

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



State of Illinois

Application for
9-1-1 Modification Plan

VERIFICATION

I, Matthew T Magill, first being duly sworn upon oath, depose and say that I am Chairman, of Carroll 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.



CHAIRMAN, CARROLL CO ETSB

Subscribed and sworn to before me

this 17 day of NOVEMBER, 2020.



NOTARY PUBLIC, ILLINOIS



9-1-1 SYSTEM PROVIDER LETTER OF INTENT

12-1-2000

(Date)

Martin DeLeonardis

(9-1-1 System Provider Company Representative)

Comtech – NG-911 Inc @ Subsidiary of Comtech Telecommunications Corp

(9-1-1 System Provider Company Name)

3020 Woodcreek Drive Suite A

(Street Address)

Downers Grove, IL 60515

(City, State, Zip Code)

Dear Mr. DeLeonardis,

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,



Matt Magill

Chairman-ETSB

Carroll County

Enclosure: Modification Plan

Narrative

The Carroll County ETSB is filing its modified plan to implement a Next Generation 911 Hosted System. Carroll County ETSB will be switching 9-1-1 System Provider (SSP) at the same time and the new SSP will be NG-911, Inc. NG-911, Inc. is a certificated 9-1-1 Service Provider in Illinois (See Order, August 22, 2012, Illinois Commerce Commission (ICC) Docket No. 12-0093.)

The Carroll County ETSB system is IP-based and is fully compliant with all current NENA i3 standards; it is geographically diverse and has a redundant configuration and design to avoid any single points of failure (SPOF). The system architecture is designed and provisioned so that the failure of any one component will not result in a total system failure. All essential system components are protected through the use of redundant components to limit a SPOF.

Carroll County is a participant in a nine county consortium known as the "Northern Illinois Next Generation Alliance", or by the acronym "NINGA". The Alliance includes Boone, Bureau, DeKalb, JoDaviess, Ogle, Stephenson, Whiteside and Winnebago Counties. The system will provide service parity for all potential 9-1-1 callers, and being IP based, can be administered, monitored and managed both locally and remotely. The system will host multiple remote PSAPs in multiple jurisdictions. Each PSAP will be composed of a number of positions plus security appliances and software necessary to prevent intrusion by unauthorized personnel. The system has varying levels of security and administration privileges for managing, configuring, monitoring, maintenance and diagnostic activities. All the counties of NINGA will benefit economically in this collaborative effort.

The network design of NINGA for NG-911 Inc will now be provided by the Competitive Local Exchange Carrier (CLEC) Syndeo. Carroll County will be utilizing the NINGA Network with a total of nine (9) counties for NG 9-1-1 Services. There are two (2) geographically diverse, fully redundant NG-911, Inc. operated Data Centers (Data Centers will be used as Term of Art) which house the NG9-1-1 Next Generation Core Services (NGCSs). The two (2) Data Centers are: (1) the DeKalb County Sheriff Department Jail Annex Data Center in 180 E. Exchange St, Sycamore, Illinois, and (2) Belvidere Fire, 353 East 6th Street, Belvidere, IL 61008. With NINGA utilizing the same network, data centers and other necessary equipment, the resulting collaborative effort will decrease costs for the entire NINGA group.

PSAP

Carroll County ETSB plans to implement a Next Generation 9-1-1 System county-wide with the primary objective to provide the citizens of Carroll County Illinois with high quality 9-1-1 services.

Carroll County's Public Safety Answering Point (PSAP) will answer, process and direct all calls and texts placed to 9-1-1 within our jurisdictional boundaries. Carroll County has one (1) PSAP, the Carroll County Sheriff's Office PSAP in Mount Carroll, with three (3) positions.

Plan Narrative: Carroll County Illinois ETSB

PSAP	Backup
Carroll County Sheriff's Office	Ogle County
	Sheriff's Office

Radio / Telecommunications

All emergency services within Carroll County, Illinois have the capability to be linked either by radio or telephonically. Details on both primary and secondary communication procedures are contained in the Call Handling Intergovernmental Agreements. The Participating Agency Forms include the Radio and other Dispatch capabilities.

Dispatch to Participating and Adjacent Agencies

Details of the dispatch system utilized by the PSAP are included in the Call Handling Agreements plus the Participating Agency and the Adjacent Agency documents.

New system configuration and technological architecture (i.e., network and routing);

The Next Generation 9-1-1 system will increase functionality, redundancy, diversity, and scalability. The new NG9-1-1 system by design has redundancy built in at every point practical to eliminate all SPOF.

The NG9-1-1 system will handle calls from all Carriers that are answered today. The NG9-1-1 ESInet will enable a wide spectrum of users to utilize emergency support services, such as hearing impaired, deaf, speech impaired, and non-English speaking callers (Text to 911 and TTY technology).

Carriers may connect to the ESInet at various points on the Fiber Ring. These points of interface (POI) locations will be mutually agreeable to NG-911, Inc., Syndeo and the Access Carrier. Syndeo may also provide points of interface (POI) for Access Carriers. These POI's specific locations are documented on the Network Diagrams and in the Access Test Plan document.

The NG9-1-1 architecture is comprised of an Emergency Services Internet Protocol Network (ESInet) to connect the PSAP using IP signaling. Carriers will connect to the Host Site. Each Carrier will choose from Legacy (SS7/ISDN) and newer Protocols for trunk signaling (SIP). Where the ESInet appears in a Carrier or Private Switched ALI (PS/ALI) Switch Location, the Carrier or PS/ALI customer may connect to the fiber at that location, thus including a zero-mile access solution. Planning for direct PS/ALI customers is handled the same way as a small direct Carrier to the network.

Database

The Carroll County ETSB is utilizing a comprehensive NENA i3 standards-based system that is highly sophisticated. The system will provide automatic location identification (ALI), automatic number identification (ANI), and selective routing to the PSAP using dynamic routing. In addition, the system will feature geo-spatial, policy-based functionality that will deliver superior service and response to the emergency needs of the citizens of Carroll County. Each structure in Carroll County has been identified and each residence has a street number with a street or road name.

Plan Narrative: Carroll County Illinois ETSB

Additionally, geo-spatial numbering has been designed with address points to identify the residence from where the 9-1-1 request is made. All database elements comply with NENA Data Formats for ALI, MSAG and GIS. All NINGA members will be utilizing software that will enable NG-911 Inc. to manage the ALI database. The software fully integrates with the other NGCSs of the NG9-1-1 system and performs data validation, request/response software, managing data quality and provides real-time communication tools.

Text to 9-1-1 Flow

Text to 9-1-1 will be implemented in Carroll County. Carroll County ETSB and NG-911, Inc. the 911 SSP, have chosen Comtech TCS as their Text Control Company (TCC). The NENA Interim Standard which is being implemented best complements a full NENA NG9-1-1 Network, using an IP i3 SIP/MSRP interface to the ESInet and the NG9-1-1 NGCS equipment being deployed. NENA provides instructions for the PSAPs and Carriers to complete the technical aspects of the project and register the PSAPs with the FCC.

Robust, reliable and diverse/redundant network; and whether other 9-1-1 Authorities will be sharing the equipment.

The Design is based on building redundant systems to avoid any SPOF in the ESInet and across the entire NG9-1-1 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. Currently, if a PSAP has only three (3) trunks from a legacy Selective Router, the (4) fourth caller gets a busy signal. In a Next Generation solution, that caller will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP. Refer to General Information 911. Routing methodology is documented in each Application. Based on the number of fixed and portable workstations per PSAP, not all PSAPs will back up each other in NINGA. The size disparity between PSAPs is one reason, and the ability to properly dispatch for one another is the second reason.

The hardware and software are expandable by installing additional components, such as servers, gateways and workstations as needed. The hardware is comprised of off the shelf servers and NENA compliant software. The Workstations used by the Call Takers are Dell computers, so there is not a barrier to replacing equipment if hardware fails.

If 9-1-1 calls are unable to be answered by the primary PSAP (for whatever reason), calls will be routed to the Backup PSAP designated in the 9-1-1 Plan. DeKalb County will utilize existing backup plans for the 1st layer of backup. The IP network allows flexibility to deliver overflow or re-routed calls to pre-determined Backup PSAPs. Calls can be routed to the Backup location through the software.

The key to the network's reliability is redundancy.

The system will have automatic failover capability between the two Data Centers. Having two Data Centers to serve the PSAPs using the Emergency Services Internet Protocol Network (ESInet) will increase reliability 100%. The new NG9-1-1 system by design has redundancy built in at every point practical to eliminate all SPOF.

Plan Narrative: Carroll County Illinois ETSB

The NG9-1-1 ESInet is by design a reliable network. The factors that make it a good network during national security and emergency preparedness situations include:

- The dual Data Centers are more than 30 miles apart.
 - Duplicated capabilities of the NGCS within each Data Center.
 - Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios.
- Each PSAPs is backed up by one (1) or more PSAPs on separate call routes using separate power sources.

Security - Session Border Control

Session Border Controllers (SBCs) provide the access control for protection from unwarranted Cyber Attacks, Denial of Service Attacks and/or focused Network Overloads. The design is in accordance with the NENA i3 Standards. The SBC will act as a sophisticated firewall to protect the NG9-1-1 system from Denial of Service Attacks, malicious or accidental attempts that could cause ESInet network overload, and other intrusive security breach attempts. The SBC satisfies critical security, service assurance, and regulatory requirements and supports multiple protocols including SIP, H.323, MGCP/NCS, H.248 and RTSP and multiple border points.

A Session Border Controller (SBC) firewall is being installed in each of the Data Centers. The same system has been installed and tested extensively at the Illinois Institute of Technology Real Time Communications Laboratory (IIT RTCL) simulating loads well beyond what can be developed in the field.

PSAP Security

All physical access to the PSAP is restricted by visual ID confirmation by PSAP personnel. Further, access to the entire building is restricted with an electronic pass-device system. The computer network is password secured, and additional safety and security is provided on all workstations with multiple levels of security software. All workstations are updated regularly and scanned for threats, including but not limited to viruses, spyware, malware, and root kits. The protection extends to the Network's perimeter as well, including E-mail and web filtering, as well as current firewall technology that is employed for the entire building.

PSAP security is constantly evolving, and we will adopt new technologies as they become available.

Database Management Software

The software will enable NG-911, Inc. to manage the ALI database. The software fully integrates with the other NGCS of the NG9-1-1 system and performs data validation, request/response software, managing data quality and provides real-time communication tools.

Map

The IP-based mapping system fully integrates with all the other components of the NG9-1-1 system.

Plan Narrative: Carroll County Illinois ETSB

IP Selective Router / Switch

The IP Selective Router equipment and software being deployed meets the redundancy and resiliency that is required by the NG-911, Inc. Additionally, the system has data integration and reporting tools

Monitoring

The NG-911, Inc. monitoring system will alert the NG9-1-1 member PSAP's 24/7 by 365 through NOC personnel to any problem with the Data Centers, the ESInet including Temperature and Power alarms and to alert on any NGCS in the secure collocation space. Monitoring the systems and centers and network will be done during all phases of testing and ongoing after network cutover. Part of the monitoring is the alerting in near real time, with the ability to issue trouble tickets and/or alert to systems centers and hand held devices.

The Carriers remain responsible for their own Access Reporting. NG-911, Inc. as the 911 SSP is accountable for the monitoring alerting problem resolution and reporting of all other aspects of the NG9-1-1 network.

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.

The NG9-1-1 system will handle 9-1-1 calls from all Carriers that are answered today plus Text to 9-1-1. The NG9-1-1 ESInet will enable a wide spectrum of users to utilize emergency support services, such as hearing impaired, deaf, speech impaired, and non-English speaking callers. The new system will incorporate the TTY technology that serves hearing and speech impaired end users.

The NG9-1-1 system fully integrates with a local ALI database management system as well as an integrated Mapped-ALI display. The ALI database management system (ALI DBMS) is Internet Protocol (IP)-based system, and for traditional wireline it calls operates exactly as the existing ALI.

NG-911, Inc. will ensure the Database records are received from the Access Carriers reviewed as they are today for location accuracy, accepted, validated and integrated into the active working records.

Most Wireline customer records come from the Service Order Process of the Carriers. The Carriers will transmit the database updates to NG-911, Inc. NG-911, Inc. will work closely with each Carrier directly on Database updates.

Split Exchange call handling records will be handled in the same manner. Service Order updates to the NG9-1-1 ALI records will be accomplished using database management software to process updates from all Carriers

The ALI Database is hosted onsite in the two (2) Data Centers in the Database NGCS. The NGCS are duplicated and they reflect information that has been accepted, validated and aggregated and is ready to use in the 9-1-1 actual call flow. GIS coding will be added to all Service Order records that update the ALI. NG-911, Inc. will maintain the database in a manner that ensures that customer personnel cannot alter the data. All aspects of the ALI database process will meet NENA database standards. The Service Order updates that will be managed by NG-911, Inc. daily, will utilize multiple logic checks that guard against invalid ALI updates and increase the reliability of data. These invalid updates would include, but are not limited to, ensuring that the address conforms to public record including GIS ECRF

Plan Narrative: Carroll County Illinois ETSB

data (MSAG) and that the ALI record telephone number is in a valid format. The database system supports direct service order entry, manual update as well as the import and export of NENA format.

Quality of Service Standards

NG-911, Inc. and Carroll County will utilize the Commission's service standards for call blocking and will provide the required P.01 level of service at a minimum. Call set up will remain the same or improve with the use of SIP signaling. SLAs will be in place with Carriers and vendors.

The ESInet provider including Data Center providers have Service Level Agreements (SLAs) in place with NG9-1-1, Inc. Bandwidth and availability are part of the SLAs over the ESInet and to each PSAP.

Miscellaneous Operations:

The PSAP in the Carroll County 9-1-1 System meets the following requirements:

- Twenty-four hour a day operation, three hundred sixty-five days a year.
- A call logging recorder capable of recording, and date and time stamping of all 9-1-1 position/calls, texts and radio frequencies which are used to dispatch the assignments.
- An alternate power source, (a generator), capable of sustaining full operation of the PSAP including communications, should a commercial power outage occur. The PSAP also has UPS to allow continued operation during switch over from commercial power to alternate power.
- TDD service is available at the PSAP to allow the hearing-impaired citizen the same access and availability to call 9-1-1 as all other citizens. TDD calls are delivered to the workstation and do not require a separate device.
- The PSAP will maintain an electronic log of the 911 calls and texts.
- The Carroll County PSAP has adopted a set of standard operating guidelines that include PSAP security.

Public Information including Text to 9-1-1:

The Carroll County ETSB continues to provide public awareness and information by means of several local media outlets, public presentations and school programs, etc. The Carroll County ETSB plans for increased publicity once the Modification is approved.

Training:

Detailed training will be provided to all persons staffing the PSAP location. The initial PSAP operators will be existing employees and all have had previous training in emergency call handling and dispatch. NG-911, Inc. will provide extensive training on all aspects of the equipment.

Initial Cutover Strategy

Initial Cutover Strategy will be cooperative with Carriers.

The Cutover Plan will validate the translations in the network are operational for primary, alternate and disaster situations to ensure the proper response gets to the PSAP even if the network is overloaded.

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Cutover will occur Carrier-by-Carrier in the mutually agreeable Carrier and PSAP maintenance window for 9-1-1 services.

The process includes:

- Optimization of physical and logical routes
- Circuit ordering process outlined and confirmed
- Field Testing resulting in Cutover Ready Transition
- Agreement on Primary and Alternate Routing Rules
- Agreement on Split Exchange Routing and Interfaces
- Translations for Load Balance and Routing in the Carrier Network
- Sharing of Carrier Test Numbers
- Addition of Carrier Test Numbers into the NG9-1-1 Database Records
- Selective Router trunking to Data Centers
- Originating Rate Center (NPA-NXX) to PSAP
- Verify PSAP before and after Dispatch
- Make Access Trunks Busy and Verify Load Balance
- Log off workstations and verify Primary / Alternate PSAP

Traffic will be live after all steps are complete.

When all tests are successful, the first access traffic load will be delivered to the appropriate PSAP/ PSAPs in accordance with the deployment schedule. Subsequent migration will occur as specified in the deployment schedule.

Disaster Recovery

The NG9-1-1 ESInet is by design a reliable network. The factors that make it a good network during national security and emergency preparedness situations include:

1. The dual Data Centers in DeKalb and Rockford are more than 40 miles apart.
2. Duplicated capabilities of the NGCS within each Data Center.
3. Having a balanced load on the Data Centers with dual access requested of the Access Carriers makes this a good plan in Disaster Recovery scenarios. Manual switchover to a Disaster Recovery PSAP often requires staffing and physical switching over to a configuration that is only tested occasionally.

Access Carriers will connect in a way that supports Disaster Recovery principles.

1. Dual Trunking
2. Alternate Facilities Routes
3. Commercial Agreements for service quality, problem identification and resolution.

Plan Narrative: Carroll County Illinois ETSB

4. Monitoring tools to see problems that are simplex in nature and get them rapidly corrected before they become service affecting for customers trying to reach 9-1-1.

Business Processes are Critical to Disaster Recovery Principles.

1. Planning for Disasters in the ongoing design, engineering and during growth of the network.
2. The need for good records exchange with Carriers, Methods of Procedures for work activities signed off and communicated ahead of a planned event.
3. Use of Maintenance Windows that are strict before any change is made to the network.
4. Proper staffing and coverage and a call out plan for emergencies.
5. Training on the NGCS and on processes and procedures.
6. Communications capabilities using the IP PBX.
7. Use of Conference Bridges and other means of communications during cutovers, planned major activities and during major outages or emergencies. Radios etc.
8. Documented Disaster Plans in case of natural disasters such as earthquakes, floods, tornadoes, electrical grid problems, prison breaks, plane crashes, bomb threats and physical and cyber-attacks on the Data Centers and more.
9. Testing of Scenarios planned and unplanned, exercises involving staged incidents.
10. Offers to participate with Access Carriers, during their annual Disaster Recovery exercises.
11. Use of Best Practices in password protection and physical and logical security protection. Note: FCC provides industry Best Practices. FCC CSRIC includes NG9-1-1. www.fcc.gov.
12. Session Border Controllers (SBCs) to prevent, thwart and alert for unwarranted attacks on the network.
13. Facility diversity where possible and uninterrupted power supply (UPS) and generators to ensure the system can run indefinitely. In event of commercial power failure, UPS systems and generators will be utilized until electrical service is restored.
14. Grounding of the Data Centers to industry requirements.
15. Carroll County will comply with NENA standards and sound Information Technology policy.
16. Standard procedures to maintain telephony and computer equipment will be utilized, including HVAC and other environmental controls to ensure optimum conditions for the ongoing function of the hardware.

If PSAPs must abandon a physical site, the calls can be rerouted to other PSAPs in real time through changes in software and tables.

Carroll County's system is resilient and fault tolerant. The failure of individual components, such as Local Exchange End Offices, will not bring the NG9-1-1 system down because the components utilized in the NG9-1-1 system are geographically diverse and the network is designed for redundancy and resiliency.

Test Plans Description

1. Description of test plan-
 - a. NG-911, Inc. and Carroll County will oversee all aspects of testing the NG9-1-1 System and will be directly involved with The Network Test Plan. Carroll County will coordinate call through testing for each wireline end office. NG-911, Inc. will obtain from the Access Carriers, test numbers per wire center, per rate exchange, per class of service as appropriate. Phase I and II PS/ALI Customer testing is described in the Test Plans.
 - b. Carroll County will work with NG-911, Inc. to conduct coordinated testing with the telecommunications carriers when any of the following occur:
 - c. New central office switching installations that affect the directly connected carrier(s)
 - d. Network router, Selective Router or functional equivalent installations, upgrades or rehomes;
 - e. NPA (Numbering Plan Area) additions
 - f. Any other event that affects 9-1-1
 - g. Carroll County will perform coordinated testing with private residential or business switch operators who request/require such testing.
 - h. The communities to be tested are listed in the community list attachment.
 - i. Test calls will meet the Administrative Code Part 1325 requirements.
2. List of wireline exchanges to be tested.
 - a. See Carrier listing document
3. List of wireless and VoIP Carriers to be tested
 - a. See Carrier listing document

FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification	\$ <u>13,731.00</u>
Projected annual recurring 9-1-1 network costs after modification	\$ <u>50,796.00</u>
Installation cost of the project	\$ <u>117,050.00</u>
Anticipated annual revenues	\$ <u>330,000.00</u>

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:

The Carroll County ETSB has been working to save money for this project over the past several years, and is now in an appropriate fiscal condition to be able to completely fund the Carroll County portion of this project and fund the installation of Next Generation 9-1-1 to our PSAP.

The Five year plan for the Carroll County ETSB is to utilize the new contract with NG-911, Inc. (via Comtech/Solacom) for the hosted Next Generation 9-1-1 solution proposed in this plan. This system is compliant with the legislative mandates.

The Carroll County ETSB will implement Interim Text to 9-1-1 along with voice to 9-1-1 and may incorporate video and static images in the system in the next five years if NENA standards are finalized and the benefits are tangible.

The Carroll County ETSB will continue to look for efficiencies in operations over the next five (5) years and ways to improve service to the citizens and maintain or reduce expenditures. With Next Generation 9-1-1, Carroll County will have increased reliability with the fully diverse solution from a network perspective. We are researching the costs for purchasing remote 9-1-1 workstations in the event of area wide or localized situations causing greater than normal demand for 9-1-1 service thus improving safety for citizens of Carroll County.

Carroll County will budget for capital expenditures in-line with expected improvements to the current and projected technologies as they happen. Some unknowns are eliminated since the hosting party will be responsible for all upgrades and maintenance of the shared core system.

Our financial position has been improved since the legislative changes, and we anticipate our situation to remain stable for the next five years, and beyond, as long as the current model is followed. Our running balances have increased each year, as we work to keep expenditure levels below that of revenue.

Communities Served
revised 09-01-2020
Matt Magill

County: Carroll County

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

Note: This is for the whole County, not per PSAP.

City, Town, or Village	Street Address, City, Zip Code
Chadwick	225 Main St, PO Box 385, Chadwick, IL 61014
Lanark	111A S Broad St, Lanark, IL 61046
Milledgeville	344 Main Ave, PO Box 639, Milledgeville, IL 61051
Mount Carroll	302 N Main St, Mount Carroll, IL 61053
Savanna	333 Chicago Ave, Savanna, IL 61074
Shannon	17 Market St, PO Box 514, Shannon, IL 61078
Thomson	PO Box 244, Thomson, IL 61285

Source: Individual Community Websites

County: Carroll

PSAP: Carroll County Sheriff

PARTICIPATING AGENCIES

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No./Contact	Direct Dispatch	Transfer	Call Relay	Agency Land area in square miles	Estimated Population
Carroll County Sheriff's Dept (Carroll County)	301 N. Main St. Mount Carroll, IL, 61053	(815) 244-9171 Ryan Kloepping	155.670			445	15,387
Chadwick Fire Department (Carroll County)	210 Calvert Ave. Chadwick, IL 61014	(815) 684-5112 Brad Aude	155.025			66	910
Chadwick Police Dept. (Carroll County)	10 W. Second St. Chadwick IL 61014	(815) 821-2774 Mike Brown	155.670			.35	551
Lanark Fire Department (Carroll County)	103 W. Carroll St. Lanark, IL 61046	(815) 493-2341 Randy Witt	155.025			96	2551
Lanark Police Department (Carroll County)	111 S. Boyd St, Ste. C Lanark, IL 61046	(815) 493-6931 Matt Magill	155.670			1.1	1457
Milledgeville Fire Department (Carroll County)	14 W. 4 th St. Milledgeville IL 61051	(815) 225-7212 Kevin Folk	155.025			106.5	1830
Milledgeville Police Department (Carroll County)	344 Main Ave. Milledgeville IL 61051	(815) 225-7134 James Haag	155.670			.70	1032
Mount Carroll Ambulance (Carroll County)	203 E. Seminary St. Mount Carroll IL 61053	(815) 244-1311 Brent Asay	155.025			102	2900
Mount Carroll Fire Department (Carroll County)	318 S. Clay St. Mount Carroll IL 61053	(815) 244-4502 Marty Hockman	155.025			102	2900
Mount Carroll Police Department	302 N. Main St. Mount Carroll IL 61053	(815) 244-3905 Scott Marth	155.670			1.95	1700
Savanna Ambulance Association (Carroll County)	827 Chicago Ave. Savanna IL 61074	(815) 273-7002 Charlie Corey	155.025			61	4025
Savanna Fire Department (Carroll County)	101 N. Main St. Savanna IL 61074	(815) 273-2246 Scott Wolfe	155.025			61	4025
Savanna Police Department (Carroll County)	333 Chicago Ave. Savanna IL 61074	(815) 273-2489 Jeff Doran	155.670			2.85	3062

9-1-1 Participant Agencies	Street Address, City, Zip Code	Administrative Telephone No./Contact	Direct Dispatch	Transfer	Call Relay	Agency Land area in square miles	Estimated Population
Shannon Fire Department (Carroll County)	14 S. Hickory St Shannon IL 61078	(815) 761-6202 Jim Klinefelter	155.025			67	1275
Shannon Police Department (Carroll County)	17 E. Market St. Shannon IL 61078	(815) 742-7793 Robert Groharing	155.670			.50	757
Thomson Fire Department (Carroll County)	902 Walnut St. Thomson IL 61285	(815) 259-8255 Brian Williams	155.025			66.5	1750
Thomson Police Department (Carroll County)	2100 Market St. Thomson IL 61285	(815) 259-3905 Elizabeth Balk	155.670			2.2	590
Polo Fire Department (Ogle County)	206 S. Franklin St. Polo IL 61064	(815) 875-1861 Tony Karrow		Ogle Co PSAP (815) 732-2136		1.5	40

County: Carroll

PSAP: Carroll County Sheriff

ADJACENT AGENCIES LIST

All Adjacent Agencies to Carroll County are participating members of the NINGA group.

Agency/County/State	Street Address, City, Zip Code	Telephone Number/Contact	Transfer/Process
Illinois			
Jo Daviess County Sheriff's Department; Jo Daviess County IL	330 N. Bench St, Galena, IL 61036	(815) 777-2141 Sheriff Kevin Turner	Telephone 10D Fixed Transfer (815) 777-2141; Via ESInet at Cutover
Ogle County Sheriff's Department, Ogle County, IL	103 Jefferson, Oregon, IL 61061	(815) 732-6666 Sheriff Brian VanVickle	Telephone 10D Fixed Transfer (815) 732-2136; Via ESInet at Cutover
Stephenson County Sheriff's Department, Stephenson County, IL	204 W. Exchange St, Freeport, IL 61032	(815) 235-8251 Sheriff David Snyders	Telephone 10D Fixed Transfer (815) 235-8251; Via ESInet at Cutover
Whiteside County Sheriff's Department, Whiteside County IL	400 N. Cherry St. Morrison, IL 61270	(815) 772-5297 Sheriff John Booker	Telephone 10D Fixed Transfer (815) 772-5297 Via ESInet at Cutover

Preface to Contract Document for Carroll County

I believe all parties are aware, yet I want to reiterate that the following contract is the agreement that was signed in 2016 between Carroll County ETSB and NG-911 Inc, which was subsequently purchased in a buy-out by Comtech/Solacom in 2020.

Certain material statements of physical location and things such as mailing addresses and contact people for the purpose of Notifications, Etc., are therefore factually incorrect.

While again I realize that this is probably redundant information, I want to document the fact that at no time before the purchase of NG-911 Inc. by Comtech/Solacom, did Carroll County intend to continue in this contract. Only after the purchase did Carroll County express a desire to Comtech/Solacom to resume activities related to continuing in the NINGA group and its associated plans.

A handwritten signature in black ink, appearing to read 'Matt Magill', with a long horizontal flourish extending to the right.

Matt Magill-Chairman

Carroll County ETSB

9-1-1 SERVICES AGREEMENT

This 9-1-1 Services Agreement ("Agreement") is made by and between **NG-911, Inc.**, an Iowa corporation with its principal offices located at 815 South Highland, Williamsburg, Iowa 52361 ("**NG-911**"), and the Carroll County, Illinois, Emergency Telephone System Board ("**County**" or "**ETSB**"), with its offices at 301 North Main Street, Mt. Carroll, IL61053 (NG-911 and ETSB each a "**Party**" and collectively, the "**Parties**").

RECITALS

WHEREAS, ETSB is joining a group of ten (10) Emergency Telephone System Boards ("ETSBs") known as the Northern Illinois Next Generation Alliance ("**NINGA**"); and

WHEREAS, during August of 2015, NINGA issued a Request for Proposals for a System Integrator for a Next Generation 9-1-1 Host/Remote System (the "**RFP**"), a copy of which, with the responses of NG-911, is attached hereto as Exhibit A and incorporated herein by reference as though fully set forth; and

WHEREAS, NG-911 responded to the RFP and was selected by the members of NINGA as the System Integrator; and

WHEREAS, the members of NINGA have each contracted with NG-911 individually, but with contracts with substantially identical terms (except for pricing), to provide the services contemplated by the RFP; and

WHEREAS, ETSB desires to contract with NG-911 for the same services NG-911 is providing to the other NINGA members; and

WHEREAS, NG-911, Inc. is certificated as a 9-1-1 System Provider ("**SSP**") in Illinois pursuant to the order issued by the Illinois Commerce Commission ("**ICC**") in Docket No. 12-0093, and desires to provide the services contemplated by the RFP and this Agreement; and

WHEREAS, the Parties desire to set forth their agreements with respect to the provision of a Next Generation 9-1-1 Host/Remote System for ETSB by NG-911,

NOW THEREFORE, in consideration of the premises and payments, promises and mutual covenants set forth herein, the receipt and sufficiency of such consideration being hereby acknowledged, the Parties agree as follows:

1. The Project. NG-911 is the System Integrator as defined in the RFP and will design, purchase and implement a complete turn-key hosted Next Generation 9-1-1 system for ETSB, including customer premise equipment (CPE), emergency services Internet protocol network (ESInet) and geographic information system (GIS) as described in the RFP.

2. Scope of Work. NG-911 agrees to perform the work described in the RFP.

a. NG-911 will furnish all tools, equipment, materials, supplies, labor, supervision, transportation, and other accessories, and services required for the performance of its duties and obligations specified in this Agreement and will execute and complete all specified work with due diligence, in accordance with good technical practice and industry standards.

b. As the System Integrator, NG-911 will be responsible for all aspects of Database Management, GIS Data and Maintenance, and provisioning the Network, as described in the RFP. [REDACTED]

c. Initial ALI Database Load. [REDACTED] Thereafter, the telephone companies will submit to NG-911 and NG-911 shall directly administer and have responsibility for, Service Order Updates and Error Resolutions. ETSB will cooperate with NG-911 to correct errors by working with NG-911 to update the MSAG or work with the telephone companies to resolve errors and successfully load ALI records into the ALI database.

d. GIS Data and Maintenance. NG-911 will utilize a format for GIS data consistent with NENA standards, as required by the RFP. If format changes based on updated technology, NENA standards or system requirements require an alternate format, the ETSB agrees to accept the format and make changes to the ETSB's GIS system and data to make the system operational. [REDACTED]

e. Network. As the 9-1-1 Service Provider which is subject to State and Federal regulatory compliance, NG-911 will have the sole responsibility and authority for the design and deployment of the network, including but not limited to IP assignment, hardware selection and deployment, monitoring, access to the network, remote access to the network, connections to the network, bandwidth requirements, system diagrams, methods and procedures, testing requirements. NG-911 will work cooperatively with NG-911's network sub-contractors and NINGA to produce the

network design, seeking input from all parties. NG-911 will make the final decision on design issues considering all parties. The ETSB agrees to cooperate with NG-911 and make such connections as NG-911 shall direct for the network.

- f. Project Management and Regulatory Support. Project Management will be provided by NG-911 in accordance with the RFP. NG-911 will provide regulatory support for the ETSB's State's Attorney or other counsel of ETSB's choice, to navigate the Illinois regulatory process for plan modification approvals, including approval of the change to NG-911 as the System Service Provider. Before any application is filed, NG-911 will engage in discussions with ICC and ISP Staff to ensure that all regulatory concerns have been addressed. ETSB will be required to file an application for approval of an amended plan, either before the ICC or the ISP, or both. The application will be docketed as a separate proceeding (and may be consolidated with other applications). The application will include the proposed amended plan and narrative, network diagrams, test plans and numerous other documents required by Illinois Administrative Regulations. ETSB will file prefiled direct testimony in support of the application, respond to Data Requests from Staff and Intervenors, and file rebuttal testimony and surrebuttal testimony. The ISP and/or the ICC may (and probably will) hold hearings and require submission of proposed findings of fact and conclusions of law and/or legal briefs. It is likely that Access Carriers and other third Parties will intervene, which will require additional attention.

NG-911's counsel cannot represent ETSB, but due to the common interests of the Parties, will assist the ETSB's State's Attorney or other counsel of the ETSB's choice in preparing all filings. NG-911 will assist by providing suggested forms of all pleadings, including applications, schedules and exhibits, suggested testimony, rebuttal testimony, surrebuttal testimony; by providing suggested responses to Data Requests and any other questions from ISP or ICC Staff; by conducting telephone conferences with ETSB's attorney or State's Attorney, and by providing such other assistance as ETSB, its attorney or State's Attorney may reasonably request. In addition, NG-911 will intervene and file testimony in support of the application for approval of the amended plans and file rebuttal testimony, as needed.

- g. Training. NG-911 will provide training as set forth in its RFP response within the ETSB's facility or in a location acceptable to the ETSB.

3. Service Level Agreement.

- a. NG-911 shall provide support 24 hours, 7 days a week, 365 days per year. Twenty-four hour technical and maintenance support shall be available with a response time as set forth below. The Parties acknowledge that a "response" to a Critical or Major service unavailability shall include the remote response of an NG-911 technician.
- **Critical:** System failures that render the system completely unusable or significantly reduce system operability, and are considered to be operationally

unacceptable by the ETSB.

- Major – System failures that indicate a severe, service affecting condition has occurred and that immediate corrective action is imperative, regardless of the time of day or day of the week. Escalation to top level personnel is immediate, and required.
 - Minor – Non Service affecting issues – noise-static – single position issues
- b. NG-911 agrees to have two properly trained and certified technicians, one employed by NG-911 and one employed by Solacom, located within the footprint of the NINGA group, with at least one of said technicians available to respond to service unavailability issues within the time limitations set forth below. Each technician will have a back-up technician available at all times. The technicians will be on-site for the installation and cut-over of the ETSB’s system.
- c. If the ETSB experiences a Major or Critical service unavailability and NG-911 fails to respond in the time specified, ETSB will be compensated by a service rebate credit as follows:

<u>Service Issue</u>	<u>Response Time</u>	<u>Monetary Credit</u>
Critical	1 Hour	[REDACTED]
Major	2 Hours	[REDACTED]
Minor	2 Days	[REDACTED]

- d. Any Credit due to the ETSB will be credited against the next monthly bill. The maximum credit per month shall not exceed 20% of the monthly recurring charge.
- e. The Service Unavailability Credit shall not apply to Service Unavailability caused by failures or interruptions due to Force Majeure, unauthorized alterations by ETSB or third parties, or planned work and outages, for which NG-911 will give the ETSB advance notice.
- f. The ETSB agrees to promptly report Service Unavailability to NG-911 via the toll-free hotline number provided by NG-911.

4. Term. This Agreement shall be effective [REDACTED]
 [REDACTED]
 (“Initial Term”).

[REDACTED]
 (“Renewal Term”)
 [REDACTED]

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5. Termination. This Agreement is not terminable by either party except that either party may, subject to any applicable breach, notice and cure provision, terminate this Agreement for cause. In the event of termination of this Agreement, the ETSB agrees to timely request regulatory approval of an amended 9-1-1 Plan to delete reference to NG-911 as the SSP and, unless the termination is due to an alleged breach of this Agreement by NG-911, Inc., to hold NG-911 harmless from any costs associated therewith.
6. Payments. The ETSB shall pay to NG-911, the sums set forth and on the dates set forth in the Payment Schedule attached hereto as Exhibit B and incorporated herein by reference as though fully set forth.
- a. Start Up Cost. The Parties agree that upon payment of the Start Up Cost of [REDACTED] NG-911 will commence work.
- b. Recurring Monthly Charges. The Parties acknowledge that pursuant to 50 ILCS 750/10, the Illinois Department of State Police (“ISP”) is administering the payment of certain 9-1-1 costs described in the statute, and as further developed by the Illinois Administrative Code. NG-911 agrees to submit for payment by the ISP, those sums denominated as such on Exhibit B and to make a good faith effort to obtain payment of those costs from the ISP. However, the ETSB acknowledges that in the event for any reason the ISP cannot or will not pay the amounts submitted to it by NG-911 for payment, upon notice by NG-911, the ETSB will pay the costs. In the event NG-911 subsequently receives payment from the ISP for expenses paid by the ETSB, NG-911 will refund or credit the payment to the ETSB.
- c. Participant Fee. Upon execution of this Agreement, ETSB shall pay to NG-911 a Participant Fee of [REDACTED]. The purpose of the Participant Fee is to compensate the original ten (10) ETSBs for their labor and expenses in issuing the RFP and developing the NINGA project. NG-911, Inc. will use the Participant Fee to provide a one-time credit of [REDACTED] to each of the original ten (10) NINGA members’ monthly bills.
7. Disclosure of Information. The terms of this Agreement, as well as information designated as confidential or proprietary by NG-911 (“Confidential Information”), will be held in confidence by the ETSB to the fullest extent allowed by law and will not be disclosed to or discussed with third parties, including without limitation, NG-911's competitors. If the ETSB is required to provide Confidential Information to any court or government agency or any other third party pursuant to written court order, subpoena, regulation or process of law, including without limitation, a request under the Freedom of Information Act, the ETSB will immediately inform NG-911 so as to allow NG-911 the opportunity to contest the disclosure or take other measures to protect its interests, as NG-911 deems appropriate. In all cases, the ETSB’s only obligations are to notify NG-911 and cooperate with NG-911, at NG-911’s cost, to appropriately protect against or limit the scope of such disclosure. ETSB will limit disclosure of information to those with a "need to know" such information; and, except as provided above, will not disclose information clearly designated as proprietary by NG-911 to

third parties without the consent of NG-911. The parties acknowledge that the Freedom of Information Act may be applicable to any and all documents in this Agreement, and that the ESTB may be obligated to provide responses to a valid FOIA request.

8. Representations, Warranties and Covenants of NG-911. NG-911 represents, warrants and covenants:
- a. That NG-911 is entering into this Agreement on its own behalf and not on behalf of any undisclosed person, firm or corporation.
 - b. That the officer signing this Agreement on behalf of NG-911 has corporate authority to execute this Agreement.
 - c. That NG-911 is a duly organized corporation, validly existing and in good standing under the laws of the state of Iowa and is duly qualified to conduct business in the state of Illinois and has the power to own or lease its properties and to carry on the business described in the NINGA Project.
 - d. That NG-911 has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by NG-911; and that this Agreement constitutes a valid and binding obligation of NG-911, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law or in equity.
 - e. That the execution and delivery of this Agreement by NG-911 and its performance of the obligations hereunder, do not a) conflict with or result in any breach of any provision of the formation or charter documents of NG-911; b) except for any required approvals of the Illinois Commerce Commission ("ICC") or the Illinois Department of State Police ("ISP"), require any consent, approval, authorization or permit of, or filing with or notification to, any governmental authority, except where the failure to obtain such consent, approval, authorization or permit, or to make such filing or notification, would not have a material adverse effect on NG-911 or materially adversely affect the ability of NG-911 to consummate the transactions contemplated by this Agreement; c) except as would not, individually or in the aggregate, have a material effect on NG-911, conflict with or result in a breach or violation of, or constitute a default under, or result in (or create in any party the right to cause) the acceleration of any performance of NG-911 under, (i) any judgment or law to which it is subject or bound (subject to any consents, approvals, authorizations, permits, filings or notifications required under b) above), or (ii) any mortgage, bond, indenture, agreement, contract, license or other instrument or obligations to which NG-911 is subject or bound.
 - f. Non-Discrimination/Equal Employment Opportunity. NG-911 shall comply with

Illinois laws regarding non-discrimination and equal employment opportunity and in accordance with the provisions of 775 ILCS 5/2-105, NG-911 shall:

- i. Refrain from unlawful discrimination and discrimination based on citizenship status in employment and undertake affirmative action to assure equality of employment opportunity and eliminate the effects of past discrimination;
 - ii. Comply with the procedures and requirements of the Department's regulations concerning equal employment opportunities and affirmative action;
 - iii. Provide such information, with respect to its employees and applicants for employment, and assistance as the Department may reasonably request;
 - iv. Have written sexual harassment policies that shall include, at a minimum, the following information: (i) the illegality of sexual harassment; (ii) the definition of sexual harassment under State law; (iii) a description of sexual harassment, utilizing examples; (iv) the vendor's internal complaint process including penalties; (v) the legal recourse, investigative and complaint process available through the Department and the Commission; (vi) directions on how to contact the Department and Commission; and (vii) protection against retaliation as provided by Section 6-101 of this Act. A copy of the policies shall be provided to the Department upon request.
- g. All people representing/contracting that will be present in the communications centers with LEADS/NCIC will have to meet the security guidelines as required by the agency, LEADS, and NCIC. This will involve fingerprinting and receipt of a State Identification Number (SID) from the State of Illinois.
9. Representations, Warranties and Covenants of the ETSB. The ETSB represents, warrants and covenants:
- a. That the ETSB has the requisite power and authority to approve, authorize, execute and deliver this Agreement.
 - b. That the ETSB is a duly appointed and approved county governmental entity, duly organized, validly existing and in good standing under the laws of the state of Illinois, is duly qualified to conduct its business and purchase the services contemplated by this Agreement, and will remain in good standing during the term of this Agreement.
 - c. That the ETSB has duly approved the execution of this Agreement by all necessary actions; that this Agreement has been duly and validly executed and delivered by the ETSB; and that this Agreement constitutes a valid and binding obligation of the ETSB, enforceable against it according to its terms, subject to bankruptcy, insolvency, fraudulent conveyance, reorganization, moratorium and similar laws affecting the enforceability of contractual obligations and creditor's rights generally and by the application of equitable principles by courts of competent jurisdiction, sitting at law

or in equity.

- d. That there is no action, suit, claim, governmental investigation, arbitration or other proceeding pending, or, to the actual knowledge of the ETSB's officers, threatened against the ETSB or any of its officers or directors which, if adversely determined, would have a material effect upon the ETSB's ability to perform its obligations under this Agreement.

10. Regulatory Approval. The Parties acknowledge that this Agreement and NG-911's authority to act as SSP for the ETSB, are subject to the approval and continuing jurisdiction of the ICC and/or the ISP. NG-911 will request approval to act as the SSP as part of the application for approval of the modified 9-1-1 Plan. In the event approval is not granted, the Parties will negotiate in good faith for a resolution.

11. Breach, Notice and Cure. The Parties acknowledge that neither has previously contracted for hosted 9-1-1 services and that there may be issues which arise that were not anticipated by either party. Therefore, the Parties covenant and agree to attempt to resolve by good faith negotiation, any issues which may arise during the term of this agreement.

Following good faith negotiations, in the event of a breach, the non-breaching party shall notify the breaching party of the specific acts or omissions constituting the breach. The breaching party shall have thirty (30) days from the receipt of this notice to cure the breach (except that payment breaches shall be cured within ten (10) days) and if the breach is cured within said thirty (30) day period (or ten (10) days for a payment breach), the breach will be deemed to have not occurred; provided, that if the breach is of a type which cannot be cured within thirty (30) days, the breaching party shall be allowed the opportunity to commence and pursue to completion, good-faith efforts to cure the breach within a reasonable time. If the breaching party fails to cure the breach within thirty (30) days or, if the breach is of a type which cannot be cured within thirty (30) days and the breaching party has not commenced or is not pursuing good-faith efforts to cure the breach within a reasonable time, this Agreement may be terminated by the non-breaching party.

12. Limitation of Liability and Indemnity.

- a. All provisions of NG-911's Non-Competitive 9-1-1 System Provider Tariff presently in effect and hereafter filed with the Chief Clerk of the Illinois Commerce Commission releasing or limiting NG-911 from liability of any type to any person or party, are incorporated herein by reference as though fully set forth.
- b. Nothing in this Agreement shall limit or restrict either party from pursuing, through civil litigation or other appropriate means, any actual damages arising out of this Agreement.
- c. NG-911 shall indemnify, defend and hold harmless the ETSB and its officers and directors from and against any and all loss and expense incurred by the ETSB to third parties arising from or in connection with (or alleged to arise from or in connection

with): (a) any failure by NG-911 to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of NG-911 or any of its officers, directors, employees, agents or representatives in connection with this Agreement. The ETSB shall promptly notify NG-911 of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and NG-911 shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of the ETSB only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.

- d. The ETSB shall indemnify, defend and hold harmless NG-911, and its officers and directors, from and against any and all losses and expenses incurred by NG-911 to third parties arising from or in connection with (or alleged to arise from or in connection with): (a) any failure by the ETSB to perform its obligations under this Agreement; or (b) the negligence or willful misconduct of the ETSB or any of its officers, directors, employees, agents or representatives in connection with this Agreement. NG-911 shall promptly notify the ETSB of the assertion of any claim against it for which it is entitled to be indemnified hereunder, and the ETSB shall have the right to assume the defense of the claim in any legal proceeding and to approve any settlement of the claim, which approval shall not be unreasonably withheld. These indemnification provisions are for the protection of NG-911 only and shall not establish any liability to third parties. The provisions of this Section shall survive termination of this Agreement.

13. Relationship of Parties. The relationship of the parties hereunder shall be that of independent contractors. Neither party is intended to have, and neither of them shall represent to any other person that it has, any power, right or authority to bind the other or to assume or create any obligation or responsibility, expressed or implied, on behalf of the other, except as expressly required by this Agreement or as otherwise permitted in writing. Nothing in this Agreement shall be construed to create between the Parties any partnership, joint venture, employment relationship, franchise or agency.
14. Governing Law and Venue. This Agreement shall be governed by and construed and interpreted in accordance with the laws of the State of Illinois applicable to agreements made and to be performed entirely within such state, including all matters of enforcement, validity and performance. Venue shall lie in the State or Federal courts in Illinois.
15. Recitals. The Recitals set forth on the first page of this Agreement are incorporated herein by reference as though fully set forth.
16. Severability. If any provision of this Agreement shall be held invalid, illegal or unenforceable, the validity, legality or enforceability of the other provisions of this Agreement shall not be affected thereby, and there shall be deemed substituted for the provision at issue a valid, legal and enforceable provision as similar as possible to the provision at issue.

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17. Construction of Agreement. The Parties hereto have participated jointly in the negotiation and drafting of this Agreement. In the event an ambiguity or question of intent or interpretation arises, this Agreement shall be construed as if drafted jointly by the Parties hereto, and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Agreement. Whenever required by the context, any pronoun used in this Agreement shall include the corresponding masculine, feminine, or neuter forms, and the singular form of nouns, pronouns, and verbs shall include the plural and vice versa. The use of the word "including" in this Agreement shall be by way of example rather than by limitation. The use of the words "or," "either," and "any" shall not be exclusive. Any specific provisions of this Agreement shall be deemed to supersede any provisions in the RFP on the same subject and this Agreement and the RFP shall be construed harmoniously, if possible, to give effect to the intent of the Parties.
18. Notices. Any notice required or permitted to be given hereunder shall be in writing shall be: (i) personally delivered; and/or (ii) transmitted by postage pre-paid first class certified United States mail return receipt requested; and/or (iii) transmitted by pre-paid, overnight courier (e.g. FedEx, DHL, UPS, etc.); and/or (iv) transmitted by facsimile (fax); and/or (v) transmitted by e-mail. All notices and other communications shall be deemed to have been duly given, received and effective on the date of actual receipt. Either Party may unilaterally change its address for purposes hereof by notice given to the other Party. Notices hereunder shall be directed to the Parties and their designated agents at the following addresses:

NG-911: NG-911, Inc.
 Attn: Michael Ramsey, CEO
 815 S. Highland
 Williamsburg, IA 52361
 Fax: (319) 668-9369
 Email: mramsey@ng-911inc.com

With a copy to :

Richard W. Hird
 Petefish, Immel, Heeb & Hird, LLP
 P.O. Box 485 842 Louisiana Street
 Lawrence, KS 66044
 Fax: 785-843-0407
 Email: rhird@petefishlaw.com

ETSB: Carroll County Emergency Telephone System Board
 Attn: Matt Magill, Director
 301 North Main Street
 Mt. Carroll, IL61053
 Fax: _____
 Email: mattmag@gmail.com

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19. Further Assurances. The Parties hereby agree to execute, acknowledge and deliver to each other any further writings, documents, transfers, acknowledgements, instruments, powers of attorney, authorizations, filings, applications, reports, etc. that may be reasonably required to give full force and effect to the provisions of this Agreement, and to take such further actions reasonably required in fulfillment of obligations set forth herein or in furtherance of the intent hereof.
20. Amendment. This Agreement may not be modified or amended, except by an instrument in writing signed by the party against whom enforcement of any such modification or amendment is sought. Either party hereto may waive compliance by the other party with any term or provision of this Agreement on the part of the other party to be performed or complied with. The waiver by a party hereto of a breach of any term or provision of this Agreement shall not be construed as a waiver of any subsequent breach.
21. Force Majeure. No delay in, or failure of, performance by either party under this Agreement, except and excluding payments hereunder, will constitute default hereunder or give rise to any claim for damages if and to the extent caused by Force Majeure. Force Majeure shall mean acts of God, strikes, lock-outs or other such industrial disturbances, acts of the public enemy, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, tornadoes, storms, floods, high water, washouts, civil disturbances, explosions, breakage or accidents in and to equipment and machinery, and all other causes, whether of the kind herein enumerated or otherwise, not reasonably within the control of the party claiming suspension due to Force Majeure.
22. Binding Agreement. The provisions of this Agreement shall be binding upon, and inure to the benefit of, the Parties hereto and their respective successors and assigns.
23. Counterparts. This Agreement may be executed in counterparts, all of which together shall constitute one Agreement binding on the Parties hereto, notwithstanding that both of the Parties have not signed the same counterpart. Counterpart signatures may be exchanged by pdf file, fax or other electronic communication and shall be considered to be binding originals.
24. Entire Agreement. This Agreement, including agreements incorporated herein, and the schedules and exhibits hereto, contain the entire agreement between the Parties with respect to the subject matter hereof and there are no agreements, understandings, representations or warranties between the Parties other than those set forth or referred to herein.

(The remainder of this page intentionally left blank; signature pages follow.)

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IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) set forth below.

NG-911, INC.



By: Michael Ramsey, President and CEO

12/1/2016
Date Signed

CARROLL COUNTY
EMERGENCY TELEPHONE SYSTEM-BOARD



By: MATT MAGELL
(Print Name)

Title: CHAIRMAN

12-1-2016
Date Signed

**INTERGOVERNMENTAL AGREEMENT
FOR BACKUP COMMUNICATIONS SERVICES**

This intergovernmental agreement is made ___ October 14th ____, 2020 by and between the Carroll County Emergency Telephone System Board, a unit of local government, and the Ogle County Emergency Telephone System Board, a unit of local government.

WHEREAS the Carroll County Emergency Telephone System Board (hereinafter "Carroll County ETSB"), and the Ogle County Emergency Telephone System Board (hereinafter "Ogle County ETSB") both are Emergency Telephone System Boards created under the terms of the Illinois Emergency Telephone System Act, 50 ILCS 750/1 et seq.; and

WHEREAS, Article VII, Section 10 of the Illinois Constitution and the Illinois Intergovernmental Cooperation Act, 5 ILCS 220/1 authorize units of local government to join together to exercise the powers granted to those individual units of local government; and

WHEREAS, the Carroll County ETSB and the Ogle County ETSB both operate Public Safety Answering Points (PSAPs) within the terms of the Illinois Emergency Telephone System Act, 50 ILCS 750/1 et seq.; and

WHEREAS, both the Carroll County ETSB and the Ogle County ETSB receive 9-1-1 and other emergency calls and dispatch police, fire, and emergency medical units to their respective service areas; and

WHEREAS, both the Carroll County ETSB and the Ogle County ETSB desire to provide for backup 9-1-1 and dispatch services in the event of the loss of communication capabilities, dispatch building failure or unsafe environmental conditions within the PSAP which affect human life in Mount Carroll, Carroll County, Illinois.

NOW, THEREFORE, be it agreed as follows:

1. The Ogle County Emergency Telephone System Board and Ogle County Sheriff's Office located at 202 South First St, Oregon, Ogle County, Illinois shall serve as the backup communication center for the Carroll County PSAP located at 301 N Main St, Mount Carroll, Carroll County, Illinois should the Carroll County PSAP lose its ability or be physically unable to receive 9-1-1 calls or other emergency telephone calls or dispatch police, fire, or emergency medical service units.

2. It is agreed that the Carroll County ETSB shall be responsible for installing and maintaining the necessary equipment in the Ogle County Sheriff's Office to enable the dispatch center to receive Carroll County 9-1-1 calls, when there is some form of system impairment or rollover situation and provide the ability to notify Carroll County of the need for emergency public safety dispatch.

3. Neither party to this Agreement will pay or be charged for any service as the backup dispatch center as long as the outage is for a reasonable period of time. Any outage that is deemed to be extensive and an undue burden on the Ogle County Sheriff's Office may require a transfer of dispatch personnel from the non-functioning center to the backup center. Additionally, outages for extended periods of days and/or weeks will result in not only transfer of sufficient dispatch personnel, as outlined above, but also may require the payment of other operational costs incurred by the backup center as a result of the outage.

4. Because the implementation of the backup center implies an emergency situation, the parties to this Agreement shall establish standardized and cooperative policies and procedures relative to the operation of the backup center that may differ significantly from normal dispatch operations.

5. Each party to this Agreement agrees to indemnify, hold harmless and defend the other party and its members, agents, and employees from all claims, causes of action, suits, damages, liabilities, costs, liens, fines, penalties, interest, expenses or demands, including without limitation, reasonable attorney's fees and litigation costs incurred as the result of actions taken in fulfillment of this Agreement.

6. Both parties to this Agreement do not waive any of the statutory immunities afforded to them in their function as a backup center.

7. The initial term of this Agreement shall be for a period of five (5) years. Thereafter, the parties may renew the Agreement for such additional five (5) year terms as the parties may agree.

8. Either party to this Agreement may cancel the Agreement by providing one hundred eighty (180) days of prior notice. Such notice of cancellation shall not be effective until both parties have secured replacement backup centers and the Illinois State Police 911 Administration has approved the changes.

9. All notices relative to this Agreement shall be provided by first class U.S. mail to the following persons:

Matt Magill,
Carroll County ETSB Chair
301 N Main St
Mount Carroll, IL 61053

Brittany Carls,
Ogle County E-9-1-1 Coordinator
202 South First Street
Oregon, IL 61061

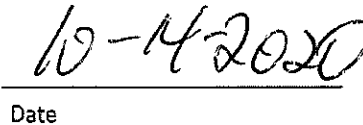
10. Both parties to this Agreement will maintain all necessary insurance during the term of this Agreement.

11. Any amendments or modifications to this Agreement shall be in writing and mutually agreed to by both parties.

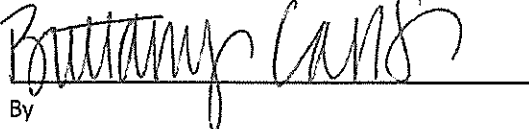
THEREFORE ALL PARTIES HAVE AGREED AS FOLLOWS, AS INDICATED BY THE SIGNATURES OF THEIR AUTHORIZED REPRESENTATIVES:

Carroll County Emergency Telephone System Board:


By


Date

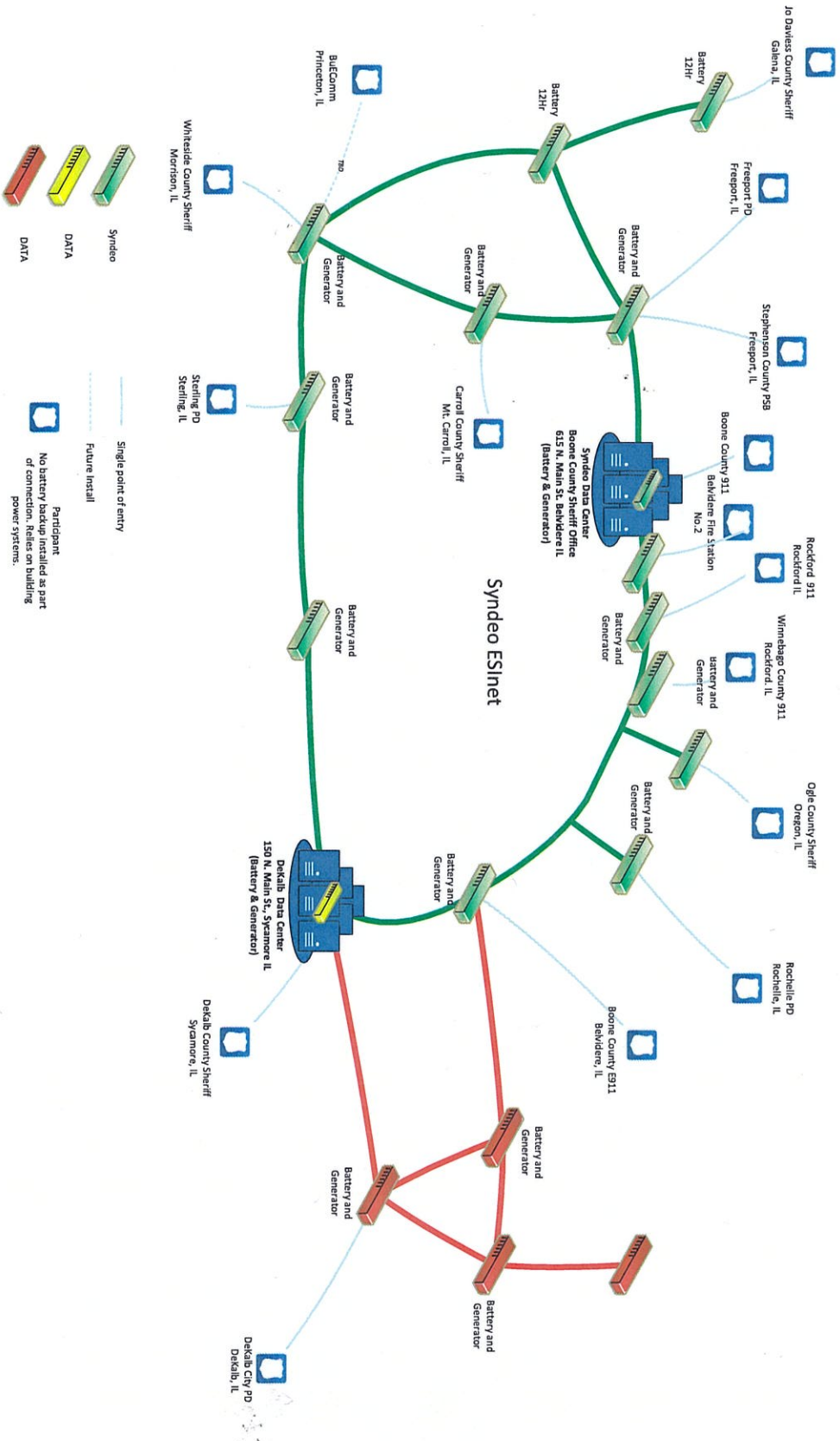
Ogle County Emergency Telephone System Board:


By


Date

NINGA-911

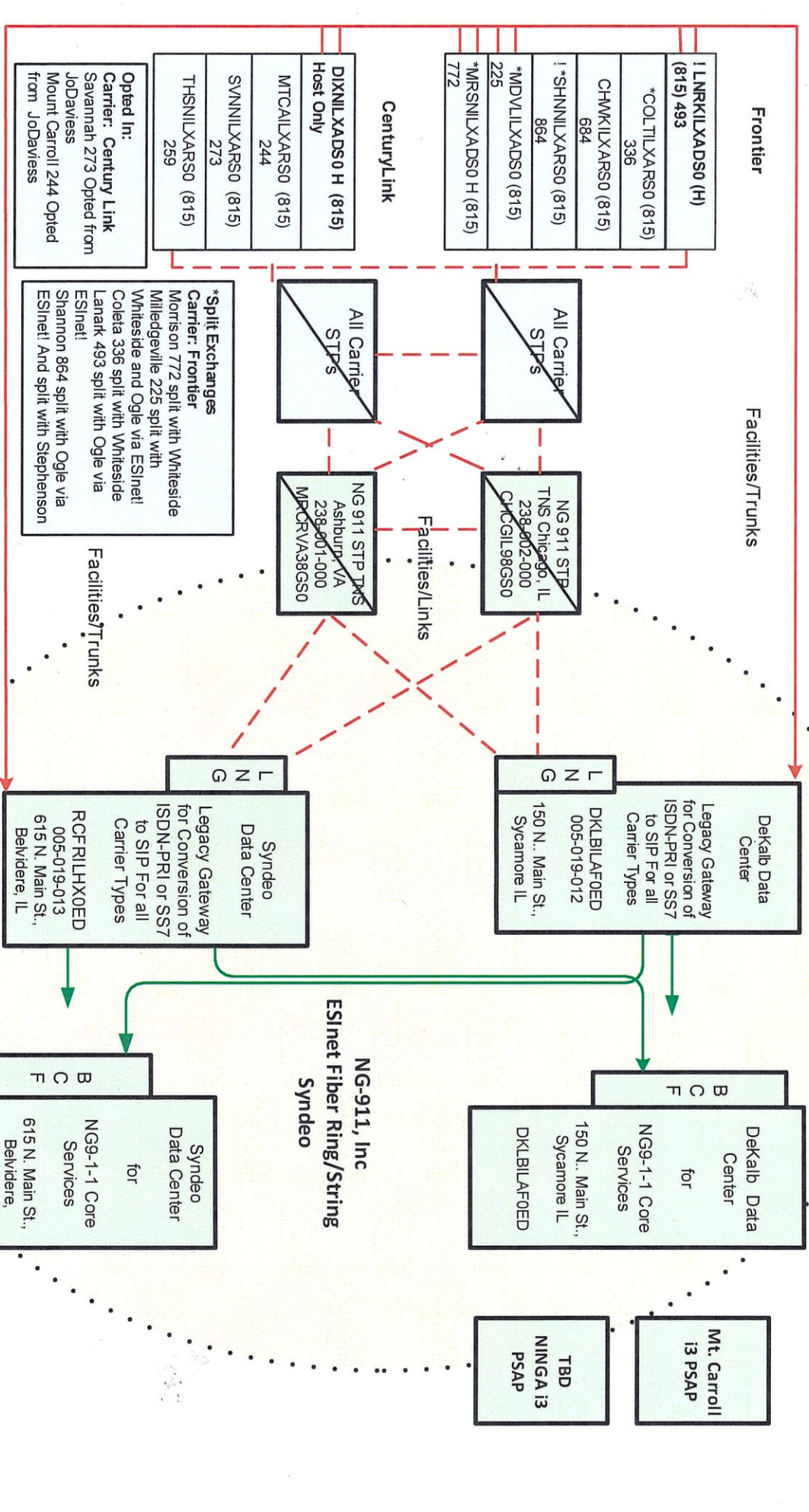
Rev 8-10-17
NIU GIS Visto Baseline updated for Carroll 2020



Carroll County IL NG9-1-1 Filing 2020 - NG-911, Inc. 911 SSP

Carrier Access - SR SS7 Splits - LATAs: 360,364

Access Carriers: Frontier and Century Link	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w SS7 Reference

Color Keys

- SIP - Green Trunks and Signaling
- ISDN PRI - Blue Trunks same as SS7 path - no links
- SS7 - Red dashed Signaling
- SS7 - Red solid Trunking
- ESInet - Peach
- CAMA - No SR Paths shown
- All Links - Diverse Databases Data Centers - Database Page
- Point Codes - End Ofcs. Assigned in Test Plans XXX-XXX-XXX

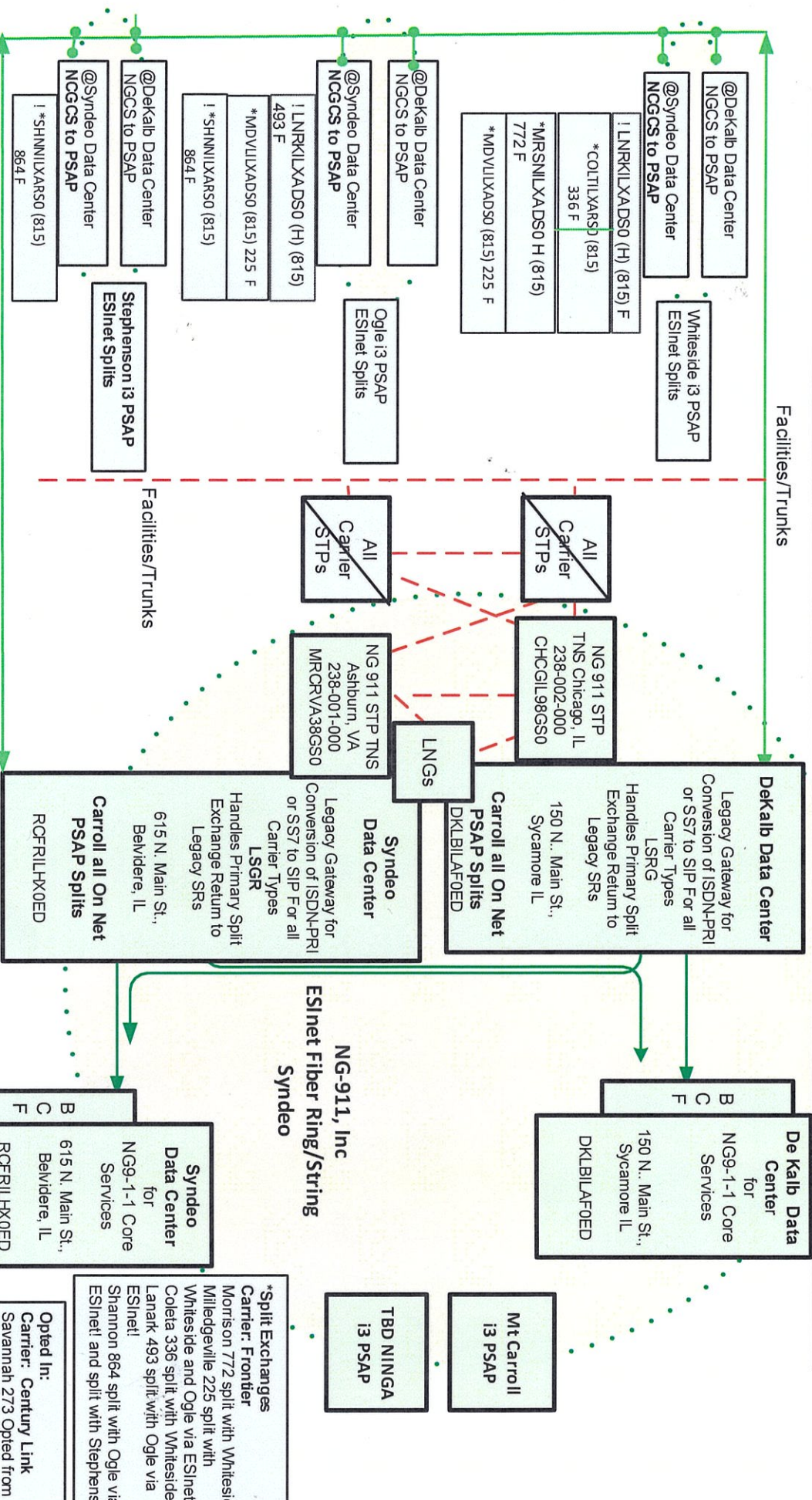
ESInet - all Fiber SIP over Ethernet
100 meg between Data Centers
20 meg required to each PSAP
(Actual 100 meg) Assume all Carriers connect at Data Centers
unless noted exceptions.

Carrier DS1 and above Facilities Copper or Fiber Terminate to PO1 to each Data Center

Access 9-1-1 and Carrier STPs	NG9-1-1 Data Centers and PSAPs	NENA Core Services see NENA-STA-010.2-2016 (originally 08-003) 2016. BCF is Firewall
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Carroll County IL NG9-1-1 Filing 2020- NG-911, Inc. 911 SSP
Carrier Access – SR SS7 Splits - LATAs: 360, 364

Access Carriers Frontier and CenturyLink	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w/SS7 Reference

Color Keys
SIP – Green Trunks and Signaling
MFC/AMA – Magenta Trunks same as SS7 path – no links
ISDN PRI – Blue Trunks same as SS7 path - no links
SS7 – Red dashed Signaling
ESInet - Peach
All Links - Diverse Databases Data Centers – Database Page Point Codes End Ofcs. Assigned in Test Plans XXX-XXX-XXX
Signaling SIP if ESInet Splits – all On-Net

ESInet – all Fiber SIP over Ethernet
 100 meg between Data Centers, 20 meg required to each PSAP (Actual 100 meg)
 Assume all Carriers connect at Data Centers unless noted exceptions.
 @F or Carroll County, there is are no Legacy SRS required for Splits

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center	Access 9-1-1 and Carrier STPs	NG9-1-1 Data Centers and PSAPs Include Hosted STPs	NENA Core Services see NENA-STA-010-2-2016 (originally 08-003) 2016. BCF is Firewall
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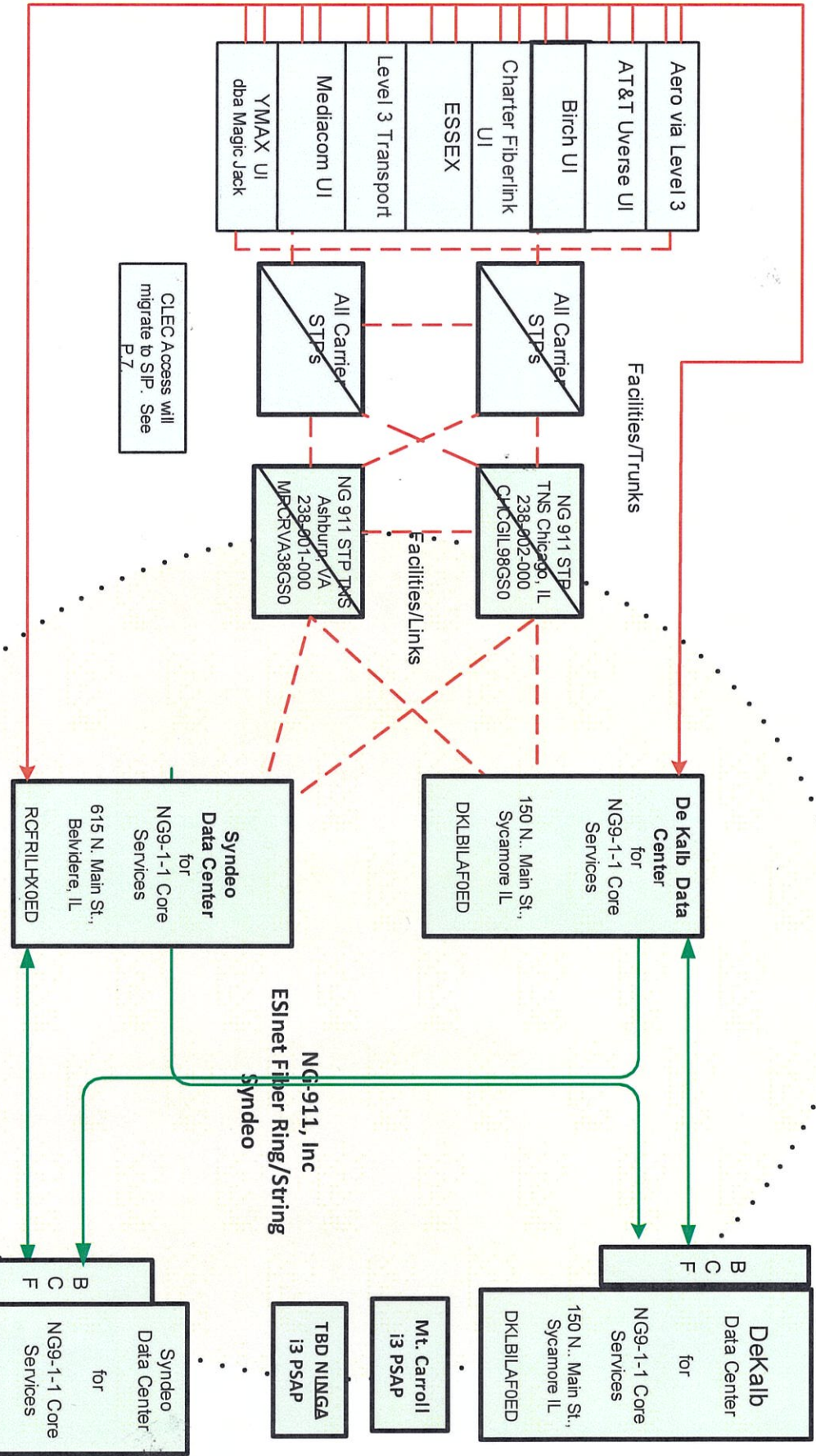
***Split Exchanges Carrier: Frontier**
 Morrison 772 split with Whiteside
 Milledgeville 225 split with Whiteside and Ogle via ESInet
 Coleta 336 split with Whiteside
 Lanark 493 split with Ogle via ESInet
 Shannon 864 split with Ogle via ESInet and split with Stephenson

Opted In: Carrier: Century Link
 Savannah 273 Opted from Jodavess
 Mount Carroll 244 Opted from Jodavess

Carroll County IL NG9-1-1 Filing 2020 - NG-911, Inc. 911 SSP

Carrier Access - SR SS7 Splits - LATAs: 360,364

Access Carriers CLEC*	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers - NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w SS7 Reference

- Color Keys**
- SIP - Green Trunks and Signaling
 - ISDN PRI - Blue Trunks same as SS7 path - no links
 - SS7 - Red dashed Signaling
 - SS7 - Red solid Trunking
 - ESInet - Peach
 - CAMA - No SR Paths shown
 - ALL Links - Diverse Databases Data Centers - Database Page
 - Point Codes - End Ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet - all Fiber SIP over Ethernet
100 meg between Data Centers
20 meg required to each PSAP
(Actual 100 meg) Assume all Carriers connected at Data Centers unless noted exceptions.

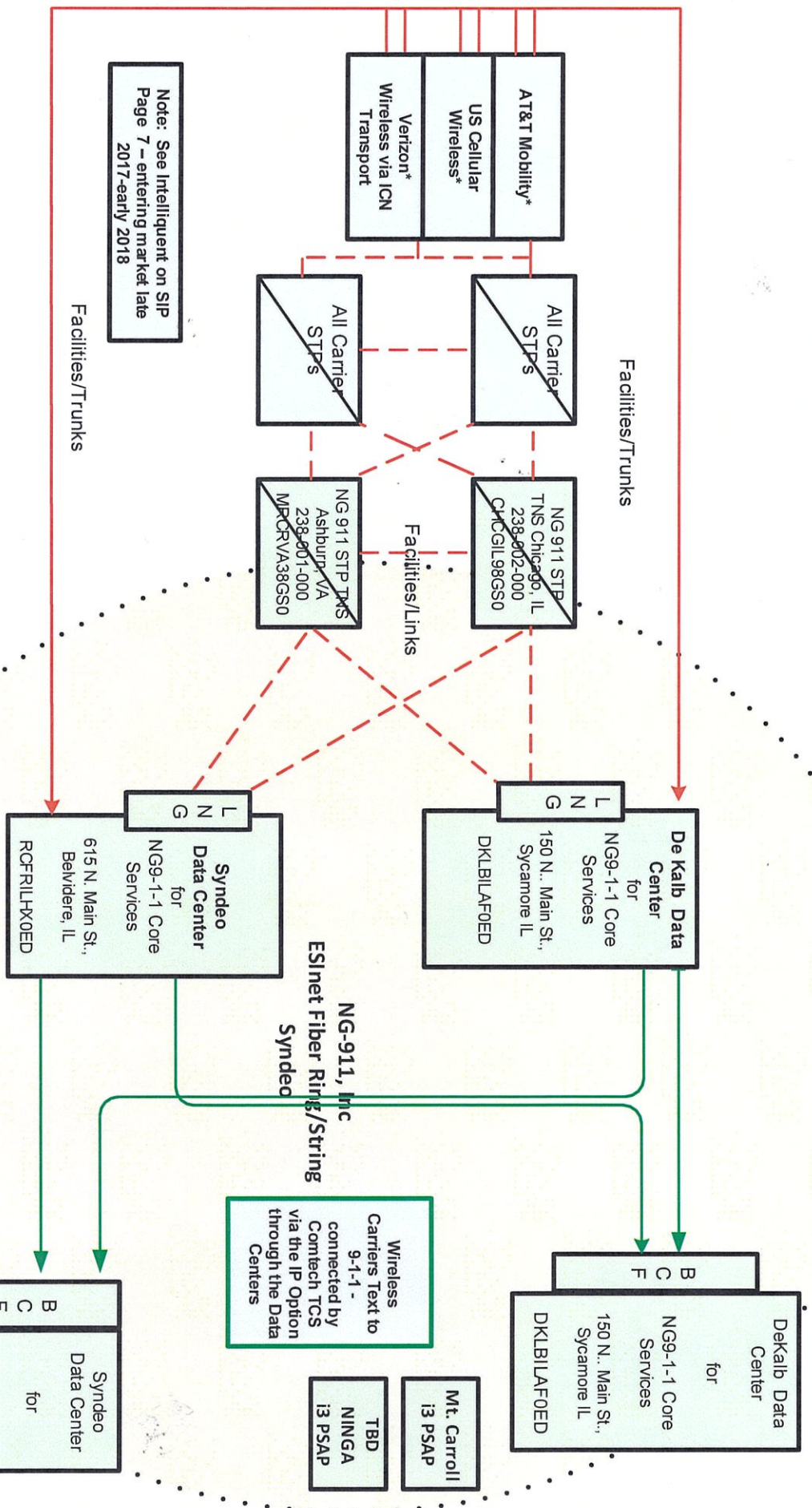
*Carroll CLECs sometimes use other Carrier Support for Transport and VPC GIS Database. 12-08-16

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center	Access 9-1-1 and Carrier STPs	NG9-1-1 Data Centers and PSAPs Include Hosted STPs	NENA Core Services see NENA-STA-010.2-2016 (originally 08-003) 2016. BCF is Firewall
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Carroll County IL NG9-1-1 Filing 2020 - NG-911, Inc. 911 SSP

Carrier Access - SR SS7 Splits - LATAs: 360,364

Access Carriers Wireless	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Note: See Intelligent on SIP Page 7 - entering market late 2017-early 2018

Carroll Plan Filing 2020 Carriers w/SS7 Reference

- Color Keys**
- SIP - Green Trunks and Signaling
 - ISDN PRI - Blue Trunks same as SS7 path - no links
 - SS7 - Red dashed Signaling
 - SS7 - Red solid Trunking
 - ESInet - Peach
 - CAMA - No SR Paths shown
 - All Links - Diverse Databases Data Centers - Database Page Point Codes - End Ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet - all Fiber SIP over Ethernet
100 meg between Data Centers
20 meg required to each PSAP
(Actual 100 meg) Assume all Carriers connect at Data Centers unless noted exceptions.

*Carroll Wireless Carrier Lists are confidential to MPC Aggregators
Text Control Center is TOC Comtech

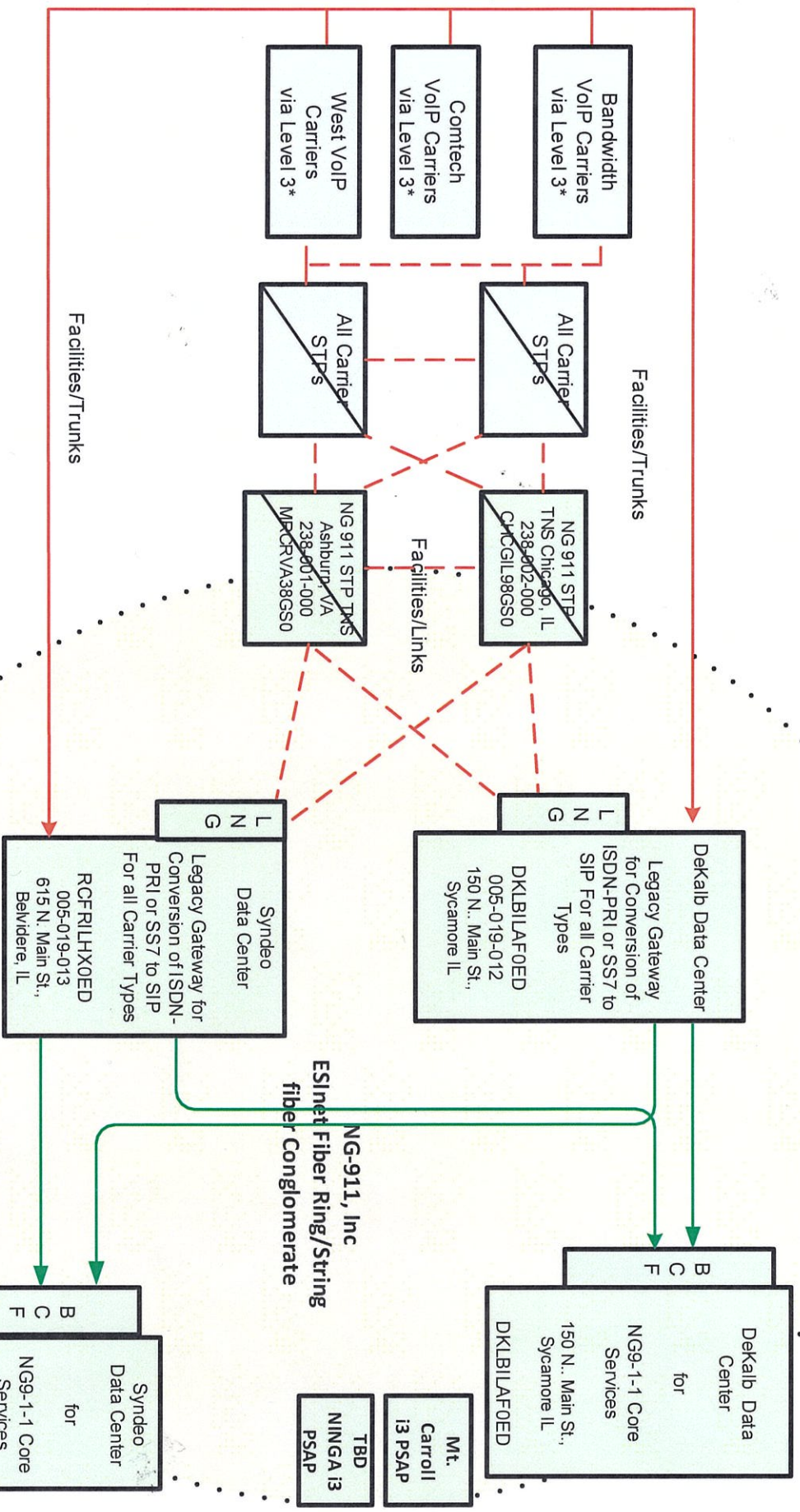
Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center

Access 9-1-1 and Carrier STPs
NG9-1-1 Data Centers and PSAPs
Include Hosted STPs
NENA Core Services see NENA-STA-010.2-2016 (originally 08-003) 2016. BCF is Firewall

Carroll County IL NG9-1-1 Filing 2020- NG-911, Inc. 911 SSP

Carrier Access – SR SS7 Splits - LATAs: 360,364

Access Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w/SS7 Reference

Color Keys

SIP – Green Trunks and Signaling
 ISDN/PRI - Blue Trunks same as SS7 path - no links
 SS7 – Red dashed Signaling
 SS7 – Red solid Trunking

ESInet - Peach
 CAMA - No SR Paths shown
 All Links - Diverse Databases Data Centers – Database Page
 Point Codes – End Ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet – all Fiber SIP over Ethernet
 100 meg between Data Centers
 20 meg required to each PSAP
 (Actual 100 meg). Assume all Carriers connected at Data Centers unless noted exceptions.

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center

Access 9-1-1 and Carrier STPs

NG9-1-1 Data Centers and PSAPs Include Hosted STPs

NENA Core Services see NENA-STA-010.2-2016 (originally 08-003) 2016. BCF is Firewall

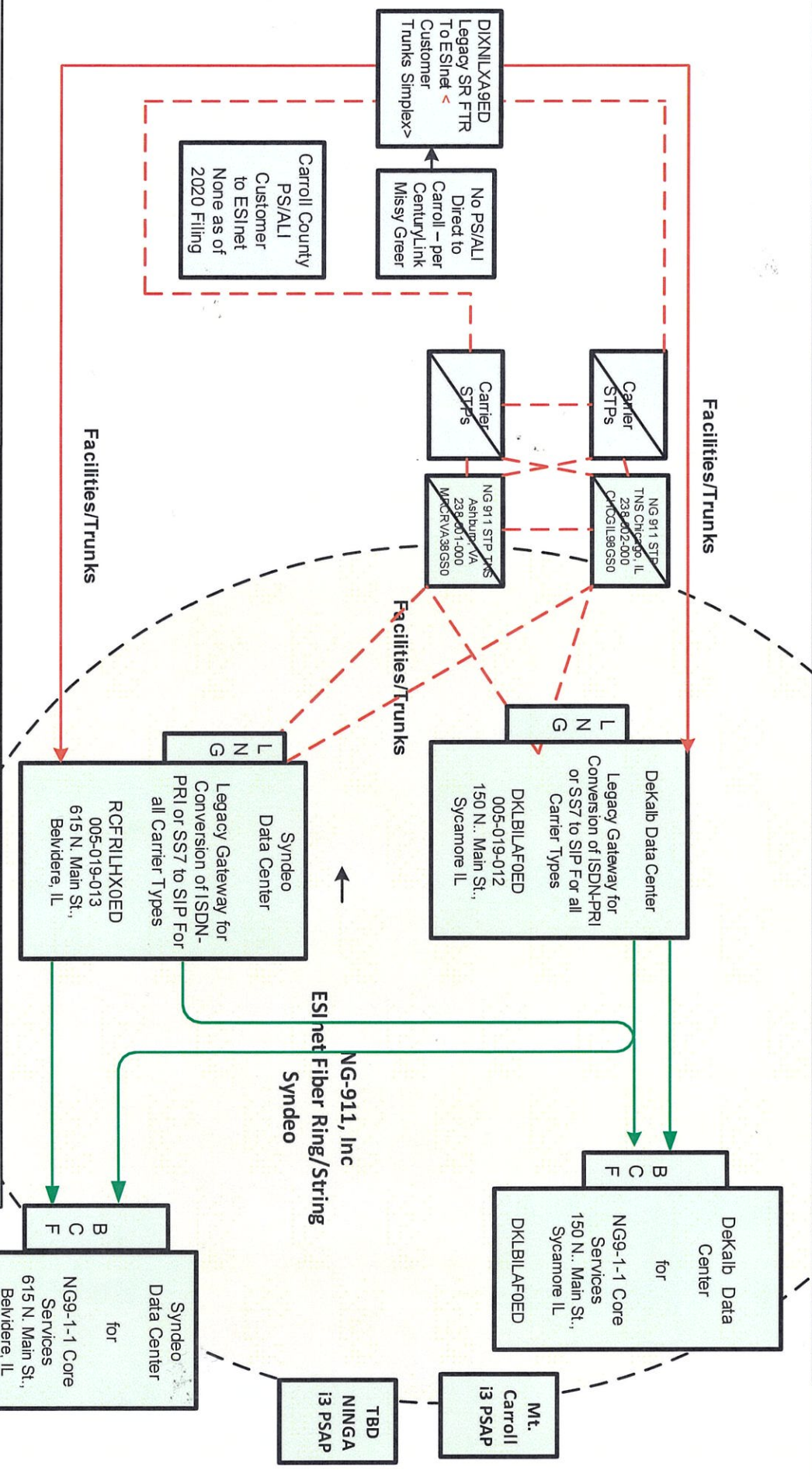
*Carroll VoIP Carrier Lists are confidential to VoIP Aggregators – testing with cooperation of the VPC and Level 3. Refer to Carrier Listings

Page 4: VoIP SS7 – see VPC Database P. 6

Carroll County IL NG9-1-1 Filing 2020 - NG-911, Inc. 911 SSP

Carrier Access - Direct ISDN PRI - LATAs: 360, 364

Access Carriers PS/ALL Direct only	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers and NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w/SS7 Reference

ColorKeys

- SIP - Green Trunks and Signaling
- ISDN PRI - Blue Trunks same as SS7 path - no links
- SS7 - Red dashed Signaling
- SS7 - Red solid Trunking
- ESInet - Peach
- CAMA - No SR Paths shown
- All Links - Diverse Databases Data Centers - Database Page
- Point Codes - End Ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet - all Fiber SIP over Ethernet
100 meg between Data Centers
20 meg to each PSAP
Assume all carriers connect at Data Centers unless noted. ESInet POI interfaces shown if different.

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center

Access 9-1-1 and Carrier STPs

NG9-1-1 Data Centers and PSAPs

Include Hosted STPs

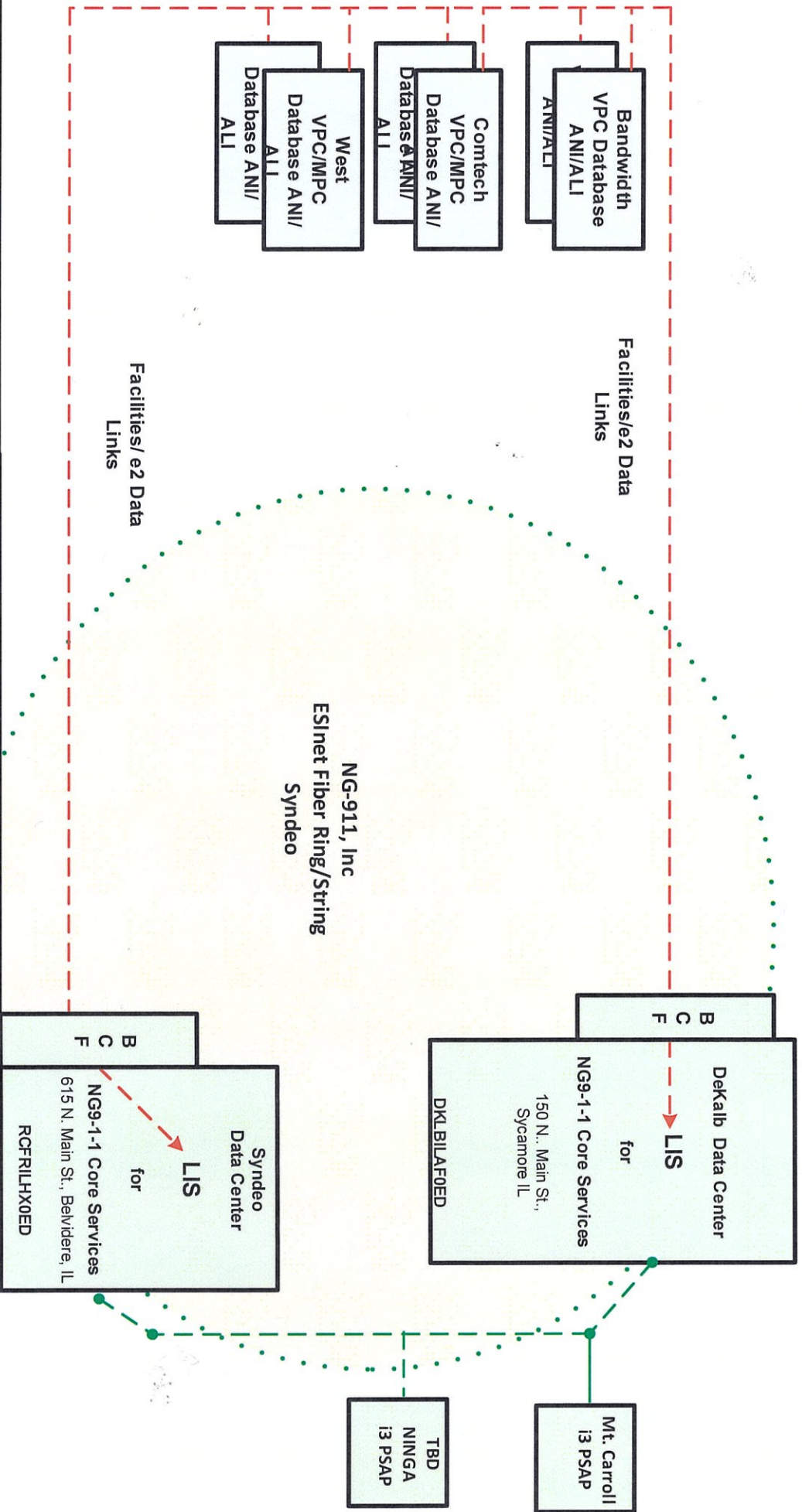
NENA Core Services see NENA-STA-010.2-2016 (originally 08-003) 2016. BCF is Firewall

*Carroll - if PS/ALL Direct facilities and connections are needed - they will connect to the NG-911 Inc NG9-1-1 NGCS in the future

Carroll County IL NG9-1-1 Filing 2020 NG-911, Inc. 911 SSP

Carrier Access – SR SS7 Splits - LATAs: 360,364

Access Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers NG Core Services - Gateway Security ALL Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w/SS7 Reference
Color Keys
 SIP – Green Trunks and Signaling
 ISDN PRI - Blue Trunks same as SS7 path - no links
 SS7 – Red dashed Signaling
 SS7 – Red solid Trunking
 ESInet - Peach
 CAMA - No SR Paths shown
 All Links - Diverse Databases Data Centers – Database Page Point Codes – End Ofcs. Assigned in Test Plans XXX-XXX-XXX

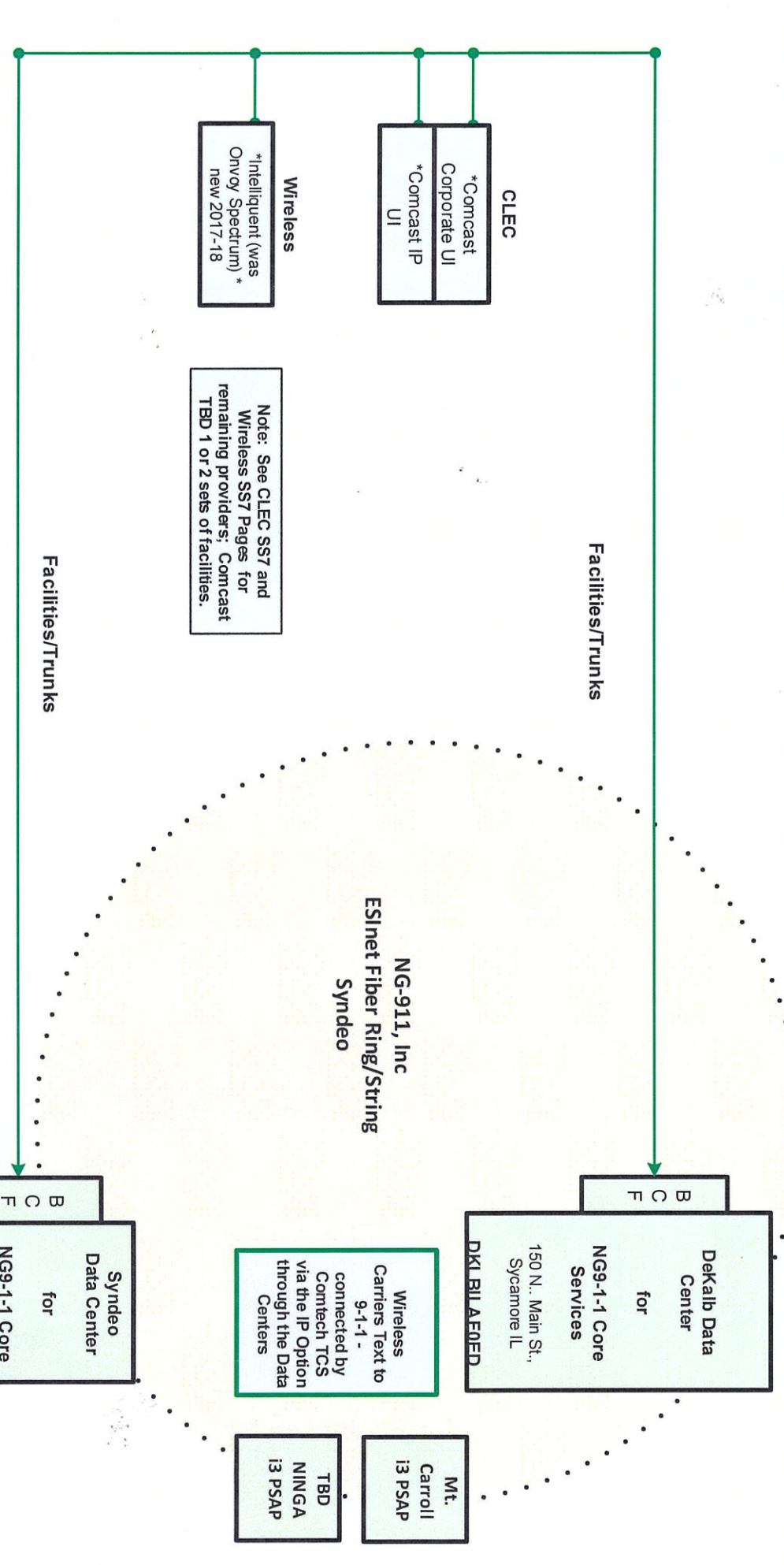
ESInet – all Fiber SIP over Ethernet
 100 meg between Data Centers 20 meg required to each PSAP (Actual 100 meg). Assume all Carriers connected at Data Centers unless noted exceptions.

*NINGA VPC and MPC Customers are proprietary. Wireline Databases ported to ECRFs VPC and MPC Databases are remote in diverse locations. Dedicated Facilities

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center			
Database Providers VoIP and Mobile	NG9-1-1 Data Centers and PSAPs	NENA Core Services see NENA-5TA-01.0.2-2016 (originally 08-003) 2016 BCF is Firewall. LIS is the interface for external Database Interface	

Carroll County IL NG9-1-1 Filing 2020- NG-911, Inc. 911 SSP
Carrier Access – SR SS7 Splits - LATAs: 360,364

Access Carriers	Access Copper or Fiber Signaling STPs	NG9-1-1 STPs and LNGs	Data Centers NG Core Services - Gateway Security All Termination LIS and ECRF Database Selective Routing Log & Record Monitoring Map	PSAPs
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Carroll Plan Filing 2020 Carriers w/SS7 Reference
Color Keys
 SIP – Green Trunks and Signaling
 ISDN PRI - Blue Trunks same as SS7 path - no links
 SS7 – Red dashed Signaling none with SIP
 SIPSS7 – Red solid Trunking none with SIP
 ESInet - Peach
 CAMA - No SR Paths shown
 ALL Links - Diverse Databases Data Centers – Database Page
 Point Codes – End Ofcs. Assigned in Test Plans XXX-XXX-XXX

ESInet – all Fiber SIP over Ethernet
 100 meg between Data Centers
 20 meg required to each PSAP
 (Actual 100 meg) Assume all Carriers connect at Data Centers unless noted exceptions.

Carrier DS1 and above Facilities Copper or Fiber Terminate to POI to each Data Center

Access 9-1-1 and Carrier STPs

NG9-1-1 Data Centers and PSAPs Include Hosted STPs

NENA Core Services see NENA-STA-010.2-2016 (originally 08-003) 2016. BCF is Firewall

Sydeo Data Center for NG9-1-1 Core Services
 615 N. Main St., Belvidere, IL
 RCFRILHX0ED

Wireless Carriers Text to 9-1-1 - connected by Comtech TCS via the IP Option through the Data Centers

Mt. Carroll i3 PSAP

TBD NINGA i3 PSAP

Carroll County Reference - 2020

***Split Exchanges**
Carrier: Frontier
Morrison 772 split with Whiteside
Milledgeville 225 split with
Whiteside and Ogle via ESInet!
Coleta 336 split with Whiteside UI
Lanark 493 split with Ogle via
ESInet!
Shannon 864 split with Ogle via
ESInet! and split with Stephenson

Opted In:
Carrier: Century Link
Savannah 273 Opted from
JobDavess
Mount Carroll 244 Opted from
JobDavess

Mount Carmel
Backup PSAP TBD
NINGA I3PSAP UI
for Dispatch
capable: IGA Rqd.

Default PSAP (in case of ANI/ALL Failure)
Primary – Under Investigation (UI)
Secondary - Ogle

PS/ALI
Per Century
Link – None for
Carroll Co.

****RCISILRIDS1** Legacy AT&T SR
****DKLBILXA4ED and BLTNILXN1ED** Legacy Frontier SRs
DIXNILXA9ED – Legacy CenturyLink SR
Legacy SRs in NINGA Footprint can be removed from Carroll
call flow since there are no PS/ALI customers PSAP.

Wireless
Carriers Text to
9-1-1 -
connected by
Comtech TCS
via the IP Option
through the Data
Centers

DeKalb Data Center
150 N. Main St., Sycamore, IL
Sydeo Data Center
615 N. Main St., Belvidere, IL
Revised – refer to ESInet Diagram

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)
Chadwick Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.670MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Phone 815-684-5264 (Station) (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

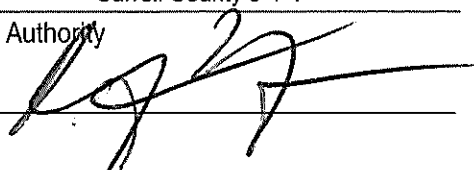
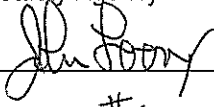
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Chadwick Police Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSB</u>	Title <u>LT. # 682</u>

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) Chadwick Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.026MHz (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity 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.

<u>Carroll County 9-1-1</u>	<u>Chadwick Fire Department</u>
9-1-1 Authority	Public Safety Agency
By <u>[Signature]</u>	X By <u>[Signature]</u>
Title <u>Chairman, ETSB</u>	Title <u>Chief</u>

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)
Mt. Carroll Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures If radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Phone 815-244-4502 (Station) (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

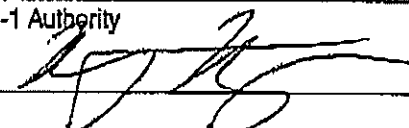
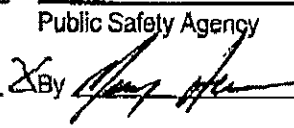
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Mt. Carroll Fire Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSB</u>	Title <u>Chief</u>

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)
Thomson Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

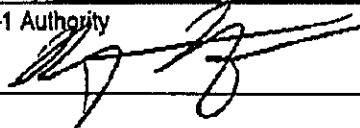
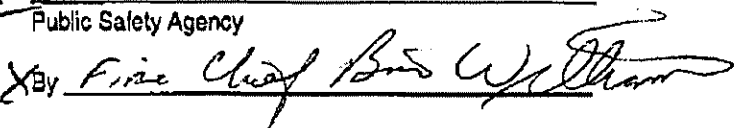
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Thomson Fire Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSB</u>	Title <u>Fire Chief</u>

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)
Lanark Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity
frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

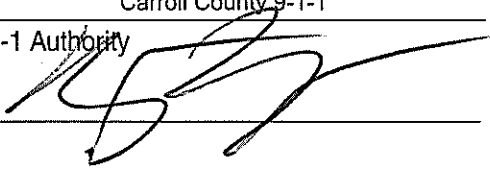

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service
to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Lanark Fire Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSS</u>	Title <u>Fire Chief</u>

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)
Mount Carroll Ambulance, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

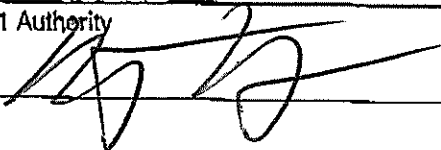
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

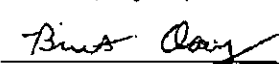
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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.

Carroll County 9-1-1
9-1-1 Authority
By 
Title Chairman, ETSB

Mount Carroll Ambulance
Public Safety Agency
By 
Title EMS Chief

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)
Milledgeville Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

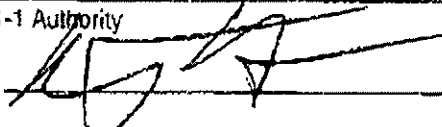
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

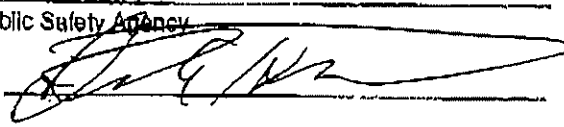
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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.

Carroll County 9-1-1
9-1-1 Authority
By 
Title Chairman, ETSB

Milledgeville Fire Department
Public Safety Agency
By 
Title Trustee

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) Thomson Police Dept, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Direct Dispatch 155.670 Radio (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Call by Telephone 815-259-3905 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

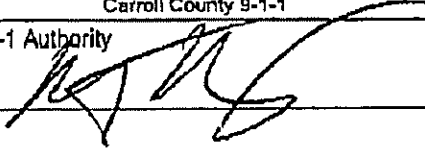

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Thomson Police Department</u>
9-1-1 Authority	Public Safety Agency
By 	X By 
Title <u>Chairman, ETSB</u>	Title <u>Chief of Police</u>

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)
Savanna Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures if radio frequency-identity number, if talk group-identity name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identity name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

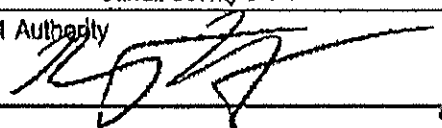
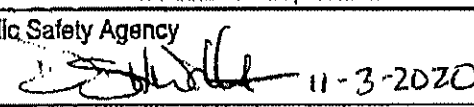
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Savanna Fire Department</u>
9-1-1 Authority	Public Safety Agency
By 	By  11-3-2020
Title <u>Chairman, ETSB</u>	Title <u>Fire Chief</u>

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)
Savanna Police Dept, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

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

Primary: Direct Dispatch 155.670 Radio (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: Call by Telephone 815-273-2488 (State Specific Procedures if radio frequency-identity
frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

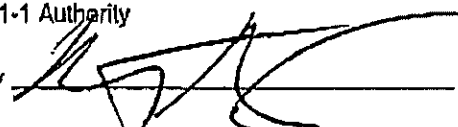
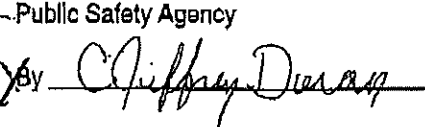
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service
to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Savanna Police Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSB</u>	Title <u>Chief of Police</u>

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)
Shannon Police Dept, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

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

Primary: Direct Dispatch 155.670 Radio (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: Call by Telephone 815-742-7793 (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.

<u>Carroll County 9-1-1</u>	<u>Shannon Police Department</u>
9-1-1 Authority	Public Safety Agency
By _____	By <u>Robert [Signature]</u>
Title <u>Chairman, ETSB</u>	Title <u>Chief of Police</u>

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)
Lanark Police Dept, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

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

Primary: Direct Dispatch 155.670 Radio (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: Call by Telephone 815-238-0380 (State Specific Procedures if radio frequency-identity
frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

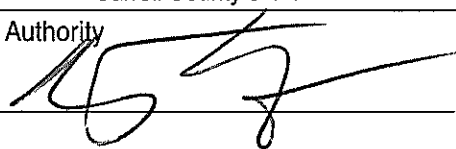
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service
to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

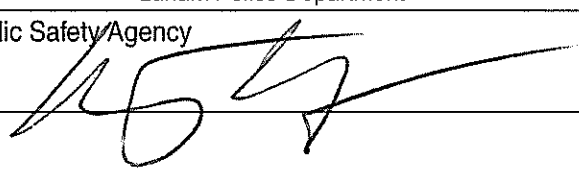
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-
emergency nature shall be referred to your agency's published telephone number.

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.

Carroll County 9-1-1
9-1-1 Authority
By 
Title Chairman, ETSB

Lanark Police Department
Public Safety Agency
By 
Title Chief of Police

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)
Shannon Fire Department, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Direct Dispatch 155.025 (Radio) (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

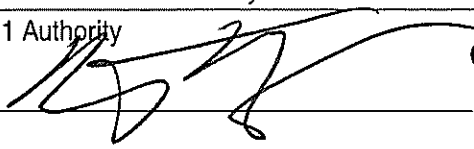
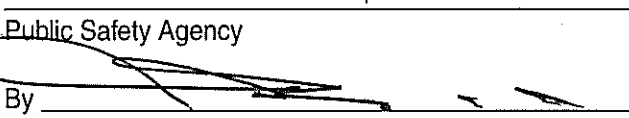
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Shannon Fire Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSB</u>	Title <u>Fire Chief</u>

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)
Savanna Ambulance Association, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.025MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Text Message Dispatch via IAmResponding (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

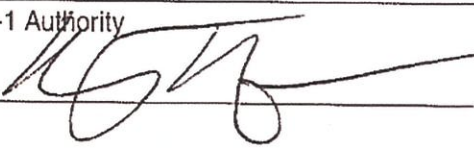
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

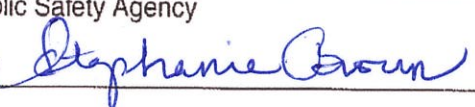
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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.

Carroll County 9-1-1
9-1-1 Authority
By 
Title Chairman, ETSB

Savanna Ambulance Association
Public Safety Agency
By 
Title Assistant EMS Director

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)
Carroll County Sheriff's Office, for the purpose of effective handling and routing of 9-1-1 Emergency calls.

CALL HANDLING

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

Primary: Radio Direct 155.670MHz (State Specific Procedures if radio frequency-identity number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Telephone 815.244.2635 (State Specific Procedures if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

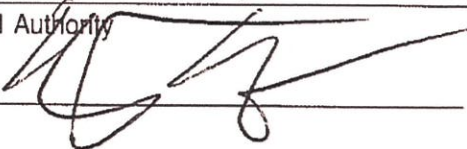
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

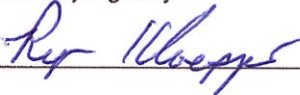
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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.

Carroll County 9-1-1
9-1-1 Authority
By 
Title Chairman, ETSB

Carroll County Sheriff's Office
Public Safety Agency
By 
Title Carroll County Sheriff

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)
Mount Carroll Police Department, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

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

Primary: Radio Direct 155.670MHz (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: Telephone 815.244.5313 (State Specific Procedures if radio frequency-identity
frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

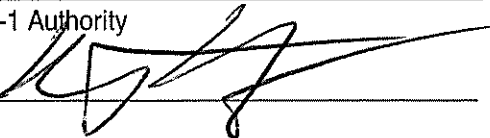

Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service
to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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.

<u>Carroll County 9-1-1</u>	<u>Mount Carroll Police Department</u>
9-1-1 Authority	Public Safety Agency
By 	By 
Title <u>Chairman, ETSB</u>	Title <u>Chief of Police</u>

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)
Milledgeville Police Dept, for the purpose of effective handling and routing of 9-1-1 Emergency
calls.

CALL HANDLING

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

Primary: Direct Dispatch 155.670 Radio (State Specific Procedures if radio frequency-identity number,
if talk group-identify name, if telephone-identity telephone number)

Secondary: Call by Telephone 815-225-7134 (State Specific Procedures if radio frequency-identity
frequency number, if talk group-identify name, if telephone-identity number)

AID OUTSIDE JURISDICTION BOUNDARIES

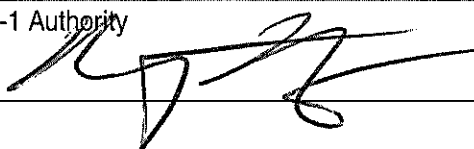
Once an emergency unit is dispatched in response to a request through the system, such unit shall render its service
to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

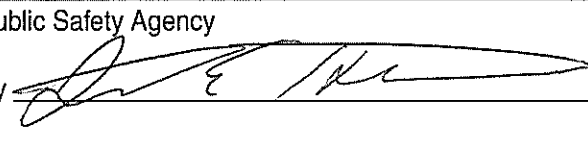
The legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-
emergency nature shall be referred to your agency's published telephone number.

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.

Carroll County 9-1-1
9-1-1 Authority
By 
Title Chairman, ETSB

Milledgeville Police Department
Public Safety Agency
By 
Title Chief of Police

**ADJACENT 9-1-1 AUTHORITIES CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between Stephenson County ETSB ("9-1-1 Authority"), and Carroll County ETSB ("Adjacent 9-1-1 Authority"), that dispatches the following "Public Safety Agencies" whose boundaries are adjacent to this 9-1-1 Authority for the purpose of effective handling and routing of 9-1-1 Emergency Calls:

- | | |
|-----------------------------------|-----|
| 1) Stephenson County Sheriff | 6) |
| 2) Pearl City Fire and Ambulance | 7) |
| 3) Freeport Rural Fire Department | 8) |
| 4) | 9) |
| 5) | 10) |

CALL HANDLING

(9-1-1 Authority PSAP Name) Carroll County 9-1-1 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Telephone 10D Transfer 815-235-8251 (state specific procedures - if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Radio Point-to-Point 155.370MHz (state specific procedures - if radio frequency-identity frequency etc.)

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 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location 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.

<u>Carroll County ETSB</u>	<u>Stephenson County ETSB</u>
9-1-1 Authority Name	Adjacent 9-1-1 Authority Name
Signature <u>Matthew T Magill</u> <small>Digitally signed by Matthew T Magill Date: 2020.12.02 17:27:12 -06'00'</small>	Signature <u>June Dillman</u> <small>Digitally signed by June Dillman Date: 2020.12.03 13:05:12 -06'00'</small>
Title <u>Chairman</u>	Title <u>911 Coordinator</u>
Date <u>12-02-2020</u>	Date <u>12/3/20</u>

**ADJACENT 9-1-1 AUTHORITIES CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between Carroll County ETSB ("9-1-1 Authority"), and Jo Daviess County ETSB ("Adjacent 9-1-1 Authority"), that dispatches the following "Public Safety Agencies" whose boundaries are adjacent to this 9-1-1 Authority for the purpose of effective handling and routing of 9-1-1 Emergency Calls:

- | | |
|------------------------------|----------------------------|
| 1) Jo Daviess County Sheriff | 6) Hanover Fire Department |
| 2) Elizabeth Area Ambulance | 7) |
| 3) Elizabeth Fire Department | 8) |
| 4) Stockton Area Ambulance | 9) |
| 5) Stockton Fire Department | 10) |

CALL HANDLING

(9-1-1 Authority PSAP Name) Carroll County 9-1-1 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Telephone 10D Transfer 815.777.2141 (state specific procedures - if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Radio Point-to-Point 155.370MHz (state specific procedures - if radio frequency-identity frequency etc.)

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 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location 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.

Carroll County ETSB

Jo Daviess County ETSB

9-1-1 Authority Name

Adjacent 9-1-1 Authority Name

Signature Matthew T Magill Digitally signed by Matthew T Magill
Date: 2020.12.02 16:51:21 -06'00'

Signature 

Title Chairman

Title 911 Coordinator

Date 12-02-2020

Date 12-07-2020

**ADJACENT 9-1-1 AUTHORITIES CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between Carroll County ETSB ("9-1-1 Authority"), and Whiteside County ETSB ("Adjacent 9-1-1 Authority"), that dispatches the following "Public Safety Agencies" whose boundaries are adjacent to this 9-1-1 Authority for the purpose of effective handling and routing of 9-1-1 Emergency Calls:

- | | |
|--|-----|
| 1) Whiteside County Sheriff | 6) |
| 2) Morrison Community Hospital Ambulance | 7) |
| 3) Morrison Fire Department | 8) |
| 4) | 9) |
| 5) | 10) |

CALL HANDLING

(9-1-1 Authority PSAP Name) Carroll County 9-1-1 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Telephone 10D Transfer 815-772-5297 (state specific procedures - if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Radio Point-to-Point 155.370MHz (state specific procedures - if radio frequency-identity frequency etc.)

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 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location 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.

Carroll County ETSB

Whiteside County ETSB

9-1-1 Authority Name

Adjacent 9-1-1 Authority Name

Signature Matthew T Magill Digitally signed by Matthew T Magill
Date: 2020.12.02 16:34:13 -06'00'

Signature Karl Kovarik Digitally signed by Karl Kovarik
Date: 2020.12.03 08:53:39
-06'00'

Title Chairman

Title 911 Coordinator

Date 12-02-2020

Date December 3, 2020

**ADJACENT 9-1-1 AUTHORITIES CALL HANDLING &
AID OUTSIDE JURISDICTIONAL BOUNDARIES
AGREEMENT**

9-1-1 EMERGENCY CALL HANDLING DISPATCH PROCEDURES:

This agreement is made between Carroll County ETSB ("9-1-1 Authority"), and Ogle County ETSB ("Adjacent 9-1-1 Authority"), that dispatches the following "Public Safety Agencies" whose boundaries are adjacent to this 9-1-1 Authority for the purpose of effective handling and routing of 9-1-1 Emergency Calls:

- | | |
|-----------------------------|-----|
| 1) Ogle County Sheriff | 6) |
| 2) Forreton Fire Department | 7) |
| 3) Polo Fire Department | 8) |
| 4) | 9) |
| 5) | 10) |

CALL HANDLING

(9-1-1 Authority PSAP Name) Carroll County 9-1-1 receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

Primary: Telephone 10D Transfer 815.732.6666 (state specific procedures - if radio frequency-identity frequency number, if talk group-identify name, if telephone-identity telephone number)

Secondary: Radio Point-to-Point 155.370MHz (state specific procedures - if radio frequency-identity frequency etc.)

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 is used for emergency calls only. Therefore, all calls of an administrative or nonemergency nature shall be referred to your agency's published telephone number.

The PSAP agrees to keep all records, times, and the location 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.

Carroll County ETSB

Ogle County ETSB

9-1-1 Authority Name

Adjacent 9-1-1 Authority Name

Signature Matthew T Magill Digitally signed by Matthew T Magill
Date: 2020.12.02 17:12:31 -06'00'

Signature Brittany Carls

Title Chairman

Title 9-1-1 Coordinator

Date 12-02-2020

Date 12/02/2020

**Carrier Listing
NPA-NXX**

County: Carroll

CARRIER LISTING

(Wireline, Wireless, VoIP)

Wireline NPA-NXX provided

Wireless uses pseudo ALI - NPA-555-XXXX

VoIP and selected CLECs use pseudo ALI NPA-222-XXXX

Provide a list of each carrier that will be involved in the proposed system with NPAs and NXXs Same as Diagrams. ILEC only Split exchange information is detailed in the Plan Narrative and on Diagrams.

Type Carrier	Name	CLLI	NPA	NXX	XXXX to	XXXX
ILEC	CenturyLink	DIXNILXADS0* Host Only	815	Host		
ILEC	CenturyLink	MTCAILXARS0#	815	244	0000	9999
ILEC	CenturyLink	SVNNILXARS0#	815	273	0000	9999
ILEC	Frontier	LNRKILXADS0*	815	493	0000	9999
ILEC	Frontier	THSNILXARS0*	815	259	0000	9999
ILEC	Frontier	CHWKILXARS0	815	684	0000	9999
ILEC	Frontier	COLTILXARS0*	815	366	0000	9999
ILEC	Frontier	SHNNILXARS0*	815	864	0000	9999
ILEC	Frontier	MDVLILXADS0*	815	225	0000	9999
ILEC	Frontier	MRSNILXADS0	815	772	0000	9999
Notes: 10-01-17 version 1	* Split Exchanges- See Network Diagrams and Plan Narrative for Split County Routing # Opted In – See Diagrams for added details # Opted Out – See Diagram for added details ^ PS/ALI with 9-1-1 Direct to DIXNILXA9ED Phase I – None identified by CenturyLink Missy Greer CenturyLink verified Host Remotes and CLLI and provided SS7 Point Codes; no split, opt verification Frontier no split opt or SS& Point Codes as of version 1 Source: Local Exchange Routing Guide – LERG and ETSB Managers					

Carrier Listing

Carroll County IL

County: Carroll County

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
ILEC/RLEC			
ILEC MSAG	CenturyLink	Eva Morris-Parker , Attn: Controller's Group, PO Box 4065, Monroe, LA 71211	(877) 386-7151
ILEC MSAG	Frontier	Rose Soto, 401 Merritt 7, Norwalk, CT 06851	(203) 614-5190
CLEC			
CLEC West VPC	Aero Level 3 Transport	Dan Griffin, Freeport, IL 61032 dan@aeroinc.net	(815) 233-3387 ext 331
CLEC Bandwidth.com VPC	Birch Telecom (includes what was Sage)	Tax Department, 320 Interstate North Pkwy SE, Atlanta GA, 30339-2213	(770) 240-8815
CLEC Comtech TCS and West VPCs	Comcast (Corporate) Transport via Level 3 UI	Katie Wilson, 225 W. Wacker Drive, 8th Floor, Chicago, IL 60606 Added per Stephanie Hardin Comcast	(312) 681-8300
CLEC Bandwidth VPC	Essex Telecom	1942 Gateway Center Dr, Belvidere, IL 61008	(815) 544-1173
CLEC VoIP and Wireless Transport	Level 3 Communications	Rosa Salvado, 1025 Eldorado Blvd, Broomfield, CO 80021 Or Ernst & Young 18006 Skypark Circle, Suite 106 Irvine CA 92615 for Billing	(949) 838-3300
CLEC West VPC	Mediacom Communications	Megan L. Strom, One Mediacom Way, Mediacom Park NY 10918	Virginia Gannon Mediacom Project Manager (845) 443-2432
CLEC West VPC West Prof Svcs.	YMAX Communications Corp dba Magic Jack	LLC, 3838 Carson, Suite 200, Torrence, CA 90503 Carroll did not receive [payments from this company. It is in LERG)	(310) 792-8272 (Fax)
VoIP			
VoIP West and Comtech VPC	CenturyLink dba Qwest Communications (QCC)	Attn: Controller's Group, PO Box 4065, Monroe, LA 71211 CenturyLink QCC VoIP is in LERG for Carroll.	(318) 340-5317
VoIP West VPC	Clear Rate	Mark Lammert, Compliance Solutions 740 Florida Central Pkwy Ste 2028, Longwood, FL 32750	(407) 260-1011
VoIP Bandwidth VPC	Interface dba Star2Star	3100 Cumberland Boulevard, Suite 700, Atlanta, GA 30339; Jeff Schaaf, Manager Interface Digital Voice, Interface Security Systems, LLC 3773 Corporate Center Drive	(310) 792-8272 (Fax)

Carrier Listing

Carroll County IL

CARRIERS		STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Wireless			
Wireless West MPC	AT&T Mobility w Text	Allen Muse , 698 Melrose Ave, Nashville, TN 37211	(615) 744-3099
Wireless West MPC	Sprint PCS w Text- (SIP using Level 3 SIP Transport – Ericsson says Level 3 selects signaling)	6200 Sprint Pkwy. Overland Park, KS 66251	(913) 624-6000
Wireless West MPC	US Cellular w Text	1601 Dry Creek Dr, Longmont, CO 80503	(720) 494-5800 Dave Sehnert (West)
Wireless West MPC	Verizon w Text (using ICN Transport)	Kip Skeels (TCS) 2401 Elliott Ave, Suite 200, Seattle, WA 98121 Patrick Hale, 1120 Sanctuary Parkway, Suite 150 GASA5E911 Alpharetta GA 30004	(206) 792-2842 (770) 797 1226
MPC/VPC e2 Links into each Data Center			
VPC	Bandwidth	3100 Cumberland Blvd, Suite 700. Atlanta, GA 30339	(770) 240-8773
MPC/VPC	Comtech TCS	Eddie Lemaire; 2401 Elliott Avenue, 2 nd Floor, Seattle, Washington 98121	(206) 792-2473
MPC/VPC	West	Sean Smith, Technical Project Manager ssmith2@west.com	(720) 494-5814
Reseller			
Reseller	Granite	100 Newport Ave Extension, Quincy, MA 02171	(770) 240-8889
Text Control Center			
TCC	Comtech TCS	Eddie Lemaire; 2401 Elliott Avenue, 2 nd Floor, Seattle, Washington 98121	(206) 792-2473



Guardian System Cut Over Plan

**Customer Name:
Carroll County, IL**

**Customer Order Number:
CO#003282**

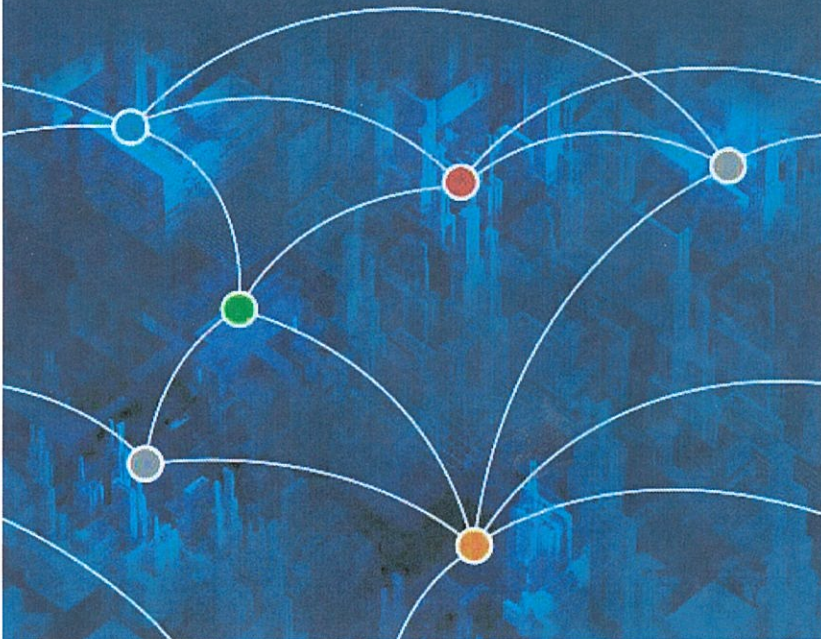


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1 Introduction

This cutover plan refines the transition plan strategies and decisions required to execute the cutover to the new live 9-1-1 environment for Carroll County, IL.

A successful cutover to the Solacom system is contingent upon the successful completion of a number of tasks by the local exchange carrier (LEC), Solacom, Carroll County, and third-party vendors. At this point in the implementation process, all milestones are critical.

The purpose of this cutover plan is to document the tasks to be accomplished during the week prior to the cutover.

2 Approach

Carroll County, IL will have an existing facility at **Carroll County PSAP** location which will be used to facilitate the cutover. The Solacom team will perform a series of pre-cutover tasks prior to the cutover phase. A Go-Live readiness review meeting will be held prior to any cutover activity. Following the successful transition to the Solacom Guardian, the Solacom team will ensure that the post cutover activities are performed.

3 Staffing Requirements

Proper staffing during the cutover period is critical to the success of the cutover. It will be important that Solacom has both technical and training support on-site for the cut-over. In addition, it will be important that Carroll County, IL has key PSAP Administrative and IT staff available during Cut-over preparation and execution. Refer to Figure 1.

It will be the responsibility of Carroll County, IL to ensure all 3rd Party vendors are available should issues arise on the day of the cut-over.

Resource Name	Onsite/Remote	Role
James Meyer	Remote	Project Manager (Solacom)
Len Starr	Onsite	Field Engineer (Solacom)
Travis Stender	Onsite	Trainer (Solacom)

Figure 1: Staffing Requirements

4 Pre-Cutover Tasks (Prerequisites)

The checklist shown in Figure 2 will be used to ensure completion of items. Each incomplete item will be evaluated to determine its potential impact to the system cutover. That evaluation will be made jointly between Solacom and Carroll County, IL.

Task Description	Owner	Completed (✓)
Hardware location and networking is reviewed and established	Solacom/Carroll County	
Solacom Installation of Equipment Room	Solacom	
Remote Access to Solacom equipment installed and tested	Solacom	
Confirm that NetClock Antenna Cable, LED is installed and verify connection to CAD Server.	Solacom/Carroll County	
9-1-1 Trunks and ALI Circuits Installed and Tested	Solacom	
Back-up of all Critical Data	Solacom	
CAD connectivity Identified and Tested	Solacom/Carroll County	
3rd Party Vendors notified of upcoming cutover	Customer name	
Solacom Acceptance Test Plan completed and signed	Solacom/Carroll County	
Advise affected Stakeholder Agencies (PD, FD, EMS, & EMA) of cutover date and plan.	Solacom/Carroll County	
Solacom Call Taker and Administrative Training Completed	Solacom/Carroll County	
Travel arrangements have been completed and staff confirmed	Solacom/Carroll County	
Final Cut-over Plan reviewed and agreed upon by all parties	Solacom/Carroll County	

Figure 2: Pre-Cutover Tasks

5 Go Live Readiness Review Meeting (Go-No/Go)

Cutover activities will begin with the Go Live Readiness Meeting, scheduled prior to the cutover. During this meeting, specific items from the Pre-Cutover Checklist will be reviewed for completeness. Items that have not yet met the completion criteria will be reviewed, and their potential impact to the cutover will be discussed and assessed. Assuming there are no significant outstanding items, the teams will proceed with the cutover. Go-No/Go decision will be made by Customer and Solacom representatives.

6 Cutover Processes

In order of progression the cutover will be performed as shown in Figure 3.

Task Description	Owner	Completed (✓)
Solacom and Carroll County staff arrives onsite (Monday Time TBD)	Solacom	
Final System Check to ensure no alarms or critical events occurred on system.	Solacom	
Verify workstations are logged in with correct "user" credentials	Solacom/Carroll County	
Login to Guardian Application	Carroll County	
Test 9-1-1 calls to new Trunks to confirm Audio, Call Routing & ALI	Carroll County	
Migrate 9-1-1 CAMA to Solacom Guardian Perform test calls on each trunk, confirm ALI	Solacom/Carroll County	
Migrate Admin Lines to Solacom Guardian	Solacom	
Confirm CAD / MAP spill on workstations	Solacom/Carroll County	
Verify Solacom Remote Access and verify it is a Static IP Address	Solacom	
Monitor operations	Solacom/Carroll County	

Figure 3: Cutover Processes

7 Call taker Transition Plan “to New System”

Definition of call taker order to move from the legacy system to the new Solacom Guardian system, as shown in Figure 4.

Task Description	Owner	Completed (✓)
Assign Call Taker position transfer to Guardian system. Carroll County PSAP Name: _____ Position No: 1 Trunk/Line: _____ Time of Transition: _____	Solacom / Carroll County	
Assign Call Taker position transfer to Guardian system. Carroll County PSAP Name: _____ Position No: 2 Trunk/Line: _____ Time of Transition: _____	Solacom / Carroll County	
Assign Call Taker position transfer to Guardian system. Carroll County PSAP Name: _____ Position No:3 Trunk/Line: _____ Time of Transition: _____	Solacom / Carroll County	

Figure 4: Transition Plan

8 Post-Cutover

Following successful Cutover, several tasks will remain, as shown in Figure 5.

Task Description	Owner	Completed (✓)
Send Cutover Notification	Solacom	
Monitor operations	Solacom/Carroll County	
Document any issues on the punch list	Solacom/Carroll County	
Verify Backups	Solacom	
Finalize Solacom SAT (if required)	Solacom/Carroll County	
Assist Carroll County staff in familiarization of new system functions	Solacom	
Solacom Support to connect remotely to verify accessibility to server and workstations.	Solacom	
Update Solacom Configuration Manual with changes (if required)	Solacom	
Ensure connection information for support is documented in and shared with Solacom Customer Support	Solacom	

Figure 5: Post-Cutover