

When lives are at stake, every second counts. That's why those on the front lines need priority access.

### Wireless Priority Service



Reliability always matters, but there are times when priority is just as important.

**For missions routine and extreme, frontline workers need a network that's built to help them stay connected, one that provides priority access to available network resources.**

Wireless Priority Service (WPS) delivers enhanced connectivity when it matters most, with special voice priority for wireless communications. With WPS, authorized agency personnel can stay connected during a crisis, such as national security alerts or natural disasters. WPS lets first responders receive a higher priority for wireless voice service. That way, agencies and organizations can have reliable communications as they provide critical infrastructure and emergency services.

By using WPS, you're helping critical calls get through when every second counts, so you can focus on the mission, not your connection.

Verizon offers WPS on Voice over LTE (VoLTE) with preemption<sup>1</sup> for enhanced priority calls on the Verizon LTE network and most Verizon LTE in Rural America partner networks. In the rare instances of network congestion, preemption automatically and temporarily reallocates network resources to WPS users for uninterrupted access to the network.

Please note: VoLTE is device dependent. Not all devices will support WPS on VoLTE; some devices will need to be upgraded to a new device.

Agencies and organizations that provide critical infrastructure and emergency services during response and disaster recovery have the reliable communications they need to fulfill their missions.

### How can I get WPS for my agency?

Because WPS is managed by the Cybersecurity and Infrastructure Security Agency of the U.S. Department of Homeland Security, you'll need to follow its process for determining WPS eligibility per Federal Communications Commission (FCC) rules. The FCC assigns all WPS subscribers to a user category (one through five) based on their role in a disaster or incident response.

1. Executive leadership and policymakers
2. Disaster response/military command and control personnel
3. Public health, safety and law enforcement personnel
4. Public services/utilities and public welfare personnel
5. Disaster recovery personnel<sup>2</sup>

WPS is available at no additional charge to those who qualify. Contact Verizon for details.

## How does WPS work?

Our network automatically puts your call in priority status. You don't need any special cards or codes, and you can use most existing Verizon Wireless VoLTE-capable devices without modification.

With preemption<sup>1</sup> capabilities enabled for qualified WPS calls, network resources will be automatically and temporarily reallocated to WPS users during rare instances of network congestion to provide uninterrupted access to the network.

But if call congestion occurs, dial \*272 followed by the 10-digit number you're trying to reach, and the WPS on VoLTE call will be processed with enhanced priority on the Verizon network.

With WPS, dialing \*272 automatically provides enhanced priority on our network.

## Your mission is our purpose. Ready to get Verizon Wireless Priority Service?

Reach out to our dedicated Customer Activation and Support Department at 877.262.2950 or learn more online at CISA's at [Priority Telecommunications Services Enrollment/Management](#).

## What are the requirements for WPS on VoLTE?

To use our WPS on VoLTE service, you must use a WPS on a VoLTE subscribed device. Wireless Priority Service helps your critical calls go through.

1. Available to eligible government-liable subscribers only and subject to the terms, provisions and conditions of Verizon-approved government contracting vehicles. 911 calls are never preempted. For preemption eligibility, your Verizon account representative will guide you through enrollment, after which you will need to go through a qualifying and conditioning process. Once qualified, and upon completion of an initial provisioning process, preemption will activate as needed, giving you an additional communications safeguard.
2. "Wireless Priority Service (WPS)." Cybersecurity & Infrastructure Security Agency. June 28, 2023. [cisa.gov/resources-tools/services/wireless-priority-service-wps](https://cisa.gov/resources-tools/services/wireless-priority-service-wps)  
WPS access is subject to the terms and conditions of your customer agreement and calling plan. WPS access provides end users with the ability to preempt a user, if qualified, or be placed into a queue for the next available wireless voice channel ahead of users not subscribing to WPS access. Verizon Wireless makes no assurances regarding waiting times associated with WPS, nor can Verizon Wireless ensure that WPS access calls will be connected. Contact your Verizon Wireless representative for complete details regarding WPS access coverage, service and availability. PRIVACY NOTICE: Verizon Wireless is required to and will share information about your WPS access usage and account status with the CISA and its authorized agents.