Priority access and preemption
First responders deserve more

The T-Mobile® for Government Connecting Heroes® program provides WPS-enrolled first responder agencies with the priority access and preemption they may need during emergency situations.

How it works:
In an emergency, the network may become severely congested and 100% occupied. To ensure that first responders with WPS can access our network, we move them to the front of the line, and we drop a non-first responder customer without WPS off the network to make room for the first responder.

Priority access
First responder with WPS gets moved to the front of the communication line.

Preemption
A non-first responder without WPS is dropped off the network to make room for the first responder with WPS.

T-Mobile.com/ConnectingHeroes

Wireless Priority Service (WPS) requires approval from Cybersecurity Infrastructure and Security Administration (CISA), an agency within the Department of Homeland Security. T-Mobile can help enroll your first responder agency through a mass activation process. We want to make enrollment as easy as possible. For details on the program: https://www.cisa.gov/wireless-priority-service-wps. 911 calls will be exempt from preemption during congestion. Completion of calls not guaranteed. WPS functionality (including priority access and preemption) may not be available while roaming.