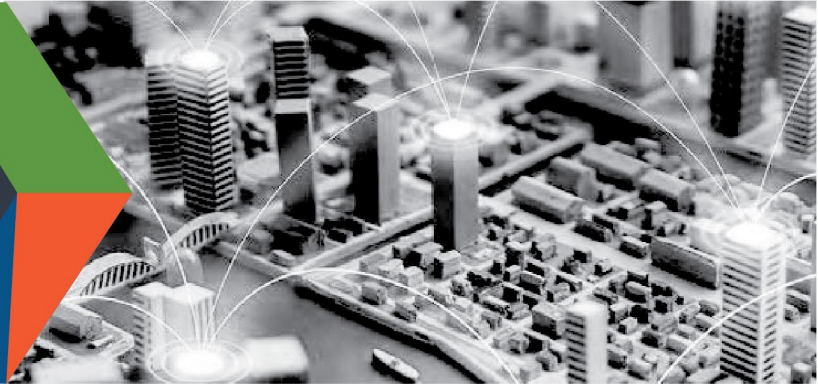




**CISA**  
CYBER+INFRASTRUCTURE

DEFEND TODAY, SECURE TOMORROW



## WIRELESS PRIORITY SERVICE ELIGIBILITY

The following Wireless Priority Service (WPS) qualifying criteria, established by the Federal Communications Commission (FCC) in FCC 00-242, as adjusted by FCC Public Notice DA-18-845, apply equally to all users and will be used as a basis of all WPS approvals/assignments. Priority levels and these associated qualifying criteria were selected to meet the needs of the emergency response community and provide priority for the command and control functions critical to national security and emergency preparedness.

### PRIORITY 1. PRESIDENT OF THE UNITED STATES, EXECUTIVE LEADERSHIP, AND POLICY MAKERS

Users who qualify for the President of the United States, executive leadership, and policy makers priority will be assigned priority one. Examples of those eligible include:

- The President of the United States, the Secretary of Defense, the Secretary of Homeland Security, sleeved 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
- Mayors, county commissioners, and the minimum number of senior staff to support these officials
- A limited number of technicians who are essential to restoring the wireless service networks shall also receive this highest priority treatment

### PRIORITY 2. DISASTER RESPONSE/MILITARY COMMAND AND CONTROL

Users who qualify for the disaster response/military command and control priority will be assigned priority two. Individuals eligible for this priority include personnel needed to manage the initial response to an emergency at the local, state, regional, and federal 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:

- Federal emergency operations center coordinators, e.g., Manager, National Coordinating Center for Communications, National Interagency Fire Center, Federal Coordinating Officer, Coordinator, Director of Military Support
- State emergency service directors, National Guard and Reserve, State and Federal Damage Assessment Teams
- Federal, state, local, tribal, and territorial personnel with continuity of government responsibilities
- Incident Command Center Managers, local emergency managers, other state and local elected public safety officials, Cellcom, GCI, Sprint, T-Mobile, U.S. Cellular, and Verizon
- Federal personnel with intelligence and diplomatic responsibilities

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## PRIORITY 3. PUBLIC HEALTH, SAFETY, AND LAW ENFORCEMENT

Users who qualify for the public health, safety, and law enforcement priority will be assigned priority three. Eligible for this priority are individuals who are involved in operations critical to life, property, and maintenance of law and order immediately following an event. Examples of those eligible include:

- Federal law enforcement, state police, local, tribal, and territorial fire and law enforcement personnel
- Emergency medical service; hospital personnel
- Search and rescue team members
- Emergency communications coordinators
- School district officials and administrators/college campus law enforcement and safety leaders

## PRIORITY 4. PUBLIC SERVICE/UTILITIES, PUBLIC WELFARE, AND ENTITIES PERFORMING CRITICAL INFRASTRUCTURE PROTECTION FUNCTIONS

Users who qualify for the public services/utilities, public welfare, and critical infrastructure protection priority will be assigned priority four. Eligible for this priority are those users whose responsibilities include performing public works, utility infrastructure damage assessments and restoration, transportation to accomplish emergency response activities, or entities from any of the critical infrastructure sectors identified in Presidential Policy Directive – 21 whose assets, systems, and networks, whether physical or virtual, are considered 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. Examples of those eligible include:

- Army Corps of Engineers personnel
- Power, water and sewage, and telecommunications utility personnel
- Transportation and logistics personnel
- Financial services personnel
- Chemical sector personnel and responders
- Defense industrial base personnel

## PRIORITY 5. DISASTER RECOVERY

Users who qualify for the disaster recovery priority will be assigned priority five. Eligible for this priority are those individuals responsible for performing 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 shelter, to obtain detailed damage assessments, or to support disaster field office personnel may be included. Examples of those eligible include:

- Medical recovery operations personnel and detailed damage assessment teams
- Disaster shelter coordination and management
- Joint Field Office support personnel

## WPS ENROLLMENT

The first step in the enrollment process is to establish a Point of Contact (POC) for your organization. Many organizations already have established POCs who facilitate the enrollment process. To determine or establish a POC and enroll in WPS, please contact the CISA Priority Telecommunications Service Center at (866) 627-2255, email [support@priority-info.com](mailto:support@priority-info.com), or visit <https://www.cisa.gov/wps>.

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