



How To Test My Telephone With 9-1-1

The Arizona 9-1-1 Program is not able to assist with testing and validating of 9-1-1 calls. All 9-1-1 calls in Arizona are answered by local Public Safety Answering Points (PSAPs). If you would like to test your telephone to ensure your call is routed to the correct PSAP and that your location is reported accurately, please follow the instructions below.

- 1) Contact the 9-1-1 System Administrator in your area. A list of system administrators and jurisdictions can be found [here](#).
- 2) Schedule a convenient time for you and the PSAP to test your 9-1-1 call. The PSAP may request that you schedule the test during a time when the PSAP has a lower volume of calls.
- 3) Upon placing your test 9-1-1 call, immediately identify yourself and that you are placing a test 9-1-1 call. At that time please confirm your location's address, telephone number and any other information with the dispatcher. If there is a location discrepancy, immediately follow up with your telephone service provider to ensure your information is updated.