



How to Test Your Telephone With 911

In Tennessee, all 911 calls are answered by local Public Safety Answering Points (PSAPs)—also known as 911 Centers—in each of Tennessee’s 100 Emergency Communications Districts (ECDs). There may be times when you want to test your 911 service, and prior to placing a test call, PSAPs appreciate advance notice.

The Tennessee Emergency Communications Board (TECB) is not able to assist with testing and validating 911 calls. 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 your local PSAP on their non-emergency line.
 - a. The PSAP non-emergency telephone numbers will be published in your local telephone book and on the agency’s website.
 - b. You will also find an interactive map of ECDs with contact information, including non-emergency numbers, at this website: <https://www.tn.gov/commerce/e911/contact-information/e911-map-contact-info.html>
- ② Not all police departments or sheriff’s offices are PSAPs, but they will connect you with the appropriate agency (or ECD), if necessary.
- ③ Once connected to a telecommunicator at the appropriate agency, explain to them that you would like to test your telephone by dialing 911. The telecommunicator may ask additional questions to validate your identity and to confirm that there is not a current emergency.
- ④ The telecommunicator may request that you place your test call at a later time due to workload in the PSAP.
- ⑤ Upon placing your test 911 call, immediately identify yourself and explain that you are placing a test 911 call. At that time please confirm your location’s address, telephone number and any other information with the telecommunicator.
 - a. If there is a location discrepancy, immediately follow up with your telephone service provider to ensure your information is updated.
 - b. Due to current cellular telephone technology and tower locations, 911 calls from cell phones are sometimes sent to neighboring 911 centers.