

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



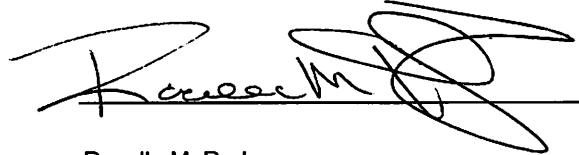
**State of Illinois**

**Application for**  
**9-1-1 Modification Plan**



# VERIFICATION

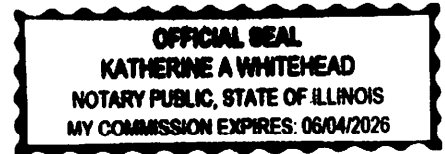
I, Rocella M. Rodgers, first being duly sworn upon oath, depose and say that I am Communications 9-1-1 Center Manager, of the Village of Wheeling 9-1-1 Center; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

  
\_\_\_\_\_  
Rocella M. Rodgers

Subscribed and sworn to before me

this 17 day of July, 20 23.

  
NOTARY PUBLIC, ILLINOIS



# 9-1-1 SYSTEM PROVIDER LETTER OF INTENT

06/01/2023

\_\_\_\_\_  
(Date)

Ms. Lisa Wirtanen

\_\_\_\_\_  
(9-1-1 System Provider Company Representative)

AT&T

\_\_\_\_\_  
(9-1-1 System Provider Company Name)

4918 W. 95th Street

\_\_\_\_\_  
(Street Address)

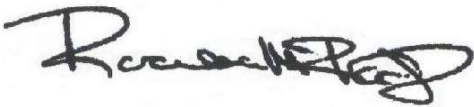
Oak Lawn, IL 60453

\_\_\_\_\_  
(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,



Rocella M. Rodgers  
Communications 9-1-1 Center Manager

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 Village of Wheeling 9-1-1 Center is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 system Provider ("SSP"). The Village of Wheeling 9-1-1 Center will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T's ESInet combines AT&T's network capabilities with technology from Intrado Life & Safety, Inc. (Intrado). The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.

AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry-leading SLAs, management services, and tools to help ensure that they provide the best possible service. The design is based on building redundant systems to avoid any Single Point of Failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all PSAPs connected to the ESInet and tested will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.

AT&T's ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by eight (8) different Security Operation's Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.

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 a 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.

## Plan Narrative:

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 24 hours a day, seven (7) days a week, 365 days a year (24x7/365) from a Network Operations Center (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 an external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POIs). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With 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 the new AT&T infrastructure will follow.

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 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 Geo-spatial 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 ongoing 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 NOC staffed 24x7/365 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 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC, and Data Center access are monitored by 24x7/365 security and access control systems.

The Wheeling 9-1-1 Center participates in a Geo-Diverse and Federated NG9-1-1 call handling platform delivered over a secure dedicated Wide Area Network. The two host sites, located in Wheeling and Northbrook, will serve as the geo-redundant core infrastructure for the call handling system. When the volume of emergency calls at the Wheeling 9-1-1 Center Public Safety Answering Point (PSAP) is such that an overflow of emergency calls is produced, the overflow of emergency calls, normally routed to the Wheeling 9-1-1 Center, will be transferred to Northwest Central Dispatch System. Northwest Central Dispatch System, located at 1975 E. Davis St., Arlington Heights, IL 60005, will serve as the backup PSAP, and will be utilized in the event that the Wheeling 9-1-1 Center PSAP call handling platform become inoperable and the, providing Northwest Central Dispatch System is physically capable of receiving such calls. 

# FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ _____	\$ 0.00
Projected annual recurring 9-1-1 network costs after modification	TBD	
Installation cost of the project	TBD	
Anticipated annual revenues	\$ _____	\$ 0.00





# 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.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Cook County Forest Preserve Police	536 North Harlem Avenue, River Forest, Illinois 60305	(708) 458-1000
Cook County Sheriff Department	9511 W Harrison, Des Plaines, Illinois 60016	(847) 458-1000
Glenview Police Department	2550 East Lake Avenue, Glenview, Illinois 60026	(847) 901-6111
Illinois State Police	801 S. Seventh St, Suite 300-A, Springfield, IL 62703	(847) 294-4843
Lake County Sheriff Department	1303 North Milwaukee Av, Libertyville, Illinois 60048	(847) 549-5200
Lincolnshire Police/Fire Departments	One Olde Half Day Rd, Lincolnshire, Illinois 60069-3035	(847) 734-6217
Northbrook Police/Fire Departments	1401 Landwehr Rd, Northbrook, Illinois 60061	(847) 272-2131
Northwest Central 9-1-1 System	1975 East Davis St, Arlington Heights, Illinois 60005	(847) 398-1130
Oakton Community College Police Department	1600 E. Golf Rd, Room 1170, Des Plaines, IL 60016	(847) 635-1888
Proviso-Leyden Joint 9-1-1 Authority	395 W. Lake St, Elmhurst, IL 60126	(708) 344-2124
Regional Emergency Dispatch	1842 Shermer Rd, Northbrook, Illinois 60062	(847) 824-1313
Riverwoods Police and Fire Departments	845 Saunders Rd, Riverwoods, IL 60015	(847) 734-6217
Rosemont Public Safety Department	9501 W. Devon Av, Rosemont, IL 60018	(708) 344-2124
The Illinois Toll Highway Authority	2700 Ogden Av, Downers Grove, IL 60515	(630) 241-6800
West Suburban Consolidated Dispatch	400 Park Av, River Forest, IL 60305	(708) 386-2131



# ATTACHMENTS

**Ordinance** - The local ordinance which created an ETSB prior to January 1, 2016.

**Contracts** - The contract for a new 9-1-1 system provider or for NG 9-1-1 service.

## **Intergovernmental Agreement**

**Back-up PSAP Agreement** - The agreement that establishes back-up service due to interruptions or overflow services between PSAPs.

**Network Diagram** - Diagram provided by the 9-1-1 System Provider. Re-evaluate P.01 grade of Service for cost savings and network efficiency.

## 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 ATI Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESnet	Equipment
8	Wireless Call Routed to PSAP through AT&T Esinet	Equipment
9	VOiP Call Routed to PSAP through AT&T ESnet	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	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	TIY call	Call Handling
33	TIY conference call	Call Handling