Description of document:	General Services Administration (GSA) Use of Government Emergency Telecommunications Service and Wireless Priority Service, OMA 7105.1, 2019
Requested date:	29-September-2021
Release date:	04-November-2021
Posted date:	28-February-2022
Source of document:	U.S. General Services Administration FOIA Requester Service Center (H3A) 1800 F Street, NW, 7308 Washington, DC 20405-0001 Fax: 202-501-2727 FOIAonline

GSA

Office of General Counsel
FOIA Requester Service Center

November 4, 2021

This letter is in response to your U.S. General Services Administration (GSA) Freedom of Information Act (FOIA) request number (GSA-2021-001751), submitted on September 29, 2021, in which you requested:

> "A copy of OMA 7105.1, Use of Government Emergency Telecommunications Service and Wireless Priority Service, a document found in the Office of Mission Assurance."

Enclosed please find the documents responsive to your request.

This completes our action on this request. If you have any questions, please contact Travis Lewis at (202) 219-2078 or via email at travis.lewis@gsa.gov. You may also contact the GSA FOIA Public Liaison, Cassie Trangsrud at (202) 716-6509 or by email at cassie.trangsrud@gsa.gov for any additional assistance and to discuss any aspect of your FOIA request

Sincerely,

Travis Lewis

Travis Lewis
FOIA Program Manager
Office of General Counsel
General Services Administration

Enclosure

U.S. GENERAL SERVICES ADMINISTRATION
Washington, DC 20405

OMA 7105.1 CHGE 1
May 6, 2019

GSA ORDER

SUBJECT: Use of Government Emergency Telecommunications Service and Wireless Priority Service

1. Purpose. To define and implement the U.S. General Services Administration's (GSA) responsibilities for Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS).

2. Background.

a. GETS provides priority access and prioritized processing in landline networks. WPS provides the same functionality in all national and several regional cellular networks. GETS and WPS are intended to be used in an emergency when landline or wireless networks are congested and the probability of completing a normal call is reduced.

b. GETS and WPS support national leadership, Federal, State, local and tribal governments, as well as other authorized national security (NS) and emergency preparedness (EP) users.

c. GETS and WPS are managed by the Department of Homeland Security's (DHS) Office of Emergency Communications (OEC).

3. Scope and Applicability. This Order applies to all GSA employees that are currently, or are eligible to be, GETS/WPS users as outlined in Appendix A. The provisions of this Order shall not be construed to interfere with, or impede, the legal authorities or independence of the Office of Inspector General or the Civilian Board of Contract Appeals.

4. Cancellation. This Order cancels and supersedes GSA Order, OMA 7105.1 Use of Government Emergency Telecommunications Service and Wireless Priority Service.

5. Responsibilities. This Order outlines GSA user's roles and responsibilities for utilizing the GETS/WPS Program. GSA users are the Administrator, the Administrator's

staff, Heads of Services and Staff Offices (HSSOs), Emergency Coordinators, Regional Leadership staff, and Office of Mission Assurance (OMA) staff. Additional GSA staff can be authorized, as appropriate.

6. Procedures. Standard Operating Procedures are outlined in Appendix B.

7. Explanation of Change Paragraph. The following changes have been made to the Order:

a. Update all references to consistently refer to the OEC as the DHS OEC.

b. Update the billing process to reflect that there are no longer additional charges or fees to subscribe or use WPS (Appendix B: OMA Responsibilities, Section 2c and GETS and WPS User Responsibilities, Section 4b).

8. Signature.

/S/______________________________
ROBERT J. CARTER
Associate Administrator
Office of Mission Assurance

Appendix A. GETS/WPS Eligibility
Appendix B. Standard Operating Procedures

Appendix A. GETS/WPS Eligibility

Below are the criteria to meet the needs of the emergency response community and provide access for the command and control functions critical to management of, and response to, national security and emergency situations, particularly during the first 24 to 72 hours following an event.

GETS holders fall within five broad categories that serve as guidelines for determining GETS eligibility. In GSA, the GETS holders are the Administrator, the Administrator's staff, HSSOs, Emergency Coordinators, Regional Leadership staff, and OMA staff, as well as additional GSA staff, as appropriate. GETS users typically perform NS/EP functions within:

1. National Security Leadership [GSA Administrator, the Administrator's staff, Regional Leadership, and GSA HSSOs, with additional GSA support staff, as appropriate]

This user performs NS/EP functions essential to national survival (such as nuclear attacks, etc.). In addition, this user provides support to critical orderwire and control services necessary to ensure the rapid and efficient provisioning or restoration of other NS/EP services. These user functions may include, but are not limited to:

- Critical orderwire or control service supporting other NS/EP functions;
- Presidential support critical to Continuity of Government and national security leadership;
- National Command Authority support for military command and control critical to national survival;
- Intelligence critical to warning of a potentially catastrophic attack; and/or
- Support for the conduct of diplomatic negotiations critical to arresting or limiting hostilities.

2. National Security Posture and U.S. Population Attack Warning [OMA Staff, with additional GSA staff, as appropriate]

This user type performs additional NS/EP functions essential to maintaining an optimum defense, diplomatic, or Continuity of Government posture before, during, and after crisis situations. Such situations are those ranging from national emergencies to international crises, including nuclear attacks. These user functions may include, but are not limited to:

- Threat assessment and attack warning;
- Conduct of diplomacy;
- Collection, processing, and dissemination of intelligence;
- Command and control of military forces;
- Military mobilization;
- Continuity of Federal Government before, during, and after crisis situations;
- Continuity of State and local government functions supporting the Federal Government during and after national emergencies;
- Recovery of critical national functions after crisis situations; and/or
- National space operations.

3. Public Health, Safety, and Maintenance of Law and Order [Emergency Coordinators and OMA Staff, with additional GSA staff, as appropriate]

The user type performs NS/EP functions necessary for giving civil alert to the U.S. population by maintaining law and order and the health and safety of the U.S. population in times of national, regional, or serious local emergency. These user functions may include, but are not limited to, the following:

- Population warning (other than attack warning);
- Law enforcement;
- Continuity of critical State and local government functions (other than support of the Federal Government during and after national emergencies);
- Hospitals and distribution of medical supplies;
- Critical logistic functions and public utility services;
- Civil air traffic control;
- Military assistance to civil authorities;
- Defense and protection of critical industrial facilities;
- Critical weather services; and/or
- Transportation to accomplish foregoing NS/EP functions.

4. Public Welfare and Maintenance of National Economic Posture [OMA Staff, with additional GSA staff, as appropriate]

This user type performs NS/EP functions necessary for maintaining the public welfare and national economic posture during any national or regional emergency. These user functions may include, but are not limited to:

- Distribution of food and other essential supplies;
- Maintenance of national monetary, credit, and financial systems;

- Maintenance of price, wage, rent, and salary stabilization, and consumer rationing programs;
- Control of production and distribution of strategic materials and energy supplies;
- Prevention and control of environmental hazards or damage; and/or
- Transportation to accomplish the foregoing NS/EP functions.

5. Disaster Recovery [OMA Staff, with additional GSA staff, as appropriate]

This user type performs NS/EP functions of managing a variety of recovery operations after the initial response has been accomplished. These user functions may include, but are not limited to:

- Managing medical resources such as supplies, personnel, or patients in medical facilities; and/or
- Other activities such as coordination to establish and stock shelters, to obtain detailed damage assessments, or to support key disaster field office personnel may be included.

Examples of those eligible include, but are not limited to:

- Medical recovery operations leadership
- Detailed damage assessment leadership
- Disaster shelter coordination and management
- Critical Disaster Field Office support personnel

WPS qualifying criteria apply equally to all users and are used as a basis for all WPS approvals/assignments. There are five WPS NS/EP criteria. Again, in GSA, these are the Administrator, the Administrator's staff, HSSOs, Emergency Coordinators, Regional staff, and OMA staff, with additional GSA staff, as appropriate. They are:

Priority 1. Executive Leadership and Policy Makers [GSA HSSOs, with additional GSA support staff, as appropriate]

Users who qualify for the executive leadership and policy makers priority will be assigned priority one. A limited number of wireless service technicians who are essential to restoring the wireless service networks shall also receive this highest priority treatment.

Examples of those eligible include, but are not limited to:

- The President of the United States, the Secretary of Defense, the Secretary of Homeland Security, selected military leaders, and the minimum number of senior staff necessary to support these officials;
- State governors, lieutenant governors, cabinet-level officials responsible for public safety and health, and the minimum number of senior staff necessary to support these officials; and/or
- Mayors, county commissioners, and the minimum number of senior staff to support these officials.

Priority 2. Disaster Response/Military Command and Control [Emergency Coordinators and OMA Staff, with additional GSA staff as appropriate]

Users who qualify for the disaster response/military command and control priority will be assigned priority two. Individuals eligible for this priority include personnel key to managing the initial response to an emergency at the Federal, State, regional, and local levels. Personnel selected for this priority should be responsible for ensuring the viability or reconstruction of the basic infrastructure in an emergency area. In addition, personnel essential to Continuity of Government and national security functions (such as the conduct of international affairs and intelligence activities), are also included in this priority.

Examples of those eligible include, but are not limited to:

- Federal emergency operations center coordinators, e.g., Manager, National Coordinating Center for Telecommunications, National Interagency Fire Center coordinator, Federal Coordinating Officer, Federal Emergency Communications Coordinator, and Director of Military Support;
- State emergency services director, National Guard leadership, Federal and State Damage Assessment Team leaders;
- Federal, State, and local personnel with continuity of Government responsibilities;
- Incident Command Center managers, local emergency managers, other State and local elected public safety officials; and/or
- Federal personnel with intelligence and diplomatic responsibilities.

Priority 3. Public Health, Safety, and Law Enforcement Command [OMA Staff, with additional GSA staff, as appropriate]

Users who qualify for the public health, safety, and law enforcement command priority will be assigned priority three. Eligible for this priority are individuals who direct operations critical to life, property, and maintenance of law and order immediately following an event.

Examples of those eligible include, but are not limited to:

- Federal law enforcement command;
- State police leadership;
- Local fire and law enforcement command;
- Emergency medical service leaders;
- Search and rescue team leaders; and/or
- Emergency communications coordinators.

Priority 4. Public Services/Utilities and Public Welfare [OMA Staff, with additional GSA staff, as appropriate]

Users who qualify for the public services/utilities and public welfare priority will be assigned priority four. Eligible for this priority are those users whose responsibilities include managing public works and utility infrastructure damage assessment and restoration efforts and transportation to accomplish emergency response activities.

Examples of those eligible include, but are not limited to:

- Army Corps of Engineers leadership;
- Power, water and sewage, and telecommunications utilities; and/or
- Transportation leadership.

Priority 5. Disaster Recovery [OMA Staff, with additional GSA staff, as appropriate]

Users who qualify for the disaster recovery priority will be assigned priority five. Eligible for this priority are those individuals responsible for managing a variety of recovery operations after the initial response has been accomplished. These functions may include managing medical resources such as supplies, personnel, or patients in medical facilities. Other activities such as coordination to establish and stock shelters, to obtain detailed damage assessments, or to support key disaster field office personnel may be included.

Examples of those eligible include, but are not limited to:

- Medical recovery operations leadership;

- Detailed damage assessment leadership;
- Disaster shelter coordination and management; and/or
- Critical Disaster Field Office support personnel.

Appendix B. Standard Operating Procedures

OMA Responsibilities

1. OMA is responsible for designating a GSA GETS/WPS primary and alternate Point of Contact (POC) who have the authority to make decisions regarding the administration and utilization of GSA's GETS and WPS accounts. The primary POC (also known as the GSA GETS/WPS Administrator) performs routine GETS /WPS account maintenance that includes, but not limited to:

- Request GETS and WPS for new authorized users;
- Manage current GETS and WPS users;
- Cancel GETS cards and WPS when they are no longer in use;
- Review monthly GETS and WPS usage reports (e.g., Call Detail Records); and
- Validate the accuracy of the GETS and WPS subscriber list on an annual basis.

2. The alternate POC will serve as the back-up to the primary POC and will be granted administrative access to perform these functions. Routine account correspondence is sent to both primary and alternate POCs from DHS OEC; although *ad hoc* questions are generally directed to the primary POC.

a. Requesting Service.

(1) Each HSSO within GSA is responsible for determining who receives GETS and WPS in their particular organization. These individuals or positions require prioritized communications in order to implement emergency contingency plans and disseminate critical information. There are no specific limits to the number of GETS cards or WPS subscriptions an organization can request. However, each GETS and/or WPS user must support a NS/EP function and fulfill the GETS and WPS eligibility criteria (see Appendix A).

(2) Once the user(s) eligibility requirements are verified by the HSSO and accepted by the Primary or Alternate POC, the GETS/WPS Administrator will submit an online request for the user(s) to the DHS OEC.

b. Requesting GETS Cards. GETS requests may be submitted for the following:

(1) For an Individual. POCs will provide the name of the requesting employee to the DHS OEC. Once the GETS card is assigned, the employee may use the card while supporting GSA in a NS/EP mission.

(2) For a Position. The GETS card will be assigned to a permanent GSA position, by title, for example, "Communications Director," or to a position where multiple people rotate through a schedule and only need the service while on duty, for example, "Dispatch Officer."

(3) Additional Cards. Additional GETS cards may be distributed by OMA as a backup supplement for cards issued to individuals or positions on an as-needed basis.

c. Requesting WPS.

(1) WPS is requested on wireless phone offerings by participating WPS service providers. The following requirements for a GSA WPS enabled phone are as follows:

(a) The person using the phone is eligible for WPS. WPS is requested for an individual or a position (see Appendix A for details on eligibility).

(b) The phone has a regular monthly plan with a participating WPS carrier. (Pre-paid plans are not eligible for WPS. Also note that WPS is currently only for voice calls and is not compatible with cellular data or wireless broadband devices, commonly referred to as wireless air-cards.)

(2) When requesting WPS for an individual or a position, it is highly recommended that POCs also request GETS for that person/position as part of the same request. This provides two advantages:

- GETS can provide priority on a landline phone if cellular networks are unavailable or the user's cell phone is inoperable. In most cases, using WPS and GETS together will improve the probability of call completion. To make such a call from a WPS-enabled device, dial *272, then enter the GETS access number + SEND, and follow the GETS procedures listed on the card; and.
- WPS dialing instructions appear on the back of the GETS card.

d. Report Changes to WPS Phones. Changes to WPS-enabled devices and accounts may result in the unintended removal of WPS service from active devices. Once notified, the GSA Primary POC must log into the GETS or WPS website to report changes to:

- Service provider;
- Phone number; and
- Account number.

Note: When simply upgrading to a new wireless device or phone, wireless carriers will typically automatically transfer WPS to the new device. To verify that WPS has been transferred to the new device following the upgrade, users should make a test WPS call on the new device. If the call does not go through, call the 24-Hour Assistance line at 800-818-4387 to report the problem.

GETS and WPS User Responsibilities

1. GSA GETS and WPS Users. Users must know how to use both GETS and WPS and must safeguard their GETS card and WPS-enabled devices. Safeguarding includes protecting the GETS card and WPS-enabled device from harm or damage with an appropriate measure. Users should keep the GETS card and WPS-enabled devices with them at all times. Users should make a "familiarization call" upon receipt of service and monthly thereafter. Users can call any number for a short-duration test call, as long as the destination number is not one that you can also dial using just a local extension. A Familiarization Line, 703-818-3924, is available 24x7 for these calls. To make a familiarization call, follow these steps:

a. GETS:

- Dial 1+710-627-4387 to input the GETS card information;
- After tone prompt, enter GETS Personal Identification Number (PIN) number;
- After voice prompt, enter destination number (recommended: 703-818-3924).

Note: Users should not make test calls from their office to a number in the same office as this can lead to call termination problems.

b. WPS:

- Dial *272 + destination number (recommended: 703-818-3924) + SEND.

(1) If the GETS card is lost or compromised, users should immediately report that directly to the 24-Hour Assistance line at 800-818-4387 or 703-818-4387 and follow up with a report to the Primary POC. If it becomes necessary to refer to the GETS PIN, use only the first eight digits, which are unique to the individual.

(2) When a user's job responsibilities no longer require GETS and/or WPS, the organization must notify the Primary POC to cancel those services. OMA must shred or dispose of the card utilizing Agency procedures for disposing of any sensitive document.

2. Event Preparation.

a. GETS and WPS users should carry their GETS cards and WPS-enabled phones with them at all times. During an emergency, GETS cards and WPS-enabled phones left in safes, file cabinets, or desk drawers may be unreachable. Further, even if GETS and WPS are successfully distributed during an emergency, it may be too late to train users or troubleshoot potential problems. Therefore, GSA strongly encourages authorized personnel to carry both their GETS card and WPS-enabled phone at all times.

b. In preparation for a planned NS/EP event, GSA's HSSOs may decide to expand the GETS/WPS to more of their staff members as appropriate. Organizations should allow enough time for activation and delivery of the service. As a general rule, allow one to two weeks before delivery of new GETS cards or activation of WPS.

3. Training and Exercises.

a. New GETS users will receive an instructional packet from OMA with their GETS cards. Similarly, upon activation of WPS on a new device, the new WPS user will receive an email confirmation with WPS dialing instructions from OMA.

b. All GETS and WPS users should make familiarization calls to the DHS OEC Familiarization Line (703-818-3924) upon receipt of the service and monthly thereafter. Making familiarization calls helps users gain and retain familiarity with how to use the services, and it also helps ensure that the phones and networks the user is likely to use in an emergency are properly configured. Making familiarization calls will help reduce the occurrence of misdials, which are a significant source of incomplete GETS and WPS calls during major emergency events. Users should report any troubles using the services to the DHS OEC 24-Hour Assistance line, 800-818-4387 or 703-818-4387.

c. For additional training, HSSOs should use GETS and WPS when making calls during Continuity of Operations Planning exercises. This allows organizations to evaluate user proficiency with the services and to verify the effectiveness of GSA's GETS and WPS procedures. When possible, the GSA Primary POC should advise DHS OEC before conducting an exercise to ensure that GETS calls are not construed as fraud or abuse because of the increased volume of calls. Upon completion of an exercise, the GSA POC should report any problems to the 24-Hour Assistance line, 1-800-818-4387 or 703-818-4387. This will aid in ensuring proper GETS and WPS performance in future exercises or actual NS/EP operations.

4. Detail Records and Billing.

a. The DHS OEC sends monthly emails to the Primary and Alternate POCs advising them that they can log into the GETS website to view call detail records (CDRs) for GETS calls made during the previous calendar month. These reports list the GETS PIN, destination number, origination number, time and day of call, call duration, and cost of the call. The GSA Primary POC is responsible for reviewing and certifying these records through the DHS OEC GETS/WPS database. Though these reports identify GETS usage and cost, they are not bills. There is no charge to subscribe to GETS and costs associated with usage are not charged back to the agency if usage is considered nominal. GETS calls are currently billed at a rate of 7 to 10 cents per minute (depending upon carrier and other factors) for calls within the United States and its territories, Canada, and most of the Caribbean. For additional information on GETS costs, please visit www.dhs.gov/gets-costs.

b. WPS calling records appear in the monthly bills sent by the wireless service providers to the owner of the WPS-enabled phone.

c. The DHS OEC will send the GETS/WPS reports data to the OMA Regional Directors.

5. During an Event.

a. In an emergency, a PIN for a back-up/supplemental GETS card may be distributed by the OMA staff through express mail, telephone, e-mail, or fax. When issuing a stockpile card to an individual for long-term use, the GSA Primary POC should inform DHS OEC by updating the card's online record. If the individual is not going to retain the GETS card, access should be canceled after the emergency is over.

b. Users may share a GETS PIN with another member of the NS/EP community to support an active emergency if all users are at the same location. If used from multiple locations, the shared use of the PIN may trigger fraud monitoring. In these situations, users should notify the 24-Hour Assistance line, 1-800-818-4387 or 703-818-4387, and GSA's GETS/WPS POC as soon as possible. This will help prevent inadvertent termination of the GETS card for suspected fraudulent activity.

6. Fraud and Abuse.

GETS cards and WPS-enabled phones must be protected from unauthorized access and fraudulent use. All GETS calls undergo real-time usage tracking (documented on CDRs) to detect unusual usage and potential instances of fraud and abuse. Fraud is defined as the use of GETS by person(s) who are not authorized to use the service. Abuse is defined as the misuse of a GETS card by a GETS user for personal or non-official business calls. When appropriate, GETS representatives will contact a POC to determine if the reported activity is legitimate. POCs should review the monthly GETS CDRs to identify users who may be misusing or abusing the service.

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