

**BEFORE THE
ILLINOIS COMMERCE COMMISSION**

NG-911, Inc.	:	
	:	Docket 12-0093
Application for a Certificate of Authority	:	
to Operate as a 9-1-1 System Provider	:	
in the State of Illinois.	:	
	:	(Consolidated)
NG-911, Inc.	:	
	:	Docket 12-0109
Application for a Certificate of local,	:	
interexchange authority to operate as	:	
a reseller and/or facilities based carrier	:	
of telecommunications services in all	:	
areas in the State of Illinois.	:	

PREFILED TESTIMONY OF PATRICK LUSTIG
ON BEHALF OF THE ILLINOIS CHAPTER
OF THE NATIONAL EMERGENCY NUMBER ASSOCIATION

1 Q. Please state your name and business address.

2 A. My name is Patrick J. Lustig, ENP. I am the Director of Jackson County 9-1-1,
3 303 N. Robinson Circle, Carbondale, IL 62901-1004.

4 Q. In what capacity are you providing testimony in this docket?

5 A. I am currently President of the Illinois Chapter of the National Emergency
6 Number Association (INENA). My testimony is provided on behalf of INENA.

7 Q. What is INENA's interest in these consolidated dockets?

8 A. INENA is comprised of public safety professionals throughout Illinois whose
9 mission is to foster the technological advancement, availability, and
10 implementation of the universal emergency number 9-1-1 in the State of Illinois.
11 INENA believes that as the state migrates to IP-based Next Generation 9-1-1, it is
12 in the best interest of the citizens of the state of Illinois to foster competition in
13 the provision of emergency communications equipment and services. INENA
14 intervened in these proceedings to voice its support for allowing competition
15 among providers of 9-1-1 services and for the application of NG-911, Inc. ("NG-
16 911") for Certification as a 9-1-1 System Provider.

17 Q. Why does INENA believe competition is important?

18 A. Competition encourages technological innovation and efficient use of resources.
19 And competition allows services to be obtained at the most competitive price.
20 The introduction of competition in the provision of 9-1-1 service will benefit the
21 citizens of the State of Illinois by providing an incentive for providers of
22 emergency telephone services to utilize the best technology available for
23 Emergency Telephone Service Boards ("ETSB"), Public Safety Answering Points
24 ("PSAP") and County and local governments. Better service and, secondarily,

25 cost savings, are direct benefits of competition. Perhaps in no other area of
26 telephone service is the introduction of competition more important to the citizens
27 of this state. INENA has as its purpose the fostering of the development,
28 availability and implementation of a universal emergency telephone number.
29 INENA believes that competition in the provision of 9-1-1 services can only
30 benefit the 9-1-1 community and the citizens of the State of Illinois, particularly
31 as the state migrates toward the deployment of Next Generation 9-1-1. It is
32 crucial that the 911 community have at its disposal the greatest number of
33 resources possible to provide emergency telephone access to the citizens of
34 Illinois. The presence of NG-911 and other competitive 9-1-1 System Providers
35 who can provide these services can only encourage and improve the opportunities
36 to provide these services.

37 Q. Is the framework in place to allow competitive 9-1-1 system providers?

38 A. INENA believes the state legislature has acknowledged that the State of Illinois is
39 ready for competitive providers of emergency communications services. The
40 Public Utilities Act, 220 ILCS 5/13-900 was amended on June 30, 2009 to
41 provide that beginning July 1, 2010, it is unlawful for any 9-1-1 system provider
42 to offer or provide 9-1-1 network and database service unless the 9-1-1 system
43 provider has applied for and received a Certificate of 9-1-1 System Provider
44 Authority from the Commission. Incumbent local exchange carriers and other
45 entities that possessed a Certificate of Service Authority and were providing 9-1-1
46 network and database services to any incumbent local exchange carrier as of June
47 30, 2009, were “grandfathered” and are not required to obtain certification.
48 Implicitly, the legislature recognized that “telephone companies” are not the only

49 entities that are capable of providing emergency communications services and,
50 subject to Commission approval, new market entrants may be allowed.

51 Q. Will certification of NG-911 as a 9-1-1 System Providers impair the ability of the
52 Commission to supervise 9-1-1 services?

53 A. No. All providers of 9-1-1 service in this state must be authorized by the ICC to
54 provide that service. This authorization involves the submission of an operational
55 plan to the ICC. The Emergency Telephone System Act authorizes the ICC to
56 establish technical and operational standards for those plans. 50 ILCS 750/10, 50
57 ILCS 750/11. Should an ETSB wish to change its 911 service provider to NG-
58 911 or some other company, the ICC must be made aware of that change by the
59 filing of a petition to amend the plan. This provides the ICC with the opportunity
60 to review in advance and approve (or deny) NG-911's plan for a particular ETSB.
61 NG-911, like other 9-1-1 service providers, will have to provide service in
62 accordance with Part 725 of the Illinois Administrative Code, 83 Ill.Adm.Code,
63 Part 725, "Standards of Service Applicable to 9-1-1 Emergency Systems."

64 Q. Is INENA recommending approval of NG-911's application for a Certification as
65 a 9-1-1 System Provider?

66 A. Yes. NG-911 has been a good corporate citizen in Illinois for more than a decade.
67 NG-911 already provides equipment and services to many ETSBs in Illinois
68 (other than selective routing, network and database management). NG-911 has
69 demonstrated a commitment to the deployment of Next Generation 9-1-1 in this
70 state in accordance with NENA standards. INENA recommends that the
71 Commission grant the Application of NG-911 for Certification as a 9-1-1 System
72 Provider.

73 Q. Does this conclude your testimony?

74 A. Yes.