Reliability always matters, but there are times when priority is just as important. When the situation is critical, you need the highest priority access to available network resources.

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.

To keep ahead of the technology curve, Verizon offers WPS over Voice over LTE (VoLTE) Full Operating Capacity (FOC) for end-to-end priority calls on the VoLTE network.

WPS over VoLTE FOC completes priority for VoLTE that began with WPS over VoLTE Initial Operating Capability (IOC), which launched June 8, 2017. FOC adds priority end to end on VoLTE when dialing *272.

Please note: During the initial launch of WPS, VoLTE FOC will be device-dependent. Not all devices will support WPS over VoLTE FOC at launch; some devices will be upgraded over the air, while others will need to be upgraded to a new device.

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

How does WPS work?

It’s easy. WPS FOC always provides for priority on the LTE radio access network (RAN). If call congestion occurs, dial *272 followed by the 10-digit number you’re trying to reach and the WPS FOC call will be processed as a WPS call on VoLTE.

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.
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.

WPS FOC users with nonqualified devices do not have end-to-end 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?

For you to use our WPS over VoLTE service, your mobile telephone number must be provisioned with WPS CDMA. WPS IOC devices will be upgraded to FOC via a batch process.

How can Verizon help me get WPS?

We have a dedicated Customer Activation and Support Department that can be reached at 1.877.262.2950—or you can get fast details anytime on the web at dhs.gov/requesting-wps