

**ILLINOIS STATE POLICE**  
**Office of the Statewide 9-1-1 Administrator**



**State of Illinois**

**Application for**  
**9-1-1 Consolidation Plan**

# INTRODUCTION

The following document provides the application for submitting a 9-1-1 Consolidation Plan that will supply the Department of State Police (Department), the Illinois Commerce Commission (ICC), the Statewide 9-1-1 Advisory Board (Advisory Board) and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to consolidate your 9-1-1 system. All consolidations plans must comply with 83 Ill. Adm. Code Part 1324.

The Emergency Telephone System Act ("ETSA" or "Act") (50 ILCS 750) Section 15.4a(b) states that each 9-1-1 authority or qualified governmental entity required to consolidate must file a consolidation plan by July 1, 2016.

There are three consolidation categories. Please find below the documents that need to be included when filing a consolidation plan for each category.

- 1) Consolidation of an unserved county with an existing 9-1-1 authority and the creation of a Joint ETSB
- 2) Consolidation of either paper ETSB's or multiple ETSB's resulting in the creation of a Joint ETSB and consolidation of individual PSAP's
- 3) Consolidation of PSAPs within an ETSB

Consolidation Plans defined under categories 1) and 2) above, must include the following documents when submitting a consolidation plan:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Verification</b>	Notarized statement of truth regarding information provided in the plan.
<b>Letter of Intent</b>	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
<b>Plan Narrative</b>	A summary of the changes of the proposed system's operation.
<b>Financial Information</b>	A summary of anticipated implementation costs and annual operating costs of the consolidated or modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
<b>5-Year Strategic Plan</b>	A detailed plan for implementation and financial projections.
<b>Communities Served</b>	A list of all communities that are served by the 9-1-1 System.
<b>Participating Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
<b>Adjacent Agencies</b>	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.
<b>Attachments (if applicable):</b>	
<b>Ordinance</b>	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
<b>Intergovernmental Agreement</b>	Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
<b>Contracts</b>	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
<b>Back-up PSAP Agreement</b>	Establishes back-up and overflow services between PSAPs.
<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunking routing and backup configuration.
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
<b>Aid Outside Jurisdictional</b>	Aid outside normal jurisdictional boundaries agreements shall provide that once an emergency unit is dispatched in response to a request through the system, such unit

<b>Boundaries Agreements</b>	shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.
<b>Carrier Listing</b>	A list of each carrier telephone company(s), exchange(s), prefix(es), and the various 9-1-1 System configurations that will be used in the proposed system.
<b>Test Plan</b>	The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These consolidation Plans must be filed electronically on the Department's website at:

<http://www.isp.state.il.us/Statewide911/statewide911.cfm> where you will see the box below to submit your plan.



The Department and the ICC have 20 days to complete the technical review of your plan. An Administrative Law Judge (ALJ) will then have 20 days to hold a hearing and make a recommendation to the Advisory Board. From that point the Advisory Board has 20 days to hold a public hearing on the plan and provide a recommendation to the Administrator. Upon receipt of the Advisory Board's recommendation, the Administrator will have 30 days to provide a written decision to the applicant.

Consolidations Plans defined under category 3) above do not need to be submitted electronically on the Department's website.

The 9-1-1 Authority must provide written notification to the Administrator at [911\\_tech\\_support@isp.state.il.us](mailto:911_tech_support@isp.state.il.us) at least 10 business days prior to making the following changes pursuant to Section 1325.200(h). After review, the Administrator will provide a letter of acknowledgment. The following documents must be included in this notification:

<b>General Information</b>	Contact and 9-1-1 System information.
<b>Plan Narrative</b>	A detailed summary of the changes in the proposed system's operation.
<b>Attachments (if applicable):</b>	
<b>Network Diagram</b>	Provided by the 9-1-1 system provider showing trunking routing and backup configuration
<b>Call Handling Agreements</b>	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.

## 911 GENERAL INFORMATION

DATE:05/05/2020

Type of Change: <input type="checkbox"/> Consolidation within an ETSB <input type="checkbox"/> Joint ETSB <input checked="" type="checkbox"/> Unserved consolidation		
Current System Name:	Population Served	Land Area in Sq Miles
Hancock County 9-1-1	18902	814
Henderson County Sheriff's Office	7331	395
	26233	1209
System Name after Consolidation:		

[illegible]

911 System Contact: Maria Hopp

Street Address: 98 Buchanan St

City, State and Zip Code: Carthage, IL 62321

Office Telephone: (217) 357-2559

Cellular Telephone: \_\_\_\_\_

Email: hanco911@live.com

### Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

**Please check if applicable:**

  X   NG9-1-1 capable

☒ Receive 9-1-1 Text

Receive 9-1-1 Video

## VERIFICATION

I, Maria Hopp, first being duly sworn upon oath, depose and say that I am 911 Administrator, of Hancock County; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Maria Hopp  
911 Administrator

Subscribed and sworn to before me

this 28<sup>th</sup> day of May, 20 20.

Christopher A Becker  
NOTARY PUBLIC, ILLINOIS



# HANCOCK/ HENDERSON JOINT E.T.S.B.

98 Buchanan  
Carthage, IL 62321  
Phone (217) 357-2559  
Fax (217) 357-3035  
hanco911@live.com

April 2, 2020

Jim Tollaksen  
INdigital  
1616 Directors Row  
Fort Wayne, IN 46808  
[jtollaksen@indigital.net](mailto:jtollaksen@indigital.net)

Dear Mr Tollaksen,  
This letter is to confirm our intent to consolidate our 9-1-1 System with Henderson County. Enclosed is your copy of our consolidation plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerley,



Maria Hopp  
911 Administrator

Enclosure: Consolidation Plan

# PLAN NARRATIVE

Please answer the questions below, and provide a detailed narrative to assist the Statewide 9-1-1 Advisory Board and the Statewide 9-1-1 Administrator with an understanding of the plan as it applies to this application. Please use additional sheets if necessary.

1.	Do all of your PSAPs meet all of the requirements defined in 1325.415 and 1325.515	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
2.	Type of Radio/Telecommunications systems compatible with participating and adjacent agencies.	<input type="checkbox"/> STARCOMM21 <input type="checkbox"/> STARCOMM21 ITTF channels only <input checked="" type="checkbox"/> Other, explain below
3.	Will all PSAPs remaining after consolidation direct dispatch all emergency calls pursuant to section 1324.200b)3)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4.	Have you included maps to show the territory covered by the system?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
5.	Have you included a listing of all telephone companies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
6.	Have you included a copy of the intergovernmental agreement, ordinance, resolution and/or contracts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
7.	Have you included a list of participating and adjacent agencies?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
8.	Have you included financial information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <b>Plans submitted without this documentation will be rejected.</b>
9.	Public education.	<input type="checkbox"/> This is an unserved county that will require public education. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require public education.
10.	Training.	<input type="checkbox"/> This is an unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.
11.	Use of TTY's and Training	<input type="checkbox"/> This is a unserved county that will require training. (See attachment.) <input checked="" type="checkbox"/> This is an existing 9-1-1 system(s) and does not require internal training/similar/ongoing training for any GIS annexation or change of policy from agencies served.

12. Have you included call handling and aid outside jurisdictional boundary agreements?

☒ Yes  
☐ No

**Plans submitted without this documentation will be rejected.**

13. Have you included a new system diagram?

☒ Yes  
☐ No

**Plans submitted without this documentation will be rejected.**

13a. Does the new system diagram include all PSAP(s) and backup PSAP location(s)?

☒ Yes  
☐ No

**Plans submitted without this documentation will be rejected.**

14. Have or will all areas within the 9-1-1 system be addressed for the database?  
If no, please explain.

☒ Yes  
☐ No

14a. Explain all aspects of the database, i.e., how often is it updated, where is it located, etc.

The database will be maintained by INdigital.

15. Who is the 9-1-1 system provider for your 911 system? Please explain whether the system will be legacy based, next generation based or a combination.

Henderson County is an unserved county and is consolidating with Hancock County 9-1-1, currently served by Frontier the legacy based system provider. With the emplementation of the consolidation will be migrating to an NG911 solution and changing the 911 system providor to INdigital.

*(Please include additional pages if needed.)*

## NARRATIVE STATEMENT:

*(Provide a detailed summary of system operations for either a consolidation or modified plan. If incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205b)12).*

- 1) Indicate the name of the certified 9-1-1 system provider being utilized.
- 2) Explain the national standards, protocols and/or operating measures that will be followed.
- 3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
- 4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
- 5) Explain how split exchanges will be handled.
- 6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
- 7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
- 8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

### Plan Narrative:

Henderson County is an unserved county that is consolidating with Hancock County for 911. Hancock County and Henderson County have created a joint E.T.S.B. through an intergovernmental agreement. Hancock County will take all 911 calls and will build the radio network to notify and communicate with public safety agencies in Henderson County directly.

The Hancock County ETSB is requesting to change its 9-1-1 System Service Provider (911 SSP) from Frontier Communications to INdigital Telecom (INdigital). The system will be provisioned as an IP based NG911 system. Hancock County is using hosted Vesta call taking equipment that is managed and maintained by INdigital and is receiving 9-1-1 calls using IP. The Enhanced 9-1-1 System complies with all State and Federal requirements and is compliant with the National Emergency Number Association standards.

In addition, Hancock County is requesting approval of consolidating its 9-1-1 system with Henderson County. Currently Henderson County does not have 9-1-1 service. Hancock County has entered into an inter-governmental agreement with Henderson County to create a joint Emergency Telephone System Board (ETSB). The joint board will be known as the "Hancock/Henderson Joint Emergency Telephone System Board".

Hancock County has an established Public Safety Answer Point located at 98 Buchanan St, Carthage, IL. Hancock County will dispatch for all agencies in both Counties. Both Hancock County and Henderson County will work together to update the radio console at Hancock County to provide the necessary radio frequencies.

The project will focus on building the new E9-1-1 network and database for Henderson County Wireline subscribers who currently do not have E9-1-1 service. This will enable Henderson County to comply with the legislative requirements of 50 ILCS 750 The Emergency Telephone System Act. Wireless calls for Hancock and Henderson Counties are currently being answered as Phase II Wireless by the Hancock County PSAP. In addition the Wireless Carriers and remaining Wireline and VoIP service providers will rehome their trunks over to INdigital as the 9-1-1 SSP for the Hancock County / Henderson County 9-1-1 System.

An IP network has already been established for delivery of the calls to the Hancock County / Henderson County 9-1-1 system. There will be redundant Emergency Services Routing Proxies (ESRPs). One stack is located in Geneseo, IL and the other is located in Cambridge, IL. Carriers can deliver 9-1-1 calls to the ESRPs or LNGs by using SS7 signaling or by using SIP trunks. Please see the attached network diagram.

Router to router trunks will be established between INdigital's ESRP's and selective routers owned by other 9-1-1 SSPs for routing of split exchanges where necessary.

## Narrative Plan:

INdigital will administer the 9-1-1 database and MSAG for Henderson County subscribers. Once the completed MSAG has been received by INdigital, INdigital will distribute it to the participating Wireline and VoIP carriers. INdigital will request TN loads and updates from the carriers upon completion of readdressing. Frontier Communications will provide a copy of the Hancock County database to INdigital to load in its Database Management System to deliver ANI to the Hancock/Henderson County PSAP.

Call through testing will be completed for all carriers prior to cutover where possible. Call through testing for split exchanges may not be possible until the day of cutover. Overflow and backup routing will also be tested. The Hancock/Henderson County 9-1-1 authorities will perform call through testing for 10 percent of the Henderson County subscribers to test the network and database prior to cutover. All new NPA/NXXs will be tested along with any new ESNs.

INdigital will coordinate the installation of trunks to the two ESRPs with the carriers that are currently connected to the Frontier Communications selective router for delivery of 9-1-1 calls to Hancock County. Traffic will be migrated over by carrier to the LNGs/ESRPs.

INdigital will request TN loads and updates from the carriers that are delivering Hancock County 9-1-1 calls. Administration of the 9-1-1 database and MSAG for Hancock County will transition over to INdigital. Test calls will be made for each carrier either prior to or during the cutover to ensure calls are routing correctly and that the proper ANI is being displayed at the PSAP.

The project will be completed when all carriers and VoIP providers have migrated their traffic over to the INdigital LNGs/ESRPs for call delivery to the Hancock/Henderson County PSAP. INdigital will receive and process updates for the database on a daily basis during weekdays and will coordinate error resolution with the Counties and carriers.

The Enhanced 9-1-1 network is private with no outside access. Any portions of the network that are IP are also private with no outside access. Access is password protected.

# FINANCIAL INFORMATION

Name of ETSB(s) that are being dissolved

Total Reserves to be transferred to the Joint ETSB

Hancock County E.T.S.B.

\$ 607,878.00

Henderson County

\$ 0.00

## Dispatch Staff and Positions

3 Number of answering positions prior to the consolidation (total for all entities)

2 Number of answering positions in the consolidated system

10 Number of full time dispatchers/call takers prior to the consolidation (total for all entities)

6 Number of full time dispatchers/call takers in the consolidated system

5 Number of part time dispatchers/call takers prior to the consolidation (total for all entities)

1 Number of part time dispatchers/call takers in the consolidated system

Total amount (and percentage) of salaries paid for by 9-1-1 authority prior to consolidation:

\$ 201,145.00 40 %

Total amount (and percentage) of salaries to be paid for by 9-1-1 authority after consolidation:

\$ 201,145.00 40 %

## 9-1-1 Network Cost (per year)

a) Total network cost for each entity prior to the consolidation

\$ 50,048.28

b) Total network cost of consolidated system

\$ 65,357.52

c) Net change in network costs:

\$ -15,309.24

If no cost savings in network please explain:

Before consolidation Henderson County has zero network costs, therefore net change in network costs would be more.

# FINANCIAL INFORMATION

## Identify Network Costs that the ETSB believes the State will pay for the Consolidated System:

Network Cost	Estimated Amount (per year)
Frontier	\$ 17,146.32
Indigital	\$ 38,302.68
La Harpe Telephone	\$ 2,124.00
Adams Co-op and Adams Telsystems	\$ 6,559.68
McDonough Telephone (MTC) and (MDTC)	\$ 1,225.20

## Other Consolidation Cost

PSAP, CPE, CAD Equipment, logging recorders	\$ 49,239.28
MSAG and Mapping Development or changes	\$
Radio Consoles	\$ 861,074.99
Construction or Remodel of PSAP	\$
Personnel	\$
Other (Please place total amount in the blank at the right and explain below).	\$

## Recurring and Nonrecurring Cost (per year)

Estimated nonrecurring cost for consolidation	\$ 5,489.33
a) Recurring costs prior to consolidations (all entities)	\$ 208,977.90
b) Proposed recurring cost for consolidated system	\$ 209,980.29
c) Net change in recurring costs: a – b = c	\$ -1,002.39
Revenue (per year)	
Projected surcharge revenue	\$ 482,324.00
Projected revenue from local governments	\$ 0.00
Projected revenue from other sources (grants)	\$ 0.00
Revenue in reserves	\$ 588,809.00
Total Revenue	\$ 1,071,133.00

# FIVE YEAR STRATEGIC PLAN FOR CONSOLIDATION PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the consolidation plan with financial projections)

## Narrative:

Testing , planning, purchasing and constructing radio equipment for a radio infrastructure that will be robust enough to reach the northern part of Henderson County from the Hancock County dispatch.

The CAD system will need to be accessible to Henderson County so that they may handle routine calls, equipment will need to be purchased and installed at the Henderson County Sheriffs Office.

The current recording equipment will need to be upgraded to meet NG911 standards, equipment will need to be purchased for this upgrade.

A Consolidation Grant will be applied for to help the consolidated board pay for the upgrades and equipment needed to move forward with consolidation and NG911. After completion we hope to keep costs down enough that our monthly 911 Grant Funds from State will be enough to keep system going.

No additional personnel will be added at this time.

We will need to create the Henderson County Database and MSAG and give it to the carriers. INdigital will begin testing, as written in the testing plan, in the joint ETSB area to work toward the 1% or less error ratio. Errors found during the testing will be corrected prior to cutting to live system. Upon completion the Hancock/Henderson County will be NG911 compliant.

## COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

*USE ADDITIONAL SHEETS AS NECESSARY*

City, Town or Village	Street Address, City, Zip Code
City of Carthage	Clerk Scott Roberts 538 Wabash Ave Carthage 62321
City of Dallas City	Clerk Steve Vorhies PO Box 454 Dallas City 62330
City of Hamilton	Clerk Michelle Dorethy 1010 Broadway St Hamilton 62341
City of La Harpe	Clerk Lucretia McPeak PO Box 471 La Harpe 61450
City of Nauvoo	Clerk Carol McGhghy PO Box 85 Nauvoo 62354
City of Warsaw	Clerk Kathy Thompson PO Box 12 Warsaw 62379
Village of Augusta	Clerk Stacy Swanger PO Box 234 Augusta 62311
Village of Basco	Clerk Mary Shipman PO Box 33 Basco 62313
Village of Bentley	Clerk Scott Garrelts 411 Bentley Dr Carthage 62321
Village of Bowen	Clerk Linda Twaddle PO Box 61 Bowen 62316
Village of Elvaston	Clerk Mary Moyes PO Box 61 Elvaston 62334
Village of Ferris	Clerk Jean Twitchell PO Box 31 Ferris 62336
Village of Plymouth	Clerk Nicole Millman 215 N Liberty St Plymouth 62367
Village of Pontoosuc	Clerk Sharon Newman 2890 N State Hwy 9 Dallas City 62330
Village of West Point	Clerk Tonia Eaves 305 E 3rd St Bowen 62316
Village of Biggsville	Clerk Judy Graugaard PO Box 143 Biggsville 61469
Village of Gladstone	Clerk Deb Palmer PO Box 41 Gladstone 61437
Village of Gulfport	Clerk Kathy Eaton RR1 Box G8 Carman 61425
Village of Lomax	Clerk Emily Roberts PO Box 56 Lomax 61454
Village of Media	Clerk Jacinda Hill PO Box 796 Media 61460
Village of Oquawka	Clerk Jacqueline Smith PO Box 496 Oquawka 61469
Village of Raritan	Clerk James Blender PO Box 72 Raritan 61471
Village of Stronghurst	Clerk Hollie Allen PO Box 418 Stronghurst 61480

## PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Augusta Fire Protection Dist	613 Main St Augusta 62311	(217) 392-2224	x		
Biggsville Ambulance Service	103 Bridge St Biggsville 61418	(309) 337-2864	x		
Biggsville Fire Protection Dist	400 Water St Biggsville 61418	(319) 759-5884	x		
Bowen Fire Protection Dist	110 W 5th St Bowen 62316	(217) 842-5202	x		
Carthage Fire Dept	122 S Adams St Carthage 62321	(217) 357-2110	x		
Dallas City Police Dept	201 W 1st St Dallas City 62330	(217) 357-2115	x		
Dallas Rural Fire Protection Dist	55 E 5th St Dallas City 62330	(217) 852-3498			
Dallas Rural Fire Dist- Colusa		(217) 755-4444	x		
Dallas Rural Fire Dist- Lomax	2nd St Lomax 61454		x		
Dallas Rural Fire Dist- Niota	295 Arbor St Niota 62358	(217) 448-4157	x		
Gladstone Ambulance Service	106 Walnut St Gladstone 61437	(319) 572-0670	x		
Gladstone Fire Protection Dist	302 N Walnut St Gladstone 61437	(309) 299-2890	x		
Gladstone Police Dept	PO Box 121 Gladstone 61437		x		
Gulfport Police Dept	PO Box G8 Carmen 61424		x		
Hamilton Fire Protection Dist	1010 Broadway St Hamilton 62341	(217) 847-2614	x		
Hamilton Police Dept	1010 Broadway St Hamilton 62341	(217) 847-3347	x		
Hancock County EMS	2007 E US Hwy 136 Hamilton 62321	(217) 357-0702	x		
Hancock County Sheriff Dept	98 Buchanan St Carthage 62321	(217) 357-2115	x		
Henderson County Sheriff Dept	113 N 4th St Oquawka 61469	(309) 867-4291	x		
Illinois State Police	1600 N LaFayette St Macomb	(309) 833-2141	x		
La Harpe Ambulance Service	102 N A St La Harpe 61450		x		
La Harpe Fire Protection Dist	200 S 1st St La Harpe 61450	(217) 659-7612			
		(217) 357-2115			
La Harpe Police Dept	207 E Main St La Harpe 61450	(217) 659-7725	x		
Lomax Ambulance Service	115 N Aviston St Oquawka 61469		x		

## PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No.	Direct Dispatch	Transfer	Call Relay
Lomax Police Dept	PO Box 56 Oquawka 61469	(253) 970-8245	x		
Media Stronghurst Fire Protection Dist	201 E Main St Stronghurst 61480	(309) 221-2869	x		
Nauvoo Ambulance Service	2015 Mulholland St Nauvoo 62354	(217) 453-6622	x		
Nauvoo Fire Protection Dist	2015 Mulholland St Nauvoo 62354	(217) 453-6622	x		
Nauvoo Police Dept	60 N Bluff St Nauvoo 62354	(217) 453-2221	x		
Oquawka Ambulance Service	411 Warren St Oquawka 61469	(319) 850-0111	x		
Oquawka Fire Protection Dist	411 Warren St Oquawka 61469	(309) 507-0450	x		
Oquawka Police Dept	PO Box 496 Oquawka 61469	(309) 221-8569	x		
Plymouth Police Dept	200 W Main St Plymouth 62367		x		
	295 Arbor St Niota 62358	(319) 572-0670	x		
Raritan Fire Protection Dist	107 N Trenton Raritan 61471	(309) 221-0094	x		
Stronghurst Ambulance Service	213 E Main St Stronghurst 61480	(309) 331-5474	x		
Stronghurst Police Dept	PO Box 48 Stronghurst 61480	(309) 337-3673	x		
Tri-County Fire Protection Dist	103 North Side Square Plymouth 62367	(309) 458-6610	x		
Tri-County First Responders	103 North Side Square Plymouth 62367	(309) 458-6610	x		
Warsaw Fire Protection Dist	220 S 5th St Warsaw 62379	(217) 256-4515	x		
Warsaw First Responders	435 Clay St Warsaw 62379		x		
West Point Fire Protection Dist	106 E Center St West Point 62380	(217) 743-5540	x		
Carthage Police Dept	538 Wabash Ave Carthage 62321	(217) 357-2245	x		
	538 Wabash Ave Carthage 62321				

## ADJACENT AGENCIES LIST

Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

[illegible]

## CARRIER LISTING

(Wireline, Wireless, VoIP)

Provide a list of each carrier that will be involved in the proposed system.

(USE ADDITIONAL SHEETS AS NECESSARY)

[illegible]

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Augusta Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.415

Secondary: ImResponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ETSB

9-1-1 Authority

Augusta Fire Protection District

Public Safety Agency

By Marcus Lepp

By Cole Lanning - Adm. Liaison

Title 911 Administration

Title Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Biggsville Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: 309-337-2864

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marcel Hopp

Title 911 Administrator

### Biggsville Ambulance Service

Public Safety Agency

By Richard L. Hannon, EMT

Title Director

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Biggsville Fire Protection Dist, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: IamResponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marla Hopp

Title 911 Administrator

Biggsville Fire Protection Dist

Public Safety Agency

By Alan Dean Smith

Title Secretary, Board of Trustees

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Bowen Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 158.925

Secondary: ImResponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hoff

Title 911 Administrator

### Bowen Fire Protection District

Public Safety Agency

By Brian Davies

Title Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Carthage Clipper Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.385

Secondary: 154.265 or IM Responding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Carthage Clipper Fire Department

Public Safety Agency

By Kody Koe

Title Fire Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Dallas City Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.415

Secondary: Starcom or 309-333-2226

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By

Maria Lopp

Title

911 Administrator

### Dallas City Police Department

Public Safety Agency

By

[Signature]

Title

CHIEF OF POLICE

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Dallas Rural-Dallas City- Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.830

Secondary: IM Responding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

Dallas Rural-Dallas City- Fire Protection District

Public Safety Agency

By Maria Hopp

By George Sehn

Title 911 Administrator

Title District President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Dallas Rural-Colusa- Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 153.950

Secondary: IM Responding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Dallas Rural-Colusa- Fire Protection District

Public Safety Agency

By George Salina

Title District President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Dallas Rural – Lomax- Fire Protection Dist, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.385

Secondary: 217-449-3333 or 309-867-4291

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By

Marie Hopp

Title

911 Administrator

### Dallas Rural – Lomax- Fire Protection Dist

Public Safety Agency

By

George Selvin

Title

District President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Dallas Rural-Niota- Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 153.950

Secondary: IM Responding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Dallas Rural-Niota- Fire Protection District

Public Safety Agency

By George Salmeri

Title District President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Gladstone Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: 319-572-0670

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Gladstone Ambulance Service

Public Safety Agency

By Mary Puro

Title Secretary

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Gladstone Fire Protection Dist, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: 309-299-2890

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Gladstone Fire Protection Dist

Public Safety Agency

By [Signature]

Title Fire Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Gladstone Police Dept, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.550

Secondary: 309-299-2890

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Gladstone Police Department

Public Safety Agency

By [Signature]

Title Village President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Gulfport Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.550

Secondary: 319 - 759 - 5050

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Gulfport Police Department

Public Safety Agency

By RD [Signature]

Title POLICE CHIEF

May 28, 2020

## CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

### For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Hamilton Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.715

Secondary: IM Responding

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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#### Hancock/Henderson Joint ETSB

9-1-1 Authority

By

Maria Hopp

Title

911 Administrator

#### Hamilton Fire Department

Public Safety Agency

By

Steve Helmer

Title

Hamilton Fire Chief

May 28, 2020

217-357-3035

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Hamilton Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.415

Secondary: 155.715

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marla Hopp

Title 911 Administrator

Date March 5, 2020

### Hamilton Police Department

Public Safety Agency

By [Signature]

Title CHIEF OF POLICE

Date 03/05/2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Hancock County Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.415

Secondary: 217-357-0702

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Hancock County Ambulance Service

Public Safety Agency

By Larry Griggs

Title Interim Director

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Hancock County Sheriff's Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.415

Secondary: 217-357-2116 or Starcom

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Hancock County Sheriff's Department

Public Safety Agency

By Scott Bentley

Title Sheriff

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Henderson County Sheriff's Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.370

Secondary: 888-867-1101

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marla Hopp

Title 911 Administrator

Henderson County Sheriff's Department

Public Safety Agency

By Mark H

Title CHIEF DEPUTY

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Illinois State Police District 20, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 217-285-4431

Secondary: 217-285-4432

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Illinois State Police District 20

Public Safety Agency

By LT/RT 4764

Title Bureau Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Illinois State Police District 14, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 309-833-2141 ✓

Secondary: 309-833-2142 ✓

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB  
9-1-1 Authority

Illinois State Police District 14  
Public Safety Agency

By Maria Hopp

By RTMR 4769

Title 911 Administrator

Title Bureau Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the La Harpe Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 154.385

Secondary: 309-333-4123

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### La Harpe Ambulance Service

Public Safety Agency

By Eric Palmer

Title President

May 28, 2020

## CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

### For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the La Harpe Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.385

Secondary: unresponding

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

#### Hancock/Henderson Joint ETSB

9-1-1 Authority

By

Maria Hopp

Title

911 Administrator

#### La Harpe Fire Protection District

Public Safety Agency

By

Jeff L. Beorn

Title

Dist. Fire Marshal LHFPO

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the La Harpe Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.415

Secondary: 309-255-8711 or 319-572-6538

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### La Harpe Police Department

Public Safety Agency

By Mami Bunt

Title Asst. Chief

May 28, 2020

## CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

### For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Lomax Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

### CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.950

Secondary: 309-837-4291

### AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ESR  
9-1-1 Authority

Lomax Ambulance Service  
Public Safety Agency

By Maria Hopp

Title 911 Administrator

By Randy J. May

Title Administrative Assistant

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Lomax Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.550

Secondary: 253-970-8245 or Starcom

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Date 04/30/2020

### Lomax Police Department

Public Safety Agency

By Christopher E. Densch CLSD

Title Chief of Police

Date 04/30/2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Media Stronghurst Terre Haute Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: 888-867-1101

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Media Stronghurst Terre Haute Fire Protection District

Public Safety Agency

By [Signature]

Title Chief - M.S.T. Fire protection district

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Nauvoo Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.415

Secondary: 217-453-2587

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By

Maria Hopp

Title

911 Administrator

### Nauvoo Police Department

Public Safety Agency

By

[Signature]

Title

Chief of Police

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Nauvoo Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.970

Secondary: Imresponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Nauvoo Fire Protection District

Public Safety Agency

By Kurt G

Title Fire Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Nauvoo Ambulance Service, (3A77 & 3A78) for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 154.265

Secondary: Imresponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Nauvoo Ambulance Service

Public Safety Agency

By John W. Coe

Title Fire Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Oquawka Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: 319-850-0111

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Manu Hopp

Title 911 Administrator

### Oquawka Ambulance Service

Public Safety Agency

By Jamy S. Burch

Title Director OQUAWKA Amb.

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Oquawka Fire Protection Dist, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: IamResponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System:

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marla Hopp

Title 911 Administrator

Oquawka Fire Protection Dist

Public Safety Agency

By Oquawka Fire Protection District

Title Donna Dunn  
President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Oquawka Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.550

Secondary: 309-221-8569

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Oquawka Police Department

Public Safety Agency

By Chief J. Adm

Title Police Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Plymouth Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.415

Secondary: 217-357-2116

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Plymouth Police Department

Public Safety Agency

By D. J. [Signature]

Title Chief of Police

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Raritan Fire Protection Dist, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325 Secondary: I am Responding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Manuel Hopp

Title 911 Administrator

### Raritan Fire Protection Dist

Public Safety Agency

By Bill Walker

Title Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Stronghurst Ambulance Service, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.325

Secondary: ~~309-331-5474~~

*Bobbi - 309-299-8773*

*Mary Alice - 309-331-5317*

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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Hancock/Henderson Joint ETSB

9-1-1 Authority

Stronghurst Ambulance Service

Public Safety Agency

By

*Maria Hopp*

By

*Bobbi Lapsicott*

Title

*911 Administrator*

Title

*Treasurer*

*May 28, 2020*

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Stronghurst Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 155.550

Secondary: 309-337-3673

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Stronghurst Police Department

Public Safety Agency

By Brenden Schaly

Title Village President

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Tri-County Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.385

Secondary: 309-458-6688

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Tri-County Fire Protection District

Public Safety Agency

By Mark Z. Kelly

Title Tri County Fire Protection Dist Fire Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Tri-County First Responders, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.385

Secondary: 309-458-6688

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Tri-County First Responders

Public Safety Agency

By John J. Kelly

Title Tri-County Fire Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Warsaw Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.415

Secondary: IM Responding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Warsaw Fire Protection District

Public Safety Agency

By [Signature]

Title CHIEF

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Warsaw Community 1<sup>st</sup> Responders, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.415

Secondary: 319-795-3937

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

Hancock/Henderson Joint ETSB

9-1-1 Authority

By

Maria Lopp

Title

911 Administrator

Warsaw Community 1<sup>st</sup> Responders

Public Safety Agency

By

Russell Weeks

Title

Warsaw Ambulance Board Member/FP-C

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the West Point Fire Protection District, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 154.415

Secondary: Imresponding

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marina Hopp

Title 911 Administrator

West Point Fire Protection District

Public Safety Agency

By James M. Hubbard

Title Chief

May 28, 2020

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Carthage Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Page 155.415

Secondary: 217-357-2245

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

### Carthage Police Department

Public Safety Agency

By Gary A. Walz

Title Chief of Police

May 28, 2020



**INTERGOVERNMENTAL AGREEMENT BY HANCOCK AND HENDERSON  
COUNTY FOR CREATION OF A JOINT EMERGENCY TELEPHONE SYSTEM  
BOARD**

**THIS AGREEMENT**, entered into on the effective date specified hereafter, shall be effective between the County of Hancock, Illinois and the County of Henderson, Illinois, (hereinafter the "parties") and also those counties or other units of local government that may hereafter become a party to this agreement.

**WHEREAS**, the parties have determined that the implementation of a Joint Emergency Telephone System would provide significant public safety enhancement to the citizens of each of the participating counties;

**WHEREAS**, the parties have determined that a Joint Emergency Telephone System would be beneficial on an individual and mutual basis;

**WHEREAS**, the Illinois Emergency Telephone System Act (50 ILCS 750/0.01 et seq.) permits the formation of a Joint Emergency Telephone System Board (hereinafter "JETSB") to oversee the implementation and operation of a 9-1-1 emergency telephone system;

**WHEREAS**, the parties to this agreement have the authority to enter into intergovernmental agreements pursuant to the Illinois Constitution (Article VII, Section 10) and the Illinois Intergovernmental Cooperation Act (5 ILCS 220/1 et seq.); and

**WHEREAS**, the parties have determined that it is in the best interest of each party and the citizens they each serve to enter into this Agreement.

**NOW, THEREFORE**, be it agreed by and between the parties as follows:

1. **JETSB Established.** Pursuant to the Illinois Emergency Telephone System Act, the undersigned parties hereby establish a JETSB, to known as the **Hancock/Henderson Joint Emergency Telephone System Board** (hereinafter "HHJETSB"). HHJETSB shall provide a coordinated public safety dispatching system utilizing a coordinated dispatching center and coordinated telecommunicators. HHJETSB shall continuously provide such dispatching services in accordance with this Agreement. All 9-1-1 calls in the jurisdictional boundaries of the parties hereto shall be answered by HHJETSB or its designee. All 9-1-1 calls requiring a response by emergency services shall be dispatched and processed by HHJETSB or its designee.
2. **THE BOARD.** The members of HHJETSB shall be appointed by the corporate authorities of the parties. The board shall consist of 5 appointees from Hancock County and 3 appointees from Henderson County. The terms of office for Board members shall be three years. However, the terms of office for the initial Board members shall be staggered and shall be 1, 2 or 3 year terms. When the corporate authorities make the initial appointments, they shall designate the term of office for each appointee, and there must be at least one person appointed to a 1 year term, 2 year term, and 3 year term. The composition of the Board must contain one member of the public who is a resident of the local exchange service territory included in the 9-1-1 coverage area, 2 members of whom shall be representatives from 9-1-1 public safety agencies, including but not limited to

police departments, fire departments, emergency medical service providers, and emergency services and disaster agencies, to be appointed on the basis of their ability or experience, and a PSAP representative. At the expiration of the term of each board member, such board member shall continue in office until his or her successor is appointed by the corporate authorities of a party. Each party, by a majority vote of the county board members may remove a HHJETSBB member that was appointed that party.

3. Attendance at meetings. It is expected that members of the HHJETSBB shall attend all scheduled meetings to the extent possible. Failure to attend meeting on a consistent basis will diminish the board's ability to conduct business, lessen the broad based representation intended by the boards design, and shall be grounds for requesting the appointing party to remove the member and appoint a replacement member.
4. Powers and Duties of the Board. The powers and duties of the HHJETSBB created by this agreement include, but are not limited to the following:
  - a. Planning a 9-1-1 system.
  - b. Coordinating and supervising the implementation, upgrading, or maintenance of the system, including establishment of equipment specifications and coding systems.
  - c. Receiving moneys from the surcharge imposed under Section 15.3, or disbursed to it under Section 30, and from any other source, for deposit into the Emergency Telephone System Fund.
  - d. Authorizing disbursements from the fund.
  - e. Hiring any staff necessary for the implementation or upgrade of the system.
  - f. Taking any and all other actions necessary and incidental to operating or achieving its purpose.
  - g. Adopting bylaws, rules and regulations, to effectuate the terms of this Agreement and to govern its internal operations including, but not limited to, providing for the establishment of officers and the manner of their appointment, the creation of committees, etc.; and
  - h. All other powers and duties provided by law.
5. 9-1-1 System Plan. Although the planning and implementation of a 9-1-1 system will be conducted by HHJETSBB once it is established, the parties have agreed that the 9-1-1 system plan shall include the following:
  - a. HHJETSBB will file a plan detailing how 911 calls will be handled under the joint system and how participating agencies will be dispatched. Once this plan has been approved, HHJETSBB will file a grant application to seek the funds necessary to provide the infrastructure and upgraded systems to implement the plan.
  - b. Under the new plan, Henderson County will be added to the Cushing CAD system that is being used in Hancock County. Henderson County will pay \$3,000.00 per

year to Hancock County to offset the annual service maintenance fee. This amount will be prorated for the first year, to be paid within 60 days of Henderson County being added to the CAD system. It will then be paid annually within 60 days of Henderson County receiving an invoice from Hancock County.

- c. The parties and HHJETS B will take the necessary steps to ensure radio frequencies reach all parts of the jurisdictions of both counties. Henderson County will be responsible for the necessary costs to ensure it has the equipment necessary to do so. It is the intent of the parties that this will be covered by grant funding, but in the event it is not covered by the grant, Henderson County will need to purchase the necessary equipment, or withdraw from this Agreement if it is not financially able to do so.
  - d. That Hancock County will be responsible for dispatching 9-1-1 calls throughout Henderson County, and the surcharge will be used to maintain the newly implemented 9-1-1 system.
  - e. That Henderson County will handle all telephone and radio communications within the County that are not 9-1-1 communications.
  - f. All EMS services operating in the jurisdictions will provide schedules to HHJETS B of when they will be in service, if they are not in service or have a crew available 24 hours per day, seven days per week.
  - g. If Henderson County will need to obtain space on a tower owned by Hancock County for communication equipment, Hancock County will charge Henderson County \$500.00 per year to rent the space. If this becomes necessary, a rental agreement will be drafted.
6. Surcharge Monies. All surcharge monies collected from telephone carriers within the boundaries and/or zip codes of the counties party to this Agreement will be remitted to the Treasurer of the County of Hancock, Illinois, with said treasurer being the designated custodian of the funds of the HHJETS B.
7. Maintenance. HHJETS B shall be responsible for all ongoing costs of maintenance, service agreements, and system upgrades for each system as it relates to 9-1-1 functions, including the replacement of equipment as required from time to time.
8. Amendment. This Agreement may be amended or new parties may be added to this Agreement in writing, at any time, by mutual agreement of all parties to this Agreement as evidenced by a majority vote of the county boards who are parties to this agreement.
9. Dissolution. It is the intent of the parties to maintain HHJETS B as a continuing operation. However, if a party elects to withdraw its participation in HHJETS B, it may do so with ninety days written notice to the other party.
10. Effective Date. This agreement is effective upon execution of this document by the parties and establishes HHJETS B. The services and payments described herein will become effective upon approval of the 9-1-1 System Plan by the State of Illinois and the implementation of said Plan by HHJETS B.

Dated this 26 day of November, 2019.

THE COUNTY BOARD OF HENDERSON COUNTY, ILLINOIS

By: Brad Flatt  
Brad Flatt, Chairman

Attest: Amanda Van Arsdale  
Amanda Van Arsdale, County Clerk



Dated this 19th day of November, 2019.

THE COUNTY BOARD OF HANCOCK COUNTY, ILLINOIS

By: Delbert Krepes  
Delbert Krepes, Chairman

Attest: Kerry Ashby  
Hancock, County Clerk



**ORDINANCE**

NO.: 07-2020-45

**ORDINANCE AUTHORIZING THE EXECUTION OF AN  
INTERGOVERNMENTAL AGREEMENT ESTABLISHING AND  
AUTHORIZING THE OPERATION OF AN EMERGENCY TELEPHONE  
SYSTEM BOARD KNOWN AS THE HANCOCK/HENDERSON JOINT  
EMERGENCY TELEPHONE SYSTEM BOARD**

**WHEREAS**, Section 10 of Article VII of the Illinois Constitution of 1970 authorizes and promotes intergovernmental cooperation; and,

**WHEREAS**, the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 et. Seq., further authorizes and promotes intergovernmental cooperation; and,

**WHEREAS**, the Section 15.4 of the Emergency Telephone System Act, 50 ILCS 750/15.4, allows the establishment of a joint emergency telephone system board; and,

**WHEREAS**, the County of Hancock, Illinois and the County of Henderson, Illinois have determined to form a joint emergency telephone system board.

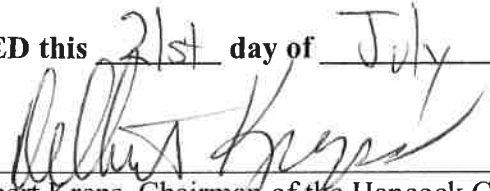
**NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF COMMISSIONERS OF THE COUNTY OF HANCOCK, ILLINOIS AS FOLLOWS:**

**SECTION 1:** The Intergovernmental Agreement Establishing and Authorizing the Operation of an Emergency Telephone System Board known as the Hancock/Henderson Joint Emergency Telephone System Board (hereinafter "HHJETSB") attached to this Ordinance is approved.

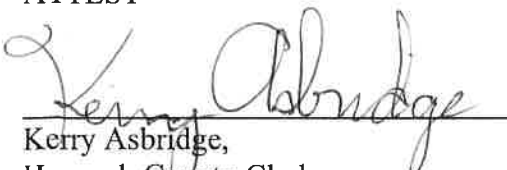
**SECTION 2:** The Chairman of the County Board is authorized and directed to execute the Intergovernmental Agreement and take any other actions required for such authorization.

**SECTION 3:** All ordinances or portions of ordinances and any other provisions are repealed pursuant to this Ordinance on the Effective Date of the Intergovernmental Agreement as such Effective Date is defined in the Intergovernmental Agreement.

**PASSED, ADOPTED, AND APPROVED** this 21st day of July, 2020.

  
\_\_\_\_\_  
Delbert Kreps, Chairman of the Hancock County Board

ATTEST

  
\_\_\_\_\_  
Kerry Asbridge,  
Hancock County Clerk

YEA

14

NEA

0

ABSTAIN

1



## 9-1-1 SERVICES AND SOFTWARE LICENSE AGREEMENT

This 9-1-1 Services and Software License Agreement (this “**Agreement**”), together with any other documents incorporated into this Agreement by reference (including all Exhibits to this Agreement, including the General Terms and Conditions of Software License, which are attached to this Agreement as Exhibit A), constitute the sole and entire agreement of the Parties with respect to the subject matter of this Agreement and supersede all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter.

The exhibits, attachments and appendices referred to in this Agreement are incorporated into this Agreement by reference and are an integral part of this Agreement to the same extent as if they were set forth verbatim in this Agreement, and the Parties have read, understand, and agree to all terms and conditions of all such exhibits, attachments, and appendices.

Any capitalized terms used, but not defined, below will have the meanings ascribed to them in the General Terms and Conditions of Software License attached to this Agreement as Exhibit A and incorporated into this Agreement by reference in their entirety.

### 1. Purpose

Grant of a *non-exclusive, non-sub licensable and non-transferable*, limited license to use the Software, which shall include any third-party software, necessary or required for the operation of Customer’s emergency telephone system in the Territory.

### Type of Agreement/Document

- ☒ Original Agreement  
☐ Amendment

### 2. Parties/Notices:

#### INdigital:

Communications Venture Corporation (d/b/a INdigital)  
 (“INdigital”)

1616 Directors Row  
Fort Wayne, IN 46808  
Fax: (260) 469-4329  
E-mail: jtollaksen@indigital.net  
Attention: Jim Tollaksen

#### Customer:

Hancock/Henderson Joint Emergency Telephone System Board (HHJETS) (“**Customer**” and together with INdigital, the “**Parties**”, and, each, individually, a “**Party**”)

Address: 98 Buchanan St., Carthage, IL 62321

Phone: 217-357-2559  
E-mail: hanco911@live.com  
Contact Person: Maria Hopp

### 3. Effective Date

04/02/2020 (“**Effective Date**”).

### 4. Software

Software listed and described in Exhibit C attached to, and incorporated by reference into, this Agreement, together with any Maintenance Releases provided to Customer pursuant to this Agreement.

### 5. Territory

Hancock/Henderson County, IL (“**Territory**”).

### 6. Permitted Use

Use of the Software by Customer for the purpose of operating an emergency telephone system in the Territory (“**Permitted Use**”).

### 7. Installation

INdigital will deliver and install one copy of the Software to Customer.

**8. Maintenance Releases**

During the Term, INdigital will provide Customer with all Maintenance Releases that INdigital may make generally available to its licensees at no additional charge.

**9. License Fee**

**Fee:** [REDACTED] See Exhibit D attached to, and incorporated by reference into, this Agreement. If the Term is renewed, Customer will pay the then-current standard license fees that INdigital charges for the Software.

**10. Additional Charges**

See Exhibit D attached to, and incorporated by reference into, this Agreement for a exhibit of additional charges, if any, for installation, training, and acceptance testing services. Customer will also reimburse INdigital for out-of-pocket expenses incurred by it in connection with performing such additional services.

**11. Term**

**Initial Term:** From Effective Date until **five (5)-year** anniversary of such date unless terminated earlier pursuant to any of the Agreement's express provisions.

**Renewal Terms:** This Agreement will automatically renew for additional successive 12-month terms unless earlier terminated pursuant to any of the Agreement's express provisions or either Party gives the other Party written notice of non-renewal at least ninety (90) days prior to the expiration of the then-current term.

**12. Exhibits**

- ☒ **Exhibit A** – General Terms and Conditions of Software License (attached to, made part of, and incorporated in its entirety by reference into, this Agreement).
- ☒ **Exhibit B** – Designated Sites
- ☒ **Exhibit C** - Software/Services Description
- ☒ **Exhibit D** – Payment and Fees

**13. Other Agreements between Parties**

- ☐ Equipment Purchase and Sale Agreement
- ☐ Support and Maintenance Agreement

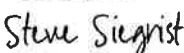
**14. Representative**

Name: Jim Tollaksen

This Agreement may be executed in counterparts, each of which is deemed an original, but all of which together are deemed to be one and the same agreement. A signed copy of this Agreement delivered by facsimile, e-mail or other means of electronic transmission is deemed to have the same legal effect as delivery of an original signed copy of this Agreement.

CUSTOMER:

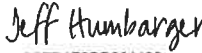
Hancock/Henderson Joint ETSB

DocuSigned by:  
  
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Name: Steve Siegrist  
 Title: ETSB Chairman  
 Date: 04/02/2020

INDIGITAL:

COMMUNICATION VENTURE CORPORATION (D/B/A  
 INDIGITAL)

DocuSigned by:  
  
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Name: Jeff Humbarger  
 Title: CFO  
 Date: 04/02/2020

**EXHIBIT A**  
**GENERAL TERMS AND CONDITIONS**  
**(9-1-1 SERVICES AND SOFTWARE LICENSE)**

These General Terms and Conditions for INdigital's 9-1-1 Services and Software License Agreement (the "**Terms**") supplement the related specific 9-1-1 Services and Software License Agreement (together with these Terms, the "**Agreement**") between you ("**you**" or "**Customer**") and Communications Venture Corporation (d/b/a INdigital), an Indiana corporation ("**INDigital**"), for the grant by INdigital to you of a license to certain software specified in the Agreement. These Terms will be deemed to be a part of and are hereby incorporated by reference into the Agreement.

These Terms prevail over any of Customer's general terms and conditions regardless of whether or when Customer has submitted its request for proposal, order, or such terms. Provision of services, software license, equipment or other products or goods to Customer does not constitute acceptance of any of Customer's terms and conditions and does not serve to modify or amend these Terms.

INDigital and you may each individually be referred to as a "**Party**" and collectively as the "**Parties**".

1. **DEFINITIONS.** Capitalized terms used in the Agreement (including these Terms) have the meanings set forth or referred to in this Section 1:

- 1.1. "**Acceptance Testing**" has the meaning set forth in Section 4 of these Terms.
- 1.2. "**Action**" has the meaning set forth in Section 8.2(d) of these Terms.
- 1.3. "**Affiliate**" of a Person means any other Person that directly or indirectly, through one or more intermediaries, controls, is controlled by, or is under common control with, such Person. The term "control" (including these Terms "controlled by" and "under common control with") means the direct or indirect power to direct or cause the direction of the management and policies of a Person, whether through the ownership of voting securities, by contract or otherwise.
- 1.4. "**Business Day**" means a day other than a Saturday, Sunday or other day on which commercial banks in Fort Wayne, Indiana are authorized or required by Law to be closed for business.
- 1.5. "**Confidential Information**" has the meaning set forth in Section 5.1 of these Terms.
- 1.6. "**Controlled Technology**" means any software, documentation, technology or other technical data, or any products that

include or use any of the foregoing, the export, re-export or release of which to certain jurisdictions or countries is prohibited or requires an export license or other governmental approval, under any Law, including the US Export Administration Act and its associated regulations.

- 1.7. "**Customer**" has the meaning set forth in the preamble to these Terms.
- 1.8. "**Designated Sites**" means any of Customer's facilities set forth in Exhibit B attached to, and incorporated by reference into, the Agreement.
- 1.9. "**Disclosing Party**" has the meaning set forth in Section 5.1 of these Terms.
- 1.10. "**Documentation**" means any and all manuals, instructions and other documents and materials that INdigital and/or any third-party provides or makes available to Customer in any form or medium which describe the functionality, components, features or requirements of the Software, including any aspect of the installation, configuration, integration, operation, use, support or maintenance thereof.
- 1.11. "**Effective Date**" has the meaning set forth in Section 3 of the Agreement.
- 1.12. "**Force Majeure Event**" has the meaning set forth in Section 14.1 of these Terms.
- 1.13. "**Indemnitee**" has the meaning set forth in Section 11.3 of these Terms.
- 1.14. "**Indemnitor**" has the meaning set forth in Section 11.3 of these Terms.
- 1.15. "**INDigital**" has the meaning set forth in the preamble to these Terms.
- 1.16. "**INDigital Indemnitee**" has the meaning set forth in Section 11.2 of these Terms.
- 1.17. "**Initial Term**" has the meaning set forth in Section 9.1 of these Terms.
- 1.18. "**Intellectual Property Rights**" means any and all registered and unregistered rights granted, applied for or otherwise now or hereafter in existence under or related to any patent, copyright, trademark, trade secret, database

**EXHIBIT A**  
**GENERAL TERMS AND CONDITIONS**  
**(9-1-1 SERVICES AND SOFTWARE LICENSE)**

- protection or other intellectual property rights laws, and all similar or equivalent rights or forms of protection, in any part of the world.
- 1.19. **"Law"** means any statute, law, ordinance, regulation, rule, code, order, constitution, treaty, common law, judgment, decree or other requirement or rule of any federal, state, local or foreign government or political subdivision thereof, or any arbitrator, court or tribunal of competent jurisdiction.
- 1.20. **"Loss"** means any and all losses, damages, liabilities, deficiencies, claims, actions, judgments, settlements, interest, awards, penalties, fines, costs or expenses of whatever kind, including reasonable attorneys' fees and the costs of enforcing any right to indemnification under the Agreement and the cost of pursuing any insurance providers.
- 1.21. **"Maintenance Release"** means any update, upgrade, release or other adaptation or modification of the Software, including any updated Documentation, that INdigital and/or any third party may provide to Customer from time to time during the Term, which may contain, among other things, error corrections, enhancements, improvements or other changes to the user interface, functionality, compatibility, capabilities, performance, efficiency or quality of the Software, but does not include any New Version.
- 1.22. **"New Version"** means any new version of the Software may from time to time be introduced and marketed generally as a distinct licensed product (as may be indicated by INdigital's and/or a third party's designation of a new version number), and which INdigital and/or a third party may make available to Customer at an additional cost under a separate written agreement.
- 1.23. **"Parties"** has the meaning set forth in the preamble to these Terms.
- 1.24. **"Party"** has the meaning set forth in the preamble to these Terms.
- 1.25. **"Payment Failure"** has the meaning set forth in Section 9.3(a) of these Terms.
- 1.26. **"Permitted Use"** has the meaning set forth in Section 6 of the Agreement.
- 1.27. **"Person"** means an individual, corporation, partnership, joint venture, limited liability entity, governmental authority, unincorporated organization, trust, association or other entity.
- 1.28. **"Receiving Party"** has the meaning set forth in Section 5.1 of these Terms.
- 1.29. **"Renewal Term"** has the meaning set forth in Section 9.2 of these Terms.
- 1.30. **"Representatives"** means, with respect to a Party, that Party's employees, officers, directors, consultants, agents, independent contractors, service providers, sub licensees, subcontractors and legal advisors.
- 1.31. **"Software"** means the software listed in Exhibit C attached to, and incorporated by reference into, the Agreement, together with any Maintenance Releases provided to Customer pursuant to this Agreement.
- 1.32. **"Term"** has the meaning set forth in Section 9.2 of these Terms.
- 1.33. **"Territory"** has the meaning set forth in Section 5 of the Agreement.
- 1.34. **"Third-Party Materials"** means materials and information, in any form or medium, that are not proprietary to INdigital, including any third-party: (a) documents, data, content or specifications; (b) software, hardware or other products, facilities, equipment or devices; and (c) accessories, components, parts or features of any of the foregoing.
- 1.35. **"Warranty Period"** has the meaning set forth in Section 10.2 of these Terms.
2. **LICENSE.**
- 2.1. **License Grant.** Subject to the terms and conditions of the Agreement (including these Terms) and INdigital's rights under any third-party agreements relating to the Software, and conditioned on Customer's and its Affiliates' and Representatives' compliance therewith, INdigital hereby grants to Customer a non-exclusive, non-sub licensable and non-transferable, limited license and sublicense (to the extent allowed by any third-party agreements) to use the Software and Documentation solely for the

**EXHIBIT A**  
**GENERAL TERMS AND CONDITIONS**  
**(9-1-1 SERVICES AND SOFTWARE LICENSE)**

Permitted Use in the Territory during the Term.

**2.2. Scope of Licensed Access and Use.** Customer may use and run one copy of the Software on Customer's network at any of the Designated Site(s). The total number of Designated Site(s) shall not exceed the number set forth under the Agreement (including these Terms), except as expressly agreed to in writing by the Parties and subject to any appropriate adjustment of the license fees payable under the Agreement.

3. **USE RESTRICTIONS.** Except as the Agreement (including these Terms) expressly permits, Customer shall not, and shall not permit any other Person to:

- (a) copy the Software, in whole or in part;
- (b) modify, correct, adapt, translate, enhance or otherwise prepare derivative works or improvements of any Software;
- (c) rent, lease, lend, sell, sublicense, assign, distribute, publish, transfer or otherwise make available the Software to any Person, including on or in connection with the internet or any time-sharing, service bureau, software as a service, cloud or other technology or service;
- (d) reverse engineer, disassemble, decompile, decode or adapt the Software, or otherwise attempt to derive or gain access to the source code of the Software, in whole or in part;
- (e) bypass or breach any security device or protection used for or contained in the Software or Documentation;
- (f) remove, delete, efface, alter, obscure, translate, combine, supplement or otherwise change any trademarks, terms of the Documentation, warranties, disclaimers, or Intellectual Property Rights, proprietary rights or other symbols, notices, marks or serial numbers on or relating to any copy of the Software or Documentation;
- (g) use the Software in any manner or for any purpose that infringes, misappropriates or otherwise violates any Intellectual Property Right or other right of any Person, or that violates any applicable Law;
- (h) use the Software for purposes of:
  - (i) benchmarking or competitive analysis of the Software;
  - (ii) developing, using or providing a competing software product or service;
  - (iii) any other purpose that is to INdigital's detriment or commercial disadvantage;
- (i) use the Software in or in connection with

the design, construction, maintenance, operation or use of any hazardous environments, systems or applications, any safety response systems or other safety-critical applications, or any other use or application in which the use or failure of the Software could lead to personal injury or severe physical or property damage; or

(j) use the Software or Documentation other than for the Permitted Use or in any manner or for any purpose or application not expressly permitted by the Agreement (including these Terms).

4. **DELIVERY AND INSTALLATION.** INdigital shall deliver and install one copy of the Software to Customer. Risk of loss of any tangible media on which the Software is delivered shall pass to Customer on delivery.

**4.1. Acceptance.** Customer will test whether the Software operates in accordance with the Documentation ("**Acceptance Testing**") pursuant to the terms of this **Section 4**. Upon completion of the Software installation, Customer shall have fourteen (14) days to test the Software and notify INdigital in writing of any defect or deficiency. If the initial Acceptance Testing fails, INdigital shall, within fifteen (15) days of the Acceptance Testing and at its cost, correct the errors so disclosed and Customer may repeat the Acceptance Testing. If the subsequent Acceptance Testing fails, and such failure does not arise from or relate to any failure or defect of Customer's or any third-party's product, service, hardware, software, system or network, INdigital shall, within fifteen (15) days of the subsequent Acceptance Testing, at its cost, correct the errors so disclosed and Customer may again repeat the Acceptance Testing. If the subsequent Acceptance Testing fails two (2) or more times, Customer may terminate the Agreement (including these Terms) on written notice to INdigital. On termination, INdigital shall refund all license fees paid by Customer under the Agreement (including these Terms) within thirty (30) days of receipt of such notice, and such refund shall be Customer's sole and exclusive remedy for any unresolved Acceptance Testing failures. In any event, Customer shall be deemed to have accepted the Software if: (a) the Acceptance Testing is certified by Customer to be successful; or (b) Customer commences operational use of the Software.

**5.1. MAINTENANCE AND SUPPORT.** During the Term, INdigital: (i) will use commercially reasonable efforts to resolve any Incidents reported by Customer; (ii) may provide training services to Customer on Customer's request, at INdigital's standard hourly

**EXHIBIT A**  
**GENERAL TERMS AND CONDITIONS**  
**(9-1-1 SERVICES AND SOFTWARE LICENSE)**

rates then in effect, and the terms and conditions of the Agreement (including these Terms) will govern the provision of any training services delivered by INdigital to Customer; and (iii) will provide Customer with all Maintenance Releases under the terms and conditions set forth in the Software License Agreement. INdigital has the sole right to determine, in its discretion: (a) what constitutes an Incident; and (b) when an Incident is deemed to be resolved. An "Incident", as used herein and throughout these Terms, means a support request that begins when Customer contacts INdigital to report a specific Error and ends when INdigital either: (a) resolves the Error; or (b) determines in its sole and absolute discretion that the Error cannot be resolved. INdigital will use commercially reasonable efforts to resolve an Incident, but does not guarantee that any Incident will be resolved.

As set forth above, during the Term, INdigital will provide Customer with all Maintenance Releases (including updated Documentation) that INdigital may, in its sole discretion, make generally available to its licensees at no additional charge. All Maintenance Releases, being provided by INdigital to Customer under the Agreement, are deemed Software subject to all applicable terms and conditions in the Agreement (including these Terms). As part of the support and maintenance to be provided by INdigital to Customer, Customer will install all Maintenance Releases as soon as practicable after receipt. Customer does not have any right under the Agreement to receive any New Versions of the Software that INdigital or any third-party software provider may, in its sole discretion, release from time to time. Customer may license any New Version at INdigital's then-current list price and subject to a separate license agreement, provided that Customer is in compliance with the terms and conditions of the Agreement (including these Terms).

**5. CONFIDENTIALITY.**

**5.1. Confidential Information.** In connection with the Agreement each Party (as the "**Disclosing Party**") may disclose or make available to the other Party (as the "**Receiving Party**") Confidential Information. Subject to Section 5.2 of these Terms, "**Confidential Information**" means information in any form or medium (whether oral, written, electronic or other) that the Disclosing Party considers confidential or proprietary, including information consisting of or relating to the Disclosing Party's technology, trade secrets, know-how, business operations, plans, strategies, customers, and pricing, and information with respect to which the Disclosing Party has contractual or other confidentiality obligations, whether or not marked, designated or otherwise

identified as "confidential". Without limiting the foregoing: (a) the Software and Documentation are the Confidential Information of INdigital; and (b) the financial terms of the Agreement (including these Terms) are the Confidential Information of INdigital.

**5.2. Exclusions and Exceptions.** Confidential Information does not include information that the Receiving Party can demonstrate by written or other documentary records: (a) was rightfully known to the Receiving Party without restriction on use or disclosure prior to such information's being disclosed or made available to the Receiving Party in connection with the Agreement (including these Terms); (b) was or becomes generally known by the public other than by the Receiving Party's or any of its Representatives' noncompliance with the Agreement (including these Terms); (c) was or is received by the Receiving Party on a non-confidential basis from a third party that was not or is not, at the time of such receipt, under any obligation to maintain its confidentiality; or (d) the Receiving Party can demonstrate by written or other documentary records was or is independently developed by the Receiving Party without reference to or use of any Confidential Information.

**5.3. Protection of Confidential Information.** As a condition to being provided with any disclosure of or access to Confidential Information, the Receiving Party shall:

- (a) not access or use Confidential Information other than as necessary to exercise its rights or perform its obligations under and in accordance with the Agreement (including these Terms);
- (b) except as may be permitted under the terms and conditions of Section 6.4 of these Terms, not disclose or permit access to Confidential Information other than to its Representatives who: (i) need to know such Confidential Information for purposes of the Receiving Party's exercise of its rights or performance of its obligations under and in accordance with the Agreement (including these Terms); (ii) have been informed of the confidential nature of the Confidential Information and the Receiving Party's obligations under this Section 5; and (iii) are bound by written confidentiality and restricted use obligations at least as protective of the Confidential Information as the terms set forth in this Section 5;
- (c) safeguard the Confidential Information from unauthorized use, access or disclosure using at least the degree of care it uses to protect its similarly sensitive information and in no event

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less than a reasonable degree of care;

(d) promptly notify the Disclosing Party of any unauthorized use or disclosure of Confidential Information and cooperate with Disclosing Party to prevent further unauthorized use or disclosure; and

(e) ensure its Representatives' compliance with, and be responsible and liable for any of its Representatives' non-compliance with, the terms of this Section 5.

Notwithstanding any other provisions of the Agreement (including these Terms), the Receiving Party's obligations under this Section 5 with respect to any Confidential Information that constitutes a trade secret under any applicable Law will continue until such time, if ever, as such Confidential Information ceases to qualify for trade secret protection under one or more such applicable Laws other than as a result of any act or omission of the Receiving Party or any of its Representatives.

**5.4. Compelled Disclosures.** If the Receiving Party or any of its Representatives is compelled by applicable Law to disclose any Confidential Information then, to the extent permitted by applicable Law, the Receiving Party shall: (a) promptly, and prior to such disclosure, notify the Disclosing Party in writing of such requirement so that the Disclosing Party can seek a protective order or other remedy or waive its rights under Section 5.3 of these Terms; and (b) provide reasonable assistance to the Disclosing Party, at the Disclosing Party's sole cost and expense, in opposing such disclosure or seeking a protective order or other limitations on disclosure. If the Disclosing Party waives compliance or, after providing the notice and assistance required under this Section 5.4, the Receiving Party remains required by Law to disclose any Confidential Information, the Receiving Party shall disclose only that portion of the Confidential Information that the Receiving Party is legally required to disclose and, on the Disclosing Party's request, shall use commercially reasonable efforts to obtain assurances from the applicable court or other presiding authority that such Confidential Information will be afforded confidential treatment.

**5.5. Return; Destruction.** Confidential Information will remain the property of the Disclosing Party and will, at the Disclosing Party's request and after it is no longer needed for the purposes of the Agreement (including these Terms) or upon expiration or termination of the Agreement (including these Terms) for any reason, whichever occurs first, promptly be returned to the Disclosing Party or be destroyed, together with all copies made by the Receiving Party

and by anyone to whom such Confidential Information has been made available by the Receiving Party in accordance with the provisions of this section.

**6. FEES AND PAYMENT.**

**6.1. License Fees.** In consideration of the rights granted to Customer under the Agreement (including these Terms), Customer shall pay to INdigital the license fees set forth in Exhibit D (attached to, and incorporated by reference into, the Agreement) in accordance with that exhibit and the terms of this Section 7. If the Term is renewed for any Renewal Term(s) pursuant to Section 9.2 of these Terms, Customer shall pay the then-current standard license fees that INdigital charges for the Software during the applicable Renewal Term.

**6.2. Additional Fees and Expenses.** In consideration of INdigital providing installation, support and maintenance, training, and other ancillary services under the Agreement (including these Terms), Customer shall pay to INdigital the fees set forth in Exhibit D attached to, and incorporated by reference into, the Agreement, and shall reimburse INdigital for out-of-pocket expenses incurred by INdigital in connection with performing these services, in accordance with that exhibit and the terms of this Section 6.

**6.3. Taxes.** All license fees and other amounts payable by Customer under the Agreement (including these Terms) are exclusive of taxes and similar assessments. Without limiting the foregoing, Customer is responsible for all sales, service, use and excise taxes, and any other similar taxes, duties and charges of any kind imposed by any federal, state or local governmental or regulatory authority on any amounts payable by Customer under the Agreement, other than any taxes imposed on INdigital's income.

**6.4. Payment.** Customer shall pay all amounts due and owing under the Agreement (including these Terms) within thirty 30 days after the date of INdigital's invoice therefor. Customer shall make all payments under the Agreement in US dollars by wire transfer or check to the address or account specified in Exhibit D attached to, and incorporated by reference into, the Agreement or such other address or account as INdigital may specify in writing from time to time.

**6.5. Late Payment.** If Customer fails to make any payment when due then, in addition to all other remedies that may be available to INdigital:

(a) INdigital may charge interest on the past due amount at the rate of 1.5% per month calculated daily and compounded monthly or, if lower, the highest rate permitted under applicable

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Law;

(b) Customer shall reimburse INdigital for all reasonable costs incurred by INdigital in collecting any late payment of amounts due or related interest, including attorneys' fees, court costs and collection agency fees; and

(c) if such failure continues for fifteen (15) days following written notice thereof, INdigital may: (i) disable Customer's use of the Software (including by means of a disabling code, technology or device); (ii) withhold, suspend or revoke its grant of a license and/or sublicense under the Agreement; and/or (iii) terminate the Agreement (including these Terms) under Section 9.3(a) or Section 9.3(b) of these Terms, as applicable.

**6.6. No Deductions or Setoffs.** All amounts payable to INdigital under the Agreement (including these Terms) shall be paid by Customer to INdigital in full without any setoff, recoupment, counterclaim, deduction, debit or withholding for any reason (other than any deduction or withholding of tax as may be required by applicable Law).

7. **SECURITY MEASURES.** The Software may contain technological measures designed to prevent unauthorized or illegal use of the Software. Customer acknowledges and agrees that: (a) INdigital may use these and other lawful measures to verify Customer's compliance with the terms of the Agreement (including these Terms) and enforce INdigital's rights, including all Intellectual Property Rights, in and to the Software; (b) INdigital may deny any individual access to and/or use of the Software if INdigital, in its sole reasonable discretion, believes that Person's use of the Software would violate any provision of the Agreement (including these Terms); and (c) INdigital and its Representatives may collect, maintain, process and use diagnostic, technical, usage and related information, including information about Customer's computers, systems and software, that INdigital may gather periodically to improve the performance of the Software or develop Maintenance Releases. This information will be treated in accordance with INdigital's privacy policy, as amended from time to time.

8. **INTELLECTUAL PROPERTY RIGHTS.**

8.1. **Intellectual Property Ownership.** Customer acknowledges and agrees that:

(a) the Software and Documentation are licensed or sublicensed and not sold to Customer by INdigital and Customer does not and will not have or acquire under or in connection with the

Agreement (including these Terms) any ownership interest in the Software or Documentation, or in any related Intellectual Property Rights;

(b) INdigital and its licensor(s) are and will remain the sole and exclusive owners of all right, title and interest in and to the Software and Documentation, including all Intellectual Property Rights relating thereto, subject only to the limited license granted to Customer under the Agreement; and

(c) Customer hereby unconditionally and irrevocably assigns to INdigital or INdigital's designee, Customer's entire right, title and interest in and to any Intellectual Property Rights that Customer may now or hereafter have in or relating to the Software or Documentation (including any rights in derivative works or patent improvements relating to either of them), whether held or acquired by operation of law, contract, assignment or otherwise.

8.2. **Customer Cooperation and Notice of Infringement.** Customer shall, during the Term:

(a) take all reasonable measures to safeguard the Software and Documentation (including all copies thereof) from infringement, misappropriation, theft, misuse or unauthorized access;

(b) at INdigital's expense, take all such steps as INdigital may reasonably require to assist INdigital in maintaining the validity, enforceability and INdigital's ownership of the Intellectual Property Rights in the Software and Documentation;

(c) promptly notify INdigital in writing if Customer becomes aware of:

(i). any actual or suspected infringement, misappropriation or other violation of INdigital's Intellectual Property Rights in or relating to the Software or Documentation; or

(ii). any claim that the Software or Documentation, including any production, use, marketing, sale or other disposition of the Software or Documentation, in whole or in part, infringes, misappropriates or otherwise violates the Intellectual Property Rights or other rights of any Person; and

(d) fully cooperate with and assist INdigital in all reasonable ways in the conduct of any claim, suit, action or proceeding (each, an "**Action**") by

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INDigital to prevent or abate any actual or threatened infringement, misappropriation or violation of INDigital's rights in, and to attempt to resolve any claims relating to, the Software or Documentation.

**8.3. No Implied Rights.** Except for the limited rights and licenses expressly granted under the Agreement, nothing in the Agreement (including these Terms) grants, by implication, waiver, estoppel or otherwise, to Customer or any third party any Intellectual Property Rights or other right, title, or interest in or to any of the Software or Documentation.

**9. TERM AND TERMINATION.**

**9.1. Initial Term.** The initial term of the Agreement commences as of the Effective Date and will continue in effect until such time as specified in Section 10 of the Agreement, unless terminated earlier pursuant to any of the Agreement's express provisions (the "**Initial Term**").

**9.2. Renewal Term.** The Agreement will automatically renew for additional successive terms specified in Section 10 of the Agreement unless earlier terminated pursuant to any of the Agreement's express provisions or either Party gives the other Party written notice of non-renewal at least ninety (90) days prior to the expiration of the then-current term (each, a "**Renewal Term**" and, collectively, together with the Initial Term, the "**Term**").

**9.3. Termination.** The Agreement may be terminated at any time:

- (a) by INDigital, effective on written notice to Customer, if Customer fails to pay any amount when due under the Agreement (including these Terms), where such failure continues more than fifteen (15) days after INDigital's delivery of written notice thereof ("**Payment Failure**");
- (b) by INDigital, immediately on written notice to Customer if any two or more Payment Failures occur in any 12-month period;
- (c) by either Party, effective on written notice to the other Party, if the other Party materially breaches the Agreement (including these Terms) and such breach: (i) is incapable of cure; or (ii) being capable of cure, remains uncured thirty (30) days after the non-breaching Party provides the breaching Party with written notice of such breach (except in the case of a Payment Failure, which shall be governed by Section 9.3(a) of these Terms);
- (d) by INDigital, effective immediately, if the Customer: (i) is dissolved or liquidated or

takes any corporate action for such purpose; (ii) becomes insolvent or is generally unable to pay its debts as they become due; (iii) becomes the subject of any voluntary or involuntary bankruptcy proceeding under any domestic or foreign bankruptcy or insolvency Law; (iv) makes or seeks to make a general assignment for the benefit of its creditors; or (v) applies for, or consents to, the appointment of a trustee, receiver or custodian for a substantial part of its property;

(e) by INDigital, upon notice to Customer, if Customer is in breach of any other agreement between the Parties and such breach is not cured pursuant to the terms of such agreement.

**9.4. Effect of Termination or Expiration.** On the expiration or earlier termination of the Agreement:

- (a) all rights, licenses and authorizations granted to Customer under the Agreement will immediately terminate and Customer shall:
  - (i). immediately cease all use of and other activities with respect to the Software and Documentation other than those described in Section 9.4(a)(ii) of these Terms;
  - (ii). within sixty (60) days deliver to INDigital, or at INDigital's written request destroy, and permanently erase from all devices and systems Customer directly or indirectly controls, the Software, the Documentation and INDigital's Confidential Information, including all documents, files and tangible materials (and any partial and complete copies) containing, reflecting, incorporating or based on any of the foregoing, whether or not modified or merged into other materials;
  - (iii). certify to INDigital in a signed written instrument that it has complied with the requirements of this Section 9.4; and
- (b) all amounts payable by Customer to INDigital of any kind under the Agreement (including these Terms) are immediately payable and due no later than thirty (30) days after the effective date of the expiration or INDigital's termination of the Agreement.

**9.5. Surviving Terms.** The provisions set forth in the following sections, and any other right, obligation or provision under the Agreement (including these Terms) that, by its nature, should survive termination or expiration of the Agreement (including these Terms), will survive any expiration or termination of

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the Agreement: this Section 9.5 of these Terms, Section 1 of these Terms (Definitions), Section 5 of these Terms (Confidentiality), Section 8 of these Terms (Intellectual Property Rights), Section 10 of these Terms (Representations and Warranties), for clarity, including Section 10.7 of these Terms (Disclaimer), Section 11 of these Terms (Indemnification), Section 12 of these Terms (Limitations of Liability), and Section 15 of these Terms (Miscellaneous).

**10. REPRESENTATIONS AND WARRANTIES.**

**10.1. Mutual Representations and Warranties.** Each Party represents, warrants and covenants to the other Party that:

- (a) it has the full right, power and authority to enter into and perform its obligations and grant the rights, licenses and authorizations it grants and is required to grant under the Agreement (including these Terms);
- (b) the execution of the Agreement by its representative whose signature is set forth at the end of the Agreement has been duly authorized by all necessary action of such Party; and
- (c) when executed and delivered by both Parties, the Agreement (including these Terms) will constitute the legal, valid and binding obligation of such Party, enforceable against such Party in accordance with its terms.

**10.2. Limited Warranty.** Subject to the limitations and conditions set forth in Section 10.3 of these Terms and Section 10.4 of these Terms, INdigital warrants to Customer that for a period of 90 days from the **Effective Date** (the "**Warranty Period**"), the Software will substantially conform in all material respects to the specifications set forth in the Documentation, when installed, operated and used as recommended in the Documentation and in accordance with the Agreement (including these Terms).

**10.3. Customer Requirements.** The limited warranty set forth in Section 10.2 of these Terms applies only if Customer: (a) notifies INdigital in writing of the warranty breach before the expiration of the Warranty Period; (b) has promptly installed all Maintenance Releases to the Software that INdigital previously made available to Customer; and (c) as of the date of notification, is in compliance with all terms and conditions of the Agreement (including these Terms) (including the payment of all license fees then due and owing).

**10.4. Exceptions.** Notwithstanding any

provisions to the contrary in the Agreement (including these Terms), the limited warranty set forth in Section 10.2 of these Terms does not apply to problems arising out of or relating to:

- (a) Software, or the media on which it is provided, that is modified or damaged by Customer or its Representatives;
- (b) any operation or use of, or other activity relating to, the Software other than as specified in the Documentation, including any incorporation in the Software of, or combination, operation or use of the Software in or with, any technology (including any software, hardware, firmware, system or network) or service not specified for Customer's use in the Documentation, unless otherwise expressly permitted by INdigital in writing;
- (c) Customer's or any third party's negligence, abuse, misapplication or misuse of the Software, including any use of the Software other than as specified in the Documentation or expressly authorized by INdigital in writing;
- (d) Customer's failure to promptly install all Maintenance Releases that INdigital has previously made available to Customer;
- (e) the operation of, or access to, Customer's or a third party's system or network;
- (f) any beta software, software that INdigital makes available for testing or demonstration purposes, temporary software modules or software for which INdigital does not receive a license fee;
- (g) Customer's material breach of any provision of the Agreement (including these Terms);
- (h) any other circumstances or causes outside of the reasonable control of INdigital (including abnormal physical or electrical stress); or
- (i) any failure or interruption of any electrical power, or any accident or cause external to the Software, including, but not limited to, problems or malfunctions related to Customer's network, database, third party software products, workstation configurations, Customer's hardware, operator error, or Customer's negligence or willful misconduct.

**10.5. Remedial Efforts.** If INdigital breaches, or is alleged to have breached, the limited warranty set forth in Section 10.2 of these Terms, INdigital may, at

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its sole option and expense, take any of the following steps to remedy such breach:

- (a) replace any damaged or defective media on which INDigital supplied the Software;
- (b) amend, supplement or replace any incomplete or inaccurate Documentation;
- (c) repair the Software;
- (d) replace the Software with functionally equivalent software (which software will, on its replacement of the Software, constitute Software); and/or
- (e) terminate the Agreement and, provided that Customer fully complies with all of its post-termination obligations as set forth in Section 9.4 of these Terms, promptly refund to Customer, on a *pro rata* basis, the share of any license fees prepaid by Customer for the future portion of the Term that would have remained but for such termination.

**10.6. Sole Remedy.** If INDigital does not cure a warranty breach or terminate the Agreement as provided in Section 10.5 of these Terms within a reasonable period of time after INDigital's receipt of written notice of such breach, Customer shall have the right to terminate the Agreement as provided in Section 9.3(c) of these Terms. Provided that Customer fully complies with its post-termination obligations as set forth in Section 9.4 of these Terms, INDigital shall promptly refund to Customer, on a *pro rata* basis, the share of any license fees prepaid by Customer for the future portion of the Term that would have remained but for such termination. **THIS SECTION 10.6 SETS FORTH THE CUSTOMER'S SOLE REMEDY AND INDIGITAL'S ENTIRE OBLIGATION AND LIABILITY FOR ANY BREACH OF ANY INDIGITAL WARRANTY OF THE SOFTWARE SET FORTH IN THE AGREEMENT.**

**10.7. DISCLAIMER OF WARRANTIES.** EXCEPT FOR THE EXPRESS LIMITED WARRANTY SET FORTH IN SECTION 10.2 OF THESE TERMS, ALL SOFTWARE, DOCUMENTATION AND OTHER PRODUCTS, INFORMATION, MATERIALS AND SERVICES PROVIDED BY INDIGITAL ARE PROVIDED "AS IS." INDIGITAL HEREBY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHER (INCLUDING ALL WARRANTIES ARISING FROM COURSE OF DEALING, USAGE OR TRADE PRACTICE), AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE

AND NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, INDIGITAL MAKES NO WARRANTY OF ANY KIND THAT THE SOFTWARE OR DOCUMENTATION, OR ANY OTHER INDIGITAL OR THIRD-PARTY GOODS, SERVICES, TECHNOLOGIES OR MATERIALS (INCLUDING ANY SOFTWARE OR HARDWARE), OR ANY PRODUCTS OR RESULTS OF THE USE OF ANY OF THEM, WILL MEET CUSTOMER'S OR OTHER PERSONS' REQUIREMENTS, OPERATE WITHOUT INTERRUPTION, ACHIEVE ANY INTENDED RESULT, BE COMPATIBLE OR WORK WITH ANY OTHER GOODS, SERVICES, TECHNOLOGIES OR MATERIALS (INCLUDING ANY SOFTWARE, HARDWARE, SYSTEM OR NETWORK), OR BE SECURE, ACCURATE, COMPLETE, FREE OF HARMFUL CODE OR ERROR FREE. ALL THIRD-PARTY MATERIALS ARE PROVIDED "AS IS" AND ANY REPRESENTATION OR WARRANTY OF OR CONCERNING ANY OF THEM IS STRICTLY BETWEEN CUSTOMER AND THE THIRD-PARTY OWNER OR DISTRIBUTOR OF SUCH OPEN- THIRD-PARTY MATERIALS.

**11. INDEMNIFICATION.**

**11.1. INDigital Indemnification.** INDigital shall indemnify, defend and hold harmless Customer from and against any and all Losses incurred by Customer arising out of or relating to any Action by a third party (other than an Affiliate) to the extent that such Losses arise from any allegation in such Action that the Software, or any use of the Software, in the Territory in accordance with the Agreement (including these Terms) (including the Documentation) infringes any U.S. Intellectual Property Right in the U.S. The foregoing obligation does not apply to the extent that such Action or Losses arise from any allegation of or relating to any:

- (a) Third-Party Materials;
- (b) patent issued on a patent application published after the Effective Date;
- (c) incorporation by the Software of, or combination, operation or use of the Software in or with, any technology (including any software, hardware, firmware, system or network) or service not provided by INDigital or specified for Customer's use in the Documentation, unless otherwise expressly permitted by INDigital in writing;
- (d) modification of the Software other than:
- (i) by INDigital or its authorized contractor in

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connection with the Agreement (including these Terms); or (ii) with INdigital's express written authorization and in strict accordance with INdigital's written directions and specifications;

(e) failure to timely implement any Maintenance Release, modification, update or replacement of the Software made available to Customer by INdigital;

(f) use of the Software after INdigital's notice to Customer of such activity's alleged or actual infringement, misappropriation or other violation of a third party's rights;

(g) negligence, abuse, misapplication or misuse of the Software or Documentation by or on behalf of Customer, Customer's Representatives or a third party;

(h) use of the Software or Documentation by or on behalf of Customer that is outside the purpose, scope or manner of use authorized by the Agreement (including these Terms) or in any manner contrary to INdigital's instructions;

(i) events or circumstances outside of INdigital's commercially reasonable control (including any third-party hardware, software or system bugs, defects or malfunctions); or

(j) Action or Losses for which Customer is obligated to indemnify INdigital pursuant to Section 11.2 of these Terms.

**11.2. Customer Indemnification.** Customer shall indemnify, defend and hold harmless INdigital and its Affiliates, officers, directors, employees, agents, subcontractors, successors and assigns (each, including INdigital, an "**INdigital Indemnatee**") from and against any and all Losses incurred by the INdigital Indemnatee in connection with any Action by a third party (other than an Affiliate of a INdigital Indemnatee) to the extent that such Losses arise out of or relate to any allegation:

(a) that any Intellectual Property Right or other right of any Person, or any Law, is or will be infringed, misappropriated or otherwise violated by any:

(i). use or combination of the Software by or on behalf of Customer or any of its Representatives with any hardware, software, system, network, service or other matter whatsoever that is neither provided by INdigital nor authorized by INdigital in the Agreement (including these Terms) and the Documentation or otherwise in writing; and

(ii). information, materials or technology or other matter whatsoever directly or indirectly provided by Customer or directed by Customer to be installed, combined, integrated or used with, as part of, or in connection with the Software or Documentation;

(b) of or relating to facts that, if true, would constitute a breach by Customer of any representation, warranty, covenant or obligation under the Agreement (including these Terms);

(c) of or relating to negligence, abuse, misapplication, misuse or more culpable act or omission (including recklessness or willful misconduct) by or on behalf of Customer or any of its Representatives with respect to the Software or Documentation or otherwise in connection with the Agreement (including these Terms); or

(d) of or relating to use of the Software or Documentation by or on behalf of Customer or any of its Representatives that is outside the purpose, scope or manner of use authorized by the Agreement (including these Terms) or the Documentation, or in any manner contrary to INdigital's instructions.

**11.3. Indemnification Procedure.** Each Party shall promptly notify the other Party in writing of any Action for which such Party believes it is entitled to be indemnified pursuant to Section 11.1 or Section 11.2 of these Terms. The Party seeking indemnification (the "**Indemnatee**") shall cooperate with the other Party (the "**Indemnitor**") at the Indemnitor's sole cost and expense. The Indemnitor shall immediately take control of the defense and investigation of such Action and shall employ counsel reasonably acceptable to the Indemnatee to handle and defend the same, at the Indemnitor's sole cost and expense. The Indemnatee's failure to perform any obligations under this Section 11 will not relieve the Indemnitor of its obligations under this Section 11 except to the extent that the Indemnitor can demonstrate that it has been materially prejudiced as a result of such failure. The Indemnatee may participate in and observe the proceedings at its own cost and expense with counsel of its own choosing.

**11.4. Mitigation.** If the Software, or any part of the Software, is, or in INdigital's opinion is likely to be, claimed to infringe, misappropriate or otherwise violate any third-party Intellectual Property Right, or if Customer's use of the Software is enjoined or threatened to be enjoined, INdigital may, at its option and sole cost and expense:

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(a) obtain the right for Customer to continue to use the Software materially as contemplated by the Agreement (including these Terms);

(b) modify or replace the Software, in whole or in part, to seek to make the Software non-infringing, while providing materially equivalent features and functionality, and such modified or replacement software will constitute Software under the Agreement (including these Terms); or

(c) if none of the remedies set forth in the above Section 11.4(a) or Section 11.4(b) of these Terms is reasonably available to INdigital, terminate the Agreement, in its entirety or with respect to the affected part or feature of the Software, effective immediately on written notice to Customer, in which event:

(i). Customer shall cease all use of the Software and Documentation immediately on receipt of Customer's notice; and

(ii). provided that Customer fully complies with its post-termination obligations set forth in Section 9.4 of these Terms, INdigital shall promptly refund to Customer, on a *pro rata* basis, the share of any license fees prepaid by Customer for the future portion of the Term that would have remained but for such termination.

**11.5. Sole Remedy.** THIS SECTION 11 SETS FORTH CUSTOMER'S SOLE REMEDIES AND INDIGITAL'S SOLE LIABILITY AND OBLIGATION FOR ANY ACTUAL, THREATENED OR ALLEGED CLAIMS THAT THE AGREEMENT (INCLUDING THESE TERMS) OR ANY SUBJECT MATTER OF THE AGREEMENT (INCLUDING THE SOFTWARE AND DOCUMENTATION) INFRINGES, MISAPPROPRIATES OR OTHERWISE VIOLATES ANY INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

**12. LIMITATION OF LIABILITY.**

**12.1. EXCLUSION OF DAMAGES.** IN NO EVENT WILL INDIGITAL OR ANY OF ITS LICENSORS, SERVICE PROVIDERS OR SUPPLIERS BE LIABLE UNDER OR IN CONNECTION WITH THE AGREEMENT (INCLUDING THESE TERMS) OR ITS SUBJECT MATTER UNDER ANY LEGAL OR EQUITABLE THEORY, INCLUDING BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY AND OTHERWISE, FOR ANY (a) INCREASED COSTS, DIMINUTION IN VALUE

OR LOST BUSINESS, PRODUCTION, REVENUES OR PROFITS, (b) LOSS OF GOODWILL OR REPUTATION, (c) USE, INABILITY TO USE, LOSS, INTERRUPTION, DELAY OR RECOVERY OF ANY SOFTWARE OR THIRD-PARTY MATERIALS, (d) LOSS, DAMAGE, CORRUPTION OR RECOVERY OF DATA, OR BREACH OF DATA OR SYSTEM SECURITY, (e) COST OF REPLACEMENT GOODS OR SERVICES, OR (f) CONSEQUENTIAL, INCIDENTAL, INDIRECT, EXEMPLARY, SPECIAL, ENHANCED OR PUNITIVE DAMAGES, IN EACH CASE REGARDLESS OF WHETHER SUCH PERSONS WERE ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES OR SUCH LOSSES OR DAMAGES WERE OTHERWISE FORESEEABLE, AND NOTWITHSTANDING THE FAILURE OF ANY AGREED OR OTHER REMEDY OF ITS ESSENTIAL PURPOSE.

**12.2. CAP ON MONETARY LIABILITY.** IN NO EVENT WILL THE AGGREGATE LIABILITY OF INDIGITAL AND ITS LICENSORS, SUPPLIERS AND SERVICE PROVIDERS ARISING OUT OF OR RELATED TO THE AGREEMENT (INCLUDING THESE TERMS), WHETHER ARISING UNDER OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR ANY OTHER LEGAL OR EQUITABLE THEORY, EXCEED THE TOTAL AMOUNTS PAID TO INDIGITAL UNDER THE AGREEMENT IN THE 12-MONTH PERIOD PRECEDING THE EVENT GIVING RISE TO THE CLAIM. THE FOREGOING LIMITATIONS APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

**13. EXPORT REGULATION.** Customer shall not itself, or permit any other Person to, export, re-export or release, directly or indirectly any Controlled Technology to any country, jurisdiction or Person to which the export, re-export or release of Controlled Technology (a) is prohibited by applicable Law or (b) without first completing all required undertakings (including obtaining any necessary export license).

**14. FORCE MAJEURE.**

**14.1. No Breach or Default.** In no event will INdigital be liable or responsible to Customer, or be deemed to have defaulted under or breached the Agreement (including these Terms), for any failure or delay in fulfilling or performing any term of the Agreement (including these Terms), when and to the extent such failure or delay is caused by any circumstances beyond INdigital's reasonable control

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(a "Force Majeure Event"), including acts of God, flood, fire, earthquake or explosion, war, terrorism, invasion, riot or other civil unrest, embargoes or blockades in effect on or after the date of the Agreement, national or regional emergency, strikes, labor stoppages or slowdowns or other industrial disturbances, passage of Law or any action taken by a governmental or public authority, including imposing an export or import restriction, quota or other restriction or prohibition or any complete or partial government shutdown, or national or regional shortage of adequate power or telecommunications or transportation. Either Party may terminate the Agreement if a Force Majeure Event continues substantially uninterrupted for a period of 90 days or more.

**14.2. Obligations.** In the event of any failure or delay caused by a Force Majeure Event, INdigital shall give prompt written notice to Customer stating the period of time the occurrence is expected to continue and use commercially reasonable efforts to end the failure or delay and minimize the effects of such Force Majeure Event.

**15. MISCELLANEOUS.**

**15.1. Further Assurances.** On a Party's reasonable request, the other Party shall, at the requesting Party's sole cost and expense, execute and deliver all such documents and instruments, and take all such further actions, as may be necessary to give full effect to the Agreement.

**15.2. Relationship of the Parties.** The relationship between the Parties is that of independent contractors. Nothing contained in the Agreement (including these Terms) shall be construed as creating any agency, partnership, joint venture or other form of joint enterprise, employment or fiduciary relationship between the Parties, and neither Party shall have authority to contract for or bind the other Party in any manner whatsoever.

**15.3. Notices.** Except as otherwise expressly set forth in the Agreement, any notice, request, consent, claim, demand, waiver or other communication under the Agreement will have legal effect only if in writing and addressed to a Party at its address or e-mail designated in the Agreement. Notices sent in accordance with this Section 14.3 will be deemed effectively given: (i) when received, if delivered by hand, with signed confirmation of receipt; (ii) when received, if sent by a nationally recognized overnight courier, signature required; (iii) when sent, if by facsimile or e-mail, (in each case, with confirmation of transmission), if sent during the addressee's normal business hours, and on the next

business day, if sent after the addressee's normal business hours; and (iv) on the third business day after the date mailed by certified or registered mail, return receipt requested, postage prepaid.

**15.4. Interpretation.** For purposes of the Agreement (including these Terms): (i) the words "include," "includes" and "including" are deemed to be followed by the words "without limitation"; (ii) the word "or" is not exclusive; (iii) the words "herein," "hereof," "hereby," "hereto" and "hereunder" refer to the Agreement as a whole (including these Terms); (iv) words denoting the singular have a comparable meaning when used in the plural, and vice versa; and (v) words denoting any gender include all genders. Unless the context otherwise requires, references in the Agreement (including these Terms): (x) to exhibits, exhibits, attachments and appendices mean the exhibits, exhibits, attachments and appendices attached to, the Agreement (including these Terms); (y) to an agreement, instrument or other document means such agreement, instrument or other document as amended, supplemented and modified from time to time to the extent permitted by the provisions thereof; and (z) to a statute means such statute as amended from time to time and includes any successor legislation thereto and any regulations promulgated thereunder. The Parties intend the Agreement (including these Terms) to be construed without regard to any presumption or rule requiring construction or interpretation against the party drafting an instrument or causing any instrument to be drafted. The exhibits, exhibits, attachments and appendices referred to in the Agreement (including these Terms) are an integral part of the Agreement to the same extent as if they were set forth verbatim in the Agreement.

**15.5. Headings.** The headings in the Agreement (including these Terms) are for reference only and do not affect the interpretation of the Agreement (including these Terms).

**15.6. Entire Agreement.** The Agreement, together with these Terms and any other documents incorporated by reference into the Agreement (and, if applicable, together with the Software Support and Maintenance Agreement), constitute the sole and entire agreement of the Parties with respect to the subject matter of the Agreement and supersede all prior and contemporaneous understandings, agreements, representations and warranties, both written and oral, with respect to such subject matter.

**15.7. Assignment.** Customer shall not assign or otherwise transfer any of its rights, or delegate or otherwise transfer any of its obligations or performance, under the Agreement (including these Terms) without INdigital's prior written consent. Any

**EXHIBIT A**  
**GENERAL TERMS AND CONDITIONS**  
**(9-1-1 SERVICES AND SOFTWARE LICENSE)**

purported assignment, delegation or transfer in violation of this Section 14.7 is void. The Agreement (including these Terms) inures to the benefit of, and is binding on and enforceable against, the Parties and their respective permitted successors and assigns.

**15.8. No Third-Party Beneficiaries.** The Agreement (including these Terms) are for the sole benefit of the Parties and their respective permitted successors and permitted assigns and nothing in the Agreement (including these Terms), express or implied, is intended to or shall confer on any other person or entity any legal or equitable right, benefit or remedy of any nature whatsoever under or by reason of the Agreement (including these Terms).

**15.9. Amendment and Modification; Waiver.** No amendment to, modification of, or rescission, termination or discharge of the Agreement (including these Terms) is effective unless it is in writing, identified as an amendment to or rescission, termination or discharge of the Agreement (including these Terms) and signed by an authorized representative of each Party. No waiver by any Party of any of the provisions of the Agreement (including these Terms) shall be effective unless explicitly set forth in writing and signed by the Party so waiving. Except as otherwise set forth in the Agreement (including these Terms), no failure to exercise, or delay in exercising, any rights, remedy, power or privilege arising from the Agreement (including these Terms) shall operate or be construed as a waiver thereof; nor shall any single or partial exercise of any right, remedy, power or privilege under the Agreement (including these Terms) preclude any other or further exercise thereof or the exercise of any other right, remedy, power or privilege.

**15.10. Severability.** If any provision of the Agreement (including these Terms) is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other term or provision of the Agreement (including these Terms) or invalidate or render unenforceable such term or provision in any other jurisdiction. On such determination that any term or other provision is invalid, illegal or unenforceable, the Parties shall negotiate in good faith to modify the Agreement so as to effect the original intent of the Parties as closely as possible in a mutually acceptable manner in order that the transactions contemplated by the Agreement (including these Terms) be consummated as originally contemplated to the greatest extent possible.

**15.11. Governing Law; Submission to Jurisdiction.** The Agreement (including these Terms) is governed by and construed in accordance with the internal laws of the State of Indiana without giving

effect to any choice or conflict of law provision or rule that would require or permit the application of the laws of any jurisdiction other than those of the State of Indiana. Any legal suit, action or proceeding arising out of or related to the Agreement will be instituted exclusively in the federal courts of the United States District Court of the Northern District of Indiana or the courts of the State of Indiana in each case located in the city of Fort Wayne and County of Allen, and each Party irrevocably submits to the exclusive jurisdiction of such courts in any such suit, action or proceeding. Service of process, summons, notice or other document by mail to such Party's address set forth in Section 2 of the Agreement will be effective service of process for any suit, action or other proceeding brought in any such court.

**15.12. Waiver of Jury Trial.** Each Party irrevocably and unconditionally waives any right it may have to a trial by jury in respect of any legal action arising out of or relating to the Agreement or the transactions contemplated by the Agreement (including these Terms).

**15.13. Equitable Remedies.** Customer acknowledges and agrees that a breach or threatened breach by Customer of any of its obligations under Section 3 of these Terms (Use Restrictions), Section 5 of these Terms (Confidentiality), Section 8 of these Terms (Intellectual Property Rights) or Section 11 of these Terms (Indemnification) would cause INDigital irreparable harm for which monetary damages would not be an adequate remedy and that, in the event of such breach or threatened breach, INDigital will be entitled to equitable relief, including in a restraining order, an injunction, specific performance and any other relief that may be available from any court of competent jurisdiction, without any requirement to post a bond or other security, or to prove actual damages or that monetary damages are not an adequate remedy. Such remedies are not exclusive and are in addition to all other remedies that may be available at law, in equity or otherwise.

**15.14. Attorneys' Fees.** In the event that any action, suit, or other legal or administrative proceeding is instituted or commenced by either Party against the other Party arising out of or related to the Agreement (including these Terms), the prevailing Party shall be entitled to recover its reasonable attorneys, expert witness and accountants' fees and court costs from the non-prevailing Party.

**EXHIBIT B**  
**Designated Sites**

**Hancock County Sheriff's Office**  
**98 Buchanan St.**  
**Carthage, IL 62321**

## **EXHIBIT C**

### **Software / Services Description**

#### **1. Database Services –**

**Location Database services for the PSAP. Repository for ALI. Legacy wireline records in the Hancock/Henderson County's, IL service area will be processed by INdigital using industry standard record exchange and correction methods. i2 format ALi service (wireless, VoIP - using pANi) will be provided by INdigital.**

#### **2. Routing Services –**

**INdigital will design and deploy an NGCS configuration that conforms to standards and includes the necessary components to provide NG9-1-1 using industry standard Functional Elements. Redundant, diverse service aggregation points of presence will be established, and the proposed solution will conform to the current standards, and accommodate future adjustments to the standards as they become available.**

#### **3. Network Services –**

**The proposal's objective is to establish an ESiNet (Emergency Services iP Network) to serve existing and new customers in Hancock/Henderson County's, IL. This connectivity will be provided by diverse carriers when available. This service enables connectivity to the PSAP for delivery of voice and data for NG9-1-1.**

**EXHIBIT D**  
**Payments and Fees**

**Indigital Next Gen Core Services Fee's**

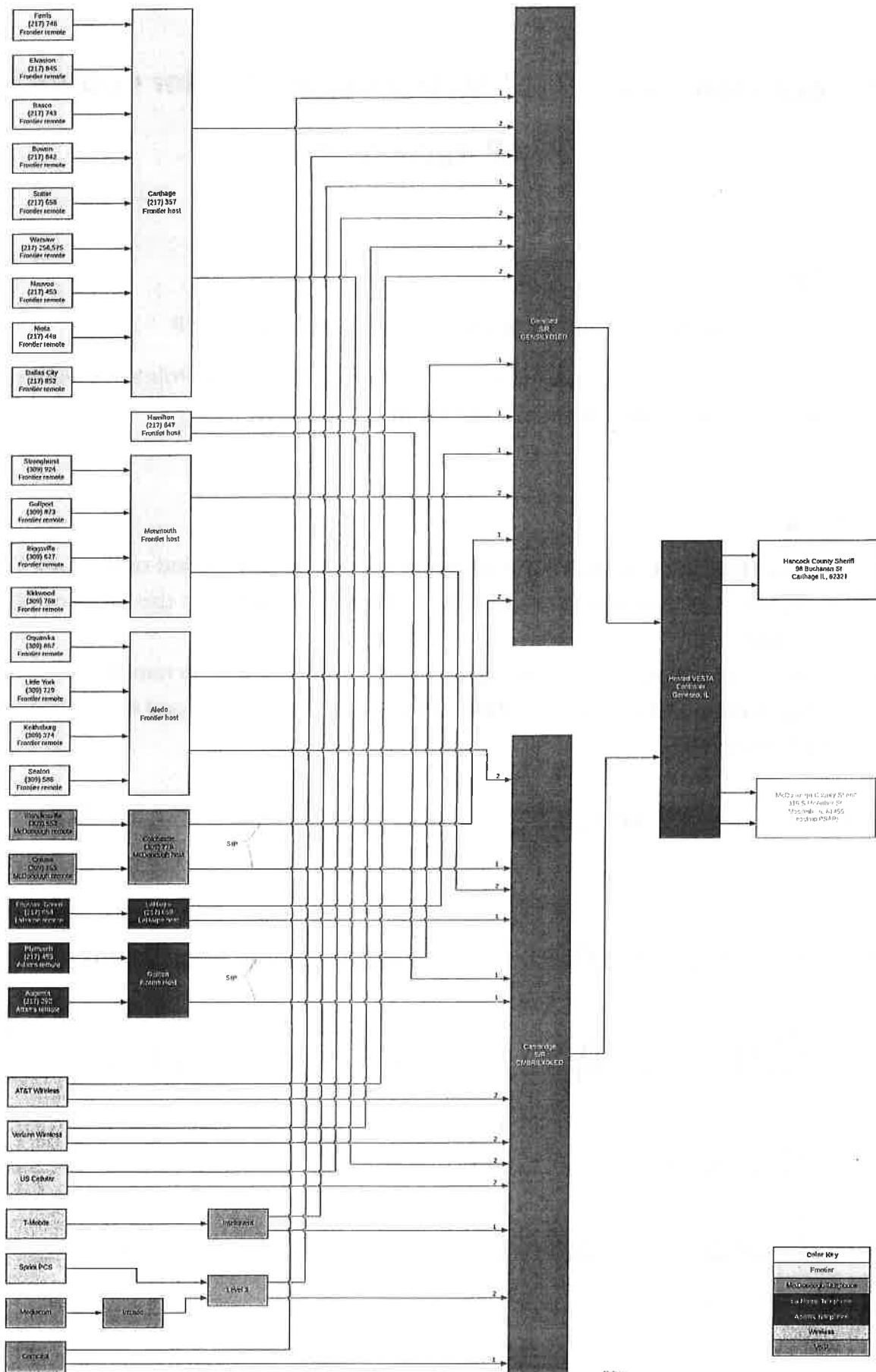
**Schedule of fees itemized by the features being delivered**

**Routing Services - [REDACTED]/mo.\***

**ALI Database - [REDACTED]/mo.\***

**Legacy gateway ports - [REDACTED]/mo.\***

**Monthly Recurring Cost - [REDACTED]/mo. (elements with \* to be billed directly to the Illinois State Police 9-1-1 Administrative Support Command for Indigital NGCS of Database/Selective Routing/Legacy Gateway Ports).**



# Hancock-Henderson 911/ McDonough-Schuyler County 911 PSAP Agreement

March 5, 2020

Between: Hancock/Henderson Joint ETSB and McDonough County ETSB

Re: McDonough County to serve as a backup Public Safety Answering Point hereinafter referred to as "PSAP" for Hancock-Henderson County.

## Call Handling:

Should the Hancock County's PSAP be out of service for any period of time, all E911 calls Normally handled by Hancock-Henderson PSAP will be routed to the McDonough County PSAP.

E911 calls received by the McDonough County dispatcher will be handled in the following manner. All vital information will be recorded and relayed to the Hancock County Dispatcher.

Primary: 217-357-2115

Secondary: 217-357-2730

Hancock-Henderson Joint ETSB

McDonough-Schuyler County ETSB

By: Marci Hopp

By: Eric W. Jernard

Title: 911 Administrator

Title: 911 Coordinator

Date: March 5, 2020

Date: 3/26/2020

# Hancock-Henderson 911/ Adams County 911

## PSAP Agreement

March 5, 2020

Between: Hancock/Henderson Joint ETSB and Adams County ETSB

Re: Hancock County Customers in the area of Meyer, Lima, and Loraine exchanges and the Quincy/ Adams 911 Customers in the area of Bowen and Augusta exchanges.

It is recognized that our counties have telephone exchanged that service both counties in the 911 systems. It is also recognized that it shows substantial cost savings to allow 911 customers outside each other's counties come into the others 911 system.

### Hancock County

- 1) All emergency 911 calls that are received from the Meyers, Lima, and Loraine exchanges, that are in Adams County shall be forwarded to the proper dispatch center.

### Quincy/Adams County

- 2) All emergency 911 calls that are received from the Bowen and Augusta exchanges, that are in Hancock County shall be forwarded to the proper dispatch center.

Hancock/ Henderson PSAP  
Hancock County Sheriff's Office  
Primary: (217)-357-2115  
Secondary: (217)-357-2730

Adams County PSAP  
Adams County E911  
Primary: (217)-222-9360  
Secondary: (217)-277-2020

By: Maria Hopp

By: Maria Hopp

Title: 911 Administration

Title: 9-1-1 Director

Date: March 5, 2020

Date: March 27, 2020

Title 9-1-1 Director

# PSAP CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Mercer County 911 PSAP, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 309-582-5194

Secondary: 309-582-5195

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Marina Hopp 3/5/20

Title Administrator

### Mercer County 9-1-1 PSAP

Public Safety Agency

By Jim McIntyre

Title 911 COORDINATOR

# PSAP CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the McDonough-Schuyler 911 PSAP, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 1-309-833-1441 Secondary: 309-837-1476

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

---

### Hancock-Henderson Joint ETSB

9-1-1 Authority

By Marwa Hopp

Title Administration

Date March 5, 2020

### McDonough-Schuyler 9-1-1 PSAP

Public Safety Agency

By Tim W. Ferrell

Title 911 Coordinator

Date 3/26/2020

# PSAP CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

## For 9-1-1 Emergency Communications

This agreement is made between the 9-1-1 Authority, and the Warren County 911 PSAP, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

## CALL HANDLING

Hancock/Henderson 911 PSAP receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: 309-734-8488

Secondary: 309-734-8388

## AID OUTSIDE JURISDICTION BOUNDARIES

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

### Hancock/Henderson Joint ETSB

9-1-1 Authority

By Maria Hopp

Title 911 Administrator

Date April 14, 2020

### Warren County 911 PSAP

Public Safety Agency

By [Signature]

Title 911 Coordinator

Date 04.14.2020

# TEST PLAN DESCRIPTION

## 1) Description of test plan (back-up, overflow, failure, database).

Place a test call on existing trunks to establish a working baseline.

Migrate 911 traffic to the new trunk groups.

Place a test call on new trunk group, confirm call ANI and ALI.

Engineer will block last trunk and new call delivered, confirm ANI and ALI.

Repeating of last step until all trunks have been tested.

Block the final trunk for testing of alternate routing.

Unblock all trunks and make final call to insure that configurations are in good operating state.

## 2) List wireline exchanges to be tested.

Frontier Communications

McDonough Telephone

LaHarpe Telephone

Adams Telephone

## 3) List of wireless and VoIP Carriers to be tested.

Mediacom

Comcast

Level 3 Communications

Intrado

AT&T Wireless

Verizon Wireless

US Cellular

T-Mobile

Sprint PCS