

When It Matters Most, Wireless Priority Service (WPS) Puts Public Safety Calls First

Wireless Priority Service (WPS) provides approved organizations and emergency agencies with the ability to place wireless calls when there is heavy network traffic due to a high level of activity at one time. National Security and Emergency Preparedness (NS/EP) calls will be queued and given priority treatment to establish continuity of operations and government. Data services are not part of WPS.

WPS helps ensure the preparedness of the nation to prevent, respond to, and recover from threats, domestic attacks, major disasters and other emergencies.

Who Is Eligible?

Enrollment in the WPS program is restricted to select users who support NS/EP activities – traditionally those with command and control functions that are critical to management of and response to national security and emergency situations, particularly during the first 24 to 72 hours following an event.

Why Should I Enroll?

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. Acts of terrorism (including cyber-attacks), natural disasters, power outages, and software problems can cripple the telephone services of an entire region. Congestion alone can prevent access to circuits. WPS supports critical continuity of government and continuity of operations during emergencies in which the public telecommunications networks are degraded by congestion. NS/EP personnel enrolled in WPS have a greater chance of call completion than those without the service.

How Do I Enroll?

The first step in the enrollment process is to establish a point of contact (POC) for your organization who can facilitate the enrollment process. To determine a POC and enroll in WPS, please use the contact information below.

Where Can I Get Additional Information?

<http://www.dhs.gov/publication/getswps-documents>

[GETS-WPS User Organization Responsibilities](#)

(primarily intended for POCs)

[Facility Telecommunications Management for GETS](#)

(includes VoIP configuration information for

telecommunications managers)

Contact your local U.S. Cellular® representative or call 1-866-616-5587 today.
Visit uscellular.com/business/publicsafety for more information.