

**U.S. IMMIGRATION AND CUSTOMS ENFORCEMENT  
ICE Policy System**

**OFFICE OF INVESTIGATIONS DIRECTIVE**

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**DIRECTIVE TITLE: GOVERNMENT EMERGENCY TELECOMMUNICATIONS  
SERVICE WITHIN THE OFFICE OF INVESTIGATIONS**

**1. PURPOSE and SCOPE.** This directive provides guidance on the management and administration of the Government Emergency Telecommunications Service (GETS) program within the U.S. Immigration and Customs Enforcement (ICE) Office of Investigations (OI).

**2. AUTHORITIES/REFERENCES.**

**2.1. Statutory Authorities**

- 1) Communications Act of 1934, 47 U.S.C. § 151, et seq. (2000).
- 2) National Security Act of 1947, 50 U.S.C. § 401, et seq. (2000).
- 3) Defense Production Act of 1950, 50 U.S.C. app. § 2061 (2000).
- 4) Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1974, 42 U.S.C. § 5121.
- 5) Telecommunications Act of 1996, 47 U.S.C. § 153 (2000).

**2.2. Regulatory Authorities**

- 1) Reorganization Plan No. 1 of 1977, Pub. L. 97-195, § 1(c)(5), 91 Stat. 1633, 1634 at § 5 (2003).
- 2) Reorganization Plan No. 3 of 1978, 92 Stat. 3781, 3785 at § 203 (2003).
- 3) National Security Decision Directive 97, National Security Telecommunications Policy (June 13, 1983).
- 4) Exec. Order No. 12472, 3 C.F.R., 1984 Comp., 193 (1984), *as amended by* Exec. Order 13407 (2006).

2.3. Reference. Government Emergency Telecommunications Service (GETS) Policy, ICE Directive 70007.1 (February 1, 2007).

3. **SUPERSEDED/CANCELLED POLICY/SUMMARY OF CHANGES.** None.

4. **BACKGROUND.**

4.1. This directive is intended to supplement ICE Directive 70007.1 entitled, *Government Emergency Telecommunications Service (GETS) Policy*, and provides further information to OI employees on the administration of the GETS program within OI.

4.2. GETS is a White House-directed emergency telephone service provided by the National Communications System in the Infrastructure Protection Directorate of the Department of Homeland Security (DHS). GETS supports federal, state, local, and tribal government, industry, and non-governmental organization personnel in performing their National Security and Emergency Preparedness (NS/EP) missions. GETS provides, via a calling card, emergency access and priority processing in the local and long distance segments of the Public Switched Telephone Network (PSTN). It is intended to be used in an emergency or crisis situation when the PSTN is congested and the probability of completing a call over normal or other alternate telecommunication means has significantly decreased.

4.3. GETS is accessed through (b) (7)(E)

5. **DEFINITIONS.** The following definitions are provided for the purposes of this Directive:

5.1. **Area of Responsibility (AOR):** Includes the main Special Agent in Charge (SAC) offices, as well as all Resident Agent in Charge, Resident Agent, and other subordinate offices assigned to specific SAC offices within OI.

5.2. **Disaster Recovery Users:** Users who perform NS/EP functions of managing a variety of recovery operations after the initial response has been accomplished.

5.3. **National Communications System (NCS):** The NCS is an interagency organization composed of 23 federal agencies within DHS. NCS was initially created to link, improve, and extend the communications facilities and components of various federal agencies, focusing on interconnectivity and survivability. This mandate was to include emergency preparedness and telecommunications support in crises and disasters. NCS transferred from the Department of Defense to DHS upon its creation. The NCS GETS website is located at (b) (7)(E)

5.4. **Subordinate Office:** Any OI office administratively assigned to a specific SAC office. For the purposes of this directive, offices that report directly to OI Headquarters (HQ)

should consider the HQ OI Emergency Preparedness and Incident Management (EPIM) Unit as their GETS Program Manager (PM).

## **6. POLICY.**

- 6.1.** The purpose of the GETS program is to provide essential and emergency response personnel within OI a means of increasing the likelihood that calls placed over traditional phone lines during periods of crisis will not experience delays in being connected.
- 6.2.** EPIM has program oversight for the GETS program within OI. Questions or problems encountered with the program can be directed to EPIM at **(b) (7)(E)**
- 6.3.** All OI SACs must appoint a GETS PM for their AOR. The individual appointed to this position must be identified to EPIM immediately upon appointment. Any personnel changes to this position within the SAC offices must also be identified to EPIM immediately upon taking effect.
- 6.4.** All subordinate offices must contact their SAC GETS PM to request new cards, cancel cards no longer needed, or request changes to current card holder information.
- 6.5.** GETS cards may be issued to any OI personnel deemed “mission-critical” for use during times of crisis as determined by the local SAC. EPIM reserves the final “right-of-refusal” for any GETS cards issued within OI.
- 6.6.** GETS cards must be issued to specific individuals only. Cards are issued to individuals by name and may not be assigned to a position such as “SAC ERG Member.”
- 6.7.** GETS cards must be cancelled if an individual leaves OI. Individuals transferring to another OI office or OI HQ need not cancel their cards unless requested by the gaining office. See section 8.2 for procedures in transferring card responsibility to a new OI office.

## **7. RESPONSIBILITIES.**

- 7.1.** The Director of OI has overall responsibility for the oversight of emergency preparedness and incident management program within OI.
- 7.2.** EPIM is responsible for the administration of the GETS program within OI. EPIM is also responsible for the ordering and issuing of GETS cards upon receipt of properly completed applications from the SAC GETS PM.
- 7.3.** The SACs are responsible for ensuring the implementation of the provisions of this directive within their AORs.
- 7.4.** SAC GETS PMs are responsible for all aspects of the GETS program for their assigned AOR. The GETS PMs are responsible for tracking GETS cards assigned to their SAC

office's personnel and for ordering, changing, or cancelling cards held by the SAC office's employees. SAC GETS PMs are also responsible for ensuring that EPIM is made aware of any changes to their programs, including the assignment of new PMs.

7.5. Subordinate offices are responsible for coordinating with their SAC GETS PM for the issuance of new GETS cards or to modify or cancel existing cards.

8. **PROCEDURES.**

8.1. How to order a GETS card.

**(b) (7) (E)**

**(b) (7)(E)**

**8.2. How to transfer a GETS card to another SAC Office**

- 1) For employees transferring from one OI SAC office to another, the GETS card need not be canceled. In those cases, the losing SAC GETS PM shall contact EPIM for the name and phone number of the gaining SAC GETS PM.
- 2) The losing SAC GETS PM shall contact the gaining SAC GETS PM and provide all required information to enable the gaining SAC GETS PM to properly track the card holder.
- 3) The gaining SAC GETS PM shall then contact EPIM with the employee's name, card number, new contact information, and address. EPIM will then update its records to reflect the change in responsibility.

**8.3. How to cancel a GETS card**

- 1) **(b) (7)(E)**

8.4. How to use the GETS card



**(b) (7) (E)**

9. **ATTACHMENTS.**

9.1. Attachment A. Sample “GETS/WPS Request Form”

9.2. Attachment B. Blank “GETS/WPS Request Form”

10. **NO PRIVATE RIGHT STATEMENT.** This Directive is an internal policy statement of OI. It is not intended to, and does not create any rights, privileges, or benefits, substantive or procedural, enforceable by any party against the United States; its departments, agencies, or other entities; its officers or employees; or any other person.

Approved   
For  Marcy M. Forman  
Director, Office of Investigations

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