



Wireless Priority Service

Overview



Everyday incidents, such as weather-related events, cyber attacks, and human errors, can suddenly cause network congestion or degradation, hindering response times and critical information sharing among essential personnel and organizations. As the Nation’s risk advisor, the Cybersecurity and Infrastructure Security Agency (CISA) offers the Wireless Priority Service (WPS).

WPS provides its subscribers with priority access over cellular networks during emergency incidents and in times of congestion and is available nationwide and in some regional cellular networks.



Improves call completion across carrier networks



Provides resiliency at no cost



Leverages existing technology & equipment

Key Features of WPS

- Priority over wireless networks within U.S. states and territories
- Greatly increases the probability of call completion
- A companion app, PTS Dialer, streamlines the WPS dialing process

Who Should Have WPS?

From executive leaders to field personnel, WPS is a valuable service for individuals with national security and emergency preparedness responsibilities within:

- All levels of government (Federal, State, Local, Tribal, Territorial)
- Non-government organizations
- Organizations in the 16 U.S. critical infrastructure sectors (e.g., communications, emergency services, healthcare, energy, transportation, food and agriculture, etc.)

More Information

Learn more about how WPS is an integral part of an organization’s risk management and communications planning at cisa.gov/pts.

Contact the CISA Priority Telecommunications Service Center at 866-627-2255 or at ecd@cisa.dhs.gov to begin enrollment.