

# 933 Emergency Testing Service FAQs (frequently asked questions)

## What is the 933 service?

The 933 service allows you to dial 933 to confirm your information is accurate with emergency services without ever dialing 911.

As a courtesy, Lumen offers the 933 service as part of the 911 feature set for business customers subscribing to Hosted VoIP, Lumen® SIP Trunking (previously called IQ SIP), Voice Complete, Microsoft Teams, Skype/Lync 911 Emergency Routing Service (ERS) add-on as part of Voice Complete and our Wholesale Extended Local Service (ELS).

## Why use the 933 service?

There are many benefits of using the 933 service vs. making a test call by dialing 911.

- Using the 933 service will keep 911 lines available for emergencies.
- There is no concern that emergency services will be dispatched to your location when calling 933.
- You can proactively confirm the correct phone number and address will display on future 911 calls.
- You can avoid potential charges for misrouted 911 calls.
  - If your phone number/address are not properly registered with emergency service, a 911 call may be routed to the ECRC (Emergency Call Relay Center). For each 911 call sent to the ECRC, you may incur a \$75 charge.
  - You can avoid these potential charges by using the 933 service to confirm your information.
- The 933 service is offered at no additional cost for Lumen business customers subscribing to an eligible product as listed above.

## When can I call 933?

Each product has its own set of requirements that must be met for a number to be registered with emergency services. The following are consistent across all products:

1. The phone number has ported to Lumen.
2. Associated porting orders are closed.
3. You have confirmed the address shows correctly for your product, for example in the product portal.

For additional requirements, refer to the guide for your product. If a guide for your product isn't listed below, contact your sales representative for additional help.

[Hosted VoIP E911 Administrator Guide](#)

[SIP Trunking E911 Administrator Guide](#)

**Important:** Before calling 933, read [documenting 933 test calls](#). In the event you need to contact repair, this is the information they will need to help you.

## What will happen when I call 933?

An automated recording will play your telephone number and address. What you hear will depend on the subscribing product. Please consult your account representative for help.

### Hosted VoIP, Lumen SIP Trunking, Voice Complete and Wholesale ELS

You will hear the following when you call 933:

911 test system.

Your telephone number is **555 555 1234**.

Your address is **1 Quincy Lane, Suite 200, Crystal Lake, Utah, 60014**.

The call will automatically disconnect at this point.

### Voice Complete with Microsoft Team, Skype or Lync add-on (ERS)

You will hear the following when you call 933:

911 test system. Your account is in line mode.

Your subscriber identifier is **555 555 1234**.

Your address is provided. Your latitude and longitude are provided.

The location coverage will be **public safety answering point**.

Your address is **1 Quincy Lane, Suite 200, Crystal Lake, Utah, 60014**.

After the tone, please record a brief message.

If you wish to test two-way audio, you will have 5 seconds to record a message. The message will be played back to you and the call will automatically disconnect.

If you do not want to test two-way audio, please hang up.

**NOTE:** If you leave a message and your recording is not played back to you, check the microphone is set up on your PC.

## Are emergency call notifications sent for 933 test calls?

Certain products include the ability to send emergency call notifications by SMS/email when 911 is called. The 933 service does not support testing these types of notifications.

## What do I do if the information on the recording is not correct?

Contact repair if (see [repair](#) information below):

- The recording says, “subscriber not found.”
- The phone number and/or address do not match what is in the portal, and therefore are not correct.

**Note:** For customers using a third-party provider to manage calls to emergency services, you will need to contact that provider to troubleshoot any misconfigurations. This includes ELS customers using Customer-Provided 911 (CP911).

## Documenting 933 call results

When making calls to 933, there are specific details you should document. In the event a 933 call results in inaccuracies, this is the information the Lumen repair team will need to troubleshoot. Repair can be reached at 877.453.8353, option 1, option 2, option 2, option 1.

### Template to document 933 test call results

- Calling date
- Calling time
- Time zone
- Number that called 933
- Number that should display to 933
- Address
- Number provided by the automated recording
- Is this the correct number (yes/no)
- Address provided by the automated recording
- Is this the correct address (yes/no)

## What do I do if I receive a busy signal?

There is a limited quantity of lines available for the 933 service. It is possible for you to receive a busy signal, especially if you are testing during peak hours (Mon–Fri, 8 a.m. to 5 p.m. Eastern Time).

If you receive a busy signal, please hang up and try again. Consider testing outside of the peak hours listed above.

## What do I do if 933 is not working properly?

The 933 service is included with your service as a courtesy of Lumen. There may be programming considerations for it to work properly such as adding 933 to your dial plan. Please consult with your Lumen account team for questions.

Limitations to 911 are included in your contract with Lumen. Access the [Advisory](#) guide for limitation specific information.

## Repair

You can reach repair by dialing 6-1-1 on your Hosted VoIP. From all other phones, dial 877.453.8353, option 1, 2, 2, 3. Repair is available 24x7x365.

Please be sure you have the information under [documenting 933 test calls](#) available when you call.

**Note:** For customers using a third-party provider to manage calls to emergency services, you will need to contact that provider to troubleshoot any misconfigurations. This includes ELS customers using Customer-Provided 911 (CP911).