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MAKING A WIRELESS PRIORITY SERVICE (WPS) CALL

HOW WPS WORKS

WPS users receive priority call treatment by dialing *272 and then the destination number. To make a WPS call, the user must first have the WPS feature added to their cellular service. WPS calls can be made to other cell phones, landline phones, and satellite phones. A destination wireless device does not need to have the WPS feature.

WHEN TO USE WPS

WPS is intended to be used in an emergency or crisis situation when cellular networks are congested and the probability of completing a normal cellular call is reduced. During these situations, cellular callers may receive fast busy signals, find that the destination phone number does not ring, or hear messages that that their call cannot be completed.

WPS should **not** be used to call 911.

HOW TO MAKE A WPS CALL

1. Confirm the WPS-subscribed cell phone is in range of radio signal (one or more “bars” on display screen). You must have service to make a WPS call.
2. Dial *272 and the destination number and then push SEND, or green button, to initiate the call (example: *272 703 818 4387)
3. Network will route call to the destination number. It may take 30 seconds or longer to complete the call during heavy congestion and there may be intervals of ringing and/or silence; this is normal. On most cell phones the screen will display *272 and the destination number. Some cell phones may display call status messages such as call queued and/or provide audible tones indicating the call has been queued.
4. If the first attempt does not complete, end the call and retry the WPS call.

The Office of Emergency Communications recommends that users make test WPS calls on a quarterly basis to ensure familiarity with making priority telecommunications calls.

FOR ADDITIONAL INFORMATION

For more information, please visit www.dhs.gov/gets or contact the DHS Priority Telecommunications Service Center at 866-627-2255 or support@priority-info.com.