



WIRELESS PRIORITY SERVICE

CONGESTION ON CELLULAR NETWORKS CAUSED BY NATURAL AND/OR MAN-MADE DISASTERS AND POWER OUTAGES CAN AFFECT EMERGENCY RESPONSE CAPABILITIES BY LIMITING CALL COMPLETION FOR PUBLIC SAFETY AND NATIONAL SECURITY AND EMERGENCY PREPAREDNESS PERSONNEL. THE CYBERSECURITY AND INFRASTRUCTURE SECURITY AGENCY (CISA) WIRELESS PRIORITY SERVICE (WPS) PROVIDES THE EMERGENCY RESPONSE AND NATIONAL SECURITY COMMUNITY'S GROWING NEED FOR PRIORITY CELLULAR 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 HIGHLIGHTS

- There are currently over 155,000 WPS users in the United States and Canada.
- 5,500 organizations have WPS-enabled phones throughout the Federal Government; U.S. Military, state, local, and tribal governments; and critical infrastructures.
- WPS has historically provided more than a 93% call completion rate during emergency response incidents.

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 cellular networks and some regional networks including: AT&T, C Spire, Cellcom, GCI, Sprint, T-Mobile, U.S. Cellular, and Verizon.
- WPS is an add-on feature to existing commercial cellular services and no special phones are required; however, calls must be placed on an enrolled phone to initiate a WPS call.
- Subscribers are responsible for any WPS enrollment, month subscription, and per-call charges; however most carriers waive enrollment and subscription charges. Charges vary by cellular carrier.
- Users can and should include WPS in operational plans and exercises.

WPS 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 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; school district officials and administrators; college campus law enforcement and safety leaders; and other authorized users.



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, or visit <https://www.dhs.gov/WPS>.