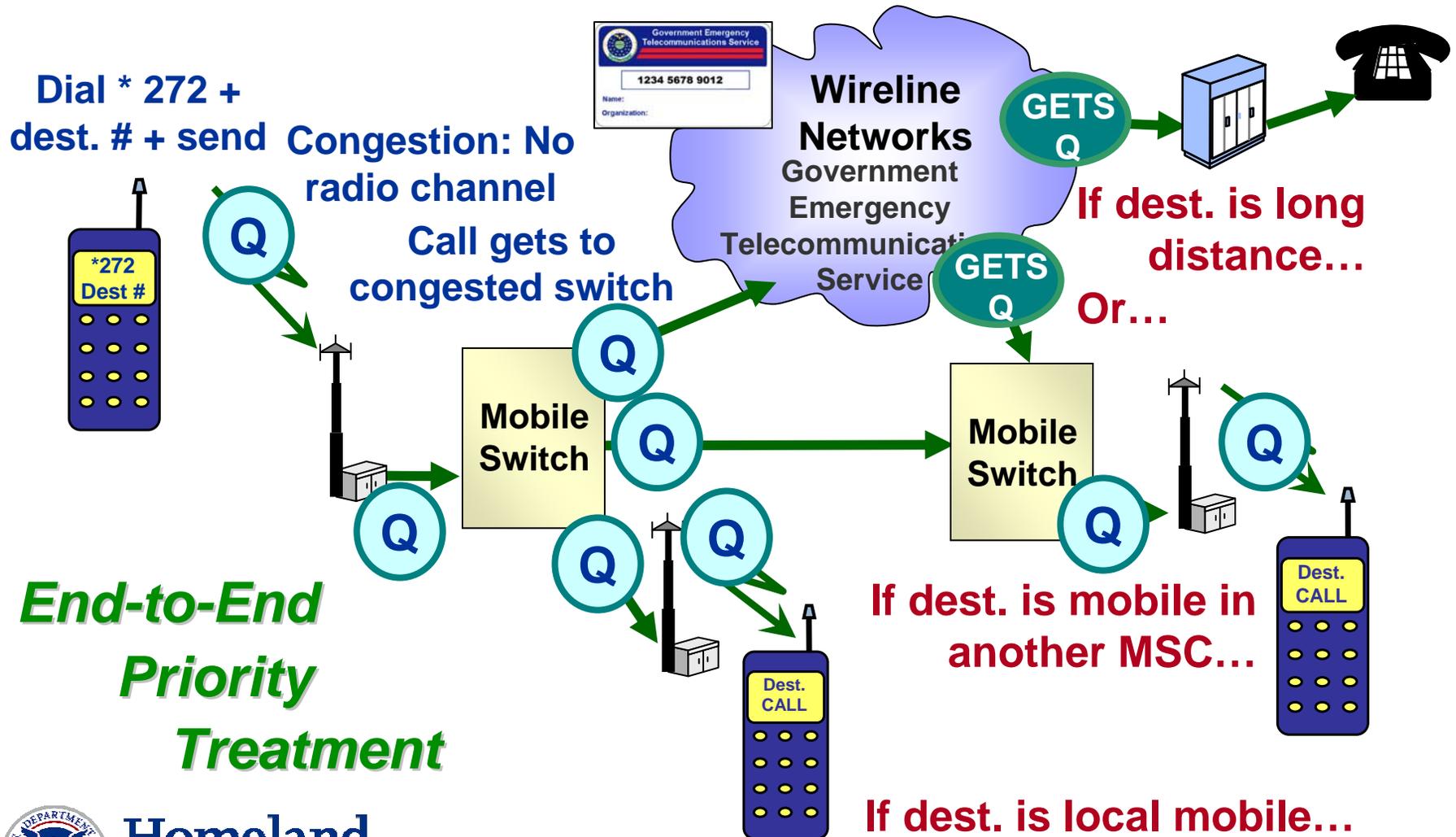
GETS Proven: Long Distance/Local Calls

- **Nisqually Earthquake Feb 01:** GETS calls within area exempt from network management controls
- **Sep 11, 01:** 10,000 GETS calls into/out of/within NYC City and Washington DC area with 95% completion rate
- **NE Blackout Aug 03:** 1,231 GETS calls into/out of/within affected areas with 90% + success rate
- **Hurricane Ivan Sep 04:** Helped Eglin AFB order mission critical parts, recall personnel, and coordinate with the White House



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Nationwide: Full Operating Capability



U.S. DEPARTMENT OF
HOMELAND SECURITY

General Caveats

- WPS is a digital service – it will not work on an analog network
- WPS will work when roaming on a network partner carrier only if that network also has WPS capability
- WPS will queue in a destination cellular network only if that network has WPS capability
- WPS will not send location data to a 9-1-1 call



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GETS/WPS Performance

Hurricanes Katrina/Rita/Wilma

- 40,768 GETS calls originated/terminated in the affected areas (25 days over a three month period) (Normal ~600)
- 21,525 GETS calls originated/terminated outside the affected area (Normal 100+)
- 94% of GETS calls successfully routed
- 4,936 WPS calls were attempted
- Most WPS routing failures (est. 37%) caused by damaged infrastructure, not congestion



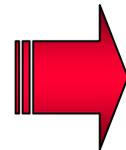
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Who Should Have GETS/WPS?

- Key Individuals
 - Leadership (headquarters, regional, field)
 - Key staff positions
 - Critical Skills Specialists
- Emergency Functions:
 - Operation Centers
 - Command Post and Command Vehicles



Key decision makers should have WPS



All NS/EP personnel should have GETS



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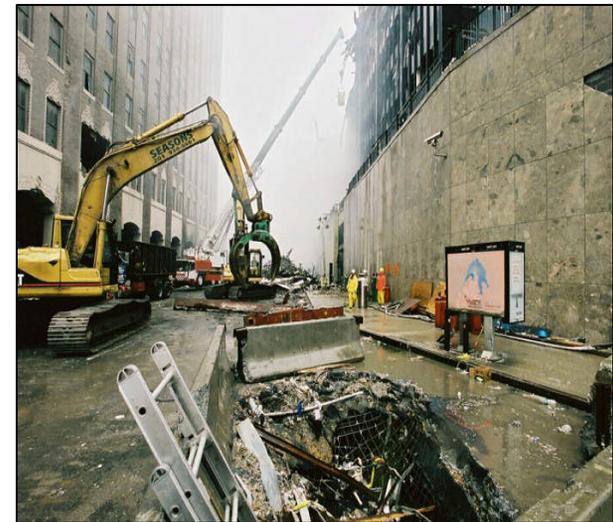
Problem: Critical Communications



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Solution: Telecommunications Service Priority (TSP)

- Ensures priority restoration and provisioning of communications services most critical to the safety and security of American citizens
- Provides guaranteed priority restoration of telecommunications services when service providers' resources are overextended
- Provides priority provisioning for telecommunications services when the normal provider processes will not meet the requirement



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Legal Background

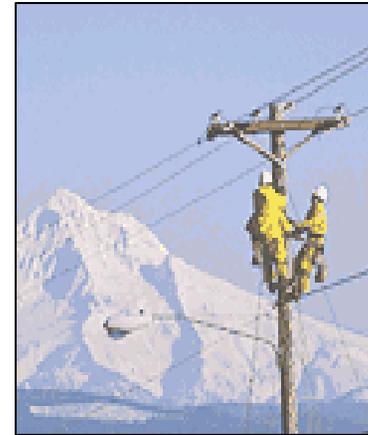
- On November 17, 1988, the FCC issued a Report and Order (FCC 88-341) establishing the TSP Program
- The FCC designated the Executive Office of the President as administrator of the TSP Program, who in turn, delegated its responsibilities to the Manager of the National Communications System
- TSP is a mandatory requirement for all telecommunications companies



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What are NS/EP Telecommunications Services?

NS/EP telecommunications services are those services used to maintain a state of readiness or to respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NS/EP posture of the United States.



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Components of TSP

Restoration

A restoration priority is applied to new or existing telecommunications services to ensure restoration before a non-TSP program user.

Must be requested and assigned before a service outage occurs

Provisioning

A provisioning priority is obtained to facilitate the priority installation of *new* telecommunications services in a shorter than normal interval.

Cannot be used to compensate for inadequate planning



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TSP Restoration

- During times of calm, circuits (data or voice) are registered in the TSP program
- When disasters occur, service providers must restore TSP lines first



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TSP Experience

- Major factor in Wall Street recovery by 9/17/01
 - Over 700 new circuits
- Critical to recovery from Hurricanes Katrina/Rita/Wilma
 - Over 3700 new circuits installed



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Sequence for Priority Services

In resolving conflicts, the Executive Office of the President requires that restoration and provisioning of TSP services follow this sequence:

1. Restoration priority 1
2. Provisioning priority E
3. Restoration priority 2, 3, 4, 5
4. Provisioning priority 1, 2, 3, 4, 5

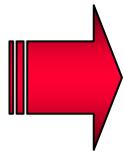
1. **National Security Leadership**
2. **National Security Posture and US Population Attack Warning**
3. **Public Health, Safety, and Maintenance of Law and Order**
4. **Public Welfare and Maintenance of National Economic Posture**
5. **Disaster Recovery**



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Where Do You Need TSP?

- Restoration for essential voice and data services:
 - EOC's/911 Centers/Operations Centers
 - Data Centers
 - Headquarters/Police/Fire/Hospitals
 - Critical infrastructure
 - Single points of failure
 - Alternate locations
- Provisioning to activate of Command Centers and emergency shelters



**Restoration TSP must be set-up in advance –
before an emergency or disaster occurs**



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Budgeting for Priority Services

GETS

- No charge for the GETS calling card
- Pay only for usage at 10 cents or less per minute (operator assisted/international calls higher cost)

WPS

- WPS is ordered on a per-phone basis from your existing service provider
- \$4.50/month, \$10 one-time set-up, and 75 cents per minute usage cost when WPS is invoked

TSP

- TSP is ordered from your service provider at rates set by the state's Public Utility Commission
- Restoration averages: \$100 initial; \$3 reoccurring



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Ordering GETS/WPS

Step 1 – Get a POC:

- Find out if your organization has a GETS/WPS “Point of Contact” – work with your POC to add services
- If no POC, assign a program lead with the authority and time to implement

Step 2: Identify individuals and functions to have GETS/WPS

Step 3: POC registers on-line

Step 4: Order GETS/WPS thru on-line system

Step 5: WPS added or GETS cards mail to POC in 3-5 days

Step 6: Update emergency plans and drills to include GETS/WPS



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Ordering TSP

Restoration

Step 1: Establish on-line account



Step 2: Identify specific services for TSP



Step 3: Submit TSP service requests thru on-line system



Step 4: Obtain TSP code for each approved service



Step 5: Provide TSP code to your service provider



Step 6: Update records and procedures to reflect implementation

Provisioning

Step 1: Contact service provider to establish date



Step 2: Get permission from your invocation official



Step 3: Call NCS to receive TSP code



Step 4: Provide TSP code to service provider



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Is Your Organization Prepared?



- Where can GETS/WPS/TSP augment existing emergency communications capabilities?
- Are GETS/WPS/TSP written into your emergency plans and exercises?
- Who will be repaired before you without TSP?



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Contact Information

MAILING ADDRESS:

National Communications System
Mailstop 8510
245 Murray Lane
Washington, DC 20528-8510

WEBSITE:

<http://gets.ncs.gov>
<http://wps.ncs.gov>
<http://tsp.ncs.gov>

TELEPHONE:

Information/Sign-Up
(M-F: 0700-1800 EST)

- 1-866 NCS-CALL

Trouble Reporting
(24x7)

- 1-800-818-GETS

E-MAIL:

gets@ncs.gov
wps@ncs.gov
tsp@ncs.gov



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