



March 2017

## WIRELESS PRIORITY SERVICE

Congestion on wireless (cellular) networks caused by natural and/or man-made disasters can affect emergency response capabilities by limiting call completion for public safety and national security and emergency preparedness personnel. The Department of Homeland Security Office of Emergency Communications' (OEC) Wireless Priority Service (WPS) was developed to address the emergency response and national security community's growing need for priority communications when excessive call volumes exist. WPS users have a greater chance of call completion on an operational cellular network than those without the service.

### WPS FEATURES AND BENEFITS

- Callers dial \*272 from an enrolled cellular phone followed by the destination number to make a WPS call.
- WPS is complementary to, and can be most effective, when used in conjunction with the Government Emergency Telecommunications Service (GETS). GETS is the landline priority service offered and managed by OEC and has the same eligibility requirements as WPS.
- WPS is available in all nationwide networks and some regional networks including: AT&T, C Spire, Cellcom, GCI, SouthernLINC, Sprint, T-Mobile, U.S. Cellular and Verizon.
- WPS is an add-on feature to existing commercial wireless services and no special phones are required; however, calls must be placed on a subscribed phone to initiate a WPS call.
- Subscribers are responsible for initial WPS enrollment, monthly subscription, and per-call charges. These charges vary by cellular carrier.
- Users can and should include WPS in operational plans and exercises.
- WPS has historically provided more than a 93 percent call completion ratio.

***More than 3,200 calls received a 99 percent call completion rate during Hurricane Matthew.***

### WPS USERS

WPS users rely on cellular communications to perform critical functions, including those areas related to leadership, safety, maintenance of law and order, finance, and public health. They span federal, state, local, tribal and territorial governments; public safety and emergency responders; industry partners who are responsible for maintaining the Nation's critical infrastructure; and other authorized users. Typical WPS users are responsible for the command and control functions critical to management of, and response to, national security and civil emergencies.

### 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 DHS Priority Telecommunications Service Center at (866) 627-2255, or visit [www.dhs.gov/WPS](http://www.dhs.gov/WPS).

#### FOR ADDITIONAL INFORMATION

Please contact the DHS Priority Telecommunications Service Center at 866-627-2255 or 703-676-2255, via email at [support@priority-info.com](mailto:support@priority-info.com), or visit [WWW.DHS.GOV/WPS](http://WWW.DHS.GOV/WPS).