

**System Name: Randolph County**  
**Case # 20-M-262**  
**Date Filed: 4/7/20**

**Department Review of Plan Modification**

Requirement	Information Included	Staff Comment
<b>Contact and 9-1-1 System information</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Cindy Wagner 1 Taylor Street, Room 103 Chester, IL 62233 (618) 826-5000 (Office) (618) 615-2860 (Cell) randolph911@yahoo.com
<b>Verification</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Letter of Intent</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following: )</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<p>The Randolph County ETSB is requesting to change its 9-1-1 System Service Provider from Frontier Communications to INdigital Telecom (INdigital). The system will be provisioned as an IP based NG9-1-1 system. The Randolph County ETSB is upgrading its 9-1-1 call taking equipment to a geo-diverse Solacom system that is capable of receiving 9-1-1 calls using IP. Side A of the controller will be located at the Washington County Sheriff's Office. Side B will be located at the Randolph County Sheriff's Office.</p> <p>The Randolph County Sheriff's Department PSAP will be the primary answering point for all incorporated and unincorporated areas of Randolph County with the exception of the City of Sparta. The Sparta Police Department PSAP will be the primary answering point for the incorporated City of Sparta. Both answering points will continue to back each other up. In the event of a catastrophic equipment failure at both PSAPs, all Randolph County 9-1-1 calls would be routed to the Washington County 9-1-1 System.</p> <p>The network will be provisioned as an IP based, Next Generation network and will deliver calls using IP technology to the PSAP. The system will have redundant Legacy Network Gateways (LNGs) and</p>

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		<p>Internet Protocol Selective Routers (ISPRs). One set is located in the Consolidated Communications Mattoon central office and the other is located in the Shawnee Communications central office in Rosiclare, Illinois.</p> <p>INdigital will coordinate the ordering and installation of trunks to the new LNGs or IPSRs. INdigital will work with the carriers that are currently connected to the Frontier selective router for delivery of wireline and wireless 9-1-1 calls to Randolph County. Traffic will be migrated over carrier by carrier to the new LNGs or IPSRs.</p> <p>The target completion date for the migration is June 30, 2020.</p> <p>INdigital will mirror current call transfer conditions at the time of conversion and will implement 9-1-1 call transfer with ANI/ALI between neighboring counties of Randolph County, where possible, post conversion.</p> <p>The split exchanges identified in Randolph County's original order to operate in 1994 will remain the same regarding opt out customers in Jackson County, Perry County and St. Clair County.</p> <p>Due to locatable access, the Illinois property of Crain's Island will be provided 9-1-1 service from Perry County. MO 9-1-1. The Illinois property of Kaskaskia Island will be provided 9-1-1 service from St. Genevieve County, MO 9-1-1 in addition to a small island property located at latitude 90.141 and longitude 38.055.</p>	
	Name of certified 9-1-1 system provider	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital Telecom
	Explanation of the national standards, protocols and/or operating measures that will be followed	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The system will comply with all State and Federal requirements and be compliant with the National Emergency Number Association Standards
	Explanation of measures taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	The network will be provisioned as an IP based, Next Generation and will deliver calls using IP technology to the PSAP. Redundant Legacy Network Gateways (LNGs) and Internet Protocol Selective Routers (ISPRs) will handle all call routing for the PSAP. One set of call routing elements is located in the Consolidated Communications

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			Mattoon, IL Central Office and the other is located in the Shawnee Communications Central Office in Rosiclare, IL.
	Explanation of 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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital will work with the carriers that are currently connected to the Frontier selective router for delivery of wireline and wireless 9-1-1 calls to Randolph County. Traffic will be migrated over carrier by carrier to the new LNGs or IPSRs.
	Explanation of how split exchanges will be handled	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	Router to router trunks will be established between INdigital's IPSRs and selective routers owned by other 9-1-1 system providers for routing of split exchanges where necessary.
	Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital will request telephone number loads and updates from the carriers prior to the cutover and assume all 9-1-1 SSP administrative responsibilities for the database at the time of conversion. INdigital will work with the carriers and Randolph County to keep the database current and in compliance with Illinois State law on an ongoing basis.
	Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	INdigital will administer the 9-1-1 database and MSAG for the subscribers that reside in the service territory of the 9-1-1 system.
	Explanation of security measures 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	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	All access to the system is password protected. The IP based call delivery network is private with no outside access.
<b>Financial Information</b>			
	Annual recurring 9-1-1 network costs prior to modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$47,329.00

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	Projected annual recurring 9-1-1 network costs after modification	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$50,579.88
	Installation cost of the project	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$20,000.00
	Anticipated annual revenues	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	\$406,000.00
<b>Five Year Strategic Plan</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Communities Served</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Participating Agencies</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Adjacent Agencies</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Carrier Listing</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Attachments</b>		If changes necessitate new versions	
	Ordinances	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Intergovernmental agreement(s)	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
	Contracts	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	An Enhanced 9-1-1 Services Agreement between Randolph County and INdigital Telecom was included in the plan.
	Back-up PSAP agreement	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Washington County will back up Randolph County in the event Randolph County's PSAPs are down for a period due to an emergency situation.
	Network Diagram	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

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	Call-Handling and Aid outside jurisdictional boundaries agreements	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
<b>Test Plan</b>		Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	

**Conclusions:**

Pursuant to the 83 Illinois Administrative Code Part 1325.200 g) 2), Randolph County has filed a modification requesting to change its 9-1-1 system provider from Frontier Communications to INdigital Telecom. The Department has completed its review of the modified plan and has determined that it meets the requirements for a modified plan filing under Part 1325.205.

**Reviewed by:** Stacy Ross

**Date:** 4/21/20