Reliability always matters, but there are times when priority is just as important. When lives are at stake, those on the front lines need a network that’s built to help them stay connected—that provides high priority access to available network resources.

Wireless Priority Service (WPS) provides special voice priority for end-to-end wireless communications that authorized 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 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 offers WPS on Voice over LTE (VoLTE) with preemption for enhanced priority calls on the Verizon LTE network and most of the Verizon LTE in Rural America (LRA) partner networks. Preemption helps maintain reliable communication by automatically and temporarily reallocating network resources to provide WPS users uninterrupted access to the network at rare instances of congestion.

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.

How can I get WPS for my agency?

Because WPS is managed by the Cybersecurity and Infrastructure Security Agency (CISA) of the Department of Homeland Security (DHS), you’ll need to follow its process for determining WPS eligibility per Federal Communications Commission (FCC) rules. The FCC sets WPS eligibility 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?

WPS 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 VoLTE-capable devices without modification.

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 end-to-end priority on the Verizon network.

In addition, with preemption capabilities enabled for all 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.

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.
What are the requirements for WPS on VoLTE?
To use our WPS on VoLTE service, you must use a WPS on VoLTE subscribed 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 Priority Telecommunications Services Enrollment/Management | CISA.