



# 405(d) Spotlight Webinar!

## CISA Priority Telecommunications Services - Learn to Enhance Your Emergency Communications

Bruce Belt and Larry Clutts-

CISA Priority Telecommunications Service Area  
Representatives



## Message from the 405(d) Team

The 405(d) Aligning Health Care Industry Security Practices initiative, along with the *Health Industry Cybersecurity Practices (HICP): Managing Threats and Protecting Patients* publication and this engagement, are in partnership with the Healthcare & Public Health Sector Coordinating Council (HSCC).



"This webinar is for information purposes only and aims to broaden awareness and align healthcare security approaches. The topics chosen are developed by a different 405(d) Task Group Member each iteration and do not reflect the views of HHS as a whole. All Task Group Members have been invited to contribute to this webinar series. This webinar is not an endorsement of any product/viewpoint/entity. Use of this document is neither required by nor guarantees compliance with federal, state, or local laws. Please note that the information presented may not be applicable or appropriate for all health care providers and organizations."

- This Webinar is being recorded and will be available for future viewing
- A note for media: While this event is open to the public, we would like to direct any media representatives to contact the public affairs office of whichever representative you have questions for to receive an official statement on behalf of the organization and refrain from quoting panelists during this event directly.



## 405(d) Events and Announcements

### April

- Operational Continuity Cybersecurity Incident Checklist Release
- 405(d) Post
- Poster release

### May

- 405(d) Spotlight Webinar



For more information or to see all our products, visit our website at <https://405d.hhs.gov> Email: [CISA405d@hhs.gov](mailto:CISA405d@hhs.gov)

Social Media: @Ask405d LinkedIn, Twitter, Facebook, Instagram



# Agenda

Time	Topic	Speaker
10 minutes	Opening Remarks and Introductions	Nick Rodriguez- 405(d) Program Manager
40 Minutes	CISA Priority Telecommunications Services - Learn to Enhance Your Emergency Communications	Bruce Belt and Larry Clutts
5 Minutes	Questions	All
5 Minutes	Closing	405(d) Team

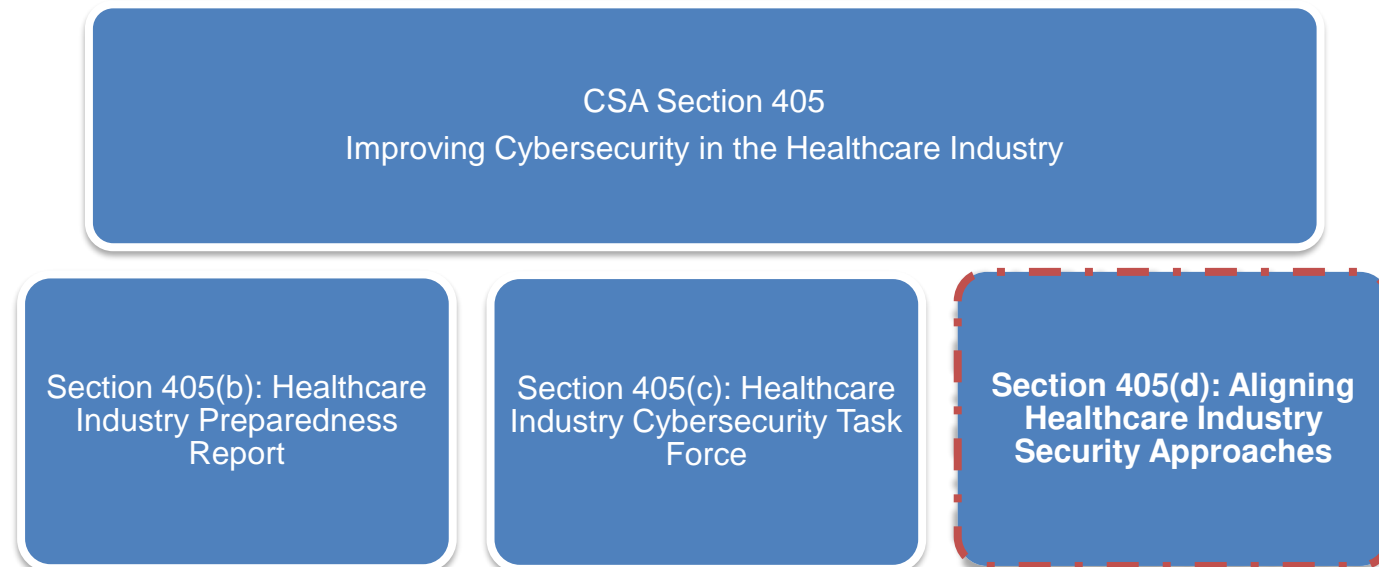


# Cybersecurity Act of 2015: Legislative Basis

Under the auspices of the Cybersecurity Act of 2015 (CSA), Section 405(d), the U.S. Department of Health and Human Services (HHS) convened the CSA 405(d) public-private task group to enhance cybersecurity and align industry security practices.

The purpose of the 405(d) Spotlight Webinar is to continue the 405(d) mission and vision of “Aligning Health Industry Security Approaches” by discussing a common set of voluntary, consensus-based, and industry-led guidelines, best practices, methodologies, procedures, and processes that serve as a resource for cost-effectively reducing cybersecurity risks for a range of healthcare organizations.

This webinar series aims to align industry security practices by providing an information sharing platform for our public-private partnership. For more information on the 405(d) Program please email us at [CISA405d@hhs.gov](mailto:CISA405d@hhs.gov) !



# 405(d) Outreach & Program Resources

Below you can find examples of products from 405(d) and the corresponding category the items fall under.

## HHS/405(d) Awareness Materials

The 405(d) Program periodically creates awareness materials that can be utilized in any size organization! Since 2018 the program has released more than 60 awareness products which organizations across the HPH sector can leverage.

## 405(d) Outreach

The 405(d) Program produces Bi-monthly Newsletters, SBARs, and Spotlight Webinars to increase cybersecurity awareness and present new and emerging cybersecurity news and topics, as well highlight the HICP Publication!

## Knowledge on Demand

The 405(d) Program, recently launched a new cybersecurity training platform on its website—405d.hhs.gov. This new cybersecurity education platform will include multiple delivery methodologies to reach the varied size health care facilities across the country. The platform will include five cybersecurity awareness trainings that align with the landmark 405(d) publication: HICP and its accompanying two volumes.

## Official Task Group Products

These resources are official products produced by the 405(d) Task Group. Examples include the HICP Publication, Quick Start Guides, New Cyber ERM Publication, and 5 threat flyers.



# EMERGENCY COMMUNICATIONS

**“STAY CONNECTED WHEN IT MATTERS MOST”**

**PRIORITY TELECOMMUNICATIONS SERVICES (PTS)**



# Agenda

**01**

CISA Overview

**02**

Introduction to Priority  
Telecommunications Services (PTS)

**03**

Government Emergency  
Telecommunications Service (GETS)

**04**

Wireless Priority Service (WPS)

**05**

PTS Dialer App

**06**

Who Is Your PAR?

**07**

Enrolling and Budgeting for  
Priority Telecommunications  
Services

**08**

Q/A and Resources



# Cybersecurity and Infrastructure Security Agency

## **CISA's Mission:**

Lead the national effort to understand, manage, and reduce risk to our cyber and physical infrastructure

## **Emergency Communications Division Mission:**

Advance emergency communications in partnership with public safety and national security/emergency preparedness communities



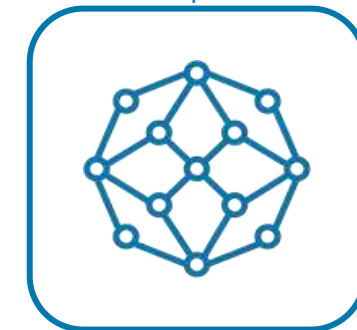
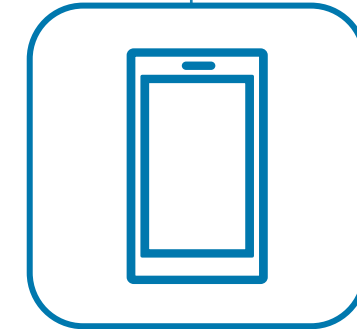
# Risk Scenarios

A wide variety of events can result in degradation or destruction of network infrastructure or overload the network due to high call volume.



# Priority Telecommunications Services

A suite of communications services that enable all subscribers to communicate with priority when networks are degraded or congested.



# Using PTS During an Emergency

PTS is often used in emergencies but can also be used proactively to assist you in accomplishing your missions.

Ensure continuity of operations



Maintain essential communications



Expand communications capability



Deploy first response teams rapidly



Place coordination calls



Contact field personnel



Discuss information not appropriate for radio broadcast



# Services and Key Features

## GETS



Landline Phone



Satellite Phone



Cell Phone

- Priority over wireline commercial networks
- Card With PIN
- Priority calling to cell phones on WPS carrier networks
- Accessible Worldwide

## WPS



Cell Phone

- Priority over wireless networks within US states and territories
- Subscription on individual devices
- All nationwide and some regional wireless carriers offer WPS

## TSP



Circuit

- Priority installation and restoration of voice and data circuits
- Tariffed offering for priority restoration and provisioning of approved circuits



PTS Dialer App



# Who Should Have Priority Services?



# Government Emergency Telecommunications Service

GETS enhances voice call completion when commercial networks are overloaded or impaired.

- End-to-end priority over landline commercial networks
- Calls receive priority features in WPS-capable cellular networks
- Generally greater than a 95% call completion rate
- Interoperable with Government Networks, e.g., DSN, DTS, EIS and FSN



# GETS: How to Use

GETS enables personnel to utilize priority services from most phones, e.g., landline, cellular, satellite, facsimile.

1. Ensure that you have a dial tone
2. Dial the universal GETS Access Number from any phone (1-710-627-4387) or an alternate GETS Access Number
3. Network routes call to GETS carrier. After the tone, enter your PIN
4. When prompted, enter destination number



**Government Emergency  
Telecommunications Service**

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**John Smith  
Montana State Police**

Dial Access Number: **1-710-627-4387**

After Tone, Enter PIN: **1234-5678-9102**

When Prompted, Dial: **Area Code + Number**



# GETS Card Information



## Government Emergency Telecommunications Service

**John Smith**  
**Montana State Police**

Dial Access Number: **1-710-627-4387**  
After Tone, Enter PIN: **1234-5678-9102**  
When Prompted, Dial: **Area Code + Number**

### GETS

If your **1-710-627-4387** call fails, try an alternate access number:

**1-888-288-4387** AT&T  
**1-877-646-4387** AT&T  
**1-855-333-4387**<sup>▲</sup> T-Mobile  
**1-800-900-4387**<sup>▲</sup> Verizon  
**1-855-400-4387**<sup>▲</sup> Verizon

<sup>▲</sup> Use for GETS calls to toll-free destination numbers

### WIRELESS PRIORITY SERVICE

**\*272 + Area Code + Number + SEND**

From a WPS-Enabled Phone

[cisa.gov/pts](https://www.cisa.gov/pts)

Warning: For Official Use Only by Authorized Personnel

### 24 Hour Assistance

Help/trouble reporting  
**1-800-818-4387**  
or **703-818-4387**

### Familiarization Calls

Make periodic GETS  
and WPS test calls to  
**703-818-3924**

### U.S. Government Property

If found, return to:  
CISA/ECD  
CISA-NGR STOP 0645  
1110 N. Glebe Rd  
Arlington, VA 20598-0645



# Wireless Priority Service

WPS provides priority between the user's cellular device and the cell tower and provides priority processing in the core wireless networks.

- Add-on feature to existing cellular service
- Available on all nationwide and some regional cellular carriers
- Generally greater than a 95% call completion rate



# WPS: Coverage

WPS is enabled across many nationwide and regional carriers.

- Refer to the table to ensure the region you are calling from is covered to receive priority when calling.

Regional/Carrier	AT&T Mobility	FirstNet	T-Mobile/Sprint	Verizon Wireless	Regional Carriers
CONUS	Yes	Yes	Yes	Yes	Cellcom C Spire U.S Cellular
Alaska	Yes	Yes	T-Mobile: Roams fSprint: No WPS Service	VOLTE Only	
Hawaii	Yes	Yes	Yes	Yes	
Puerto Rico	Yes	Yes	Yes	No WPS Service	Claro
Virgin Islands	Yes	Yes	T-Mobile: Roams onto AT&T fSprint: Yes	No WPS Service	



# Important Features of GETS and WPS

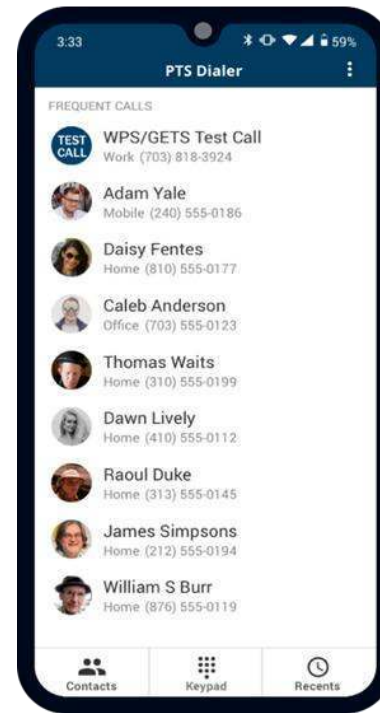
- PTS works!
- Both GETS and WPS provide end-to-end priority – from call setup, to processing, and transmission
- Both GETS and WPS provide interoperable priority across carrier network domains, including dedicated emergency response networks
- WPS can be activated on FirstNet, Frontline and Connecting Heros phones for free
- Both GETS and WPS are exempt from carrier network management controls



# PTS Dialer App

The PTS dialer app assists users in making priority calls on mobile phones.

- Pre-program GETS pin in the app to make calls and minimize human error
- App automatically adds \*272 before the destination number to enable WPS priority
- Enables users to place GETS + WPS calls to maximize priority on both networks



Available in the Apple, Google, and FirstNet app stores

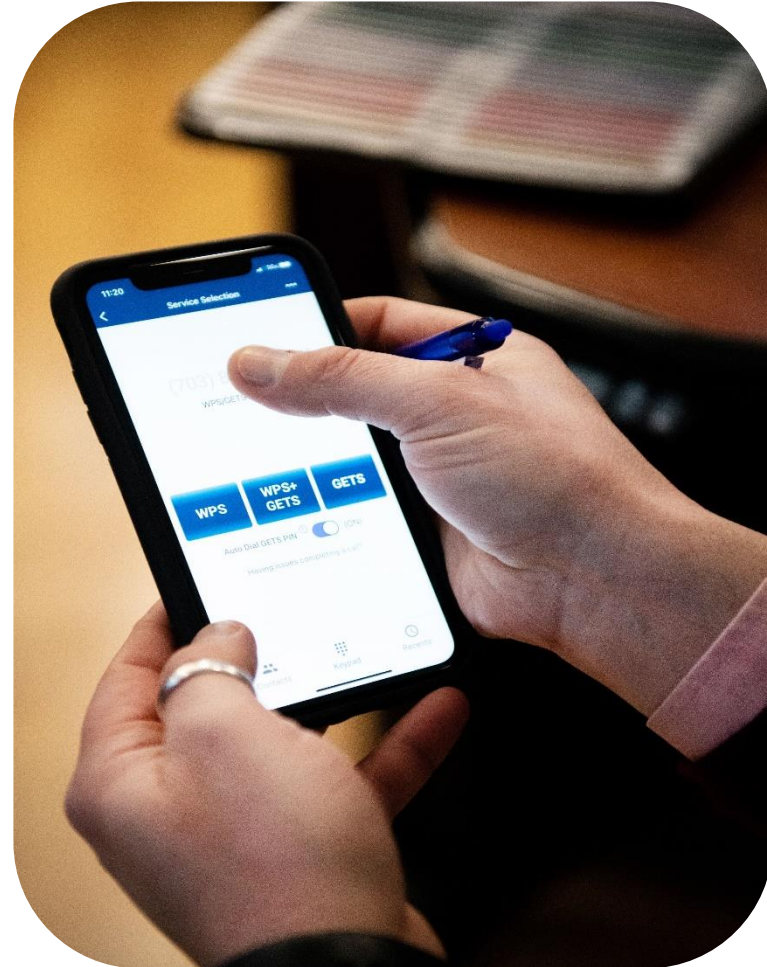


App user interface on a mobile phone



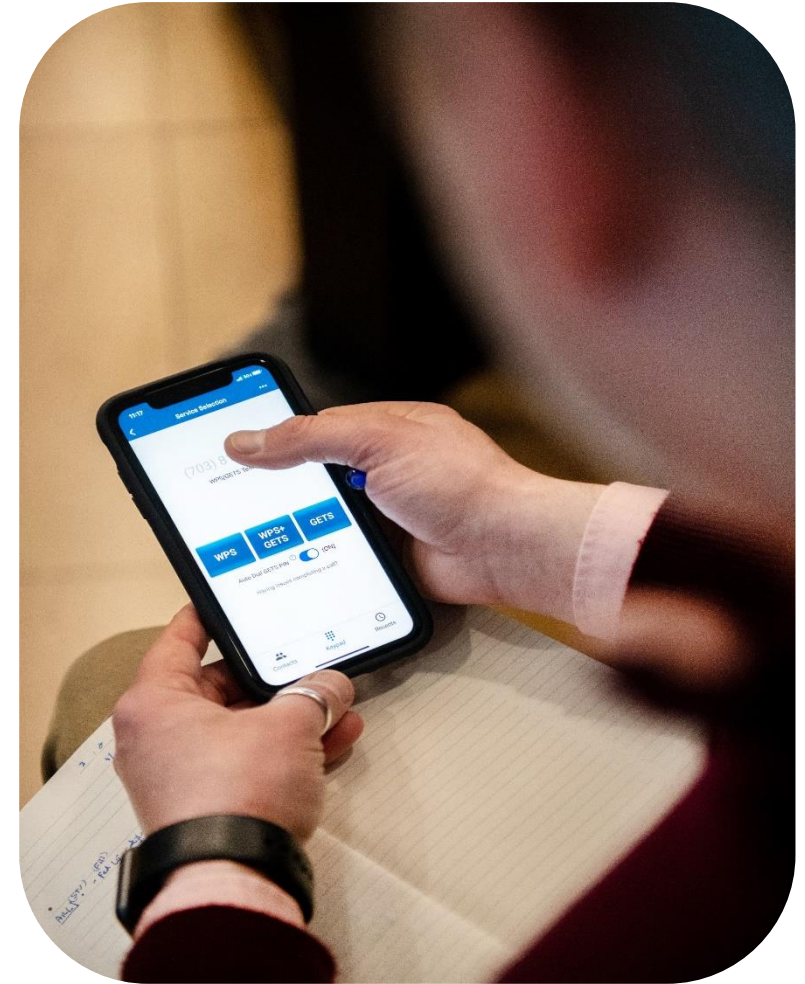
# PTS Dialer App Highlights

- Simplifies and streamlines GETS and WPS calling
- WPS subscription not required; can be used for GETS calling only on your cellular phone
- Significant reduction in user dialing errors
- Available for:
  - Apple iPhones (*iOS version 13.0+*)
  - Android phones (*OS version 9.0+*)



# GETS and WPS Best Practices

- Download and use the [GETS/WPS Dialer App](#)
- [Practice](#) using WPS and GETS
- Make GETS and WPS [test calls](#) frequently and incorporate into training exercises
- Add an [Alternate POC\(s\)](#) on the organization's account
- [Report problems](#) you have when trying to make a WPS or GETS call



# How much do GETS and WPS cost?



Both services are no cost to users.

# Hurricanes

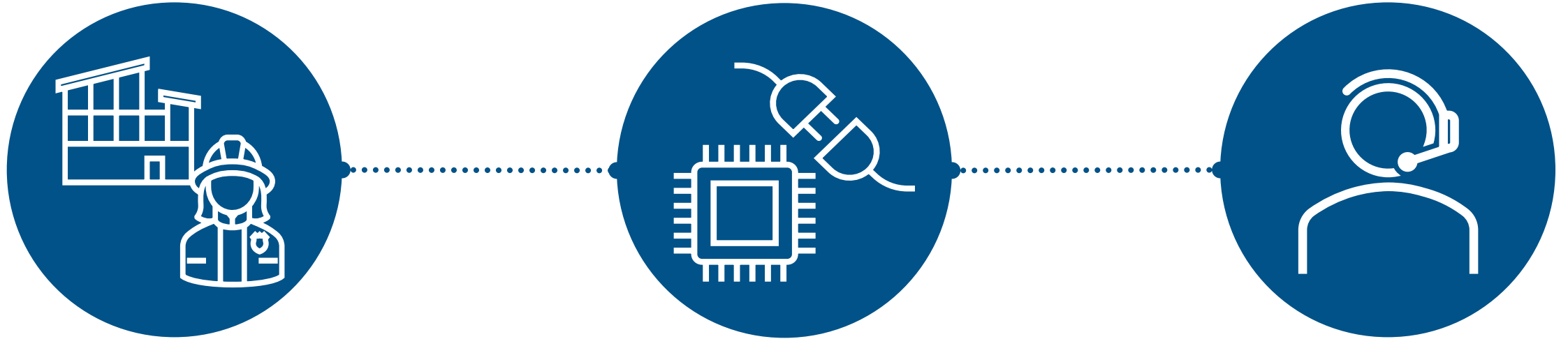
Storm Name	GETS Calls	GETS Completion Rate	WPS Calls	WPS Completion Rate
<i>2017</i>				
Harvey	7,006	98%	796	98%
Irma	3,719	98%	3,859	93%
<i>2018</i>				
Florence	2,292	99.6%	1,121	98%
Michael	2,947	98.7%	6,282	92.1%
<i>2019</i>				
Barry	6,030	99.3%	1,191	98.7%
<i>2021</i>				
Ida	7,487	98.5%	4,902	98.6%



# Telecommunications Service Priority (TSP)



# Expedited Repairs and Installations



Established by Report and Order FCC [88-341](#) in [1988](#)

TSP updated by [R&O 22-36](#), *Rules and Requirements For Priority Services*, on [May 19, 2022](#)

[Mandatory requirement](#) for all FCC-regulated telecommunications companies

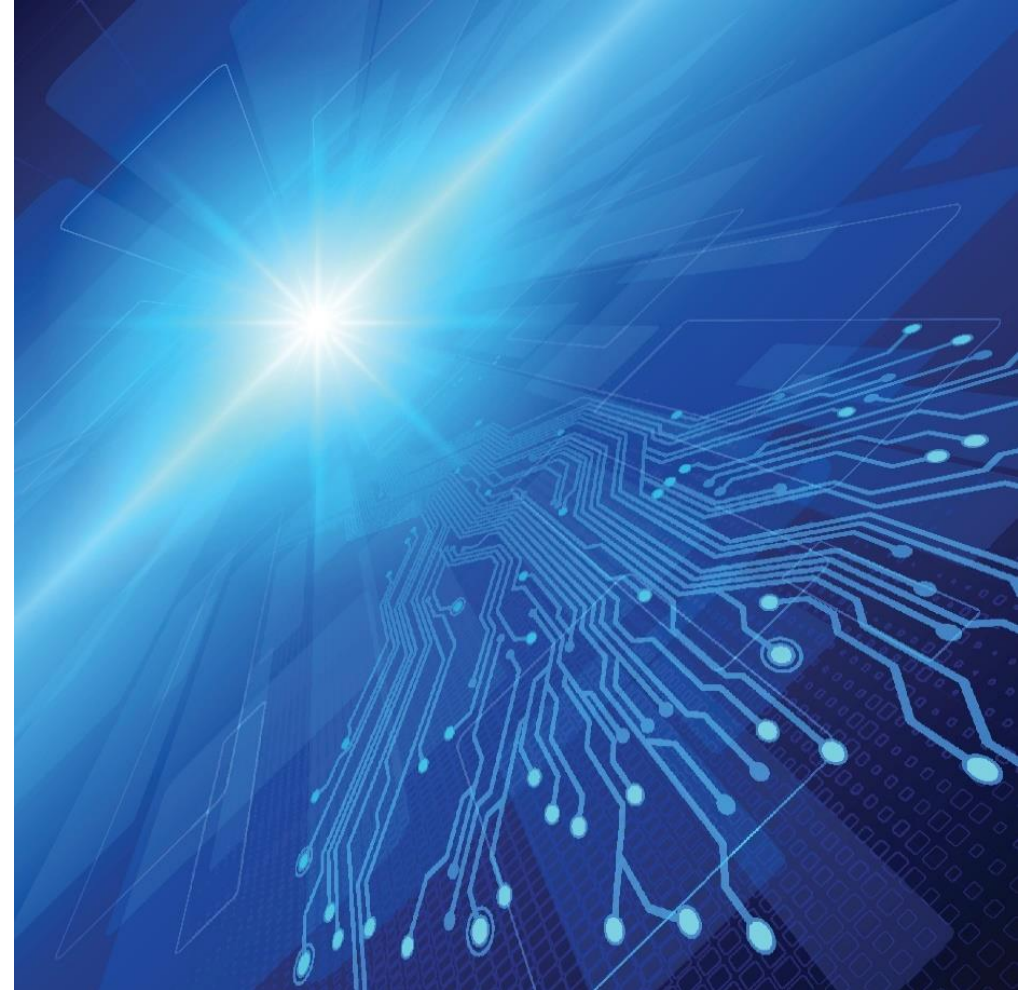
[Tariffed rates](#) are approved by state utility regulators



# Telecommunications Service Priority

TSP provides priority repair of damaged circuits and expedites installation of new circuits.

- Directs service providers to give preferential treatment to program users for circuit restoration and provisioning
- Mandatory requirement for all FCC-regulated telecommunications companies



# Why use TSP?

Following natural or man-made disasters, telecommunications service vendors may become overwhelmed with requests for new services and requirements to restore existing services.



# Budgeting for Telecommunications Service Priority (TSP)

**Approximate Range of Most TSP Costs**  
(Will be regulated by your respective state's public utilities commission)

## TSP Provisioning

- \$50 up to \$416 (non-recurring)

## TSP Restoration (Set-Up Fee)

- \$14 up to \$358

## Recurring Cost for TSP Restoration

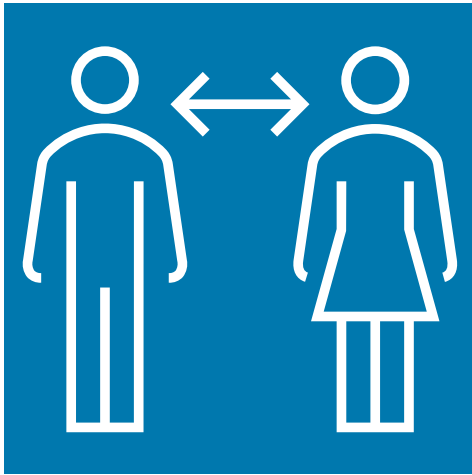
- \$0 up to \$9.35 monthly

## Change to Restoration Priority Level

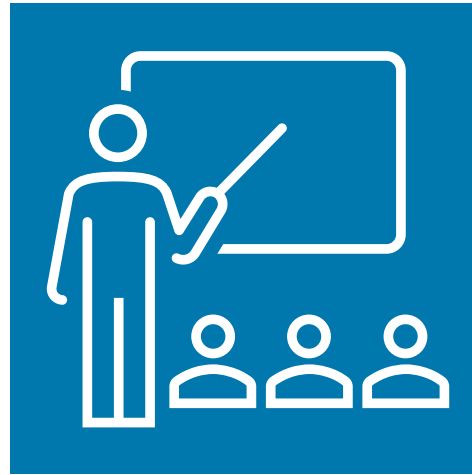
- \$2.91 up to \$131



# What can your PAR do for you?



**Engage**



**Train & Inform**

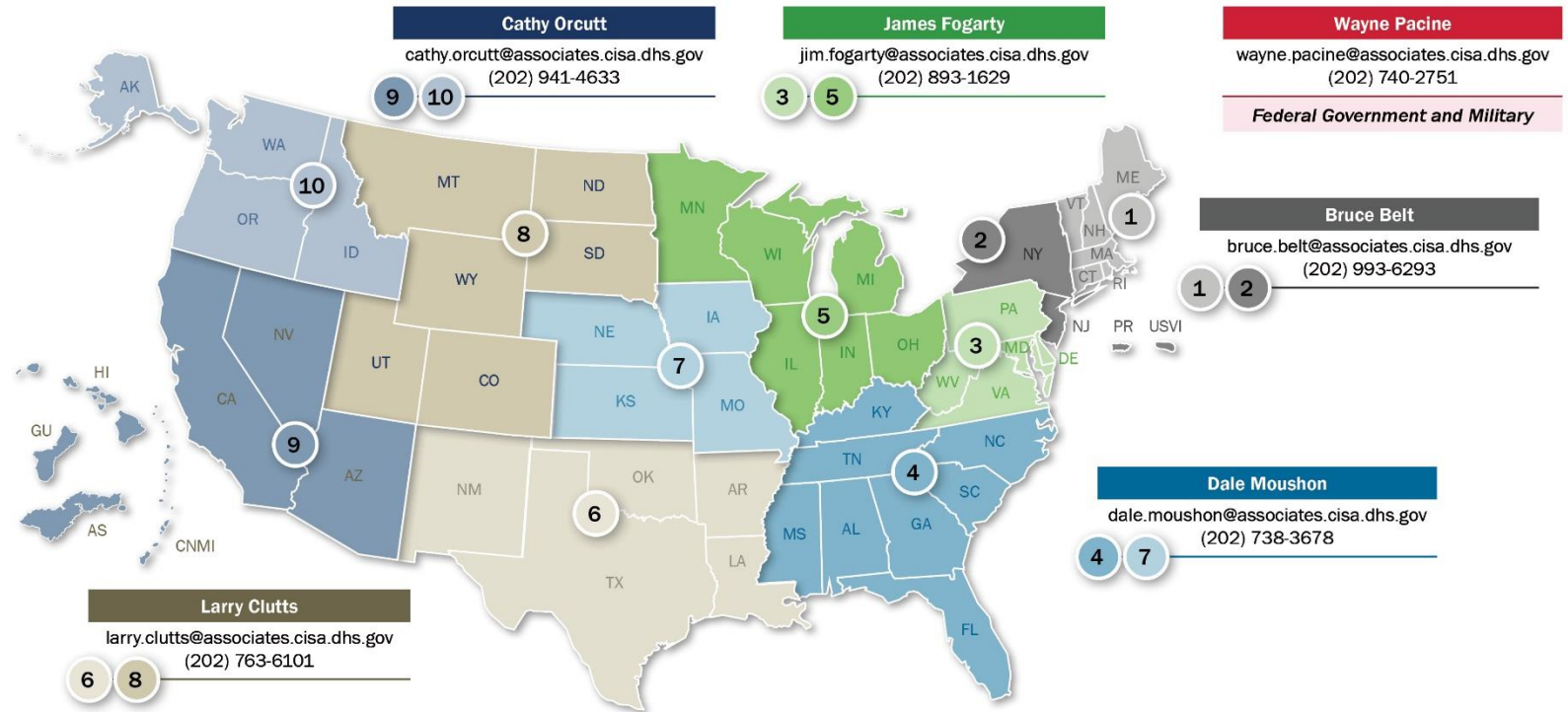


**Partner**

# PTS Area Representative

PARs are a resource that:

- Raise awareness of services
- Assist with training needs
- Answer questions



# Enrollment Process

1



Organizations  
establish a POC to  
manage account

2



POC fills out an  
online application  
or calls service  
center

3



Priority  
Telecommunications  
Service Center Staff  
contacts POC



# Apply for PCS Now



Scan the QR code or Visit  
[www.cisa.gov/apply-pcs](https://www.cisa.gov/apply-pcs) to get  
started today.

Once submitted, you will be  
contacted via email to complete  
registration.



# Apply for PCS Now

Visit [www.cisa.gov/apply-pcs](http://www.cisa.gov/apply-pcs) it takes less than one minute –

## Apply for Priority Communications Services

For more information on GETS, WPS, or TSP, please contact CISA's Priority Telecommunications Service Center toll free at 866-627-2255 or via email at [support@gwids.cisa.gov](mailto:support@gwids.cisa.gov) or [tsp@cisa.dhs.gov](mailto:tsp@cisa.dhs.gov). Current Points of Contact can access the [GETS/WPS Information Distribution System](#).

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Once submitted, you will be contacted via email to complete registration.



# Resources

## DHS Priority Telecommunications Service Center:

- 1-866-627-2255 – Account Support – M-F, 8 am–6 pm EST
- 1-800-818-4387 – 24 Hour Assistance
- Follow voice prompts for GETS, WPS or TSP
- [gets-wps@cisa.dhs.gov](mailto:gets-wps@cisa.dhs.gov)

Scan using your smart  
phone camera!





Questions?



[www.cisa.gov/pts](http://www.cisa.gov/pts)

**Priority Telecommunications Service Center:**

1-866-627-2255

[gets-wps@cisa.dhs.gov](mailto:gets-wps@cisa.dhs.gov)

# Questions



Do you follow us on Social Media?  
Check us out at **@ask405d**



LinkedIn.com/company/hhs-ask405d

<https://405d.hhs.gov>

Email Us! [cisa405d@hhs.gov](mailto:cisa405d@hhs.gov)





# Closing

For more cybersecurity information and best practices, be sure to check out the 405(d) publication:

*Health Industry Cybersecurity Practices: Managing Threats and Protecting Patients (HICP) 2023 Edition*

The publication details the top five threats facing the healthcare industry and the ten practices to mitigate them. Read the entire publication on our website: <https://405d.hhs.gov>

