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

State of Illinois

Application for 9-1-1 Modification Plan
Long Form

ISP 7-310 (12/25)

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about the proposal to modify your 9-1-1 system. The modification plan must comply with 83 Ill. Adm. Code Part 1324.

LONG FORM MODIFICATION PLAN:

NOTE: If the modification results in increased network costs for the State, the costs must be pre-approved by the Administrator pursuant to Section 1326.210 before submitting the Modification Plan.

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

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries (Opt In/Opt Out)
2. Changes in network configuration, or NG9-1-1 system provider, implementation of a Next Generation 9-1-1 (NG9-1-1) system, deploying a Cloud-Based 9-1-1 call handling solution (Narrative Statement required)
3. Change of Backup PSAP

The Modification Plan must include the following documents:

General Information	Contact and 9-1-1 System information.
Verification	**Signed and Notarized** statement of truth regarding information provided in the plan.
Letter of Intent	Letter sent to the NG9-1-1 system provider with a copy of the plan. **(Signature required)**
Narrative Statement	A detailed summary of the changes to the proposed system's operation, including but not limited to a complete explanation of the 9-1-1 Authority's boundary that the 9-1-1 system will cover all types of emergency calls, including voice, text, data, and multimedia information along with staffing, training, and revised operational policy implications.
Narrative Statement – Cloud-Based 9-1-1 Call Handling System	A detailed explanation for a Cloud-Based 9-1-1 Call Handling System implementation. ☐ Check box if Cloud-Based 9-1-1 Call Handling System is a component of your Modification.
Financial Information	A summary of anticipated implementation costs and annual recurring operating costs of the proposed modified 9-1-1 system that is directly associated with 9-1-1, as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS) that are directly dispatched by the 9-1-1 System, including the County Sheriff and ISP Troop(s). Include address, telephone number and form of dispatch.
Adjacent 9-1-1 Authorities	List all adjacent 9-1-1 Authorities that surround the 9-1-1 Authorities geographic boundary.

Originating Service Providers (OSPs) & Local Exchange Carriers (LECs)	Provide a comprehensive list of Originating Service Providers (OSPs), including aggregators and Local Exchange Carriers (LECs), that are known by the applicant to deliver service within the jurisdiction of the 9-1-1 System. This list should include the relevant exchange(s), prefix(es), and the 9-1-1 System Providers (OSPs) configuration that will be implemented in the proposed system. Refer to your 9-1-1 System Network Diagram to support and illustrate the proposed configuration.
Test Plan	Provide the 9-1-1 System's overall test plan that defines testing with all 9-1-1 System Providers, OSPs, LECs and Aggregators who are known. Explain how the 9-1-1 Authority plans to perform its testing in conjunction with the 9-1-1 system providers and carriers. The test plan for the 9-1-1 System establishes a comprehensive framework to validate the operation readiness, functionality, and performance of the emergency communication infrastructure in alignment with NENA standards and best practices. The Test Plan ensures that all Next Generation 9-1-1 functional elements, interfaces, and data exchanges meet NENA-defined interoperability and performance requirements. Testing activities are coordinated among all relevant stakeholders, including 9-1-1 System Providers, Other Service Providers (OSPs), Local Exchange Carriers (LECs), and Aggregators. It integrates testing with all relevant system providers. Testing covers a broad range of use cases, from basic voice call routing to advanced NG9-1-1 services, ensuring that all components of the system are fully operational in the event of an emergency. Areas of testing include 9-1-1 Call Handling, Split Exchange Scenarios, TDD/TTY Accessibility, Network Trunking and Load Management, System Overflow and Failover Protocols, Backup and Alternate Routing Capabilities, Call Transfer Functionality, and NG9-1-1 Addressing, NGCS 9-1-1 GIS Database Validation, Integrated Text to 9-1-1 (SMS/RTT/MMS), API Interoperability, Measurement and Reporting Tools and Voice and Speech Quality Assessment.
Zip Codes	Provide a list of USPS Zip Codes for the communities within the boundary of the 9-1-1 System along with all Zip Codes being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's Zip Code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

Attachments (if applicable)

Agreements	Include the local ordinance(s) or resolution(s) that formally dissolve any existing ETSB or Joint ETSB, as well as those that establish the new Joint ETSB. Additionally, provide the Intergovernmental Agreement(s) (IGAs) that authorize the creation of the Joint ETSB. All relevant IGAs, ordinances, resolutions, or contracts associated with the modification should be included. IGAs must contain explicit language confirming mutual agreement on the transfer of surcharge revenues and reserve funds.
Bylaws	That define the structure, membership requirements, voting procedures, decision-making process, financial management, and operational guidelines, ensuring equitable representation and transparent governance while adhering to relevant legal frameworks, with key elements including purpose statement, membership criteria, board composition, financial obligations, dispute resolution mechanisms, and amendment procedures.
Contracts	New NG9-1-1 system provider and call handling system contracts entered into as a result of the modification.

Backup PSAP Agreement

The Agreement that establishes back-up and overflow services due to interruptions and pre-determined alternate routing between 9-1-1 Authorities or PSAPs within those Authorities, which must detail and confirm the backup PSAPs capability to direct dispatch or otherwise transfer emergency calls directly to all authorized entities within the 9-1-1 Authority's boundary for whom they are serving as a backup.

☐ Backup PSAP Agreement is not Changed/Affected by this Modification.

Call Handling Agreements

Include a primary and secondary means of dispatch (i.e., radio frequency/talk group, 10-digit 24x7 directly answered transfer telephone number) entered into as a result of the modification.

☐ Call Handling Agreement(s) are not Changed/Affected by this modification.

Network Diagram

A proprietary diagram which will not be posted to the website, which is provided by the 9-1-1 system provider showing a list of all known OSPs, LECs, and Aggregators transporting all 9-1-1 traffic from the end user to the PSAP and all system components including ingress and egress, trunking, interconnection points, NGCS components, and routing configuration, predetermined alternate routes, Text to 9-1-1 capabilities, PSAPs, SAPs, Backups, Unmanned Backups and Communities served by the system.

Modification Plans must be filed electronically on the ISP's website at:
https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers where you will see the box below:

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

GENERAL INFORMATION

DATE:_____

TYPE OF MODIFICATION (Check all that apply)

☐ Changing geographic boundaries for wireline, wireless, VOIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries (Opt In/Opt Out)

☐ Changes in network configuration, or NG9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system) or deploying a Cloud-

☐ Based 9-1-1 call handling solution (Narrative Statement required)

Change of Backup PSAP arrangement

Description of Current 9-1-1 System

Provide a summary of your existing 9-1-1 system, including:

9-1-1 Authority Name	**Population Served**	**Area in Sq. Miles**
Number of PSAPs:		
Call Volume (annual):		

LIST PSAPs, SAPs, and VAPs	ADDRESS	PRIMARY	SAP

9-1-1 Authority Contact:_____

Street Address: _____

City, State and Zip Code:_____

Office Telephone:_____

Cellular Telephone: _____

Email:_____

Please check:

☐ Receive Integrated 9-1-1 Text (SMS)

☐ Receive Integrated 9-1-1 Text (RTT)

☐ Receive 9-1-1 Videos/Pictures (MMS)

Text Control Center: _____

VERIFICATION

I,_____, first being duly sworn upon oath, depose and say that I am _____, of _____; 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.

_____

_____

Subscribed and sworn to before me

This _____ day of _____, 20 ____.

_____

NOTARY PUBLIC, ILLINOIS

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

_____
(Date)

_____
(9-1-1 System Provider Company Representative)

_____
(9-1-1 System Provider Company Name)

_____
(Street Address)

_____
(City, State, Zip Code)

Dear _____:

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 Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,

_____

_____

enclosure: Modification Plan

NARRATIVE STATEMENT

Please answer the questions below by providing a detailed narrative that outlines your plan as it relates to this application. Your responses will assist the Illinois State Police (ISP), Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) in evaluating the proposal. The information you provide will help the 9-1-1 System Authority determine the feasibility of the modification and ensure it enhances the overall efficiency and effectiveness of public safety operations. All 9-1-1 Authorities and PSAPs must comply with the requirements outlined in Part 1324.

Explain the reason for submitting the modification and provide the name and contact information for your Certified 9-1-1 system provider, NGCS provider, and NOC/SOC provider.

Explain the national standards, protocols and/or operating measures that will be followed.

Explain what measures have been taken to create a robust, dependable, and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the system.

Explain what security measures will be placed on the PSAP's IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system's operation. What degree of confidentiality measures will be implemented within the system to prevent access by unauthorized individuals?

Identify the Backup PSAP. (Name and Address)

Provide the name(s) and physical address(es) of the Public Safety Answering Point(s) (PSAPs) designated as your predetermined alternate route(s). If no alternate routing has been established, indicate “None.”

Explain how split exchanges will be managed.

Explain how the GIS database will be maintained and how boundary, address point, and street center line errors will be corrected and updated on a continuing basis.

Indicate who will be responsible for updating and maintaining GIS data. Provide the LDS and Data Maintainer’s Name and contact information. Updates are required whenever there is a change to the Road Centerline layer that includes new or changed road name(s), a database change, an annexation that modifies the Law, Fire, or EMS Boundary Layer, and whenever an updated version of the workflow tool is released.

Narrative Statement - Cloud-Based 9-1-1 Call Handling System

General System Requirements

- Is the cloud-based 911 Call Handling solution NG911-compliant and aligned with NENA i3 standards?
- Is the vendor/system authorized to connect to the State or a regional ESInet?
- Does the redundant cloud hosting environment utilize geographically diverse data centers? Provide specific details.
- Is the system architecture scalable to accommodate fluctuating call volumes?
- Are 24/7 monitoring and technical support services available?

Connectivity & Network Readiness

- Are there secure and redundant connection paths to the ESInet? Provide detailed specifications.
- Is a Network-to-Network Interface (NNI) configuration supported?
- Does the system utilize IP-based SIP trunking with TLS and SRTP encryption protocols?
- Are Public Safety Grade Service Level Agreements (SLAs) in place? Attach SLAs.
- Have all relevant IP addresses and DNS details been provided to the ESInet provider (AT&T, Allerium (Comtech), or INdigital)?

Call Handling Capabilities

- Can the cloud-based Call Handling System (CHE) receive SIP-based 911 calls with complete PIDF-LO location information?
- Is Real-Time Text (RTT) supported?
- Does the system provide TTY compatibility?
- Are transfer capabilities to and from adjacent PSAPs over the ESInet supported, including full metadata preservation?
- Are features such as call queuing, priority routing, and selective routing implemented?

Location & Data Handling

- Is the system integrated with a Location Information Server (LIS)?
- Can location data be displayed and acted upon in real time?
- Are logs and records of ALI, PIDF-LO, and routing decisions stored securely and in compliance with applicable standards?
- Does the CHE support NG911 multimedia data types such as video, images, telematics, and sensor data?

Interoperability Testing

- Has the cloud provider successfully completed test scenarios with the ESInet provider?
- Has end-to-end call flow—covering call origination, routing, handling, and transfer—been validated?
- Has the accurate receipt and preservation of SIP headers and metadata been confirmed? Provide test results and outcomes.

Security & Compliance

- Is the system compliant with CJIS security requirements and SOC 2 Type II certified?
- Does the system support end-to-end encryption for both voice and data using TLS 1.2 or higher?
- Are role-based access controls and system audit logs implemented?
- Is a cybersecurity incident response plan in place? Attach the plan.

Training & Documentation

- Provide a training plan for Telecommunicators and IT staff.
- Provide detailed documentation covering call flow, failover mechanisms, recovery processes, and maintenance schedules.
- Include Tier 1 and Tier 2 support contact information.
- Include escalation procedures and confirm they have been shared with the ESInet provider.

Go-Live Preparation

- Have test calls been scheduled and coordinated with the ESInet provider? Provide testing schedule.
- Has a cutover plan been developed and shared? Attach the plan.
- Is a backup call routing plan confirmed? Attach the plan.
- Provide a contingency plan for system failure or degraded performance.

FINANCIAL INFORMATION

Complete all applicable fields. Enter $0 where not applicable.

Current Annual 9-1-1 Network Costs (Before Modification) $ _____

Projected Annual 9-1-1 Network Costs (After Modification) $ _____

One-Time Installation / Implementation Cost $ _____

Additional Recurring Costs (if any) $ _____

Anticipated Revenues (if any) $ _____

Total Estimated Project Cost: $_____

Include a summary of anticipated implementation costs and annual recurring operating costs of the proposed modified 9-1-1 system.

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. 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

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS) that are directly dispatched by the 9-1-1 System. Include the County Sheriff and Illinois State Police Troop(s), that may respond within your system boundary.

Each agency that appears on this list requires a signed Call Handling Agreement.

PARTICIPATING AGENCY	STREET ADDRESS, CITY, ZIP CODE	ADMINI TELEPHONE NO.	DIRECT DISPATCH	TRANSFER (Y/N)

PARTICIPATING AGENCIES

(Continued)

PARTICIPATING AGENCY	STREET ADDRESS, CITY, ZIP CODE	ADMINI TELEPHONE NO.	DIRECT DISPATCH	TRANSFER (Y/N)

ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list requires a signed Call Handling Agreement.

9-1-1 AUTHORITY	STREET ADDRESS, CITY, ZIP CODE	TRANSFER NUMBER

ORIGINATING SERVICE PROVIDERS (OSPs) & LOCAL EXCHANGE CARRIERS (LECs)

(Wireline, Wireless, VoIP, Text)

Provide a list of Originating Service Providers (OSPs)—including aggregators and Local Exchange Carriers (LECs)—that the applicant has identified as serving the jurisdiction of the 9-1-1 system. This list should correspond to the relevant exchange(s), prefix(es), and the 9-1-1 System Provider configuration proposed for implementation. Refer to your 9-1-1 System Network Diagram.

Use Additional Sheets as Necessary

ORIGINATING SERVICE PROVIDER	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER

TEST PLAN

Provide the 9-1-1 System's overall test plan that defines testing with all 9-1-1 System Providers, OSPs , LECs and Aggregators who are known. Explain how the 9-1-1 Authority plans to perform its testing in conjunction with the 9-1-1 system providers and carriers. The test plan for the 9-1-1 System establishes a comprehensive framework to validate the operational readiness, functionality, and performance of the emergency communication infrastructure in alignment with NENA standards and best practices. The Test Plan ensures that all Next Generation 9-1-1 functional elements, interfaces And data exchanges meet NENA-defined interoperability and performance requirements. Testing activities are coordinated along all relevant stakeholders, including 9-1-1 System Providers, Other Service Providers (OSPs), Local Exchange Carriers (LECs), and Aggregators. It integrates testing with all relevant system providers. Testing covers a broad range of use cases, from basic voice call routing to advanced NG9-1-1 services, ensuring that all components of the system are fully operational in the event of an emergency. Areas of testing include 9-1-1 Call Handling, Split Exchange Scenarios, TDD/TTY accessibility, Network Trunking and Load Management, System Overflow and Failover Protocols, Backup and Alternate Routing Capabilities, Call Transfer Functionality, NG9-1-1 Addressing, NGCS 9-1-1 GIS Database Validation, Integrated Text to 9-1-1 (SMS/RTT/MMS), API Interoperability, Measurement and Reporting Tools and Voice and Speech Quality Assessment.

Identify areas to be tested.

List wireline exchanges to be tested.

List the Wireless, Text, and VoIP Carriers to be tested.

ZIP CODES

Provide a list of Zip Codes for the communities within the boundary of your 9-1-1 System along with Zip Codes being added. The Statewide 9-1-1 Bureau will determine the 9-1-1 Authority's Zip Code percentage using the NG9-1-1 GIS Address Point data within each Zip Code Boundary.

PLAN SUBMITTAL GRID

	Consolidation Plan	Request for Waiver	Modification Long Form	Modification Short Form
PLAN ELEMENTS				
General Information	X	X	X	X
Verification	X	X	X	X
Letter of Intent	X		X	X
Narrative Statement	X		X	X
Basis for Request for Waiver		X		
Financial Information	X		X	X
Communities Served	X	X	X	
Participating Agencies	X	X	X	
Adjacent 9-1-1 Authorities	X		X	
OSPs and LECs	X		X	X
Test Plan	X		X	X
Zip Codes	X		X	
ATTACHMENTS				
Local Ordinance/Resolutions	X		X	
IGA	If Applicable		If Applicable	
Bylaws	X		If Applicable	
NG911/Call Handling Contract	If Applicable		If Applicable	
Backup PSAP Agreement	If Applicable		If Applicable	If Applicable
Call Handling Agreements	If Applicable		If Applicable	If Applicable
Network Diagram	X		X	X