



November 2013

Wireless Priority Service Carrier: AT&T

Availability

Wireless Priority Service (WPS) is available wherever AT&T provides digital wireless voice service on its Global System for Mobile Communications/Universal Mobile Telecommunications System (GSM/UMTS) network. Users may be able to use WPS while roaming on other GSM/UMTS WPS-enabled networks (for example, T-Mobile). WPS is not available when roaming on GSM/UMTS networks that are not WPS enabled or in service areas not covered by roaming agreements between carriers. Please see <http://www.dhs.gov/wps> for information on wireless carriers that support WPS. In Canada, AT&T WPS callers will receive radio channel priority queuing by dialing *272 when roaming in Rogers Wireless service areas.

Service Requests

Qualified individuals can request WPS through their organization's point of contact (POC), who will submit the request online through the WPS website. Please visit the [WPS website](#) to locate your POC or establish a POC for your organization.

Service requestors will need the following information:

- The 10-digit cellular telephone number to receive WPS.
- The Device ID (also known as the Electronic Serial Number [ESN])
- The corresponding AT&T account number. Any applicable WPS charges will appear on this account.

Once WPS is active on the phone, the POC will receive a confirmation email. Users whose email is on file will also receive a confirmation email. Users should make WPS test calls upon service activation and on a periodic basis. If you are unable to complete a WPS test call, please call the user assistance number toll free at 1-800-818-4387 or 1-703-818-4387.

FOR ADDITIONAL INFORMATION

Please contact your AT&T representative or the DHS Priority Telecommunications Service Center at 1-866-627-2255, 1-703-676-2255, or wps@hq.dhs.gov.