



Frequently Asked Questions

What is the current Emergency Telecommunications Excise Tax rate for 9-1-1?

The current tax is \$.20 per access lines for wireline, wireless and VoIP services. This change was effective on July 1, 2007. It is the responsibility of the service providers to remit the tax to the State. Beginning January 1, 2014, prepaid wireless telecommunications retailers rather service providers began remitting an E911 excise tax on prepaid wireless telecommunications service. Prepaid Wireless Telecommunications E911 Excise Tax - Title 42, Chapter 5, Article 9, 42-5402 established a prepaid wireless telecommunications E911 excise tax specifically for prepaid wireless. The tax is 0.80% of the gross proceeds of sales or gross income from the retail sale of prepaid wireless tele-communications services. Retailers are authorized to retain 3% of the tax that they collect from their customers.

What costs are eligible for funding from the Emergency Telecommunication Services Revolving Fund?

Necessary 9-1-1 Network costs, Station Terminal Equipment and Maintenance of that equipment are all eligible expenditures. Also eligible, are necessary and appropriate consulting services or administration costs (3% for State Administrative Costs and 2% for local community Network Management), not to exceed five percent of the amounts deposited annually.

What levels of 9-1-1 services are available in Arizona?

Of all wireline telephone services provided, 100% include access to 9-1-1. Wireless Enhanced 9-1-1 Phase II is available in all Arizona counties, with the exception of some tribal nations that do not participate in the Arizona 9-1-1 system. A map is provided depicting the coverage areas. [9-1-1 Wireline Status Map](#)

On the maps, there are areas where no telephone services are available, why is that?

Many areas in Arizona are rural and sparsely populated. Currently, no local area exchange carriers offer services in these areas.

What steps are required for funding Enhanced 9-1-1?

The area affected must be 90% addressed. A completed E9-1-1 Service Plan must be submitted and approved. The data base must have a less than 5% error rate before the system can be activated.

What is Basic 9-1-1 service?

Basic 9-1-1 is a service that routes a 9-1-1 call to a Public Safety Answering Point (PSAP) for dispatch services. There is no telephone number or address provided with the call.

What is Enhanced 9-1-1 service?

Enhanced 9-1-1 service means a service that routes a 9-1-1 call to a Public Safety Answering Point (PSAP) for dispatch services and delivers the telephone number (Automatic Number Identification-ANI) and the address (Automatic Location Identification-ALI) of the caller.

What is Wireless Enhanced 9-1-1 service?

Wireless Enhanced 9-1-1 service is identified in two phases. Phase I provides a callback number of the cell phone that dialed 9-1-1 and the cell site information for which a wireless 9-1-1 call is placed. Phase II provides a callback number as well as the estimated location of the caller by x/y coordinates. A map is provided depicting the coverage areas. [9-1-1 Wireless Status Map](#)

Any time a call is placed to 9-1-1, the caller needs to be prepared to tell the 9-1-1 operator what their location is.

What is NG (Next Generation) 9-1-1 service?

Next Generation 9-1-1 (abbreviated NG9-1-1) refers to an initiative aimed at updating the 9-1-1 service infrastructure in the United States and Canada to improve public emergency communications services in a wireless mobile society. In addition to calling 9-1-1 from a phone, it intends to enable the public to transmit text, images, video and data to the 9-1-1 center (referred to as a Public Safety Answering Point, or PSAP). The initiative also envisions additional types of emergency communications and data transfer. This NG9-1-1 infrastructure is intended to replace the current services over time. The National Emergency Number Association (NENA) first identified the need for NG9-1-1 in 2000, and started development actions in 2003, and is nearing full definition and standards for NG9-1-1. Since 2006, the US Department of Transportation (DOT) has been leading their NG9-1-1 Initiative, a research and development project aimed at advancing NG9-1-1.