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


## State of Illinois

# Application for 9-1-1 Modification Plan

# 911 GENERAL INFORMATION

DATE:

| Type of Change: ☒ Long Form Modification Plan ☐ Short Form Modification Plan | | |
|---|---|---|
| Current System Name: | Population Served | Land Area in Sq Miles |
| Glenview JETSB | 213,016 | 104.15 |

| List PSAPs: | Primary | Secondary |
|---|---|---|
| Glenview Public Safety Dispatch | X | |
| Glenview Public Safety Dispatch - North | X | |
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911 System Contact: Brent Reynolds

Street Address: 2500 East Lake Ave

City, State and Zip Code: Glenview, IL 60026

Office Telephone: (847) 901-6072

Cellular Telephone: (847) 514-6035

Email: breynolds@glenview.il.us

**Wireless Coverage for Consolidated System:**

100 % Phase II compliant

_____ % Phase I compliant

**Please check if applicable:**

X NG9-1-1 capable

_____ Receive 9-1-1 Text

_____ Receive 9-1-1 Video

# VERIFICATION

I, Brent Reynolds, first being duly sworn upon oath, depose and say that I am Director, of Glenview Public Safety Dispatch; 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.

1/25/2023

Subscribed and sworn to before me

this 25th day of JANUARY, 20 23.

OFFICIAL SEAL
LISA A GOODWIN
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:08/05/23

NOTARY PUBLIC, ILLINOIS

# 9-1-1 SYSTEM PROVIDER
# LETTER OF INTENT

02/23/2023
(Date)

Lisa Wirtanen
(9-1-1 System Provider Company Representative)

AT&T
(9-1-1 System Provider Company Name)

4918 W. 95th Street
(Street Address)

Oak Lawn, IL 60453
(City, State, Zip Code)

Dear Lisa:

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,

Brent Reynolds
Director of Public Safety Support Services

enclosure: Modification Plan

# NARRATIVE STATEMENT:

*(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).*

1) Indicate the name of the certified 9-1-1 system provider being utilized.
2) Explain the national standards, protocols and/or operating measures that will be followed.
3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
4) Explain how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system.
5) Explain how split exchanges will be handled.
6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
8) Explain what security measures will be placed on the IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

Plan Narrative:

Please see attached.

# FINANCIAL INFORMATION

| | |
|---|---|
| Annual recurring 9-1-1 network costs prior to modification | $ ___N/A_____ |
| Projected annual recurring 9-1-1 network costs after modification | $___N/A_____ |
| Installation cost of the project | $ __N/A_____ |
| Anticipated annual revenues | $ ___N/A_____ |

# FIVE YEAR STRATEGIC PLAN
# FOR MODIFIED PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

N/A

# COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Please include the name of the community and the official mailing address including street address, city and zip code.

*USE ADDITIONAL SHEETS AS NECESSARY*

| City, Town or Village | Street Address, City, Zip Code |
|---|---|
| Village of Glencoe | 675 Village Court, Glencoe, 60022 |
| Village of Glenview | 2500 East Lake Ave, Glenview, 60026 |
| Village of Grayslake | 10 Seymour Ave, Grayslake, 60030 |
| City of Highland Park | 1707 St. Johns Avenue, Highland Park, 60035 |
| City of Highwood | 17 Highwood Ave., Highwood, 60040 |
| Village of Kenilworth | 419 Richmond Rd., Kenilworth, 60043 |
| City of Lake Bluff | 40 E. Center Avenue, Lake Bluff, 60044 |
| City of Lake Forest | 220 E. Deerpath, Lake Forest, 60045 |
| Village of Morton Grove | 6101 Capulina Ave Morton Grove, 60053 |
| Village of Niles | 1000 Civic Center Drive Niles, 60714 |
| Village of Northfield | 361 Happ Rd., Northfield, 60093 |
| Village of Winnetka | 510 Green Bay Rd., Winnetka, 60093 |
| Village of Hainesville (Grayslake Police) | 100 North Hainesville Road Hainesville, 60030 |
| Village of Lindenhurst (Police, not ETSB) | 2301 Sand Lake Rd. Lindenhurst, 60046 |
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**ADJACENT AGENCIES LIST**

Provide a list of public safety agencies and existing 9-1-1Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

| Agency | Address | City | State | Zip | Phone Number |
|---|---|---|---|---|---|
| Cencom Dispatch | 911 Lotus Dr | Round Lake Beach | IL | 60073 | (847) 270-9111 |
| City of Chicago-OEMC for police and fire | 1411 W. Madison St | Chicago | IL | 60607 | (312) 746-9378 |
| Cook County Forest Preserve Police | 9511 W Harrison | DesPlaines | IL | 60016 | (708) 771-1000 |
| Cook County Sheriff Police | 9511 W Harrison | DesPlaines | IL | 60016 | (773) 674-2276 |
| Deerfield Bannockburn FPD | 500 Waukegan Rd | Deerfield | IL | 60015 | (847) 945-4066 |
| Deerfield Police Department | 850 Waukegan Rd | Deerfield | IL | 60015 | (847) 945-8636 |
| Des Plaines Fire Department | 405 S River Rd | Des Plaines | IL | 60016 | (847) 391-5333 |
| Des Plaines Police Department | 1420 Miner St | DesPlaines | IL | 60016 | (847) 391-5400 |
| Glencoe Public Safety | 325 Hazel Ave | Glencoe | IL | 60022 | (847) 835-4112 |
| Golf Police Department | 1 Briar Rd | Golf | IL | 60029 | (847) 998-8857 |
| Illinois State Police | 801 S 7th Street – 300A | Springfield, IL | IL | 62703 | (847) 294-4400 |
| Illinois State Police Dist 15 | 2700 Ogden Avenue | Downers Grove | IL | 60515 | |
| Lake County ETSB | 1300 S. Gilmer Rd | Volo | IL | 60073 | (847) 487-8163 |
| Lake County Sheriff's Police | 1303 N. Milwaukee Ave | Libertyville | IL | 60085 | (847) 377-4000 |
| Libertyville Fire Department | 1551 N. Milwaukee Avenue | Libertyville | IL | 60048 | (847) 362-5664 |
| Mount Prospect Fire Department | 112 E. Northwest Hwy | Mt Prospect | IL | 60056 | (847) 818-5253 |
| Mount Prospect Police Department | 112 E. Northwest Hwy | Mt Prospect | IL | 60056 | (847) 870-5656 |
| Mundelein Fire Department | 1000 N. Midlothian Rd | Mundelein | IL | 60060 | (847) 949-3260 |
| Mundelein Police Department | 221 N. Lake St | Mundelein | IL | 60060 | (847) 546-2127 |
| North Chicago Fire Department | 1850 Lewis Ave | North Chicago | IL | 60064 | (847) 596-8700 |
| North Chicago Police Department | 1850 Lewis Ave | North Chicago | IL | 60064 | (847) 596-8700 |
| Northbrook Fire Department | 740 Dundee Rd | Northbrook | IL | 60062 | (847) 272-2141 |
| Northbrook Police Department | 1401 Landwehr Rd | Northbrook | IL | 60062 | (847) 564-2060 |
| Northfield Fire Department | 1800 Winnetka Ave | Northfield | IL | 60093 | (847) 441-3800 |
| Northwest Central Dispatch | 1975 E. Davis St | Arlington Heights | IL | 60005 | (847) 398-1130 |
| Park Ridge Fire Department | 901 Devon Ave | Park Ridge | IL | 60068 | (847) 318-5283 |
| Park Ridge Police Department | 200 S Vine | Park Ridge | IL | 60068 | (847) 318-5252 |
| Prospect Heights Fire Department | 10 E Camp McDonald Rd | Prospect Heights | IL | 60070 | (847) 253-8060 |
| Prospect Heights Police Department | 14 E Camp McDonald Rd | Prospect Heights | IL | 60070 | (847) 398-5511 |
| Round Lake Beach Police Department | 1947 N. Municipal Way | Round Lake | IL | 60073 | (847) 546-2127 |
| Round Lake Park Police Department | 215 E. Main St | Round Lake Park | IL | 60073 | (847) 546-7275 |
| Round Lake Police Department | 741 W. Townline Rd | Round Lake | IL | 60073 | (847) 546-8112 |
| Skokie Fire Department | 7424 Niles Center Rd | Skokie | IL | 60077 | (847) 982-5300 |
| Skokie Police Department | 7300 Niles Center Rd | Skokie | IL | 60077 | (847) 982-5900 |
| Wheeling Fire Department | 499 S. Milwaukee Ave | Wheeling | IL | 60090 | (847) 459-2662 |
| Wheeling Police Department | 1 Community Blvd | Wheeling | IL | 60090 | (847) 459-2632 |
| Wilmette Fire Department | 1304 Lake Ave Ave | Wilmette | IL | 60091 | (847) 251-1101 |
| Wilmette Police Department | 710 Ridge Rd | Wilmette | IL | 60091 | (847) 256-1200 |

# PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each Agencies land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

| 9-1-1 Participant Agencies | Street Address, City, Zip Code | Administrative Telephone No. | Direct Dispatch | Transfer | Call Relay |
|---|---|---|---|---|---|
| Glencoe Public Safety | 325 Hazel Ave, Glencoe | | X | | |
| Glenview Fire Dept. | 1225 Waukegan Rd, Glenview 60025 | | X | | |
| Glenview Police Dept. | 2500 East Lake Ave, Glenview 60026 | | X | | |
| Grayslake Fire Protection Dist. | 160 Hawley St, Grayslake 60030 | | X | | |
| Grayslake Police Dept. | 10 S Seymour Ave, Grayslake 60030 | | X | | |
| Highland Park Fire Dept. | 1130 Central Ave, Highland Park 60035 | | X | | |
| Highland Park Police Dept. | 1677 Old Deerfield Rd, Highland Park 60035 | | X | | |
| Highwood Police Dept. | 130 Highwood Ave, Highwood 60040 | | X | | |
| Kenilworth Police Dept. | 419 Richmond Rd, Kenilworth 60043 | | X | | |
| Lake Bluff Fire Dept. | 45 E Center Ave, Lake Bluff 60044 | | X | | |
| Lake Bluff Police Dept. | 45 E Center Ave, Lake Bluff 60044 | | X | | |
| Lake Forest Fire Dept. | 255 W Deerpath, Lake Forest 60045 | | X | | |
| Lake Forest Police Dept. | 255 W Deerpath, Lake Forest 60045 | | X | | |
| Morton Grove Fire Dept. | 8954 Shermer Rd, Morton Grove 60053 | | | X | |
| Morton Grove Police Dept. | 6101 Capulina Ave, Morton Grove 60053 | | X | | |
| Niles Fire Dept. | 8360 W Dempster St, Niles 60714 | | | X | |
| Nile Police Dept. | 7000 W Touhy Ave Niles 60714 | | X | | |
| Northfield Fire Dept. | 1800 Winnetka Ave, Northfield 60093 | | | X | |
| Northfield Police Dept. | 350 Walnut Ave, Northfield 60093 | | X | | |
| Winnetka Kenilworth Fire Dept. | 428 Green Bay Rd, Winnetka 60093 | | | X | |
| Winnetka Police Dept. | 410 Green Bay Rd, Winnetka, IL 60093 | | X | | |
| Lindenhurst Police Dept | 2300 E Grand Ave, Lindenhurst, IL 60046 | | X | | |
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# CARRIER LISTING

(Wireline, Wireless, VoIP)

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

*(USE ADDITIONAL SHEETS AS NECESSARY)*

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

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

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

**Intergovernmental Agreement**

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

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

# CALL HANDLING AND AID OUTSIDE JURISDICTIONAL BOUNDARIES AGREEMENT

**For 9-1-1 Emergency Communications**

This agreement is made between the 9-1-1 Authority, and the (Public Safety Agency) _____ , for the purpose of effective handling and routing of 9-1-1 Emergency calls.

**CALL HANDLING**

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

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

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

**AID OUTSIDE JURISDICTION BOUNDARIES**

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

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

The PSAP Center agrees to keep all records, times, and places of all calls. All records will be available to all participants of the 9-1-1 System.

It shall be the responsibility of your agency to maintain the report of the call and the disposition of each call received.

All agreements, management, records, and service will be the responsibility of the 9-1-1 authority.

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

# TEST PLAN DESCRIPTION

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

Please see attached plan.

2) List wireline exchanges to be tested.

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

**Next Generation 9-1-1 Modification Plan Narrative**

The _Glenview JETSB 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider ("SSP").

The _ Glenview JETSB 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

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

AT&T's ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.

The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP.

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

AT&T's ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA's Incident Command System, with notifications built into the process.

The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet. AT&T's 9-1-1 Resolution Center has dedicated public safety resources.

The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).

The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).

AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State's NGCS via legacy means through the Legacy Selective Router Gateway (LSRG). Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.

Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI's). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.

AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub. AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.

Integrated Text-to-911 is supported by the ESInet. Currently Glenview doesn't offer Text-to-911 and has been waiting for the implementation of this new network and the statewide for texting to be offered. Once this is in place Glenview plans to implement and begin offering Text-to-911.

AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 9-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.

GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.

The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.

AT&T's ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.

Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used in development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls.

A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

The day to day back up plan is the Glenview south PSAP backing up Glenview North PSAP and Glenview North PSAP backing up the Glenview south PSAP. The Northbrook and CENCOM PSAP's are in effect predetermined alternate routes that in the event that the either the Glenview south PSAP or the Glenview North PSAP is not available to backup the other PSAP.

**Test Plan Description i3**

| TEST # | TEST CASE | TYPE |
|---|---|---|
| 1 | Trunk Verification (SIP) | Call Routing |
| 2 | Trunk Verification (SS7 Ingress from LSR) | Call Routing |
| 3 | Trunk Verification (SS7 Egress from AGC to LSR) | Call Routing |
| 4 | Perform reboot and validation on each AT&T network edge router at PSAP | Failover test |
| 5 | Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP | Failover |
| 6 | Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router) | |
| 7 | Wireline Call Routed to PSAP through AT&T ESInet | Equipment |
| 8 | Wireless Call Routed to PSAP through AT&T Esinet | Equipment |
| 9 | VOIP Call Routed to PSAP through AT&T ESInet | Equipment |
| 10 | CPE bids i3 Components | Call Handling |
| 11 | i3 Routing Fails, Routing via SRDB for Wireline call | Call Routing |
| 12 | i3 Routing via ECRF for Wireline call | Call Routing |
| 13 | i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP) | Call Handling |
| 14 | S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP | Call Handling |
| 15 | S/R Transfer: Fixed Bridge Conferencing Confirmation | Call Handling |
| 16 | S/R Transfer: Fixed Bridge Conferencing Confirmation | Call Handling |
| 17 | PSTN Transfer: Fixed Bridge Conferencing Confirmation | Call Handling |
| 18 | Manual Transfer to valid local TN | Call Handling |
| 19 | Manual conference bridging to invalid unassigned number | Call Handling |
| 20 | Manual conference bridging to a valid 8YY number | Call Handling |
| 21 | Manual conference bridging to a valid Busy number | Call Handling |
| 22 | Manual conference bridging to a Multi-Party Conference | Call Handling |
| 23 | Manual conference bridging to a valid long-distance cell | Call Handling |
| 24 | Alternate Routing | Call Routing |
| 25 | Ring no Answer Timer | Call Routing |
| 26 | No position Logged In | Call Routing |
| 27 | Abandonment Routing | Call Routing |
| 28 | Un-Abandonment Routing | Call Routing |
| 29 | Abandonment Routing – PAD Testing (if PAD available) | Call Routing |
| 30 | Un-Abandonment Routing – PAD Testing (if PAD available) | Call Routing |
| 31 | Test line appearances that appear on each CPE | Call Processing |
| 32 | TTY call | Call Handling |
| 33 | TTY conference call | Call Handling |