Q. How do I take advantage of Wireless Priority Service (WPS) and Mobile Broadband Priority (MBP)?
A. First, click here verizonenterprise.com/firstresponder benefits to enroll in the program. Then, please follow the instructions in the response email. You’ll be enrolled as soon as we receive proper validation.

Q. What are the proper forms of validation?
A. An active badge (volunteer or employee) or a signed affidavit issued by your local first-responder agency.

Q. Can additional family members on my account also take advantage of this program?
A. The priority services under this program are only available to public safety first responders, not family members.

Q. How many devices can I enroll in the program?
A. Each first responder may have up to two Verizon devices enrolled in this program.

Q. Can both priority services be placed onto the same wireless device?
A. Wireless devices cannot be provisioned with both WPS and MBP. Only one priority service per device may be requested.

Q. If I want WPS on my smartphone and MBP on my tablet, do I need to enroll for each priority service separately?
A. Yes. If you select a different priority service for each device, separate enrollments are required.

Q. Can I enroll for WPS if I have prepaid wireless service?
A. WPS is not available to wireless subscribers on prepaid services.

Q. Does WPS work across the country?
A. Yes, WPS works across the country on both the Verizon network and throughout partner networks that support WPS.

Q. Which priority services should I choose?
A. Both services provide priority access to Verizon’s leading network. However, WPS, when used with *272 and 10-digit dialing, adds end-to-end priority for all voice calls (from origination to termination through the network). WPS is recommended for devices primarily used for voice, while MBP is recommended for devices primarily used for data.

For the most current dialing instructions, please contact the Department of Homeland Security Priority Telecommunications Service Center at 866.627.2255 or visit https://www.dhs.gov/wireless-priority-service-wps