What does the feature do?
Data Prioritization for first responders is an elevated level of LTE data access and quality in times of network congestion for selected phone numbers on qualifying accounts. Once applied to the number the service is always active.

Who are eligible users?
Data Priority should be requested for those users who are first responders in the areas of law enforcement, fire protection, or emergency services (in most cases on government accounts). Usage is intended for official business or government use only.

A valid true first responder is an individual whose primary job function is direct reaction to emergency situations on a routine basis. An in-the-field police officer is clearly a first responder. An individual with generally sporadic first responder duties or one who indirectly supports first responders does not qualify. Please remember that conservative application of the feature protects its value for active responders.

What are eligible device types?
Eligible devices are LTE phones, data cards, modems and tablets.

How do I request my account to be eligible as a verified Public Safety Account?
An authorized wireless account requester (LOA) should complete the form posted at www.cspire.com/publicsafety and email it to msgov@cspire.com. Please allow up to 48 hours for review. Please note that the account must be validated before the priority feature is available for application to individual numbers.

Are first responders on consumer accounts eligible?
C Spire realizes many first responders are on consumer accounts. In such cases, an authorized requestor from a public safety entity, such as the City of Gulfport, Madison County, or first responder organization, must verify the individual's first responder status by completing the Data Priority form located at www.cspire.com/publicsafety and emailing to msgov@cspire.com. Once approved, C Spire personnel will add the $0 feature to the individual's number. A text message to the number will confirm the addition.

How do I request my account to be eligible as a verified Public Safety Account?
An authorized wireless account requester (LOA) should complete the form posted at www.cspire.com/publicsafety and email it to msgov@cspire.com. Please allow up to 48 hours for review. Please note that the account must be validated before the priority feature is available for application to individual numbers.

How do I add the feature to individual numbers once the account is approved?
C Spire will add the feature to requested lines upon request. Use the same form posted at cspire.com/publicsafety to request new subscribers for the feature.

Are special wireless plans available for first responders?

Yes, C Spire offers special unlimited rate plans exclusively for first responders approved for data priority. Please refer to the information posted at cspire.com/publicsafety for details on pricing or contact msgov@cspire.com for details.

*Please note that subscribers will receive a text message confirming the addition of this service to their account.