

Exhibit 10
QUESTIONNAIRE

	YES	NO
1) Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725?	X	
2) Will 9-1-1 be the primary published emergency telephone number within the area served by system?	X	
3) Will automatic dialing type alarms be permitted on 9-1-1 lines?		X
4) Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceeds that which the telecommunicator on duty is able to handle?	X	
5) Will the PSAP have an emergency power source? What type: UPS, backed up by Generator	X	
6) Does the system have an Emergency Telephone System Board appointed as prescribed by the Emergency Telephone System Act?	X	
7) Will management develop and write "Standard Operating Procedures" for PSAP personnel concerning the call handling agreements and the requirements of 83 Illinois Administrative Code 725?	X	
8) If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system? Not Applicable	X	
9) Will PSAP management, prior to activating the system, establish written procedures for the repair of equipment and restoration of services?	X	
10) Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disabled due to natural or man-made disaster?	X	
11) Will PSAP management, prior to activating the system, file with the Commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8 and 9?	X	
12) Will the PSAP have a teletypewriter (TTY) to use in answering calls made by the hearing impaired for each answering position? If not, please elaborate on number of TTY's. Is there a backup TTY unit at each PSAP. YES, there is a back-up TTY hand set machine, that each dispatch position can utilize	X	
13) Will the PSAP utilize a TTY PSAP Based Voice Annunciator?	X	
14) Will 9-1-1 be the emergency number for TTY calls? If not, what telephone number will be utilized? _____	X	
15) Will adequate training be provided to PSAP personnel in the use of TTY's?	X	
16) Do you have any dedicated 7 digit lines used for TTY calls that will be disconnected when 9-1-1 is operated?		X
17) If so, have arrangements been made to provide an announcement to TTY user's informing them that 9-1-1 should now be dialed for emergencies?		X
18) What response will be initiated by the PSAP for calls where verbal contact can not be established? After determining that there is no voice on the other end of the line, they will try the TTY, if still no response, dispatchers will send police and or EMS, to location.		

Exhibit 10 Cont.

- | | YES | NO |
|---|-----|----|
| 20) Is there a cell site in your area that would result in cellular 9-1-1 calls arriving at your PSAP? | X | |
| 21) Do you have procedures in place to accept and handle cellular 9-1-1 calls? | X | |
| 22) What considerations has management made to insure that private residential and private business switch services are provided the same level of 9-1-1 as public agency(s) and telecommunications carrier(s) are providing other end users of the local 9-1-1 System, as required by the Emergency Telephone System Act, 50 ILCS 750.01 et seq.?

_____ | | |
| 23) Will the telephone directories that will be affected by the proposed system have 9-1-1 listed as the primary emergency number? | X | |
| 24) What type of trunking arrangement will be used to provide incoming 9-1-1 trunks? <i>(Please check appropriate item).</i>
a. _____ Dedicated Directed
b. _____ Tandem
c. <u> X </u> Combination of a & b | | |
| 25) Is your selective router, being provisioned by the local exchange carrier? AT&T will be the system provider. | X | |
| 26) Please provide in detail the features to be provided by your selective router.

Note the Traffic Plan at the end of Exhibit 10 | | |
| 27) Will 9-1-1 circuits utilize alternate routing per the definition under 83 Illinois Administrative Code, Part 725? | X | |
| 28) Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin-free dialling? | X | |
| 29) Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced?

There is a UPS system with back-up generator, to assure that the equipment does not lose power. | | X |
| 30) On a separate sheet, diagram the trunking arrangement(s) used and the number of 9-1-1 circuits for each switching office to the PSAP. Please label diagram as Exhibit 10, | | |
| 31) Please provide a detailed testing plan that explains specifically how the 911 Network and database will be tested and provide the time frame in which this will be done. | | |

Each Fire Department, with assistance from EMS and or Police, will be going to residences within their territory and conducting test calls. Testing will be conducted with several individuals, but by one fire district at a time, making sure that at a minimum of 40% of the access lines within each NXX, and every ESN within each telecommunications carrier's service area, are covered. If individuals are not at home or at a business, a calling card will be left on the door, requesting that an adult make a test call to the PSAP, utilizing the test number that will be provided. Records of each call will be kept and logged, for validation as to the % of test calls completed.