

## Wireless Priority Service (WPS)

Wireless Priority Service (WPS) is a priority calling capability that greatly increases the probability of call completion when a National Security/Emergency Preparedness (NS/EP) user is unable to complete emergency calls while using their cellular phone. To make a WPS call the user must first have the WPS feature added to their cellular service, and dial \*272 plus the destination telephone number.

WPS and its companion priority service, the Government Emergency Telecommunications Service (GETS), are requested through a secure on-line system. Before service can be requested, participating organizations must establish a Point of Contact (POC) account. The GETS/WPS POC serves as each organization's program administrator. Once an organization has an established POC, they can request GETS and WPS. The NCS recommends that each WPS user also have a GETS card.

### Address:

National Communications System  
Mailstop 8510  
245 Murray Lane  
Washington, DC 20528-8510

**Website:** <http://wps.ncs.gov/>

**E-Mail:** [wps@ncs.gov](mailto:wps@ncs.gov)

**Phone (Toll Free):** 866-NCS-CALL (866-627-2255) Toll-free, Select Option "2"

### WPS Eligibility Criteria

The following WPS qualifying criteria apply equally to all users and will be used as a basis for all WPS approvals/assignments. There are five WPS NS/EP criteria.

- A. Executive Leadership and Policy Makers
- B. Disaster Response/Military Command and Control
- C. Public Health, Safety and Law Enforcement Command
- D. Public Services/Utilities and Public Welfare
- E. Disaster Recovery

These criteria were selected to meet the needs of the emergency response community and provide access for the command and control functions critical to management of and response to national security and emergency situations, particularly during the first 24 to 72 hours following an event. WPS should only be requested for key leadership personnel and their direct supporting staff who are in NS/EP leadership positions. WPS is not intended for use by all emergency service personnel.

### A. Executive Leadership and Policy Makers

Users who qualify for the Executive Leadership and Policy Makers priority will be assigned priority one. A limited number of wireless service technicians who are essential to restoring

the wireless service networks shall also receive this highest priority treatment. Examples of those eligible include:

- The President of the United States, the Secretary of Defense, selected military leaders, and the minimum number of senior staff necessary to support these officials
- State governors, lieutenant governors, cabinet-level officials responsible for public safety and health, and the minimum number of senior staff necessary to support these officials
- Mayors, county commissioners, and the minimum number of senior staff to support these officials

#### B. Disaster Response/Military Command and Control

Users who qualify for the Disaster Response/Military Command and Control priority will be assigned priority two. Individuals eligible for this priority include personnel key to managing the initial response to an emergency at the local, state, regional and federal levels. Personnel selected for this priority should be responsible for ensuring the viability or reconstruction of the basic infrastructure in an emergency area. In addition, personnel essential to continuity of government and national security functions (such as the conduct of international affairs and intelligence activities) are also included in this priority. Examples of those eligible include:

- Federal emergency operations center coordinators, e.g., Manager, National Coordinating Center for Telecommunications, National Interagency Fire Center, Federal Coordinating Officer, Federal Emergency Communications Coordinator, Director of Military Support
- State emergency services director, National Guard Leadership, State and Federal Damage Assessment Team Leaders
- Federal, state and local personnel with continuity of government responsibilities
- Incident Command Center Managers, local emergency managers, other state and local elected public safety officials
- Federal personnel with intelligence and diplomatic responsibilities

#### C. Public Health, Safety, and Law Enforcement Command

Users who qualify for the Public Health, Safety, and Law Enforcement Command priority will be assigned priority three. Eligible for this priority are individuals who direct operations critical to life, property, and maintenance of law and order immediately following an event. Examples of those eligible include:

- Federal law enforcement command
- State police leadership
- Local fire and law enforcement command
- Emergency medical service leaders
- Search and rescue team leaders
- Emergency communications coordinators

#### D. Public Services/Utilities and Public Welfare

Users who qualify for the Public Services/Utilities and Public Welfare priority will be assigned priority four. Eligible for this priority are those users whose responsibilities include managing public works and utility infrastructure damage assessment and restoration efforts and transportation to accomplish emergency response activities. Examples of those eligible include:

- Army Corps of Engineers leadership
- Power, water and sewage and telecommunications utilities
- Transportation leadership

#### E. Disaster Recovery

Users who qualify for the Disaster Recovery priority will be assigned priority five. Eligible for this priority are those individuals responsible for managing a variety of recovery operations after the initial response has been accomplished. These functions may include managing medical resources such as supplies, personnel, or patients in medical facilities. Other activities such as coordination to establish and stock shelters, to obtain detailed damage assessments, or to support key disaster field office personnel may be included. Examples of those eligible include:

- Medical recovery operations leadership
- Detailed damage assessment leadership
- Disaster shelter coordination and management
- Critical Disaster Field Office support personnel