

Special priority when access matters most

Wireless Priority Service

Reliability always matters, but there are times when priority is just as important. When the situation is critical, first responders and others on the front line need an advanced network and technology that's built right – that provides the highest priority access to available network resources.

Wireless Priority Service (WPS) provides special voice priority for wireless communications access that key agency personnel can use during a crisis, such as national security alerts and natural disasters. WPS lets these individuals receive a higher priority for wireless voice service, so 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.

By using WPS, you're helping ensure those critical calls get through when every second counts. And you'll have the peace of mind that comes with knowing you've taken an important step toward keeping your agency on mission for times when all eyes are on you.

Verizon also offers WPS over Voice over LTE (VoLTE) with preemption for enhanced priority calls on the LTE network. Preemption helps maintain reliable communication by automatically and temporarily reallocating network resources to provide you uninterrupted access to the network at rare instances of congestion.

Please note: VoLTE is device-dependent. Not all devices will support WPS over 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 now have the reliable communications they need to fulfill their missions.

How can I get WPS for my agency?

Because WPS is managed by the Office of Emergency Communications (OEC) of the Department of Homeland Security (DHS), you'll need to follow its defined process for determining eligibility. The OEC sets authorizations to one of five priority levels (1 being highest), based on the subscriber's national security or emergency preparedness role:

1. Executive leadership and policy makers
2. Disaster response/military command and control
3. Public health, safety and law enforcement command
4. Public services/utilities and public welfare
5. Disaster recovery

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

How does WPS work?

It's easy. WPS always provides priority access to the LTE radio access network (RAN). Our network automatically puts your call in high-priority status. You don't need any special cards or codes, and you can use most existing Verizon Wireless devices without modification.

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

In addition, with preemption capabilities enabled for all WPS calls with or without dialing *272, network resources will be automatically and temporarily reallocated to WPS users during rare instances of increased network congestion to provide uninterrupted access to the network.

WPS over VoLTE users with nonqualified 3G or 4G devices do not have enhanced priority. When dialing *272, a WPS user with a nonqualified device will use CDMA as an alternate path for the call.

What are the requirements for WPS over VoLTE?

To use our WPS over VoLTE service, you must use a WPS over VoLTE-compatible device. Wireless Priority Service helps ensure critical calls go through.

With WPS, dialing *272 automatically provides enhanced end-to-end priority on our network.

How can Verizon Frontline help me get WPS?

We have a dedicated Customer Activation and Support Department that can be reached at 877.262.2950—or you can get fast details anytime on the web at dhs.gov/requesting-wps



WPS access is subject to the terms and conditions of your customer agreement and calling plan. WPS access functions on a limited portion of the Verizon Wireless-owned and operated 800/1900 MHz CDMA network, and is available only to individuals authorized by the OEC. WPS access provides end users with the ability to be placed into a queue for the next available wireless voice channel ahead of end 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 OEC and its authorized agents.

Network details & coverage maps at vzw.com. © 2021 Verizon. SB0780321