

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



State of Illinois

Application for
9-1-1 Modification Plan

911 GENERAL INFORMATION

DATE: 11/16/2023

Type of Change: <input type="checkbox"/> Long Form Modification Plan <input checked="" type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
Cook County Emergency Telephone System Board	278,531	946.0

List PSAPs:	Primary	Secondary
Des Plaines - Primary		
Maywood - Primary		
Northlake - Secondary		

911 System Contact: Martin Bennett

Street Address: 9511 Harrison Street

City, State and Zip Code: Des Plaines, IL 60016

Office Telephone: (847) 294-4746

Cellular Telephone: (312) 914-3839

Email: Martin.Bennett@ccsheriff.org

Wireless Coverage for Consolidated System:

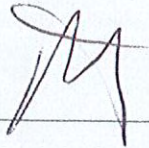
100 % Phase II compliant
 _____ % Phase I compliant

Please check if applicable:

NG9-1-1 capable
 Receive 9-1-1 Text
 Receive 9-1-1 Video

VERIFICATION

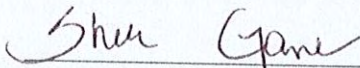
I, Martin Bennett, first being duly sworn upon oath, depose and say that I am Executive Director, of Cook County; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information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



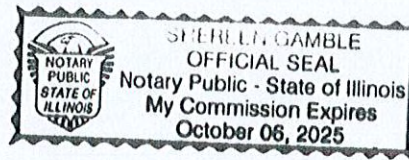
Executive Director

Subscribed and sworn to before me

this 16 day of November, 2023.



NOTARY PUBLIC, ILLINOIS



**9-1-1 SYSTEM PROVIDER
LETTER OF INTENT**

October 5, 2023

(Date)

Lisa Wirtanen

(9-1-1 System Provider Company Representative)

AT&T

(9-1-1 System Provider Company Name)

4918 W. 95th Street

(Street Address)

Oak Lawn, IL 60453

(City, State, Zip Code)

Dear Ms. Wirtanen:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our modification plan to be filed with the Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,



Martin Bennett
Executive Director
Cook County ETSB

enclosure: Modification Plan

NARRATIVE STATEMENT:

(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)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:

The Maywood unmanned back up will become a Primary PSAP.

The Primary PSAP Des Plaines and Maywood Primary PSAP (was previously unmanned backup) have two independent controllers. Currently, 911 calls are pointed at one controller at a time (Des Plaines). Staff is able to work in Maywood and pick up to use the Des Plaines controller. The Maywood controller is brought online for testing and both staff in Des Plaines and Maywood can pick up the Maywood controller. The controllers in Maywood and Des Plaines both have capacity on the controllers but Maywood lacks the amount of trunks that Des Plaines has. This will not be an issue on the ESInet. The switch between Des Plaines and Maywood routing can be manually activated or can be activated by the 911 Resolution Center. Once the switch is made to the ESInet software, each controller would be able to route calls if they were fed from the ESInet in Maywood or Des Plaines.

Text to 911

Comtech is our control center for text to 911.

Alternative Routes

Northwest Central Dispatch is the backup center to Cook County 911. If there was an issue in Des Plaines and we had to leave our center the calls are routed to our Maywood backup center. That is set up as abandon until an operator flips a physical switch in Maywood. While that is in abandon mode the calls will go to Northwest Central Dispatch. Once our staff arrives in Maywood and they flip the switch then Maywood will become active and begin to receive calls. Overflow calls are routed to Northwest Central Dispatch if there is an overflow at Des Plaines or in Maywood.

Test Plan Description

Both SWCD and NWCDS have migrated to the State' s AT&T ESInet. Selective Routers are no longer in play. Routing 911 calls to either NWCDS or SWCD should be established with AT&T as predetermined alternate routes. If the Des Plaines PSAP is busy, calls will route to the Maywood PSAP. The predetermined alternate route could be NWCDS. If the Maywood PSAP is busy, calls will route to the Des Plaines PSAP. If the Des Plaines PSAP is busy the predetermined alternate route could be SWCS. Or for both PSAP' s the predetermined alternate routes could be NWCDS, then SWCD the NWCDS. The back up configuration needs to be tested when the Cook County 911 System transitions to ESInet.

Plan Narrative:

AT&T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA's Incident Command System, with notifications built into the process.

The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet. AT&T's 9-1-1 Resolution Center has dedicated public safety resources.

The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).

The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).

AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State's NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.

Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI's). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.

AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.

Integrated Text-to-911 is supported by the ESInet.


AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.

GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.

The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.

AT&T's ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.

Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls.

A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u> N/A </u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u> TBD </u>
Installation cost of the project	\$ <u> TBD </u>
Anticipated annual revenues	\$ <u> N/A </u>

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
Berkeley	5819 Electric Avenue, Berkeley, IL 60163
Blue Island	13031 Greenwood Avenue, Blue Island, IL 60406
Chicago Heights	1601 Chicago Road, Chicago Heights, IL 60411
Ford Heights	1343 Ellis Avenue, Ford Heights, IL 60411
Golf	1 Briar Road, P.O. Box 216, Golf, IL 60029
Harvey	15320 Broadway Avenue, Harvey, IL 60429
Hometown	4331 Southwest Highway, Hometown, IL 60456
Indian Head Park	201 Acacia Road, Indian Head Park, IL 60525
Lyons	4200 Lawndale Avenue, Lyons, IL 60534
Merrionette Park	11720 South Kedzie, Merrionette Park, IL 60803
Northlake	55 East North Avenue, Northlake, IL 60164
Palos Park	8999 West 123rd St, Palos Park, IL 60464
Park Ridge	200 S. Vine Avenue, Park Ridge, IL 60068
Phoenix	629 E. 151st, Phoenix, IL 60426
Robbins	3327 West 137th Street, Robbins, IL 60472

PARTICIPATING AGENCIES

9-1-1 Participating Agency	Street Address	City	Zip	Admin Phone	Direct Dispatch	Transfer	Call Relay
Aisip Fire Department	12600 S. Pulaski Rd.	Aisip	60803	(708) 385-6902	X		
Arlington Heights Fire Department	1150 N. Arlington Hgts. Rd.	Arlington Heights	60004	(847) 368-5450	X		
Barrington Hills Fire District	400 N. Northwest Highway	Barrington	60010	(847) 304-3600	X		
Bedford Park Fire Department	6820 S. Archer Ave.	Bedford Park	60501	(708) 563-4513	X		
Bellwood Fire Department	3200 Washington Blvd.	Bellwood	60104	(708) 547-3524	X		
Bensenville Fire Department	500 S. York Rd.	Bensenville	60106	(530) 350-3441	X		
Berkeley Fire Department	5819 Electric Ave.	Berkeley	60163	(708) 449-9444	X		
Berkeley Police Department	5819 Electric Ave.	Berkeley	60163	(708) 449-9444	X		
Berwyn Fire Department	6700 W. 26th St	Berwyn	60402	(708) 788-2660	X		
Blue Island Fire Department	2450 W. Vermont Street	Blue Island	60406	(708) 396-7070	X		
Blue Island Police Department	13031 Greenwood Ave	Blue Island	60406	(708) 385-1313	X		
Bridgeview Fire Department	7500 S. Oketo Ave.	Bridgeview	60455	(708) 924-8250	X		
Broadview Fire Department	2400 S. 25th Ave.	Broadview	60155	(708) 343-6124	X		
Brookfield Fire Department	9001 Shields Ave.	Brookfield	60513	(708) 485-0076	X		
Brookfield Zoo Fire Brigade	3300 Golf	Brookfield	60513	(708) 485-0023	X		
Buffalo Grove Fire Department	1051 Highland Grove Dr.	Buffalo Grove	60089	(847) 537-0995	X		
Burbank Fire Department	6530 West 79th St.	Burbank	60459	(708) 599-7766	X		
Burnham Fire Department	14450 Manistee Ave.	Burnham	60633	(708) 891-9865	X		
Calumet City Fire Department	684 Wentworth Ave.	Calumet City	60409	(708) 891-8145	X		
Calumet Park Fire Department	12457 S. Ashland Ave.	Calumet Park	60827	(708) 385-0550	X		
Chicago Emergency Comm Center	1411 W. Madison	Chicago	60607	(773) 746-9111	X		
Chicago Fire Department	10 W. 35th Street	Chicago	60616	(312) 745-4200	X		
Chicago Heights Police Department	1601 Halsted St.	Chicago Heights	60411	(708) 754-2121	X		
Chicago Heights Fire Department	83 E. Joe Orr Rd.	Chicago Heights	60411	(708) 756-5370	X		
Cicero Fire Department	5303 West 25th St.	Cicero	60804	(708) 652-0174	X		
Cook Cty Forest Preserve Police	536 N Harlem Ave.	River Forest	60305	(708) 771-1000	X		
Cook Cty Sheriffs Police	1401 S. Maybrook Drive	Maywood	60153	(708) 865-4770	X		
Country Club Hills F. D.	4350 West 183rd St.	Country Club Hills	60478	(708) 798-3270	X		
Crestwood Fire Department	13840 S. Cicero Ave.	Crestwood	60445	(708) 371-4805	X		
Des Plaines Fire Department	405 S. River Rd.	Des Plaines	60016	(847) 391-5333	X		
Dixmoor Police Department	170 West 145th St.	Dixmoor	60426	(708) 389-9441	X		
Dixmoor Fire Department	170 West 145th St.	Dixmoor	60426	(708) 389-9441	X		
Dolton Fire Department	14022 Park Ave.	Dolton	60419	(708) 201-3250	X		

PARTICIPATING AGENCIES

East Hazel Crest Fire Department	17223 S. Throop St.	East Hazel Crest	60429 (708) 798-3902	X
Elgin Fire Department	550 Summit St.	Elgin	60120 (847) 931-6175	X
Elk Grove Village Fire Department	901 Brantwood Ave.	Elk Grove Village	60007 (847) 734-8002	X
Elmhurst Fire Department	209 North York Road	Elmhurst	60126 (630) 530-3090	X
Elmwood Park Fire Department	7 Conti Parkway	Elmwood Park	60707 (708) 453-2600	X
Evanston Fire Department	909 Lake St.	Evanston	60201 (847) 866-5918	X
Evergreen Park Fire Department	9000 S. Kedzie Ave.	Evergreen Park	60805 (708) 422-2148	X
Flossmoor Fire Department	2828 Flossmoor Rd	Flossmoor	60422 (708) 798-3885	X
Ford Heights Fire Department	1343 Ellis Ave.	Ford Heights	60411 (708) 758-3451	X
Forest Park Fire Department	7625 Wilcox St.	Forest Park	60130 (708) 366-1234	X
Forest View Fire Department	7010 West 46th St.	Forest View	60402 (708) 788-9769	X
Franklin Park Fire Department	10001 W. Addison St.	Franklin Park	60131 (847) 678-2400	X
Glencoe Fire Department	325 Hazel Ave.	Glencoe	60022 (847) 835-4112	X
Glenview Fire Department	1815 Glenview Rd.	Glenview	60025 (847) 724-2141	X
Glenwood Fire Department	1 Asselborn Way	Glenwood	60425 (708) 753-2440	X
Golf	1 Briar Rd. P.O. Box 216	Golf	60029 (847) 998-8857	X
Glenview Fire Department	1815 Glenview Rd.	Glenview	60025 (847) 724-2141	X
Hanover Park Fire Department	6850 Barrington Rd.	Hanover Park	60103 (630) 736-6800	X
Harvey Police Department	15301 Dixie Hwy	Harvey	60426 (708) 210-5200	X
Harvey Fire Department	15600 S. Center	Harvey	60426 (708) 331-7720	X
Hazel Crest Fire Department	2903 West 175th St.	Hazel Crest	60429 (708) 335-9630	X
Hillside Fire Department	523 N. Wolf Rd.	Hillside	60162 (708) 547-8684	X
Hines VA Hospital F.D.	P.O. Box 5000 Route 0015	Hines	60141 (708) 202-8387	X
Hinsdale Fire Department	121 Symonds Dr.	Hinsdale	60521 (630) 789-7060	X
Hoffman Estates Fire Department	1900 Hassell Rd.	Hoffman Estates	60169 (847) 843-3825	X
Hometown FPD	4301 SW Hwy	Hometown	60456 (708) 422-3637	X
Hometown Police	4331 SW Hwy	Hometown	60456 (708) 422-2188	X
Homewood Fire Department	17950 Dixie Hwy.	Homewood	60430 (708) 206-3400	X
Indian Head Park PD	201 Acacia Dr	Indian Head Park	60525 (708) 246-4534	X
Justice Roberts Park FPD	7800 Archer Rd.	Justice	60458 (708) 458-1585	X
LaGrange Fire Department	300 W. Burlington Ave.	LaGrange	60525 (708) 579-2338	X
LaGrange Park Fire Department	447 N. Catherine Ave.	LaGrange Park	60526 (708) 354-0225	X
Lansing Fire Department	19300 Burnham	Lansing	60438 (708) 895-7400	X
Lincolnwood Fire Department	6900 N. Lincoln Ave.	Lincolnwood	60712 (847) 673-1545	X

PARTICIPATING AGENCIES

Lynwood Fire Department	3107 E. Glenwood-Dyer Rd.	Lynwood	60411 (708) 758-6102	X
Lyons Fire Department	4043 Joliet Avenue	Lyons	60534 (708) 447-6655	X
Lyons Police Department	4200 Lawndale	Lyons	60534 (708) 447-1225	X
Markham Fire Department	16313 Kedzie Pkwy.	Markham	60428 (708) 331-4905	X
Matteson Fire Department	3445 W. 211th St.	Matteson	60443 (708) 748-5129	X
Maywood Fire Department	700 St. Charles Rd.	Maywood	60153 (708) 681-8860	X
McCook Fire Department	5000 Glencoe Ave.	McCook	60525 (708) 447-7561	X
Melrose Park Fire Department	3601 W. Lake	Melrose Park	60160 (708) 344-1315	X
Merrionette Park Fire Department	3165 West 115th St.	Merrionette Park	60803 (708) 396-3180	X
Merrionette Park Police Department	11750 S Kedzie	Merrionette Park	60808 (708) 396-3170	X
Metra Police Department	547 W. Jackson Blvd 9th Fl	Chicago	60661 (312) 322-2800	X
Midlothian Fire Department	14801 S. Pulaski Rd.	Midlothian	60445 (708) 489-4742	X
Morton Grove Fire Department	6250 Lincoln Ave.	Morton Grove	60053 (847) 470-5226	X
Mount Prospect Fire Department	112 E. Northwest Hwy.	Mount Prospect	60056 (847) 870-5660	X
Niles Fire Department	8360 W. Dempster St.	Niles	60714 (847) 588-6801	X
North Riverside Fire Department	2331 S. Des Plaines Ave.	North Riverside	60546 (708) 447-1981	X
Northbrook Fire Department	740 Dundee Rd.	Northbrook	60062 (847) 498-5545	X
Northlake Police Department	55 E. North Ave	Northlake	60164 (708) 531-5755	X
Northfield Fire Department	1800 Winnetka	Northfield	60093 (847) 441-3800	X
Oak Brook Fire Department	1200 Oak Brook Road	Oak Brook	60523 (630) 990-3040	X
Oak Brook Fire Department	1200 Oak Brook Road	Oak Brook	60523 (630) 990-3040	X
Oak Forest Fire Department	5620 James Dr.	Oak Forest	60452 (708) 687-6050	X
Oak Lawn Fire Department	6451 West 93rd Pl.	Oak Lawn	60453 (708) 499-7700	X
Oak Park Fire Department	100 N. Euclid	Oak Park	60301 (708) 358-5602	X
Olympia Fields (Matteson F.D.)	3445 W. 211th St.	Matteson	60443 (708) 748-5129	X
Palatine Fire Department	39 E. Cofax	Palatine	60067 (847) 202-6340	X
Palos Park Police Department	8999 123rd St	Palos Park	60464 (708) 448-2191	X
Park Forest Fire Department	156 Indianwood Blvd,	Park Forest	60456 (708) 748-5606	X
Park Ridge Police Department	200 Vine St	Park Ridge	60068 (224) 580-2860	X
Park Ridge Fire Department	901 Devon	Park Ridge	60068 (847) 318-5259	X
Phoenix Fire Department	625 East 151st St.	Phoenix	60426 (708) 331-2182	X
Phoenix Police Department	625 East 151st St.	Phoenix	60426 (708) 331-2182	X
Posen Fire Department	2440 W. Walter-Zimny Dr.	Posen	60469 (708) 385-3110	X
Richton Park Fire Department	4455 Sauk Trail	Richton Park	60471 (708) 481-8985	X

ADJACENT AGENCIES LIST

Adjacent Agencies

AGENCY	STREET ADDRESS,CITY,ZIPCODE	TELEPHONE NUMBER
Alsip	4500 W. 123rd. St. Alsip IL 60803	7083856902
Arlington Heights	33 S. Arlington Hgts. Rd. Arlington Heights IL 60005	8473685300
Barrington/Inverness	400 N. Northwest Highway Barrington IL 60010	8473043300
Barrington Hills	112 Algonquin Rd. Barrington Hills IL 60010	8475513006
Bartlett	228 S. Main St. Bartlett IL 60103	6308370846
Bedford Park	6701 S. Archer Ave. Bedford Park IL 60501	7084583388
Bellwood	3200 Washington Blvd. Bellwood IL 60104	7085473530
Bensenville	100 N. Church Rd. Bensenville IL 60106	6303503455
Berwyn	6401 W. 31st Street Berwyn IL 60402	7087955600
Bridgeview	7500 S. Oketo Ave. Bridgeview IL 60455	7084582131
Broadview	2350 S. 25th Ave. Broadview IL 60155	7083456550
Brookfield	8820 Brookfield Ave. Brookfield IL 60513	7084858131
Buffalo Grove	46 Raupp Blvd. Buffalo Grove IL 60089	8474592560
Burbank	5650 W. 75th Place Burbank IL 60459	7084990440
Burnham	14450 Manistee Burnham IL 60633	7088912122
Burr Ridge	7660 S. County Line Rd. Burr Ridge IL 60527	6303238181
Calumet City	1200 Pulaski Rd. Calumet City IL 60409	7088682500
Calumet Park	12409 S. Throop St. Calumet Park IL 60827	7083856862
Chgo Comm Center	1411 Madison Chicago IL 60607	3127469236
Chicago Ridge	10425 S. Ridgeland. Chicago Ridge IL 60415	7084257831
Cicero	4932 West 25th Pl. Cicero IL 60804	7086522130
Country Club Hills	3700 West 175th Pl. Country Club Hills IL 60478	7087983191
Countryside	5550 East Ave. Countryside IL 60525	7083546932
Crestwood	13840 S. Cicero Ave. Crestwood IL 60445	7083714800
Deerfield	850 Waukegan Rd. Deerfield IL 60015	8479458636
Des Plaines	1418 Miner St. Des Plaines IL 60016	8473915450
Dolton	14030 Park Ave. Dolton IL 60419	7088412533
East Hazel Crest	17223 S. Throop St. East Hazel Crest IL 60429	7087982186
Elgin	151 Douglas Elgin IL 60120	8472892740
Elk Grove Village	901 Wellington Ave. Elk Grove Village IL 60007	8473574110
Elmwood Park	7420 Fullerton Ave. Elmwood Park IL 60707	7084532137
Evanston	1454 Elmwood Ave. Evanston IL 60201	8478665005
Evergreen Park	9420 S. Kedzie Ave. Evergreen Park IL 60805	7082298188
Flossmoor	2800 Flossmoor Rd. Flossmoor IL 60422	7089574500
Forest Park	517 Des Plaines Ave. Forest Park IL 60130	7083662425
Forest View	7000 West 46th St. Forest View IL 60402	7087880318
Franklin Park	9545 W. Belmont Ave. Franklin Park IL 60131	8476718200
Glencoe	675 Village Ct. Glencoe IL 60022	8478354112
Glenview	2500 E. Lake Ave Glenview IL 60026	8477295000
Glenwood	One Asselborn Way Glenwood IL 60425	7087586071
Hanover Park	2121 W. Lake St. Hanover Park IL 60103	6303724400
Harwood Heights	7300 W. Wilson Harwood Heights IL 60706-	7088674353
Hazel Crest	3000 West 170th Pl. Hazel Crest IL 60429	7083359640
Hickory Hills	8652 West 95th St. Hickory Hills IL 60457	7085984900

Carrier Listing

Name	Type
AT&T MOBILITY	CELL
CINQUEAR WIRELESS	CELL
CRICKET	CELL
METRO PCS	CELL
NEXTEL COMMUNICATIONS	CELL
PRIME CO	CELL
SPRINT PCS	CELL
T-MOBILE USA	CELL
US CELLULAR	CELL
VERIZON WIRELESS	CELL
SINK	VOIP
BOX PACKET B	VOIP
ACN DIGITAL PHONE	VOIP
AFFINITY	VOIP
ALIANZA	VOIP
ALLSTATE ROADSIDE TELEMATICS	VOIP
ALTEON BOWTH MNG	VOIP
AT LAST COMMS	VOIP
AT&T VOIP	VOIP
ATT - CS	VOIP
ATT LOCAL NET SRV-ATCS	VOIP
BANDTEL	VOIP
BIG RIVER TELEPHONE COMPANY	VOIP
BROAD VOICE	VOIP
COBEYOND	VOIP
CENTURYLINK	VOIP
CT COMMUNICATION	VOIP
CMNI	VOIP
COMCAST	VOIP
COMPARTNERS CBL	VOIP
CONX	VOIP
CROSS COUNTY AUTO SERVICE	VOIP
CW 123	VOIP
CYPRUS	VOIP
DASH CARRIER	VOIP
DASH CARRIER SERVICES	VOIP
GLOBAL CROSSING	VOIP
IBF	VOIP
INTRADO	VOIP
LEVEL 3	VOIP
LINGO	VOIP
MCI	VOIP
MEDIA.COM	VOIP
MOTOROLA 1221	VOIP
NETWORK BILLING SYSTEMS	VOIP
NEW GLOBAL TELCOM	VOIP

ADJACENT AGENCIES LIST

Hillside	425 Hillside Avenue Hillside IL 60162	7082024356
Hines	P.O. Box 2070 Hines IL 60141	7082022013
Hinsdale	121 Symonds Dr. Hinsdale IL 60521	6307897083
Hodgkins	6015 Lenzi Ave. Hodgkins IL 60525	7083524623
Hoffman Estates	411 W. Hggins Road Hoffman Estates IL 60169	8477812801
Homewood	17950 Dixie Hwy. Homewood IL 60430	7082063420
Justice	7800 S. Archer Road Justice IL 60458	7084582191
Kenilworth	419 Richmond Rd. Kenilworth IL 60043	8472512141
LaGrange	304 W. Burlington Ave. LaGrange IL 60525	7085792334
LaGrange Park	447 N. Catherine Ave. LaGrange Park IL 60526	7083522151
Lansing	2710 170th St. Lansing IL 60438	7088957150
Lemont	14600 127th St Lemont IL 60439	6302572229
Lincolnwood	6900 N. Lincoln Ave. Lincolnwood IL 60712	8476732167
Lynwood	21460 Lincoln Hwy. Lynwood IL 60411	7087584744
Markham	16313 Kedzie Pkwy. Markham IL 60426	7083314905
Matteson	20500 S. Cicero Ave. Matteson IL 60443	7087484085
Maywood	125 South 5th. Ave. Maywood IL 60153	7084504460
McCook	5000 Glencoe Ave. P.O. 1503 McCook IL 60525	7084471234
Melrose Park	1 N. Broadway Ave. Melrose Park IL 60160	7083448409
Morton Grove	6101 Capulina Ave. Morton Grove IL 60053	8474705208
Mount Prospect	112 E. Northwest Hwy. Mount Prospect IL 60056	8478705653
Niles	7200 N. Milwaukee Ave. Niles IL 60714	8475886510
Norridge	4020 N. Olcott Ave. Norridge IL 60706	7084534770
North Riverside	2359 S. Des Plaines Ave. North Riverside IL 60546	7084479191
Northbrook	1401 Landwehr Rd. Northbrook IL 60062	8475642060
Northfield	350 Walnut St. Northfield IL 60093	8474462131
Oak Forest	15440 S. Central Ave. Oak Forest IL 60452	7086871376
Oak Lawn	9446 S. Raymond Ave. Oak Lawn IL 60453	7084997723
Oak Park	123 Madison Oak Park IL 60302-4272	7083863800
Olympia Fields	20701 Governors Hwy. Olympia Fields IL 60461	7085038100
Orland Hills	16039 S. 94th Ave Orland Hills IL 60477	7083494111
Orland Park	15100 Ravinia Ave. Orland Park IL 60462	7083494111
Palatine	200 E. Wood St. Palatine IL 60067	8473599011
Palos Heights	7607 W. College Dr. Palos Heights IL 60463	7084485060
Palos Hills	8555 West 103rd St. Palos Hills IL 60465	7085982992
Park Forest	200 Lakewood Blvd. Park Forest IL 60466	7087488390
Posen	2440 W. Walter Zimny Dr. Posen IL 60469	7083850277
Prospect Heights	14 E. Camp McDonald Rd. Prospect Hgts IL 60070	8473985511
Richton Park	4455 Sauk Trail Richton Park IL 60471	7084818911
River Forest	400 Park Ave. River Forest IL 60305	7083667125
River Grove	2621 Thatcher Ave. River Grove IL 60171	7084532123
Riverdale	14140 S. Tracy Ave. Riverdale IL 60827	7088412203
Riverside	31 Riverside Rd. Riverside IL 60546	7084472127
Rolling Meadows	3600 Kirchoff Rd. Rolling Meadows IL 60008	8472552416
Roselle	103 S. Prospect Roselle IL 60172	6309802030
Rosemont	9501 W. Devon Ave. Rosemont IL 60018	8478231134
Sauk Village	21701 Torrence Ave. Sauk Village IL 60411	7087581331

ADJACENT AGENCIES LIST

Schaumburg	1000 W. Schaumburg Rd. Schaumburg IL 60194	8478823534
Schiller Park	9526 W. Irving Park Rd. Schiller Park IL 60176	8476784794
Skokie	8350 Laramie Skokie IL 600772491	8479825910
South Barrington	30 S. Barrington Rd. South Barrington IL 60010	8473817511
South Chicago Heights	2729 Jackson Ave. P.O. 770 So. Chgo Hgts IL 60412	7087547131
South Holland	16220 Wausau Ave. South Holland IL 60473	7082102945
Steger	3322 Emerald Steger IL 60475	7086721564
Stickney	6533 W. Pershing Rd. Stickney IL 604024018	7087882131
Stone Park	1629 Mannheim Rd, Stone Park, IL 60165	7084503216
Streamwood	401 E. Irving Park Rd. Streamwood IL 60107	6308370953
Summit	5810 S. Archer Rd. Summit IL 60501	7085634830
Thornton	700 Park Thornton IL 60476	7088774440
Tinley Park	7850 West 183rd St. Tinley Park IL 60477	7084445300
University Park	698 Burnham Dr. University Park IL 60466	7085340914
Western Springs	740 Hillgrove Ave. Western Springs IL 60558	7082468540
Wheeling	255 W. Dundee Rd. Wheeling IL 60090	8474592634
Willow Springs	8255 Willow Springs Rd. Willow Springs IL 60480	7088392732
Wilmette	710 Ridge Rd. Wilmette IL 60091	8478537554
Winnetka	410 Green Bay Rd. Winnetka IL 60093	8475016034
Worth	7112 West 111th St. Worth IL 60482	7084483979

CARRIER LISTING

NEXIVA	VOIP
ONSTAR CALL CENTER	VOIP
QOMA	VOIP
PCVOIP STATION	VOIP
POWERNET GLOBAL	VOIP
QWEST COMMUNICATIONS	VOIP
RED SKY GLOBAL	VOIP
RNK COMM. - RNKV	VOIP
SIRIUS XM	VOIP
SORENSEN RELAY CUSTOMER	VOIP
SPEAKEASY	VOIP
TIME WARNER CABLE	VOIP
UNKNOWN CARRIER	VOIP
USLEC	VOIP
VERIZON TELMATIC	VOIP
VERIZON VOIP	VOIP
VONAGE	VOIP
VONAGE BUSINESS SOLUTIONS	VOIP
YMAX	VOIP

Test Plan Description i3

TEST #	TEST CASE	TYPE
1	Trunk Verification (SIP)	Call Routing
2	Trunk Verification (SS7 Ingress from LSR)	Call Routing
3	Trunk Verification (SS7 Egress from AGC to LSR)	Call Routing
4	Perform reboot and validation on each AT&T network edge router at PSAP	Failover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Failover
6	Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESInet	Equipment
8	Wireless Call Routed to PSAP through AT&T Esinet	Equipment
9	VOIP Call Routed to PSAP through AT&T ESInet	Equipment
10	CPE bids i3 Components	Call Handling
11	i3 Routing Fails, Routing via SRDB for Wireline call	Call Routing
12	i3 Routing via ECRF for Wireline call	Call Routing
13	i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP)	Call Handling
14	S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP	Call Handling
15	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
16	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
17	PSTN Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
18	Manual Transfer to valid local TN	Call Handling
19	Manual conference bridging to invalid unassigned number	Call Handling
20	Manual conference bridging to a valid 8YY number	Call Handling
21	Manual conference bridging to a valid Busy number	Call Handling
22	Manual conference bridging to a Multi-Party Conference	Call Handling
23	Manual conference bridging to a valid long-distance cell	Call Handling
24	Alternate Routing	Call Routing
25	Ring no Answer Timer	Call Routing
26	No position Logged In	Call Routing
27	Abandonment Routing	Call Routing
28	Un-Abandonment Routing	Call Routing
29	Abandonment Routing – PAD Testing (if PAD available)	Call Routing
30	Un-Abandonment Routing – PAD Testing (if PAD available)	Call Routing
31	Test line appearances that appear on each CPE	Call Processing
32	TTY call	Call Handling
33	TTY conference call	Call Handling