



WIRELESS PRIORITY SERVICE (WPS)

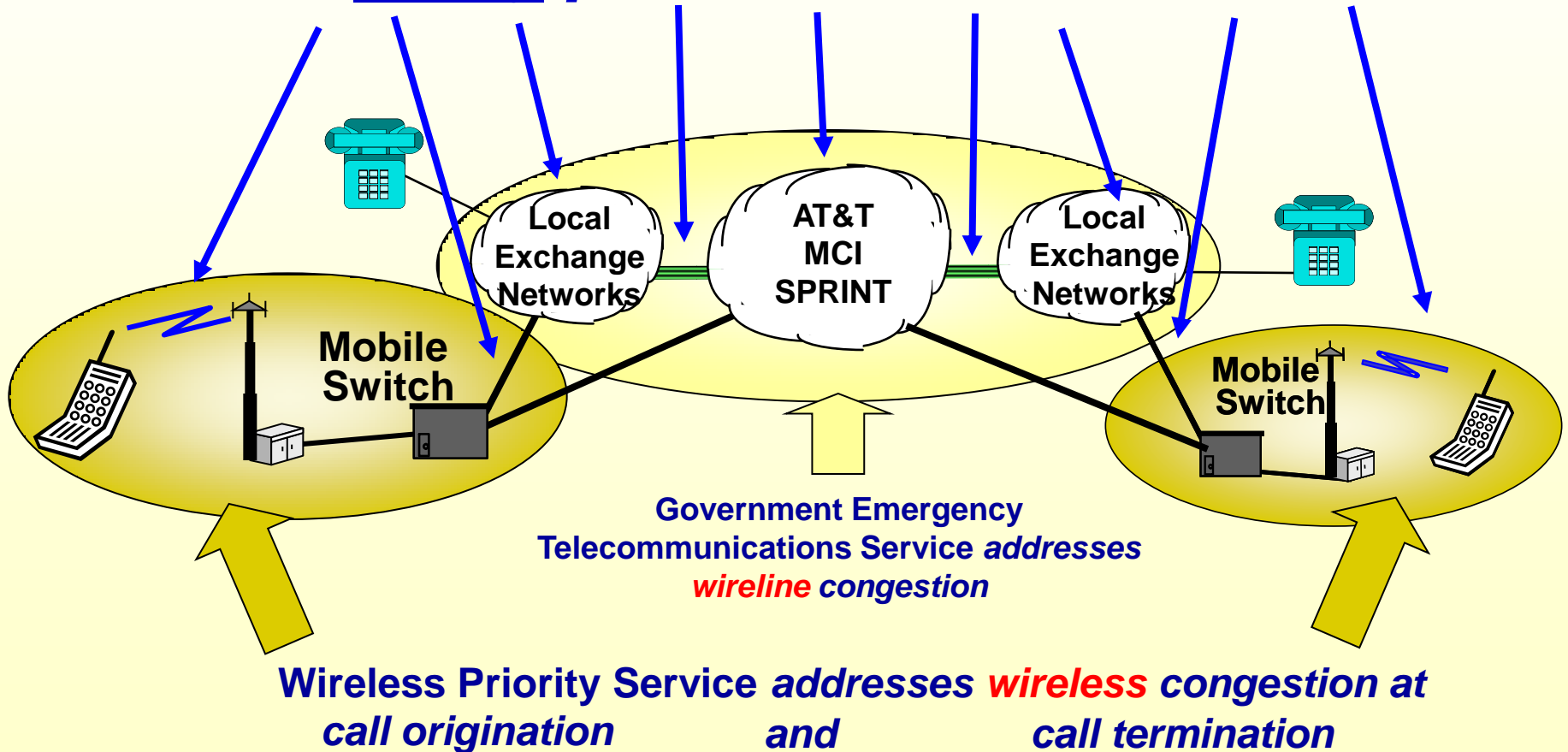
**OVERCOMING WIRELESS
CONGESTION IN EMERGENCIES**

Outline

- **The Issue – Congestion**
- **What is WPS?**
- **Why do you need WPS?**
- **How do you use WPS?**
- **How much does WPS cost?**
- **Who is eligible for WPS?**
- **How do you order WPS?**
- **Satellite backup**
- **Contact information**

The FUNDAMENTAL Issue: **Network Congestion**

**Congestion,
at many points, can block a call !**



The GETS Calling Card



Government Emergency
Telecommunications Service

1234 5678 9012

Name: GETS USER

Organization: GETS USER
ORGANIZATION

Calling cards are in widespread use and easily understood by the NS/EP User, simplifying GETS usage

**GETS priority is invoked
"call-by-call"**

GETS is a "ubiquitous" service in the Public Switched Telephone Network...if you can get a DIAL TONE, you can make a GETS call

TO MAKE GETS CALLS

TOUCH-TONE PHONES

CANNOT COMPLETE

For AT&T: 1+888-288-4387
For MCI WorldCom: 1+800-900-4387
For Sprint: 1+800-257-8373

FTS OR DISN USERS

NEED ASSISTANCE?

Dial 1 + 710-NCS-GETS (627-4387)

After the tone enter your PIN. When prompted, dial your destination number (Area Code + Telephone Number).

Try a different long-distance carrier by dialing:

For AT&T: **1010+288**
For MCIW: **1010+222**
For Sprint: **1010+333** } **+1+710-627-4387**

Use normal procedures to get a FTS or DISN dial tone, then dial **710-627-4387**

Dial **1+800-818-GETS (4387)** to get help or

report trouble at any time. You can also obtain user assistance through GETS.

When prompted for your destination

number, dial **703-818-GETS**

U.S. GOVERNMENT PROPERTY. If found, return to DMNCS (N2), 707 South Court House Road, Arlington, VA 22204-2198. WARNING: For official use only by authorized personnel.

What is WPS?

- **An enhancement to basic wireless service that allows your National Security/Emergency Preparedness (NS/EP) calls to queue for priority service in order to complete the call**
- **Together with GETS, WPS dramatically improves “end-to-end” call completion during emergencies**

Why Do You Need WPS?

- **Disasters, terrorist attacks, and major accidents trigger tremendous telephone traffic in the landline and wireless networks**
- **NS/EP personnel at all levels of government compete with the public for these congested landline and wireless resources**
- **GETS provides the means to get your landline call through**
- **WPS provides the means to get your wireless call through**

Nationwide WPS Program

- **Currently Global System for Mobile (GSM) communications carriers only**
 - T-Mobile (first WPS nationwide provider)
 - AT&T Wireless, Cingular, and Nextel (estimated 2nd calendar quarter 2004)
- **Code Division Multiple Access (CDMA) carriers**
 - Verizon Wireless and Sprint PCS to be added most likely in 2006

How Do You Use WPS?

- **When you need to make an official call, and you encounter congestion, simply retry your call but prefix your dialed number with *272 – e.g. *272 703 555-1234**
- **Everything else is automatic – your call will queue for up to 30 seconds and “grab” the next available path**
- **If landline networks are also congested, utilize *272 plus the GETS access number to get priority in both wireless and landline networks**

How Much Does WPS Cost?

- **WPS feature fixed subscription rate:**
 - \$10 one-time activation fee
 - \$4.50 monthly service fee
 - \$.75 per minute for WPS calls (*272)
 - WPS minutes are not charged against your basic service
- **WPS for T-Mobile is available on**
 - DoD BPA # DAAB32-02-A-A021
 - GSA Federal Supply Schedule VoiceStream (T-Mobile) GS35F0503M

Guidance on User Eligibility

- **Persons in NS/EP leadership positions and key staff**
- **Applicable at all levels: Federal, State, and Local**

User Category	Examples
Executive Leadership/Policy Makers	President, Governors, Lt Governors, City/County leaders, Cabinet officers, key senior staff
Disaster Response / Military Command & Control	Continuity of government and national security leadership; Emergency Operations Center (EOC) coordinators/directors
Public Health, Safety, Law Enforcement	Senior command levels of law enforcement, fire and public safety functions
Public Services / Utilities and Public Welfare	Corp Of Engineers leadership; Water/sewage/telecomm/transportation leadership
Disaster Recovery	Medical resources; sheltering; infrastructure damage assessment; Disaster Field Office (DFO)

Typical WPS User Functions

- **Managing the initial response to an emergency at the local, state, regional and federal levels**
- **Leadership of departments and agencies including key support staff**
- **Insuring reconstruction of the basic infrastructure**
- **Essential Continuity of Government (COG) and national security functions**
- **Operations critical to life, property, and maintenance of law and order immediately after an event**
- **Managing public works, utility infrastructure damage assessment, restoration efforts and transportation to accomplish emergency response activities**
- **Managing medical resources**
- **Managing a variety of recovery operations after the initial response**
- **Establishing and sustaining shelters**
- **Obtaining detailed damage assessments**

Typical WPS Users

- **President, Governor, Mayor, County Executive**
- **Cabinet Secretary at Federal or State Level**
- **Chief of Staff – Military or Civilian**
- **Emergency Management Director**
- **Chief of Police, Fire Chief**
- **Director of Emergency Medical Services**
- **Chief Operating Officer of a Public Utility**
- **Director, Incident Command Center**
- **Key Staff of the above users**

How Do You Order WPS?

- **Your organization Point of Contact (POC) applies for WPS for all users within organization**
 - WPS website: wps.ncs.gov
 - Telephone 866-NCS-CALL Option 2 for WPS
- **Upon approval, if user does not already have service with a WPS provider, user acquires basic commercial service**
 - POC forwards account activation information to NCS
 - NCS orders WPS feature added to user's basic service
- **Applications for pre-approval of WPS feature on AT&T Wireless, Cingular, and Nextel are now being accepted for service available in mid 2004.**

Satellite Backup

- **Satellite phones provide additional backup when cellular service is not available for any reason**
 - **Good example: power outages make office private branch exchanges (PBXs) inoperable, and outages that last for more than several hours can exhaust backup power supplies at cell towers**
- **Carriers include Globalstar, Iridium, Inmarsat, etc.**
- **Can be utilized as handheld mobile sets, in vehicles with mobile or fixed installations, and in structures with fixed antenna units.**

WPS Contact Information

MAILING ADDRESS:

OMNCS

701 South Court House Road
Arlington, VA 22204-2198

WEBSITES:

<http://wps.ncs.gov>

TELEPHONE:

Information/Sign-Up

- 1-866 NCS-CALL
(Option 2 for WPS)

Trouble Reporting (24x7)

- 1-800-818-4387

E-MAIL:

wps@dhs.gov