



# WIRELESS PRIORITY SERVICE (WPS) FREQUENTLY ASKED QUESTIONS



## WHAT IS THE WIRELESS PRIORITY SERVICE?

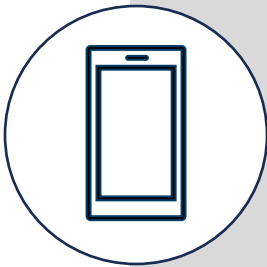
The Cybersecurity and Infrastructure Security Agency (CISA) Wireless Priority Service (WPS) provides personnel across all levels of government (federal, state, local, tribal, and territorial [FSLTT]), the private sector and non-governmental organizations (NGOs) that have essential national security, national economic security, and national public health or safety missions' priority cellular calling during periods of network congestion or disruption. WPS calls do not preempt calls in progress or deny the general public's use of the cellular network.

## WHO SHOULD HAVE WPS?

WPS is available to organizations across all levels of government, the private sector, and NGOs that have essential national security, national economic security, and national public health or safety missions. These organizations can be found within every one of CISA's critical infrastructure sectors. The personnel who perform essential functions across all levels in an organization – from Chief Executive Officers to field technicians and operators – should have access to WPS.

### Organizations that should enroll in priority services:

- Government organizations and entities at federal, state/district, local (cities/counties), tribal, and territorial levels
- All agencies and organizations included in emergency management plans
- Any organization within one of the 16 critical infrastructure sectors: Chemical, Commercial Facilities, Communications, Critical Manufacturing, Dams, Defense Industrial Base, Emergency Services, Energy, Financial Services, Food and Agriculture, Government Facilities [including school districts and higher education organizations], Healthcare and Public Health, Information Technology, Nuclear Reactors, Materials, and Waste, Transportation Systems, Water and Wastewater Systems.
- Non-Governmental or academic organizations with security, national economic security, national public health, or safety missions



**Individuals who should be enrolled in WPS:**

- Executive leadership (the “C-suite” of an organization)
- Media relations
- Emergency management personnel
- Continuity Planning/Continuity of Operations staff
- Department heads/managers and staff essential to continuity of operations
- Subject matter experts/trained specialists
- Continuity Planning/Continuity of Operations staff
- Front line personnel essential to carrying out organizational mission (all fire/rescue service and law enforcement personnel, regardless of rank, should be enrolled in GETS/WPS as they are all essential to their organization’s mission)

**WHICH CARRIERS PROVIDE WPS?**

WPS is widely available from AT&T Mobility, AT&T FirstNet, T-Mobile, and Verizon Wireless. In addition, WPS is available on some regional carriers including Cellcom, C Spire, U.S. Cellular, and Claro (Puerto Rico). Cellular service providers voluntarily participate in the WPS program. Consult service provider websites for coverage information and applicable fees.

**WILL USERS BE ABLE TO USE WPS WHILE ROAMING?**

Yes, as long as there is a WPS roaming agreement in place between your home service provider and the service provider of the network on which you are roaming.

**WILL WPS WORK ON PRE-PAID CELLULAR PHONES?**

No. WPS cannot be provisioned on pre-paid cellular phones.

**THE DISPLAY ON MY PHONE SAYS, "EMERGENCY SERVICE ONLY". WHAT DOES THIS MEAN?**

"Emergency Service Only" means that your phone has accessed another carrier that does not have a roaming agreement with your home carrier at your current location. This can happen when your home carrier's signal is disturbed or weak and your phone "captures" a stronger signal from another network. Another reason that you might see this message is if there is a temporary network fault which keeps your phone from properly registering with your home carrier when you power it on. Finally, if the display stays on for a long time, it may mean that your service has been suspended for some reason and you will need to contact your carrier's customer service center. While the message is displayed, you cannot make normal or WPS calls, but you may make 911 calls or calls to customer care (611).



## IF I CHANGE CARRIERS, DOES MY WPS FOLLOW ME?

Whether transferring your existing cell phone number or obtaining a new cell phone number, you must have your organizational point of contact (POC) submit an online transfer request via the Government Emergency Telecommunications Service (GETS)/WPS Information Distribution System website. Your new service with the new provider will then be provisioned with WPS. The new carrier cannot accept a request from the user directly to add WPS to the user's new account.

## SHOULD I USE 911 WITH WPS?

No, you will receive no benefit by dialing \*272 911. Additionally, the call will lose the location information which would have been provided to the 911 call center, or public safety answering point.

## WHY DIDN'T MY CALL GO THROUGH WHEN I DIALED \*272 PLUS MY DESTINATION NUMBER?

This is generally a rare occurrence and might happen for a variety of reasons. Extreme network congestion or network damage resulting from emergencies could be contributing factors to unsuccessful WPS call attempts. All users are encouraged to make WPS test calls from numerous locations in order to help troubleshoot the network. This includes testing WPS with the GETS card. If you encounter problems while using \*272, call 800-818-GETS (4387) for assistance or to open a trouble ticket

## HOW DO I ANSWER AN INCOMING WPS CALL?

Answering an incoming WPS call to a cell phone is the same as answering any other incoming call; simply answer when the phone rings. There are no special indications that an incoming call is a WPS or GETS call.

## IS THERE AN APP TO PLACE WPS CALLS?

The Priority Telecommunications Services (PTS) Dialer App (available for free download from the Apple App Store and Google Play) streamlines the WPS dialing process by automatically prepending the \*272 vertical service code before the destination number when a destination number is entered from the App's Contacts, Recents, Frequent Call, or Keypad features. The PTS Dialer App can also be used to place WPS + GETS calls.

## HOW DO I ENROLL IN WPS?

Each organization has a POC that manages their organization's WPS accounts. If your organization is already enrolled, contact your POC and request WPS on your work cellphone. Your POC will enroll you. You will receive a text message confirmation once you are enrolled. If your organization is not currently enrolled, begin the enrollment process by calling the CISA Priority Telecommunications Service Center at 866-627-2255 or emailing [ecd@cisa.dhs.gov](mailto:ecd@cisa.dhs.gov).

