

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

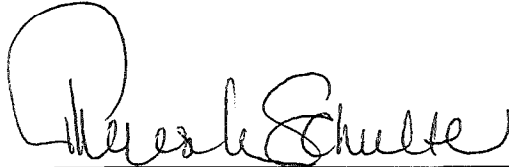


State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

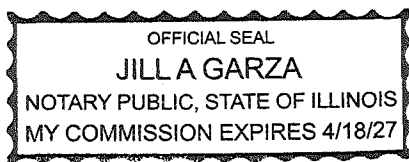
I, Theresa K. Schulte, first being duly sworn upon oath, depose and say that I am Director, of McHenry County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information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



Theresa K. Schulte, Director

Subscribed and sworn to before me

this 12 day of July, 20 23.


NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER LETTER OF INTENT

July 1, 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 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,



Theresa K. Schulte
Director
McHenry 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 McHenry County ETSB 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 McHenry County ETSB 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).

Plan Narrative:

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.

Text-to-911 was implemented in 2021 at the three (3) Public Safety Answering Points (PSAPs) in McHenry County with Comtech at TCC.

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.

The day to day backup plan remains in place with Southeast Emergency Communications (SEECOM) PSAP backing up McHenry County Sheriff's PSAP, and McHenry County Sheriff's PSAP backing up McHenry Police Department PSAP (NERCOM) and SEECOM.

FINANCIAL INFORMATION

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

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:

N/A

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 |
|-----------------------------------|--|
| Algonquin, Village of | 2200 Harnish Drive, Algonquin, IL 60102 |
| Bull Valley, Village of | 1904 Cherry Valley Road, Bull Valley, IL 60098 |
| Cary, Village of | 755 Georgetown Drive, Cary, IL 60013 |
| Crystal Lake, City of | 100 W Woodstock Street, Crystal Lake, IL 60014 |
| Fox River Grove, Village of | 305 Illinois Street, Fox River Grove, IL 60021 |
| Harvard, City of | 203 W Diggins, Harvard, IL 60033 |
| Hebron, Village of | PO Box 372, Hebron, IL 60034 |
| Holiday Hills, Village of | 1304 Sunset Drive, Holiday Hills, IL 60051 |
| Huntley, Village of | 10987 Main Street, Huntley, IL 60142 |
| Johnsburg, Village of | 1515 Channel Beach Avenue, Johnsburg, IL 60051 |
| Lake In The Hills, Village of | 600 Harvest Gate, Lake in the Hills, IL 60156 |
| Lakewood, Village of | 2500 Lake Avenue, Lakewood, IL 60014 |
| Marengo, City of | 132 E Prairie Street, Marengo, IL 60152 |
| McCullom Lake, Village of | 4811 W Orchard Drive, McHenry, IL 60050 |
| McHenry, City of | 333 S Green Street, McHenry, IL 60050 |
| McHenry, Unincorporated County of | 2200 N Seminary Avenue, Woodstock, IL 60098 |
| Oakwood Hills, Village of | 3020 N Park Drive, Oakwood Hills, IL 60013 |
| Prairie Grove, Village of | 3125 Barreville Road, Prairie Grove, IL 60012 |
| Richmond, Village of | 5600 Hunter Drive, Richmond, IL 60071 |
| Spring Grove, Village of | 7401 Meyer Road, Spring Grove, IL 60081 |
| Union, Village of | 17703 O'Cock Road, Union, IL 60180 |
| Wonder Lake, Village of | 4444 Thompson Road, Wonder Lake, IL 60097 |
| Woodstock, City of | 121 W Calhoun Street, Woodstock, IL 60098 |
| | |
| | |

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.

| <u>9-1-1 Participating Agencies</u> | <u>Stree Address, City, State, Zip Code</u> | <u>Administrative TX</u> | <u>Direct Dispatch</u> | <u>Transfer</u> | <u>Relay Call</u> |
|---|--|--------------------------|------------------------|-----------------|-------------------|
| Algonquin Police Department | 2200 Harnish Drive Algonquin, IL 60102 | 847-658-8233 | X | | |
| Algonquin-LITH FPD | 1020 W Algonquin Road Lake In The Hills, IL 60156 | 847-658-4531 | X | | |
| Bull Valley Police Department | 1904 Cherry Valley Road Woodstock, IL 60098 | 815-459-4728 | X | | |
| Cary Fire Protection District | 400 Cary - Algonquin Road Cary, IL 60013 | 847-639-2121 | X | | |
| Cary Police Department | 755 Georgetown Drive Cary, IL 60013 | 847-639-2341 | X | | |
| Crystal Lake Fire Protection District | 100 W Woodstock Street Crystal Lake, IL 60014 | 815-356-3640 | X | | |
| Crystal Lake Police Department | 100 W Woodstock Street Crystal Lake, IL 60014 | 815-459-2020 | X | | |
| Fox River Grove Fire Protection District | 411 Algonquin Road Fox River Grove, IL 60021 | 847-639-9232 | X | | |
| Fox River Grove Police Department | 305 Illinois Street Fox River Grove, IL 60021 | 847-639-2445 | X | | |
| Harvard Fire Protection District | 502 S Eastman Stret Harvard, IL 60033 | 815-943-3471 | X | | |
| Harvard Police Department | 203 W Diggins Street Harvard, IL 60033 | 815-943-4431 | X | | |
| Hebron - Alden - Greenwood FPD | 12302 Route 173 Hebron, IL 60034 | 815-648-2218 | X | | |
| Hebron Police Department | 12007 Prairie Street Hebron, IL 60034 | 815-648-2351 | X | | |
| Holiday Hills Police Department | 1304 W Sunset Drive Holiday Hills, IL 60050 | 815-385-2828 | X | | |
| Huntley Fire Protection District | 11118 Main Street Huntley, IL 60142 | 847-669-5066 | X | | |
| Huntley Police Department | 10911 Main Street Huntley, IL 60142 | 847 669 2141 | X | | |
| Illinois State Police Troop 3 | 5911 W Harrison Street Des Plaines, IL 60016 | 847-294-4400 | | X | |
| Johnsburg Police Department | 1515 W Channel Beach Avenue Johnsburg, IL 60050 | 815-385-6024 | X | | |
| Lake in the Hills Police Department | 1115 Crystal Lake Road Lake in the Hills, IL 60156 | 847-658-5676 | X | | |
| Lakemoor Police Department | 234 W Rand Road Lakemoor, IL 60050 | 815-385-4111 | | X | |
| Lakewood Police Department | 2500 Lake Avenue Lakewood, IL 60014 | 815-459-2151 | X | | |
| Marengo Fire Department | 120 E Prairie Street Marengo, IL 60152 | 815-568-8912 | X | | |
| Marengo Police Department | 132 E Prairie Street Marengo, IL 60152 | 815-568-7231 | X | | |
| Marengo Rescue Squad | 120 E Prairie Street Marengo, IL 60152 | 815-568-8912 | X | | |
| McCullom Lake Police Department | 4811 W Orchard McCullom Lake, IL 60050 | 815-385-2141 | X | | |
| McHenry County Sheriff's Department | 2200 N Seminary Avenue Woodstock, IL 60098 | 815-338-2144 | X | | |
| McHenry Police Department | 333 S Green Street McHenry, IL 60050 | 815-363-2130 | X | | |
| McHenry Township Fire Protection District | 3610 W Elm Street McHenry, IL 60050 | 815-385-0075 | X | | |
| Nunda Rural Fire Protection District | 1713 W Route 176 Crystal Lake, IL 60012 | 815-455-1559 | X | | |
| Oakwood Hills Police Department | 103 Woodland Drive Oakwood Hills, IL 60013 | 815-444-9456 | X | | |
| Prairie Grove Police Department | 3619 Ames Road Prairie Grove, IL 60012 | 815-455-3918 | X | | |
| Richmond Fire Protection District | 5601 Hunter Drive Richmond, IL 60071 | 815-678-3672 | X | | |
| Richmond Police Department | 5600 Hunter Drive Richmond, IL 60071 | 815-678-2351 | X | | |
| Spring Grove Fire Protection District | 8214 Richardson Road Spring Grove, IL 60081 | 815-675-2450 | X | | |
| Spring Grove Police Department | 7401 Meyer Road Spring Grove, IL 60081 | 815-675-2596 | X | | |
| Union Fire Department | 6606 Main Street Union, IL 60180 | 815-923-4488 | X | | |
| Union Police Department | 17703 O'Cock Road Union, IL 60180 | 815-923-2341 | X | | |
| Wonder Lake Fire Protection District | 4300 E Wonder Lake Road Wonder Lake, IL 60097 | 815-728-0088 | X | | |
| Wonder Lake Police Department | 4200 Thompson Road Wonder Lake, IL 60097 | 815-728-0535 | X | | |
| Woodstock Fire Protection District | 435 E Judd Street Woodstock, IL 60098 | 815-338-2621 | X | | |
| Woodstock Police Department | 656 Lake Avenue Woodstock, IL 60098 | 815-338-2131 | X | | |

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.

| <u>9-1-1 Participating Agencies</u> | <u>Stree Address, City, State, Zip Code</u> | <u>Administrative TX</u> |
|-------------------------------------|---|--------------------------|
| Antioch EMS | 825 Holbek Dr Antioch, IL 60002 | 847-395-5511 |
| Antioch Fire Department | 835 Holbek Dr Antioch, IL 60002 | 847-395-5512 |
| Barrington Fire Department | 400 N Northwest Highway Barrington, IL 60010 | 847-304-3600 |
| Barrington Hills Police Department | 112 Algonquin Road Barrington, IL 60010 | 847-551-3006 |
| Bloomfield Fire Department | N1100 Town Hall Road P O Box 47 Pell Lake, WI 53157 | 262-279-2033 |
| Boone County #2 FPD | 1640 N State Street Belvidere, IL 61008 | 815-544-2144 |
| Boone County Sheriff | 615 N Main Street Belvidere, IL 61008 | 815-544-2144 |
| Carpentersville FPD | 213 Spring Street Carpentersville, IL 60110 | 847-428-8784 |
| DeKalb County Sheriff | 150 N. Main Street Sycamore, IL 60170 | 815-895-2157 |
| Fox Lake Fire Department | 301 South Route 59 Fox Lake, IL 60020 | 847-587-3100 |
| Fox Lake Police Department | 301 South Route 59 Fox Lake, IL 60020 | 847-587-3100 |
| Genoa City Fire Department | P.O. Box 428 Genoa City, WI 53128 | 262-279-2033 |
| Genoa City Police Department | P.O. Box 428 Genoa City, WI 53128 | 262-279-2033 |
| Genoa EMS | 309 E. Railroad Avenue Genoa, IL 60135 | 815-895-2157 |
| Genoa Kingston Fire Department | Box 58 Cherry Valley Road Genoa, IL 60135 | 815-895-2157 |
| Hampshire Fire Protection District | 202 E. Washington Hampshire, IL 60140 | 630-232-8400 |
| Hampshire Police Department | 234 S. State Street Hampshire, IL 60140 | 630-232-8400 |
| Island Lake Police Department | 3720 Greenleaf Street Island Lake, IL 60042 | 847-438-2349 |
| Kane County Sheriff | 777 Fayban Parkway Geneva, IL 60134 | 630-232-8400 |
| Kenosha County Sheriff | 1000 55th Street Kenosha, WI 53140 | 262-605-5050 |
| Lake County Sheriff | 1303 N Milwaukee Avenue Libertyville, IL 60087 | 847-549-5200 |
| Linn Township Fire District | PO Box 32 Zenda, WI 53195 | 262-741-4400 |
| Randall Fire Protection District | PO Box 8 Bassett, WI 53101 | 262-605-5050 |
| Sharon Township Fire Dept. | PO Box 522 Sharon, WI 53585-0522 | 262-741-4400 |
| Silver Lake Fire Department | 113 S First Street Silver Lake, WI 53170 | 262-605-5050 |
| Silver Lake Rescue Squad | 296 Lake Street Silver Lake, WI 53170 | 262-605-5050 |
| Twin Lakes Fire Department | 236 E Main Street Twin Lakes, WI 53181 | 262-605-5050 |
| Twin Lakes Police Department | 108 E Main Street Twin Lakes, WI 53181 | 262-605-5050 |
| Twin Lakes Rescue Squad | 236 E Main Street Twin Lakes, WI 53181 | 262-605-5050 |
| Walworth County | PO Box 1004 Elkhorn, WI 53121 | 262-741-4400 |
| Walworth Fire Department | PO Box 400 Walworth, WI 53184 | 262-741-4400 |
| Wauconda EMS | 109 W Liberty Street Wauconda, IL 60084 | 847-526-2821 |
| Wauconda Fire Department | 109 W Liberty Street Wauconda, IL 60084 | 847-526-2821 |
| Wilmot Fire Department | 30400 Wilmot Road Wilmot, WI 53192 | 262-605-5050 |

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 |
|------------------|---|------------------|
| AT&T | 308 S. Akard St., Ste. 100, Dallas, TX 75202 | (210) 821-4105 |
| Frontier | Norwalk, CT | (800) 921-8101 |
| CBeyond | 320 Interstate N. Parkway SE, Atlanta, GA 30339 | (866) 424-5544 |
| CIMCO | 1701 JFK Boulevard, Philadelphia, PA 19103 | (215) 286-1700 |
| FOCAL | 200 N LaSalle St., Ste 1100, Chicago, IL 60601 | (312) 895-8400 |
| GLOBALCOM | 17000 Preston Rd., Ste 320, Dallas, TX 75248 | (256) 432-2685 |
| LEVEL 3 | 100 Centurylink Dr., Monroe, LA 71203 | (318) 388-9000 |
| MCLEOD | 1770 Boyson Rd., Hiawatha, IA 52233 | (319) 790-7000 |
| MFS | 2470 N. 150th, Omaha, NE 68116 | (888) 638-6866 |
| PAETEC | 200 W. Adams St., Ste 1110, Chicago, IL 60606 | (312) 924-9300 |
| SPRINT | 6100 Sprint Pkwy, Overland Park, KS 66251 | (800) 829-0965 |
| TDS METROCOM | 525 Junction Rd., Ste. 6000, Madison, WI 53717 | (608) 664-4000 |
| XO COMM | 13865 Sunrise Valley Dr, Hemdon, VA 20171 | (703) 547-2000 |
| MCI | 22001 Loudoun County Pkwy, Ashburn, VA | (888) 444-3333 |
| WORLDCOM | Same as MCI | |
| Comcast | 1701 JFK Boulevard, Philadelphia, PA 19103 | (215) 286-1700 |
| Metronet | 3701 Communications Way, Evansville, IN 47715 | (844) 684-0215 |
| Verizon Wireless | 1095 Avenue, New York, NY 10036 | (212) 395-1000 |
| T-Mobile | 12920 SE 38th St., WA 98006 | (425) 378-4000 |
| AT&T Mobility | P.O. Box 97061, Redmond, WA 98073-9761 | (800) 331-0500 |

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 |