



DEFEND TODAY,  
SECURE TOMORROW

# Priority Services Eligibility



## Overview

Wireless Priority Service (WPS), Government Emergency Telecommunications Service (GETS), and Telecommunications Service Priority (TSP) are provided by the Cybersecurity and Infrastructure Security Agency (CISA) to ensure that all essential organizations and their personnel have access to priority telecommunications and restoration services.



## Essential Organizations

Our nation's critical infrastructure sectors are considered essential. These organizations' assets, systems, and networks, whether physical or virtual, are so vital to the United States that their incapacitation or destruction would have a debilitating effect on security, national economic security, national public health or safety, or any combination thereof.

Essential organizations can be found within all levels of government (federal, state, local, tribal, and territorial), the private sector, and Non-Governmental Organizations (NGOs).

There are 16 critical infrastructure sectors: Critical Manufacturing, Nuclear Reactors/Materials/Waste, Emergency Services, Communications, Information Technology, Energy, Transportation Systems, Water and Wastewater Systems, Financial Services, Food and Agriculture, Government Facilities, Defense Industrial Base, Dams, Chemical, Healthcare and Public Health, and Commercial Facilities.

To check eligibility or to begin enrollment, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255, email [ecd@cisa.dhs.gov](mailto:ecd@cisa.dhs.gov) or visit [cisa.gov/pts](https://cisa.gov/pts).

## Essential Personnel

Essential personnel are those necessary to an organization's continuity of operations. These personnel span all organizational levels, from executive leadership positions to ground-level operations. Examples include subject matter experts, functional managers, field operators, Chief Executive Officers, Public Information Officers, etc.

The Priority Telecommunications Service Center determines eligibility and assigns each WPS subscriber a category. Carriers may use these categories to further triage users in times of severe congestion to help allocate network resources. These categories are:

- Executive personnel and policy makers
- Disaster response, military command and control personnel
- Public health, public safety and law enforcement personnel
- Public services/utilities, public welfare, and critical infrastructure protection personnel
- Disaster recovery personnel