

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



State of Illinois

Application for
9-1-1 Modification Plan

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification 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 modify your 9-1-1 system. All modified plans must comply with 83 Ill. Adm. Code Part 1325.

LONG FORM MODIFIED 9-1-1 PLAN:

The following 9-1-1 system changes require Administrator approval:

- 1) Changing boundaries that require an intergovernmental agreement between local governmental entities to exclude or include residents within the 9-1-1 jurisdiction
- 2) Changing or adding a 9-1-1 system provider
- 3) Changes in network configuration, except as provided for in subsection 1325.200(h), (i.e. implementation of a Next Generation 9-1-1 (NG9-1-1) system)
- 4) Change of Backup PSAP arrangement

The Modified Plan must include the following documents:

General Information	Contact and 9-1-1 System information.
Verification	Notarized statement of truth regarding information provided in the plan.
Letter of Intent	Letter that is sent to the 9-1-1 System Provider with a copy of the plan.
Plan Narrative	A summary of the changes of the proposed system's operation.
Financial Information	A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues.
5-Year Strategic Plan	A detailed plan for implementation and financial projections.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) who are dispatched by the 9-1-1 System.
Adjacent Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) that are adjacent to the 9-1-1 System's jurisdictional boundaries.

Attachments (if applicable):

Ordinance	Any local ordinances which dissolve an existing ETSB or creates a new ETSB.
Intergovernmental Agreement	Any intergovernmental agreements or MOU's creating a joint ETSB or any other agreements pertinent to the 9-1-1 system.
Contracts	Contract(s) with a 9-1-1 system provider or for NG-9-1-1 service.
Back-up PSAP Agreement	Establishes back-up and overflow services between PSAPs.
Network Diagram	Provided by the 9-1-1 system provider showing trunk routing and backup configuration.
Call Handling Agreements	Call handling agreements shall describe the primary and secondary dispatch method to be used by requesting parties within their respective jurisdictions.
Aid Outside Jurisdictional Boundaries Agreements	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 shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

Carrier Listing	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.
Test Plan	The 911 System's overall plan detailing how and to what extent the network and data base will be tested.

These modified 9-1-1 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.



Once the plan is submitted, the Department and the ICC will have 20 days to provide a technical review of the plan to submit to the Administrator for approval.

SHORT FORM MODIFIED 9-1-1 PLAN:

The following modifications 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 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.

- 1) Permanent relocation of an existing PSAP or backup PSAP facility
- 2) Reduction in 9-1-1 trunks from the selective router to the PSAP
- 3) Further reduction of PSAPs within a 9-1-1 Authority beyond consolidation as required by the Act

The notification should include:

General Information	Contact and 9-1-1 System information.
Plan Narrative	A detailed summary of the changes in the proposed system's operation.

Attachments (if applicable):

Network Diagram	Provided by the 9-1-1 system provider showing trunk routing and backup configuration
Call Handling Agreements	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:

Type of Change: <input checked="" type="checkbox"/> Long Form Modification Plan <input type="checkbox"/> Short Form Modification Plan		
Current System Name:	Population Served	Land Area in Sq Miles
Grundy County ETSB	54886	436.63

List PSAPs:	Primary	Secondary
Grundy County Consolidated 911 Center	X	

911 System Contact: Chris Kindelspire

Street Address: 78 W Lowery Rd

City, State and Zip Code: Morris, IL 60450

Office Telephone: _____

Cellular Telephone: (815) 405-0998

Email: ckspire@grundy911.org

Wireless Coverage for Consolidated System:

100 % Phase II compliant

100 % Phase I compliant

Please check if applicable:

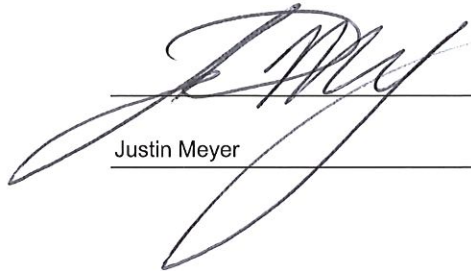
NG9-1-1 capable

Receive 9-1-1 Text

Receive 9-1-1 Video

VERIFICATION

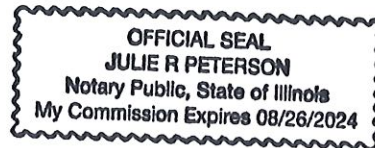
I, Justin Meyer, first being duly sworn upon oath, depose and say that I am Chairman, of Joint Grundy County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information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


Justin Meyer

Subscribed and sworn to before me

this 1st day of June, 20 22.


NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

06/01/2022
(Date)

Justin Meyer, Chairman
(9-1-1 System Provider Company Representative)

Joint Grundy County ETSB
(9-1-1 System Provider Company Name)

78 W Lowery Rd
(Street Address)

Morris, IL 60450
(City, State, Zip Code)

Dear AT&T:

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,



Justin Meyer
Chairman

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 Joint Grundy County ETSB (ETSB) and the Kendall County ETSB were recipients of NG9-1-1 grants from the State of Illinois to build a geographically diverse hosted NG9-1-1 capable system.

With the implementation of the State of Illinois ESInet, both Grundy and Kendall will interface to this network and transition off the legacy CAMA trunk 9-1-1 call delivery. The anticipated date for this migration is June 21st and 23rd 2022.

Grundy and Kendall have a dual node creating a geo-diverse network with each node having a connection to the ESInet.

The only change in the current configuration will be the network itself, as AT&T migrates from legacy CAMA Trunk call delivery to NG9-1-1 call delivery, via the State of Illinois ESInet.

Database updates will be coordinated between the ETSB Coordinator and the Grundy County GIS department. This is to ensure that GIS data pushed into the network and legacy MSAG continue to match moving forward. We currently do not have many edits to the MSAG so the frequency of updates is as required right now. The GIS department has taken exhaustive measure to ensure the map data and MSAG are as accurate as possible and our first data scrub from ATT/Intrado had a .2% error ratio.

There are no proposed changes to the current overflow and backup configuration at this time. As other ECC/PSAPs migrate to the ESInet, the ETSB will continue to evaluate the best configuration for overflow, bypass, and enhanced disaster recovery.

Security will be managed through each VIPER node firewall. The firewall at each node will be the connection point to the ESInet edge router serving as the endpoint within each 9-1-1 center.

Transfers to other systems will use the SIP URI sos: address, otherwise non-9-1-1 systems will still have to use a translation to a 10 digit number.

See attached for specific Next Generation 911 narrative.

Next Generation 9-1-1 Modification Plan Narrative

The Joint Grundy County Emergency Telephone System Board 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider ("SSP").

The Joint Grundy County Emergency Telephone Systems Board 9-1-1 System 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 by 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 connected and tested PSAPs 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 8 different Security Operations 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 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 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

Plan Narrative:

A large, empty rectangular box with a thin black border, occupying most of the page. It is intended for a plan narrative.

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs
prior to modification

\$ _____

Projected annual
recurring 9-1-1 network costs after
modification

\$ _____

Installation cost of the project

\$ _____

Anticipated annual revenues

\$ _____

FIVE YEAR STRATEGIC PLAN FOR MODIFIED 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 modified 9-1-1 plan with financial projections)

Narrative:

This is dependent upon the services offered by the State and/or the ESInet provided by AT&T and their partners. The ETSB will begin utilizing Text to 9-1-1, as the migration to the ESInet creates the foundation for the ETSB to accept 9-1-1 text messaging. It is unknown at this time if the carriers will be ready to deliver text messaging to 9-1-1 by June 21st 2022 but the ETSB expects Text to 9-1-1 to be fully operational within 2022.

As more information becomes available from the State after the meeting June 1st, the ETSB will closely watch and prepare for that next step in our NG9-1-1 journey.

As NG9-1-1 matures, the ETSB will be reevaluating call distribution for overflow, backup and disaster recovery.

Additionally, the ETSB will remain focused on our GIS. Significant work has gone into preparing the center for this migration. We must continue to maintain a high level of quality with our centerline data. We have partnered with our local units of government to ensure that we maintain this level of accuracy.

Lastly, as enhancements to the ESInet bring additional services and features, the ETSB will continue to partner with the state 9-1-1 office to maintain a level of preparedness, allowing us to forecast future hardware and/or software needs.

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
		Seneca Fire Prot Dist
121 Armour St, Seneca, 61360		
Kankakee County ETSB	2380 W Station St, Kankakee, 60901	(815) 937-3915
Kendall County ETSB	1101 Cornell Lane, Yorkville, 60560	(630) 553-0911
Vermillion Valley ETSB	844 W Lincoln Street, Suite B, Pontiac, 61764	(815) 844-7399
Will County ETSB	16911 W Laraway Rd, Suite 102, Joliet, 60433	(815) 725-1911
LaSalle County ETSB	707 Etna Rd, Ottawa, 61350	(815) 434-8384
Dwight Police Dept	209 S Prairie Ave, Dwight, 60420	(815) 844-0911
Illinois State Police	PO Box 19461, Springfield, 62794	(815) 726-6291
Dwight Fire Prot Dist	111 S Prairie, Box 99, Dwight, 60420	(815) 844-6977
Braidwood Fire Dept	PO Box 309, Braidwood, 60408	(815) 237-8682
		(815) 844-6977
Reddic Fire Dept	201 E Main St, Reddick, 60961	(815) 467-2211
Allen Township Fire Dist	PO Box 144, Ransom, 60470	(815) 433-2161
Minooka Fire Dept	7901 E Minooka Rd, Minooka, 60447	(815) 467-2211
Dwight Ambulance	219 S Prairie Ave, Dwight, 60420	(815) 844-0911
Kankakee County Sheriff	3000 S Justice Way, Kankakee, 60901	(815) 933-3321
Kendall County Sheriff	1102 Cornell Ln, Yorkville, 60560	(630) 553-5856
LaSalle County Sheriff	707 Etna Rd, Ottawa, 61350	(815) 433-2161
Livingston County Sheriff	844 W Lincoln St, Pontiac, 61764	(815) 844-0911
Will County Sheriff	16911 W Laraway Rd, Ste 101, Joliet, 60433	(815) 727-8575
Channahon Fire Prot Dist	PO Box 366, Channahon, 60410	(815) 467-2112
Lisbon-Seward Fire Prot Dist	104 S Canal St, Newerk, 60541	(630) 553-5856
Essex Fire Prot Dist	201 W Main St, Essex, 60935	(815) 933-3324
Wilmington Fire Prot Dist	PO Box 245, Wilmington, 60481	(815) 439-2831
Newark Fire Dept & Ambulance	PO Box 577, Newark, 60541	(815) 695-5121
Wilmington Police Dept	129 Robert P Weidling Dr, 60481	8154762811

CARRIER LISTING

(Wireline, Wireless, VoIP)

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

(USE ADDITIONAL SHEETS AS NECESSARY)

CARRIERS	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
ATT Mobility	PO Box 97061, Redmond, WA 98073-9761	(513) 657-6270
Verizon Wireless	1301 Solana Suite 2500, Westlake, TX	(682) 831-6473
T-Mobile	601 Pennsylvania Ave NW, North Building Suite 800,	
	Washington DC, 20004	
Sprint	1601 Dry Creek Drive, Longmont, CO 80503	

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.

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 (Public Safety Agency)
_____, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

(9-1-1 System Name) _____ receiving a call for emergency services in your
jurisdiction shall dispatch the call in the following manner:

Primary: _____ (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: _____ (State Specific Procedures if radio frequency-identity
frequency number, if talk group-identify name, if telephone-identity number)

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 non-
emergency 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.

_____ 9-1-1 Authority	_____ Public Safety Agency
By _____	By _____
Title _____	Title _____

TEST PLAN DESCRIPTION

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

During the migration to NG9-1-1, the acceptance test plan per the state contract with ATT will be followed . The test plan provided by the State has been attached.

Additionally, the ETSB will make several wireless test calls throughout the county as well with wireline, VoIP, and PRI deployments we can identify within the community.

- 2) List wireline exchanges to be tested.

See network diagram

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

Wireless network infrastructure/carriers Verizon Wireless, T-Mobile and ATT Mobility each will be tested. Please see the network diagram for any additional Mobile Network Operators (MNO)

Mobile Virtual Network Operators (MVNO) will not be tested as we do not have a pool of devices on each to test specifically and the mobile network will be tested itself via test call with using the operators SIM.

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

NPA	NXX	Rate Centre	Region
779	340	Coal City	IL
815	205	Coal City	IL
815	518	Coal City	IL
815	634	Coal City	IL
815	655	Coal City	IL
815	709	Coal City	IL
779	249	Dwight	IL
779	326	Dwight	IL
779	342	Dwight	IL
815	374	Dwight	IL
815	584	Dwight	IL
815	237	Gardner	IL
815	305	Gardner	IL
815	346	Gardner	IL
815	504	Gardner	IL
815	649	Gardner	IL
815	940	Gardner	IL
779	228	Mazon	IL
779	295	Mazon	IL
815	448	Mazon	IL
815	242	Minooka	IL
815	255	Minooka	IL
815	290	Minooka	IL
815	467	Minooka	IL
815	521	Minooka	IL
815	620	Minooka	IL
815	642	Minooka	IL
815	828	Minooka	IL
779	241	Morris	IL
779	463	Morris	IL
815	318	Morris	IL
815	364	Morris	IL
815	413	Morris	IL
815	416	Morris	IL
815	513	Morris	IL
815	532	Morris	IL
815	585	Morris	IL
815	661	Morris	IL
815	705	Morris	IL
815	710	Morris	IL
815	941	Morris	IL
815	942	Morris	IL
815	357	Seneca	IL
815	415	Seneca	IL
815	755	Seneca	IL
815	769	Seneca	IL