



November 2013

## Wireless Priority Service Carrier: T-Mobile

### Availability

Wireless Priority Service (WPS) is available wherever T-Mobile provides digital 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 AT&T). 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, T-Mobile 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 T-Mobile 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 T-Mobile representative or the DHS Priority Telecommunications Service Center at 1-866-627-2255, 1-703-676-2255, or [wps@hq.dhs.gov](mailto:wps@hq.dhs.gov)