

Emergency Communications

Three principal communications services facilitate access to the telecommunications network by national security and emergency preparedness entities in times of national emergency.

- **Telecommunications Service Priority (TSP)** – TSP ensures that critical and necessary phone lines are given priority restoration in the event of an emergency.
- **Government Emergency Telecommunications Service (GETS)** – GETS provides emergency access and priority processing in the local and long distance segments of the Public Switched Telephone Network (PSTN).
- **Wireless Priority Access** – Wireless Priority Access ensures that commercial mobile radio service (CMRS) providers voluntarily offer Priority Access Service (PAS) to national security and emergency preparedness personnel at the federal, state, local, and tribal levels to help meet the national security and emergency preparedness (NS/EP) needs of the nation.

On September 11, 2001, national security and emergency preparedness personnel using the nation's wireless networks experienced congestion and delays. The Homeland Security Policy Council is:

- Working with other agencies on wireless priority access issues that balance the need for government response with the critical needs of subscribers (including wireless 911 callers).
- Ensuring NS/EP personnel can access the wireless system in emergency situations.
- Working with the National Communications System (NCS) to standardize and implement PAS in Global System for Mobile Communications (GSM) networks throughout the nation.

This document is for consumer education purposes only and is not intended to affect any proceeding or cases involving this subject matter or related issues.

