

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1112 West Main Street, Carbondale, Illinois 62901, hereinafter referred to as "JCETSB", and Franklin County Sheriff's Department hereinafter referred to as "FCSD."

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the FCSD is a unit of government engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and Franklin County, Illinois;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the FCSD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the FCSD Public Service Answering Point (hereinafter referred to as PSAP) receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department:

by one button transfer to  
Jackson County Sheriff's Department  
PSAP

or (as backup)  
by telephone to number 618/684-2177

or (as backup)

by teletype to the Jackson County Sheriff's Department  
L.E.A.D.S computer system.

The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. The FCSD agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The FCSD shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

3. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

4. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

5. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 16 day of DECEMBER, 2002.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Chuck Siglett  
Chairman

Sam Jordan  
Secretary

Executed this 19<sup>th</sup> day of December, 2002.

FRANKLIN COUNTY SHERIFF'S DEPARTMENT

By: Bill Wilson  
Bill Wilson  
Franklin County Sheriff

21

**JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1112 West Main Street, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the Union County Ambulance Service hereinafter referred to as "UCAS."

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the UCAS is a unit of government engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and Union County Ambulance Service;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the UCAS do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the UCAS Public Service Answering Point (hereinafter referred to as PSAP) receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department:

by one button transfer to  
Jackson County Sheriff's Department using  
PSAP  
or (as backup)

by telephone to number 618/684-2177  
or (as backup)

by teletype to the Jackson County Sheriff's Department L.E.A.D.S. computer system.

The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. The UCAS agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The UCAS shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

3. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

4. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

5. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 26 day of April, 2003.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Chuck Shylett  
Chairperson

Sam Jordan  
Secretary

Executed this 10 day of FEBRUARY, 2002.

UNION COUNTY AMBULANCE SERVICE

By: Everett Morgan  
Everett Morgan  
Director

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Williamson County Fire Protection District hereinafter referred to as "WCFPD."

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the WCFPD is a unit of government engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and Williamson County, Illinois;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the WCFPD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the WCFPD Public Service Answering Point (hereinafter referred to as PSAP) receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. Should the telephone transfer be impossible, the call shall be transferred via teletype to the Jackson County Sheriff's Department. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. The WCFPD agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The WCFPD shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

3. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

4. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

5. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 1 day of DECEMBER, 1994.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw

Bill Crawshaw  
Chairman

Glenn Seeber

Glenn Seeber  
Secretary

Executed this 12 day of Dec., 1994.

WILLIAMSON COUNTY FIRE PROTECTION DISTRICT

By: Lindell Coriasco

Lindell Coriasco  
Chief

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING  
INTERGOVERNMENTAL AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Perry County Sheriff's Department hereinafter referred to as "PCSD."

WHEREAS, the Constitution of the State of Illinois, 1970, Article VII, Section 10, authorizes units of local government to contract or otherwise associate among themselves in any manner not prohibited by law or ordinance; and

WHEREAS, 5 ILCS 220/1 et seq. entitled the "Intergovernmental Cooperation Act," provides that any power or powers, privileges or authority exercised or which may be exercised by a public agency of this State may be exercised and enjoyed jointly with any other public agency of this State; and

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, the PCSD is a unit of government engaged in emergency services; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and Perry County, Illinois;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the PCSD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the PCSD Public Service Answering Point (hereinafter referred to as PSAP) receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. Should the telephone transfer be impossible, the call shall be transferred via teletype to the Jackson County Sheriff's Department. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. The PCSD agrees to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The PCSD shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

3. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

4. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

5. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 1 day of DECEMBER, 1994.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw  
Bill Crawshaw  
Chairman  
Glenn Seeber  
Glenn Seeber  
Secretary

Executed this 13 day of December, 1994.

PERRY COUNTY SHERIFF'S DEPARTMENT

By: Samuel D. Hiller  
Samuel D. Hiller  
Sheriff

357-88

**JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 303 N. Robinson Circle, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the Pinckneyville Ambulance Service, A Not for Profit Corporation hereinafter referred to as "PAS" of 508 S. Main, Pinkneyville, Illinois 62274.

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the PAS;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the PAS do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the PAS receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177 or with selective routing equipment. Secondary transfer should be to SUI-PD PSAP at telephone 618/453-3771. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by the PAS, the call shall be transferred to the PAS by the JCETSB PSAP to the PSAP at the Perry County Sheriff's Department by telephone to 618/357-5212 (secondary phone 618/357-8313). The PAS will then handle the emergency service requested by the caller.

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

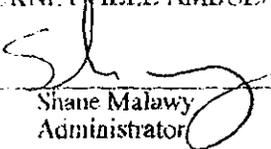
Executed this 26 day of JANUARY, 2007.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Patrick J. Lustig  
Director

Executed this 25 day of January, 2007.

PINCKNEYVILLE AMBULANCE SERVICE

By:   
Shane Malawy  
Administrator

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Williamson County Ambulance Service, Inc., hereinafter referred to as "WCAS."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the WCAS;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the WCAS do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the WCAS receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the

JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by the WCAS, the call shall be transferred to the WCAS by the JCETSB PSAP by telephone to 993-3019 (secondary 997-4915). The WCAS will then handle the emergency service requested by the caller.

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 1 day of DECEMBER, 1994.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw  
Bill Crawshaw  
Chairman

Glenn Seeber  
Glenn Seeber  
Secretary

Executed this 6 day of December, 1994.

WILLIAMSON COUNTY AMBULANCE SERVICE, INC.

By: R.L. Colyer  
R.L. Colyer  
Owner

**JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1112 West Main Street, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the MedStar Ambulance, Inc., hereinafter referred to as "MedStar."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and MedStar;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and MedStar do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should MedStar receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department PSAP one button transfer or (as back-up) telephone to number 618/684-2177. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by MedStar, the call shall be transferred to MedStar by the JCETSB PSAP by PSAP transfer or (as back-up) telephone to 443-3088 (secondary telephone ~~443-5061~~). MedStar will then handle the emergency service requested by the caller. 1-800-426-9281

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries. If any PSAP dispatcher refers a call to the MedStar Ambulance Inc., which is clearly outside of its jurisdictional boundaries, the MedStar Ambulance Inc. may refuse to respond by immediately notifying the dispatcher that it will not respond and, if possible, providing advice as to which jurisdiction should receive the call.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 16 day of DECEMBER, 2002

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Chuck Siglett  
Chairman  
Jan Jordan  
Secretary

Executed this 31 day of Dec, 2002

MEDSTAR AMBULANCE, INC

By: Charles Kelley  
Charles Kelley  
President

(21)

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Pinckneyville Rural Fire Protection District hereinafter referred to as "PRFPD."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the PRFPD;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the PRFPD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the PRFPD receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the

JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by the PRFPD, the call shall be transferred to the PRFPD by the JCETSB PSAP by telephone to 357-5212 (secondary 357-8313). The PRFPD will then handle the emergency service requested by the caller.

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 10 day of DECEMBER, 2004.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Chuck Shiplett  
Chuck Shiplett  
Chairman  
Dottie Miles  
Dottie Miles  
Secretary

Executed this 20 day of December, 2004.

PINCKNEYVILLE RURAL FIRE PROTECTION DISTRICT

By: Jerry M. Smith  
Jerry M. Smith  
Chief

40

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Cobden Fire Department, hereinafter referred to as "CFD."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the CFD;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the CFD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the CFD receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the

JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

833-5500

2. Should the JCETSB receive a call for emergency services in the area served by the CFD, the call shall be transferred to the CFD by the JCETSB PSAP by telephone to ~~833-2241~~. The CFD will then handle the emergency service requested by the caller.

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 1 day of DECEMBER, 1994.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw  
Bill Crawshaw  
Chairman  
Glenn Seeber  
Glenn Seeber  
Secretary

Executed this 10th day of DECEMBER, 1994.

COBDEN FIRE DEPARTMENT

By: Jim Fuller  
Jim Fuller  
Chief

(40)

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Alto Pass Fire Department, hereinafter referred to as "APFD."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the APFD;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the APFD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the APFD receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the

JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by the APFD, the call shall be transferred to the APFD by the JCETSB PSAP by telephone to ~~833-2211~~ ← The APFD will then handle the emergency service requested by the caller.

833-5520  
Union Co  
Sheriff  
office

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this 1 day of DECEMBER, 1994.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By: Bill Crawshaw  
Bill Crawshaw  
Chairman  
Glenn Seeber  
Glenn Seeber  
Secretary

Executed this 6 day of December, 1994.

ALTO PASS FIRE DEPARTMENT

By: Robert McCann  
Robert McCann  
Chief

70

**JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT**

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 303 N. Robinson Circle, Carbondale, Illinois 62901 hereinafter referred to as "JCETSB", and the Chester Fire Department, hereinafter referred to as "CFD."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the CFD;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the CFD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the CFD receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. The Jackson County Sheriff/s Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by the CFD, the call shall be transferred to the CFD by the JCETSB PSAP by PSAP transfer router to router transfer (one button) and as a secondary transfer by telephone to 826-5454.. The CFD will then handle the emergency service requested by the caller.

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected..

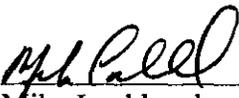
JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By:   
Chairperson

  
Secretary

Executed this 26 day of January, 2009.

CHESTER FIRE DEPARTMENT

By:   
Mike Lochhead  
Chief

Executed this 20 day of Jan., 2009.

(43)

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD  
E-9-1-1 CALL HANDLING AGREEMENT

This AGREEMENT is made and entered into by and between the Jackson County Emergency Telephone System Board, 1001 Mulberry Street, Murphysboro, Illinois 62966 hereinafter referred to as "JCETSB", and the Royalton Fire Department, hereinafter referred to as "RFD."

WHEREAS, the State of Illinois has enacted into law the "Emergency Telephone System Act" at 50 ILCS 750/0.01 et seq.; and

WHEREAS, the voters of Jackson County, Illinois did by a binding referendum at the General Election held on November 6, 1990, pass by a majority of the votes cast upon the question a provision for imposing a surcharge in an amount not to exceed \$1.25 per month per network connection on telecommunication carriers for the purpose of installing and maintaining a 911 emergency telephone system; and

WHEREAS, the County of Jackson has enacted into law various ordinances establishing a 911 emergency telephone system and an Emergency Telephone System Board known as the Jackson County Emergency Telephone System Board; and

WHEREAS, the JCETSB has established or will establish an enhanced 9-1-1 emergency telephone system for purposes of dispatching emergency services to the public and residents of Jackson County, Illinois; and

WHEREAS, it is necessary to determine the manner and procedure for effective handling and routing of enhanced 9-1-1 emergency calls by and between Jackson County, Illinois and the RFD;

NOW, THEREFORE, in consideration of the promises and of the mutual covenants and agreements set forth herein, the JCETSB and the RFD do hereby agree as follows:

The purpose of the Jackson County E-9-1-1 System is to provide the most convenient and efficient emergency service possible to the citizens of Jackson County and its municipalities. In recognition of this purpose, the following call handling agreement has been devised to facilitate call answering between and for the parties.

1. Should the RFD receive a call for emergency services in the area served by the JCETSB, the call shall be transferred to the

JCETSB PSAP located at the Jackson County Sheriff's Department by telephone to number 618/684-2177. The Jackson County Sheriff's Department will then handle all dispatch for the emergency service requested by the caller.

2. Should the JCETSB receive a call for emergency services in the area served by the RFD, the call shall be transferred to the RFD by the JCETSB PSAP by telephone to 724-2432 The RFD will then handle the emergency service requested by the caller.

3. The parties agree to keep all records, times and places of the 9-1-1 calls on file as specified herein. All such records shall be available to the parties. The parties shall maintain records as required by the Illinois Commerce Commission including the reports of all calls, their times, and their dispositions.

4. Once an emergency unit is dispatched in response to a 9-1-1 request for service and subsequently determines the address/location is outside of its jurisdiction, it shall render aid without regard to jurisdictional boundaries until relieved.

5. Any and all other responses by agencies providing emergency service outside of their respective serving areas, except as noted above, shall be made in accordance with established mutual aid procedures and agreements in effect at this time.

6. Any agreements or changes in agreements and/or operating policies must be approved by the parties hereto and any other agency providing emergency service which is effected.

Executed this  /  day of  FEBRUARY , 1995.

JACKSON COUNTY EMERGENCY TELEPHONE SYSTEM BOARD

By:  Bill Crowshaw   
Bill Crowshaw  
Chairman  
 Glenn Seeber   
Glenn Seeber  
Secretary

Executed this  27  day of  January , 1995.

ROYALTON FIRE DEPARTMENT

By:  Mike Calvert   
Mike Calvert



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

---

303 N. Robinson Circle  
Carbondale, IL 62901  
618-457-5911  
Fax-529-5501  
[www.jc911.org](http://www.jc911.org)

## QUESTIONNAIRE

EXHIBIT 10

---

## Exhibit 10 Network Diagrams

December 2013

In each Diagram, the 9-1-1 call flow is reflected from Left to Right, from Access through the options of the Transport Carrier network, to the Selective Routers Existing and Future to the PSAPs serving the ETSB for call completion. The numbers of Trunks comes from PSAP documents.

All of Jackson County is in the 618 Area Code. The 3 digit codes in the access column are the NXXs that belong to the Access Carriers all or in part. On any given day ~80 to 90% of the calls for 9-1-1 come from the Wireless and VoIP category of callers. The remainder ranging from 10% to 20% originates in the Landline networks. If Jackson County had calls routed from PS/ALI customers directly to the Selective Routers they would be shown as an additional Access category. There are no direct PS/ALI customers routing to PSAPs directly today.

The name of the Carrier and the Telecommunications Rate Center is provided in the Access category. The LERG assigned originating Switch Common Language Location Identifier (CLLI) is included if published or known to Jackson County. Numbers of trunks are shown and the designation of Host and Remote is provided as appropriate in the case of the Wireline Carriers. Frontier Communications is the ILEC for Jackson County. . The only Independent ILEC is Egyptian Telephone in Jackson County, which we have documented as a RLEC, Regional Local Exchange Carrier. 9-1-1 trunk groups for Host offices connect to the Legacy Selective Routers today. The Remote offices are on umbilical routes through the Host offices to get 9-1-1 traffic routed in all cases in Jackson County. The Host office may be located in a County other than Jackson. If so, the Host County name was designated.

Wireless Carriers sometimes route to the Jackson County PSAPs through aggregation by another Carrier. For example, Intrado and TCS provide Aggregation and Routing services to some Wireless Carriers.

VoIP Carriers are often represented by Level 3 Communications who aggregates their traffic and in most cases, bringing that traffic into the Jackson County network.

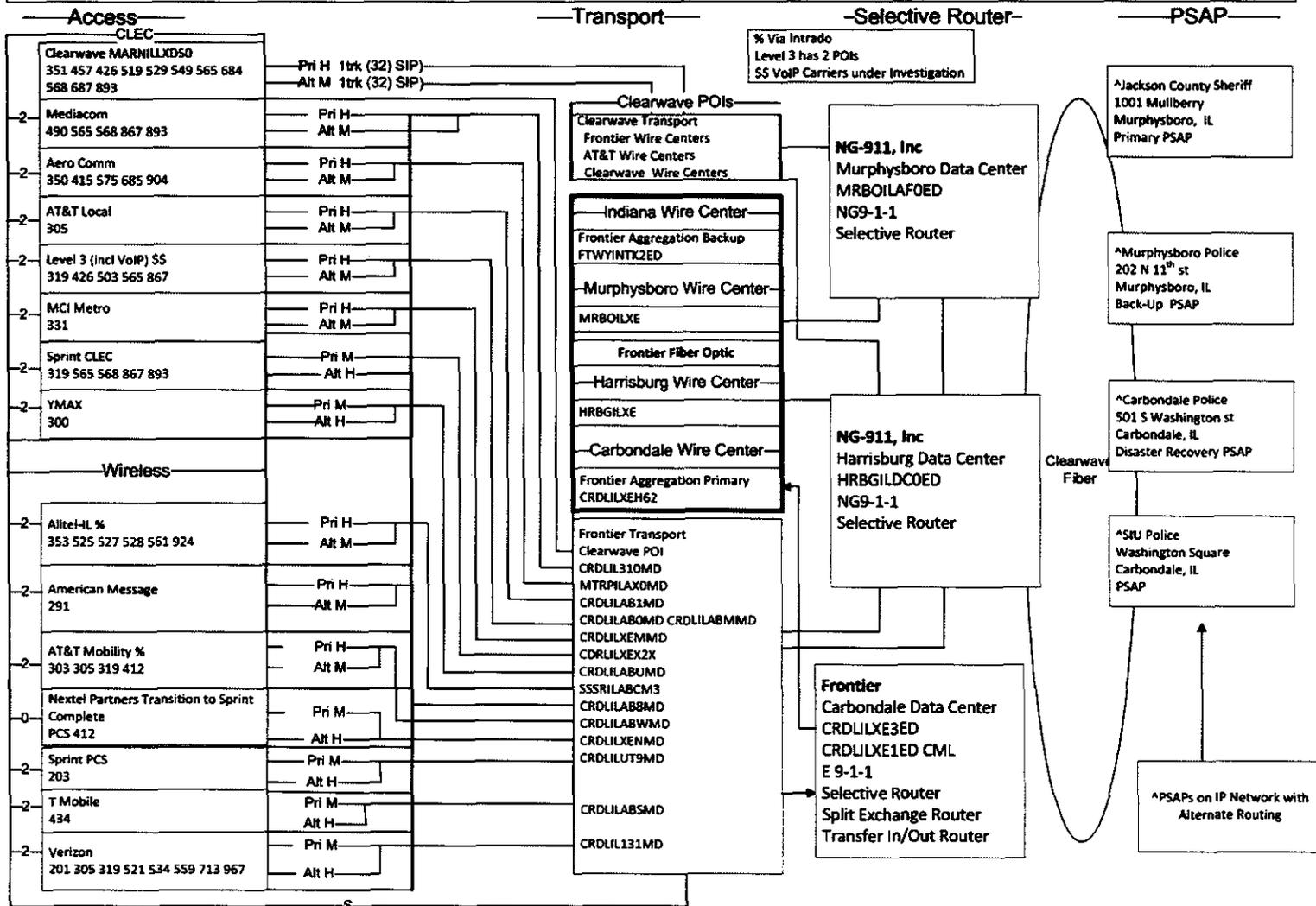
CLECS operate in the Jackson County ETSB jurisdiction. The CLECS shown are facilities based Carriers. We show their CLLI if it is known. Some will connect directly such as Clearwave. Resellers will be handled by the underlying carrier.

Split Exchanges and those opted out are shown in the Narrative and on the Jackson County Diagram. Frontier and NG-911, Inc. have a Database management agreement to use the legacy selective router as a Split Exchange Router for this application.

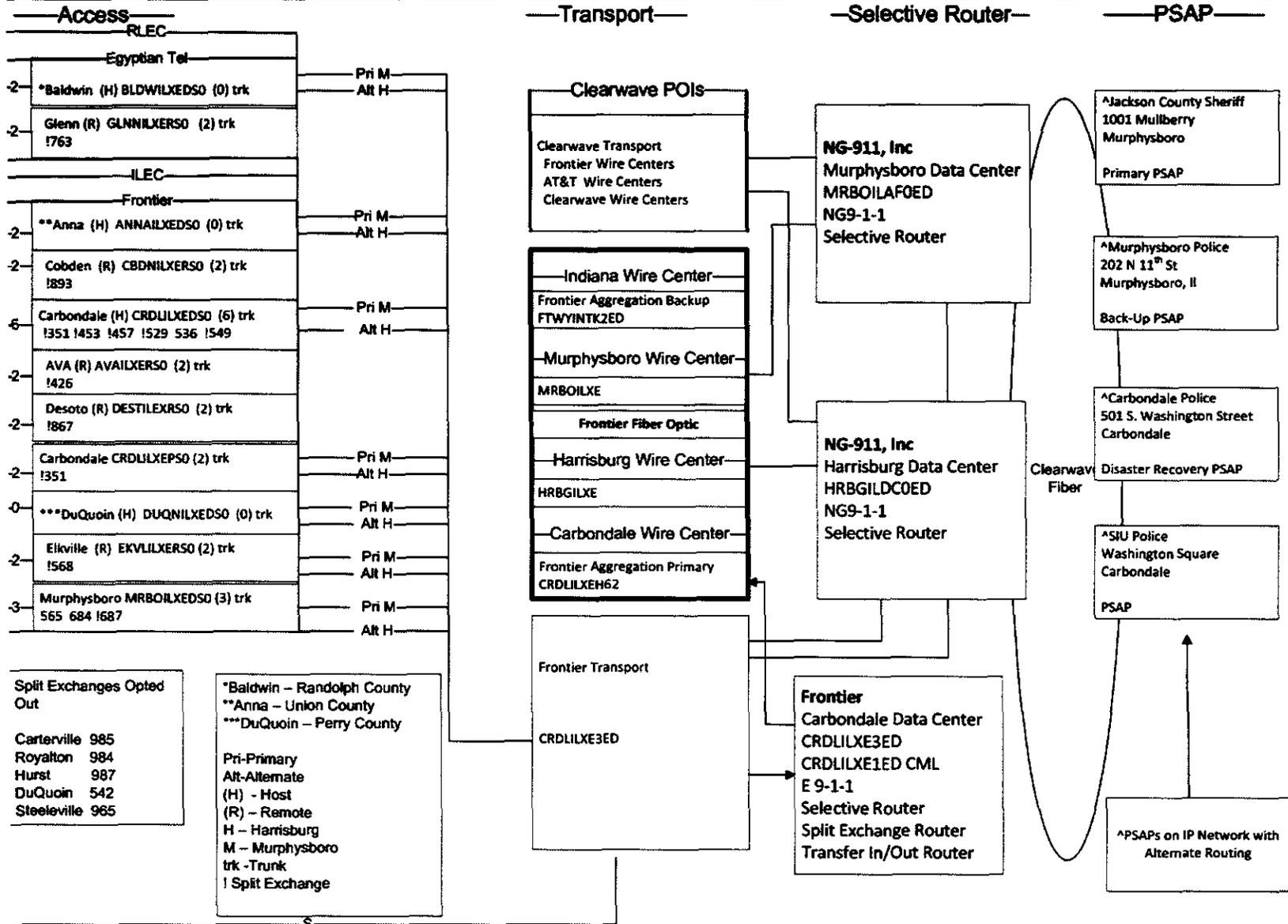
The Legacy Selective Router column name was retained in the new Diagrams, but what is called the "IP Selective Routers" are really the collection of FEs with all of the NG9-1-1 functions, security, database and routing in separate FEs housed in the 2 Data Centers.

The PSAPs are in the final column. For Jackson County nothing changes except the calls come from the 2 Data Centers starting with this Jackson County application.

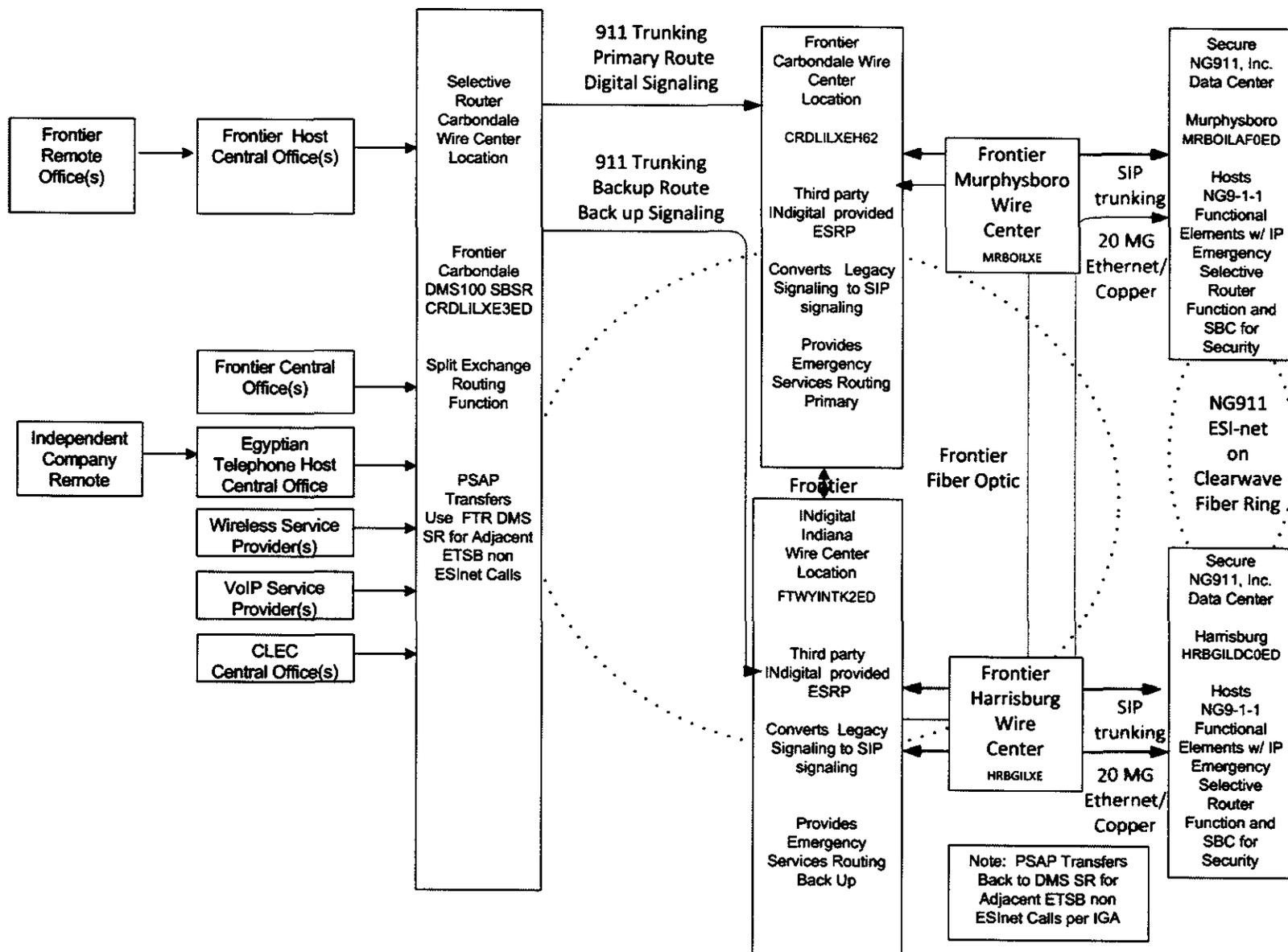
**NG-911, Inc. SSP-911 Illinois LATA: 362 NPA: 618 County: Jackson**



**NG-911, Inc. SSP-911 Illinois LATA: 362 NPA: 618 County: Jackson**



## Jackson County, IL Frontier Aggregation Solution Segment of NG-911, Inc. Next Generation 9-1-1 Project - 2013





# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

---

303 N. Robinson Circle  
Carbondale, IL 62901  
618-457-5911  
Fax-529-5501  
[www.jc911.org](http://www.jc911.org)

## TEST PLAN

Exhibit 10.1 and 10.2

Exhibit 10.1

---

# NG-911, Inc. Integrated Test Plan

*Coordinate with Exhibit 10.2 FAS Test Plan*

**December 2013**

## Table of Contents

NG-911, Inc. Integrated Test Plan .....	1
Coordinate with Exhibit 10.2 FAS Test Plan .....	1
November 2013.....	1
1.0 Overview .....	3
2.0 Next Generation 9-1-1 System Requirements Test Cases.....	3
2.1 Network and Carrier Configuration Test Scenarios .....	4
2.2 PSAP Configuration Test Scenarios .....	6
2.4 TDD/TTY Configuration Test Scenarios .....	8
2.6 Logging and Instant Recall Recorders Test Scenarios - .....	8
2.7 Management Information Systems Test Scenarios - .....	9
2.8 System Administration Test Scenarios .....	12
2.9 System Performance Test Scenarios .....	13
2.11 System Monitoring Test Scenarios – All vendors as required .....	14
2.12 Master Clock Test Scenarios .....	15
3.0 Next Generation 9-1-1 Network Test Cases.....	16
3.1.1 Resiliency Test Plan - IIT RTCL.....	20
3.1.2 Resiliency Test Plan – NG-911 .....	21
3.2 Security Test Plan.....	22
3.2.1 Security - IIT RTCL.....	22
3.2.2 Security - NG-911 .....	23
3.3 Performance Test Plan .....	24
3.3.1 Performance Test Plan and Results – IIT RTCL .....	24
3.3.2 Field Performance Test Plan and Results – NG-911 .....	25
4.0 Additional Testing.....	26
Appendix A - Standards Report Resolution Template .....	28
Appendix B - General Trouble Report Resolution Template .....	29
Appendix C - End to End Testing Template.....	30
Appendix D - Carrier Test Numbers for NPA NXXs Template.....	31

## 1.0 Overview

This NG-911, Inc., Integrated Test Plan has been developed to test the functionality of the Next Generation 9-1-1 network architecture being deployed by NG-911, Inc., the SSP for Jackson County. The intent is to deploy an IP-Based Next Generation 9-1-1 communication system that meets NENA NG 9-1-1 standards, including the emerging NENA IP-Capable PSAP standards. The desired results will be increased functionality, redundancy, diversity, and scalability.

Each test case has been identified with a specific Test Case number, Test Case Description, the Expected successful outcome of the Test Case and the Actual outcome of the Test Case. There are some tests that do not require any traffic or call attempt results, and those can be performed any time. There is a distinction between Access Testing and Network testing of the NG9-1-1 Architecture. Access Carriers using direct facilities and trunking into the Jackson County NG 9-1-1 network FEs are distinguished from Access Carriers using the Frontier Aggregation Solution, FAS. There is a complementary Test Plan agreed upon between Frontier Communications, and NG-911, Inc. for the calls going through the FAS solution. Refer to Exhibit 10.2, FAS Test Plan.

Network Test calls will be made prior to live activation of the 9-1-1 service and Access Test calls to validate end to end performance. Some Tests are designed to demonstrate performance of the Network.

Section 3 first describes the results of tests performed with the Illinois Institute of Technology, (IIT), which determined that key components of the network design functioned in a resilient and secure fashion, and performed well under a simulated load. Section 3 describes the tests to be performed and documented.

Section 4.0 describes the testing performed with various vendors of the FEs, taking advantage of tools and automated procedures used during installation validation.

Appendix A provides a Standards Trouble Reporting and Resolution Template

Appendix B provides a General Trouble Reporting and Resolution Template

Appendix C provides an End to End Testing Template

Appendix D provides a County Carrier Test Numbers for NPA NXXs Template

## 2.0 Next Generation 9-1-1 System Requirements Test Cases

The following sections provide a brief description of the various functions related to the ESInet and i3 specifications as well as test cases and expected responses for each function. The test cases have also been ordered such that they build on data that is produced by a previous test case. The test areas are listed below.

1. Network and Carrier Configuration Test Scenarios
2. PSAP Configuration Test Scenarios
3. Future PSAP Configuration Test Scenarios
4. TDD/TTY Configuration Test Scenarios
5. Logging and Instant Recall Recorders Test Scenarios
6. Management Information Systems Test Scenarios
7. System Administration Test Scenarios
8. System Performance Test Scenarios
9. System Monitoring Test Scenarios
10. Master Clock Test Scenarios
11. Administrative Reports Test Scenarios

Note on adherence to applicable standards:

It should be noted that the test cases performed below serve also as test cases for the NENA standards that comprise the Next Generation 9-1-1 system functional elements and protocols. In particular, this test plan will validate the following list of NENA standards as they apply to this project. For terminology definitions refer to the NENA Standards.

- Flexible Call routing via Emergency Services Routing Protocol (ESRP)
- Database queries
- Origination using legacy signaling through the Legacy Network Gateway (LNG)
- SIP Origination using SIP Protocol, through the Border Control Function (BCF)

## 2.1 Network and Carrier Configuration Test Scenarios

The following test cases support various Network and Access Carrier Configurations. The test cases that are relevant to a particular type of Access Carrier facility can be tested as those particular facilities are activated. If feasible, the Test Cases that represents a facility type for which there is multiple Access Carriers and will be repeated for each Carrier.

Note: Test Cases that will be used for Access Carriers connected Directly to the NG9-1-1 network on an end to end basis are noted with a single asterisk (\*). Test Cases that will be used for Access Carriers connected indirectly through the FAS solution are included with a double asterisk (\*\*). Test Cases that will be used in both Access Carrier scenarios are shown with both indicators. Refer to the Exhibit 10 Network Diagram for the Direct and Indirect Access Carriers by name.

The Templates will be used to track the results that are required to be tested end to end and by Carrier.

Test Case #	Test Description	Expected Test Outcome Notes	Results/Date/Initials
NG-NC-001* **	Demonstrate the ability to support multiple types of inbound and outbound analog or digital Central Office or End Office provisioning, such as SS7, PRI/ISDN.	Received SIP calls from Clearwave.	Tested CAMA and SIP signaling. SIP from Clearwave 5/6/13
NG-NC-002* **	Demonstrate the ability to provide a local termination/demarcation point for carriers while maintaining overall call routing configuration.	Clearwave Test numbers route to POI	Clearwave testing Successful 5/16/13
NG-NC-003* **	Test that the solution is capable of receiving both 9-1-1 and administrative calls in a native SIP format upon installation.	Able to answer and talk	Received Clearwave SIP calls May 2013
NG-NC-004* **	Test for the ability to accept automated update of Selective Routing information from MSAG processing.		
NG-NC-005* **	Test for a situation where a primary PSAP is out of service or that all circuits to that PSAP are out of service, 9-1-1 calls can be routed to an alternate PSAP.	Testing situation where there is no connectivity / No Power or no one logged in.	
NG-NC-006* **	Test that the system can provide the ability to test inbound call routing of all carriers on an ongoing basis.		
NG-NC-007* **	Test for the ability to support additional one-button transfers to other entities.		
NG-NC-008* **	Test that transferred calls can provide original caller's ANI/ESRK rather than the PSAP's ID.		
NG-NC-09* **	Test for real-time measurement of Quality of Service for network infrastructure.		
NG-NC-010* **	Test for applicable bandwidth requirements including between PSAPs and support facilities.		

NG-NC-011* **	Test that System provides a native IP environment for the receipt of Voice over Internet Protocol (VoIP) 9-1-1 calls with associated data is available.		Clearwave calls successfully routed and answered at correct PSAP May 2013
---------------	---	--	---

## 2.2 PSAP Configuration Test Scenarios

The following test cases align with the requirements to support various PSAP Equipment configurations. The test cases that are relevant to a particular type of call origination type can be tested as those particular facilities are activated.

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-PSAP-001*	Validate that all material respects to current NENA recommendations for PSAP Equipment.		PSAP Equipment is NENA Compliant
NG-PSAP-001-1*	Validate that all material respects to current NENA recommendations for NENA 04-001, Standards for PSAP Equipment		PSAP Equipment is NENA Compliant
NG-PSAP-001-2*	Validate NENA 04-004, Standards for PSAP Intelligent Workstations		Workstations are NENA Compliant
NG-PSAP-001-3*	Validate NENA 08-002, Functional and interface Standards NG9-1-1 (i3)		Functional and interface Standards re NENA Compliant
NG-PSAP-001-4*	Validate NENA 08-501, Network Interface to IP capable PSAP		Network Interface is NENA Compliant
NG-PSAP-001-5*	Validate that a back-up SIP phone that is located at each call taker position can display ANI/ALI.		
NG-PSAP-002*	Validate the backup telephone instruments are provided with handsets and function independently or in parallel with the Intelligent Work Stations.		
NG-PSAP-003*	Validate the ability to place calls on hold for retrieval by any call taker (Call Park).		
NG-PSAP-004* **	Test for the delivery of Automatic Number	Receive ANI/ALI	Tested Clearwave May 2013.

	Identification (ANI) and Automatic Location Identification (ALI) data display in a consistent format regardless of the originating carrier or routing of the call.		Received ANI/ALI
NG-PSAP-005* **	Validate that PSAP equipment can retrieve ALI equivalent information from database system.	Eq. Can retrieve ALI information	Tested with Clearwave May 2013
NG-PSAP-006* **	Validate that PSAP equipment can provide for ALI retrieval from Caller ID (Business Lines) or manually entered telephone number.		Manually enter number is complete July 2013
NG-PSAP-007* **	Validate that the System can accommodate the handling and display of Wireless 9-1-1 Phase I and Phase II information.		
NG-PSAP-008* **	Test for the ability to support access to wireless databases		
NG-PSAP-09*	Validate the presence of an Intelligent Workstation platform to support the installation of third-party applications.		
NG-PSAP-010*	Validate that peripheral network components (such as telephone instruments) outside of centralized equipment rooms deliver supplemental electrical power via Power Over Ethernet (POE) provisioning.		
NG-PSAP-011*	Test the ability to monitor the audio of call taking at another position, with or without muting.	Can monitor call – muted and not muted	Monitored calls with muting November 13, 2013
NG-PSAP-012*	Test the ability to 'barge-in' to a call in progress by supervisory personnel.	Can barge in on a call in progress	Barged in call in progress November 13, 2013
NG-PSAP-013*	Test the ability to conference calls with unlimited outside party's vendor to describe any limitations.		
NG-PSAP-014*	Test the ability to support separate inbound call queues if circuit provisioning is deployed.		
NG-PSAP-015*	Test the ability to support one-button re-dialing of recent calls, including abandoned calls.		
NG-PSAP-016* **	Validate the ability to capture abandoned call information for call taker use.		

NG-PSAP-017* **	Test the ability to display location information at each call taker position for calls pending.		
NG-PSAP-018*	Test the ability to provide system-wide status at each PSAP, reflecting system availability, calls in progress, call taker availability, and calls in queue.		
NG-PSAP-019* **	Validate the Creation of Incoming Call Queues		
NG-PSAP-020* **	Validate the Creation of Spatial Incoming Call Queues		
NG-PSAP-021* **	Test the ability to integrate two-way audio from telephone calls and radio traffic into one headset		

## 2.4 TDD/TTY Configuration Test Scenarios

The following test cases support various TDD/TTY configurations.

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-TDD-001*	Validate the ability to support Baudot-format TDD/TTY dialogue from callers at every position.		
NG-TDD-002* **	Validate the ability to provide TDD/TTY detection and alerting at each call taker position		

## 2.6 Logging and Instant Recall Recorders Test Scenarios -

The following test cases support Logging and Instant Recall Recorders..

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-LOGIR-001* **	Test the Instant Recall Recording and playback	Workstation will have IRR	Tested Instant Recall Recording

	application software at each workstation position with the ability to integrate with existing analog voice logging recorder at each PSAP.	functionality	on all work stations March 2012
--	---	---------------	---------------------------------

## 2.7 Management Information Systems Test Scenarios –

The following test cases support Management Information Systems..

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-MIS-001* **	Validate the System Management Information System (MIS) reporting of transaction volumes and system performance for overall system as well as significant components.		
NG-MIS-001-a* **	Test that the MIS and reporting application can allow access to all captured database elements.		
NG-MIS-001-b* **	Test the Detail of MIS reporting to provide for both individual PSAP and system-wide transaction volumes and call handling performance.		
NG-MIS-001-c* **	Test that the MIS reporting can provide for time and day of week in tabular and graphical formats.		
NG-MIS-001-d* **	Test that the Reporting application can provide for selection of indexing and sorting keys by any formatted field.		
NG-MIS-001-e* **	Test that the MIS can capture and report System Availability, including alarms, error reports, and platform status.		
NG-MIS-001-f* **	Test that the MIS can capture response time to PSAP ALI database inquiries and re-bids.		
NG-MIS-001-g* **	Test that the MIS is be capable of capturing data from all circuits within the system, including inbound 9-1-1trunks, administrative		

	lines as well as outbound calling.		
NG-MIS-002* **	Test that access to information shall be acquired remotely by permissions.		
NG-MIS-002-a* **	Test that the MIS can collect data on the Number of total calls received		
NG-MIS-002-b* **	Test that the MIS can collect data on the Number of abandoned calls		
NG-MIS-002-c* **	Test that the MIS can collect data on the Number of calls on a per trunk/per circuit basis		
NG-MIS-002-d* **	Test that the MIS can collect data on the Number of calls on a call type (wire line, wireless, VOIP, etc.) basis		
NG-MIS-002-e* **	Test that the MIS can collect data on the Number of calls conference/transferred		
NG-MIS-002-f* **	Test that the MIS can collect data on the Calls conference/transferred by destination		
NG-MIS-002-g* **	Test that the MIS can collect data on the Number of calls on a log-on or per position basis		
NG-MIS-002-h* **	Test that the MIS can collect data on the Average time to answer		
NG-MIS-002-i* **	Test that the MIS can collect data on the Average length of call and average hold time		
NG-MIS-003* **	Test that each data center is equipped with a Call Detail Record (CDR) function that provides for capture, search and retrieval, display, and printing of information regarding each 9-1-1 call. The MIS be able to process data with the following configurations.		
NG-MIS-003-a* **	Test that the MIS can collect data on the Date received		
NG-MIS-003-b* **	Test that the MIS can collect data on appearance time		
NG-MIS-003-c* **	Test that the MIS can collect data on the Caller's telephone number		
NG-MIS-003-d* *** **	Test that the MIS can collect data on the ANI,		

	ESRK or other routing identification		
NG-MIS-003-e* **	Test that the MIS can collect data on the Answer time		
NG-MIS-003-f* **	Test that the MIS can collect data on the Answering position identification		
NG-MIS-003-g* **	Test that the MIS can collect data on the Trunk/circuit identification		
NG-MIS-003-h* **	Test that the MIS can collect data on the Time call was released		
NG-MIS-003-i* **	Test that the MIS can collect data on the Time call was transferred		
NG-MIS-003-j* **	Test that the MIS can collect data on the Transfer destination		
NG-MIS-003-k* **	Test that the MIS can collect data on the Abandoned call indicator		
NG-MIS-003-l* **	Test that the MIS can collect data on the Ringing start time		
NG-MIS-003-m* **	Test that the MIS can collect data on the Time call was placed on hold and taken off hold and by what position		
NG-MIS-003-n* **	Test that the MIS can collect data on the All ALI data, including name, address, Community, ESN, Class of Service, etc. Test data may be accessed remotely from the PSAPs with permissions.		
NG-MIS-004*	Test the ability to direct MIS reports or Workstation printouts to any Local Area Network-attached printer.		
NG-MIS-005*	Test the ability to export formatted detailed records or summary report tables for analysis with third-party applications (e.g., Microsoft Office)		
NG-MIS-006*	Test the ability of the MIS reporting to be fully initialized prior to operational use of system; this includes any procedures, routines and scripts for daily, monthly and annual periodic reporting.		

## 2.8 System Administration Test Scenarios

The following test cases support System Administration.

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-SA-001*	Test the ability to administer call queuing and call routing parameters.		
NG-SA-002*	Test the ability to support centralized and administered backup and recovery policies.		
NG-SA-003*	Test the ability to support on-line centralized backup		
NG-SA-004*	Test that the system can provide real-time call volume and call status information at remote locations		
NG-SA-005-a*	Test that the system can provide Positions Logged On/Ready/Available		
NG-SA-005-b*	Test that the system can provide Positions Busy/Off Hook		
NG-SA-005-c*	Test that the system can provide Positions Not Ready/Out of Queue		
NG-SA-005-d*	Test that the system can provide Calls in Queue/Calls Pending		
NG-SA-005-e*	Test that the system can provide Calls Holding/Calls Parked		
NG-SA-005-f*	Test that the system can provide PSAP Status (e.g., system OK, connectivity good)		
NG-SA-006*	Test that the system can provide the Ability to provide a real-time display of system availability, call taker availability & calls in progress.		

## 2.9 System Performance Test Scenarios

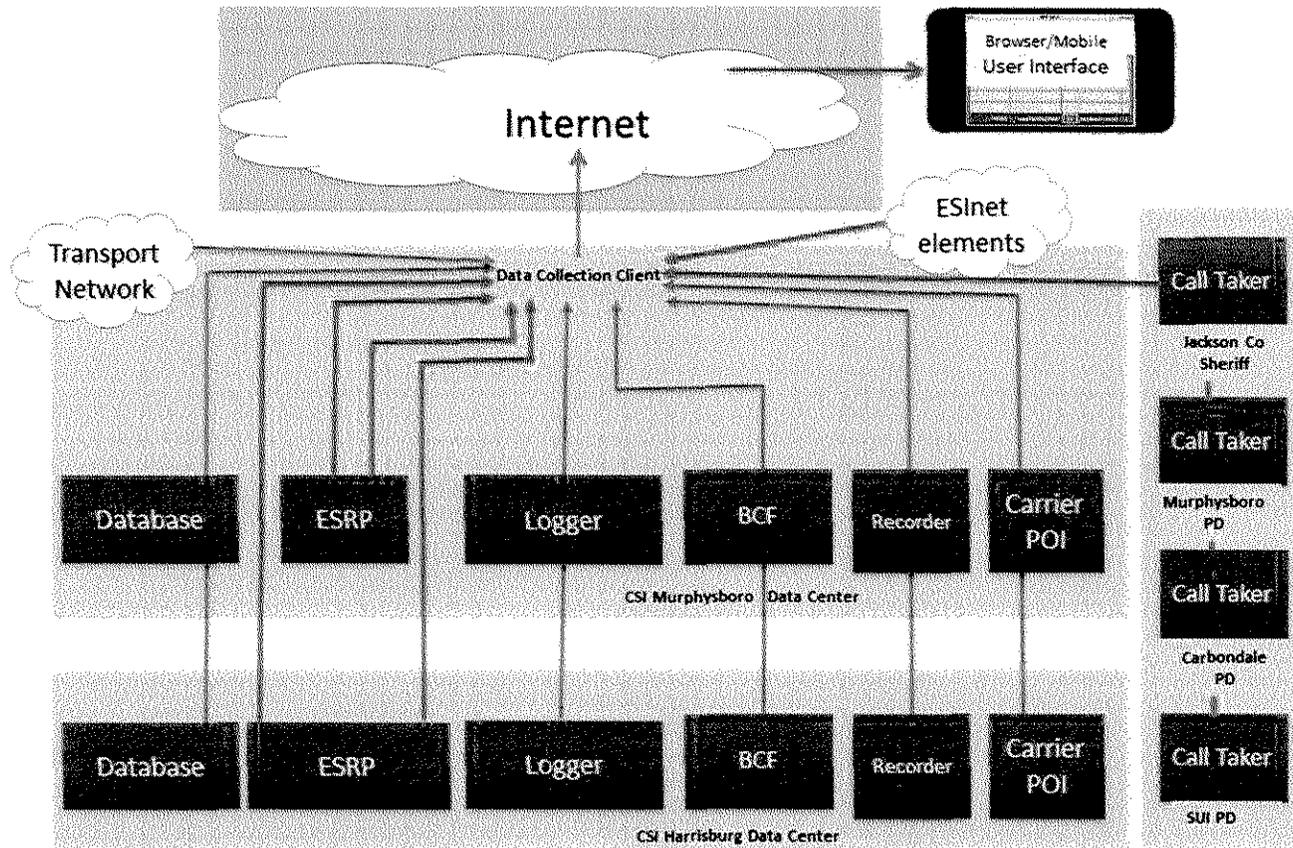
The following test cases support System Performance.

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-SP-001*	Test the ability of the system to support automated, unassisted restoration from stoppages or outages, including significant network components and application software.		
NG-SP-002*	Test the ability of the system to provide positive/affirmative alert to each call taker position of off-line status, error conditions or conditional events.		
NG-SP-003*	Test the ability of the system to support localized supervision and reporting of ANI and ALI failures, network outages, etc.		
NG-SP-004*	Test the ability of the system to provide in each PSAP readily visible and (selectable) audible indicators of emergency and non-emergency calls pending.	Call will ring differently for each type of call – 911 or Admin.	911 call ring like a siren and admin calls like a digital phone rings. March 2012
NG-SP-005* **	Validate that the vendor has described their recommended approach to node and link redundancy to meet Availability Performance Requirements.	Node and Links are redundant	Node and Link redundancy verified February 2012
NG-SP-006* **	Validate that the vendor(s) described their system architecture as it relates to failover and fault tolerance, including the gateway into the 9-1-1 IP network, traffic paths to the network endpoints, and any crucial devices within the scope of the relevant network fabric.		Testing in progress

## 2.11 System Monitoring Test Scenarios – All vendors as required

The following test cases to provide System Monitoring..

Figure 2.11 Monitoring for Testing Jackson County



Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-MON-001*	Test that the system can provide error logs and diagnostic information sufficient to support vendor troubleshooting.		
NG-MON-002* **	Test that the system collects sufficient information to give the NG-911, Inc. and IT staff an end-to-end view of the ability of incoming calls to be completed	Includes the use of the Monitoring Application to see the exceptions.	

### 2.12 Master Clock Test Scenarios

The following test cases ensure the provision of the Master Clock.

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
NG-MC-001* **	Test to ensure that the master clock subsystem can provide NTP (Network Time Protocol) and SNTP (Simple Network Time Protocol) time synchronization outputs for additional information systems.	Ensure all end to end Master Clock Synchronization Issues are clearly being managed without conflict. Develop a Master Clock diagram for future trouble shooting purposes end to end.	
NG-MC-001-a*	Test to ensure that the master clock subsystem can provide timing to 3 <sup>rd</sup> party applications.		
NG-MC-001-b*	Test to ensure that the master clock subsystem can provide timing to the Database and Communications Servers		
NG-MC-001-c*	Test to ensure that the master clock subsystem can provide timing to the Logging Recorders		
NG-MC-002*	Test to ensure that the master clock subsystem can provide a time		

### 3.0 Next Generation 9-1-1 Network Test Cases

NG9-1-1 Network Testing was conducted in the Illinois Institute of Technology (IIT) Real-Time Communications Lab (RTCL). IIT students and mentors had the responsibility to validate the design and configuration of the ESInet and overall NG9-1-1 Architecture based on the real-world NG9-1-1 network being deployed for use by Jackson County. IIT RTCL configured the lab to match real world conditions, and iteratively identified and tested failure mitigation strategies. IIT Testing and results were provided to Jackson County via NG-911, Inc. upon completion.

Access Carriers were not involved in the IIT RTCL Testing. NG-911, Inc. will perform these same tests before any Access Carrier enters the Network. Many of these tests can be done once, such as the SIP related tests with an Access Carrier after the basic tests are performed in a simulated fashion and not repeated with each Access Carrier

The Diagram for the IIT RTCL Test Configuration is labeled 3.0.1. The Diagram for the Field NG-911, Inc. Testing is labeled 3.0.2, with associated Tables 3.0.2.1 and 3.0.2.2 respectively.

Section 3.1 describes the results of network tests performed at the Illinois Institute of Technology, (IIT), which determined that key components of the network design functioned in a resilient and secure fashion, and performed well under a simulated load.

Section 3.2 also describes the network tests to be performed and documented by NG-911, Inc. with the Direct Carriers such as Clearwave Communications and the Indirect Carriers using Frontier FAS.

Figure 3.0.1 - Testing at IIT RTCL, Wheaton and Chicago, Illinois

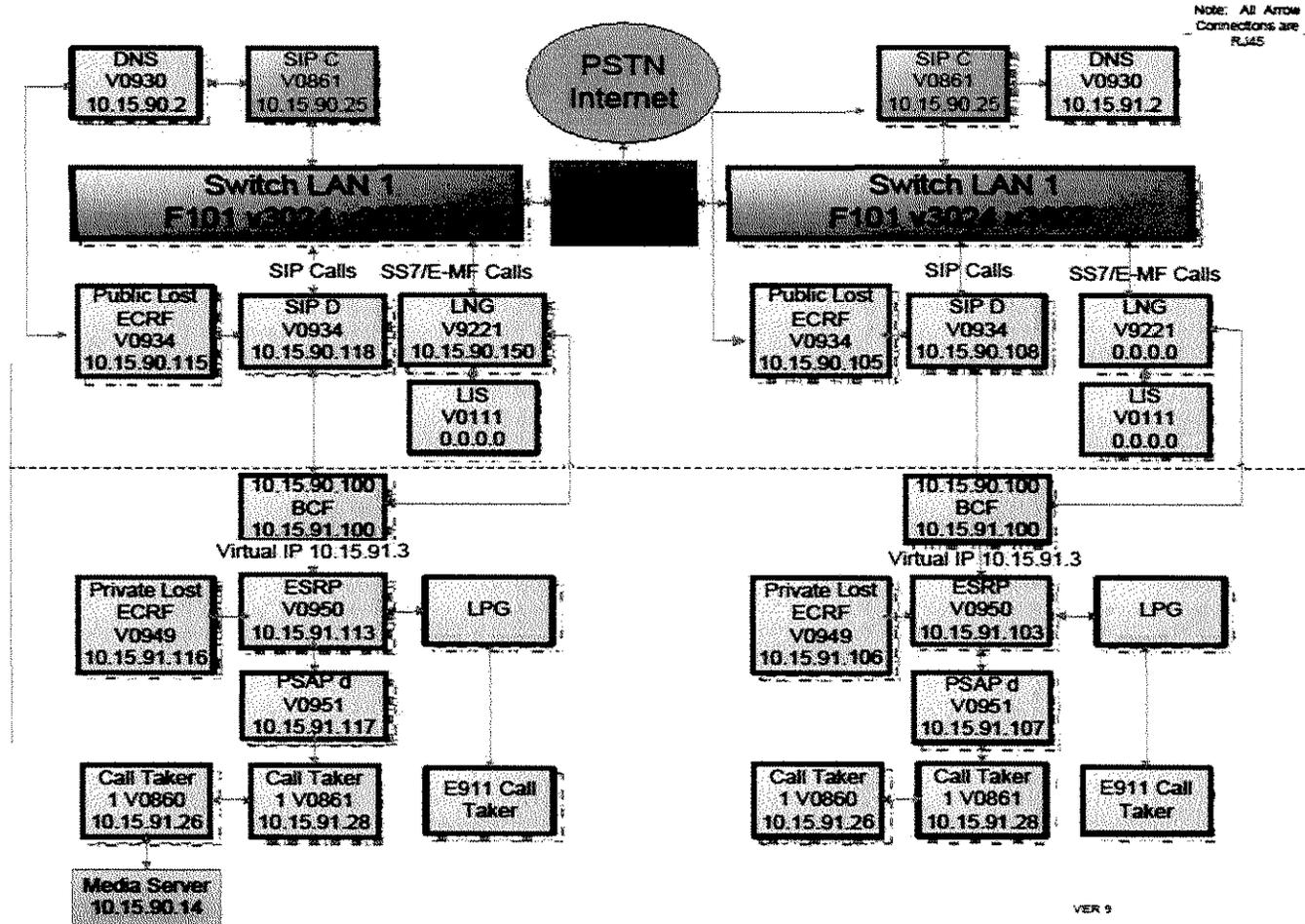
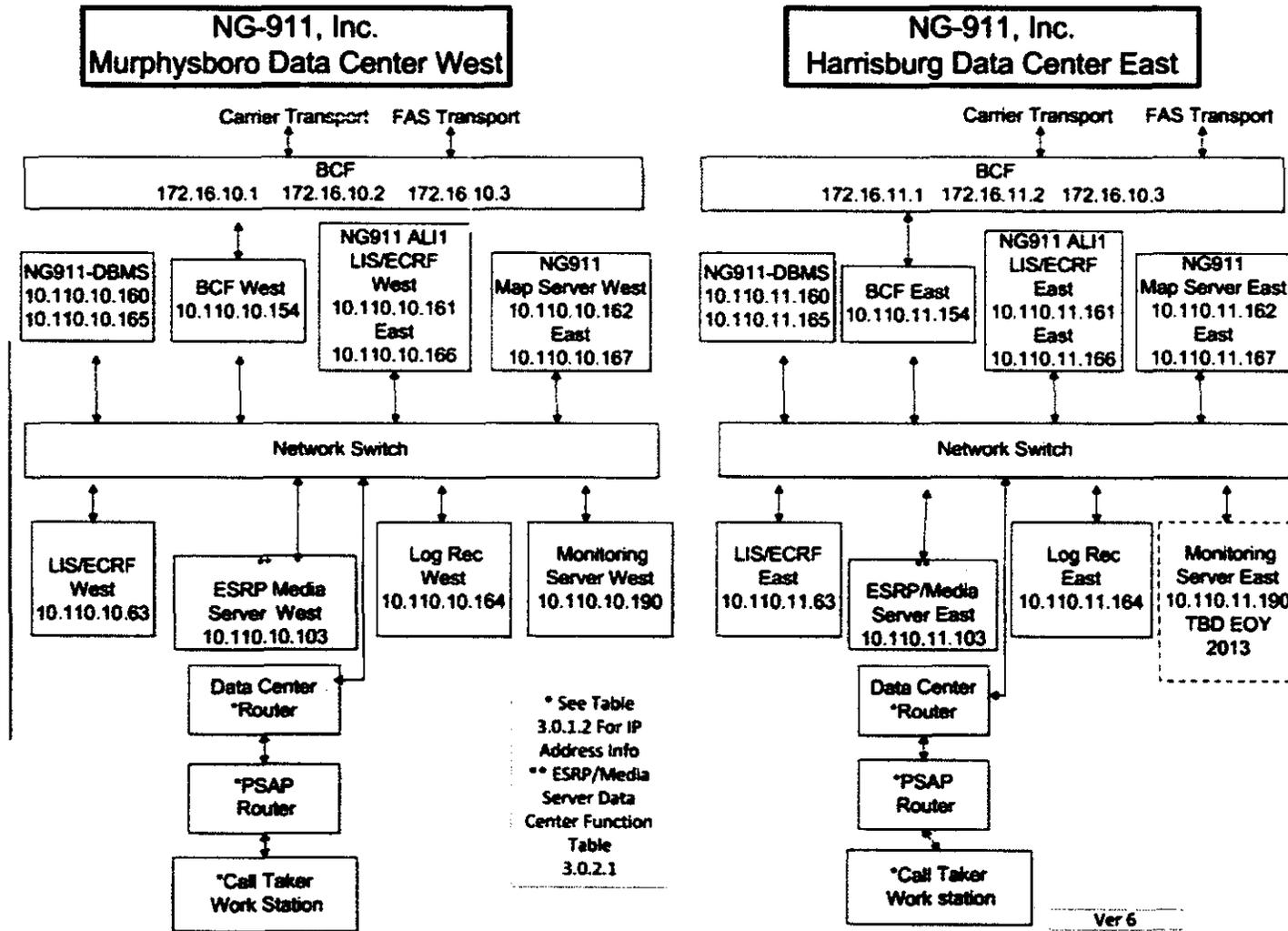


Figure 3.0.2 – NG9-1-1, Inc. Testing Configuration



**Table 3.0.2.1 - Data Center - related to Figure 3.0.2 above\*\***

<b>Data Center</b>	<b>Functions</b>	<b>IP Addresses</b>
<b>West</b>	Legacy Network Gateway (LNG)	10.110.10.103
	SIPc	
	ESRP	
	Media Server	
	Legacy PSAP Gateway (LPG)	
<b>Data Center</b>	<b>Functions</b>	<b>IP Addresses</b>
<b>East</b>	Legacy Network Gateway (LNG)	10.110.11.103
	SIPc	
	ESRP	
	Media Server	
	Legacy PSAP Gateway (LPG)	

**Table 3.0.2.2 - PSAP Information Table Supplement to Figure 3.0.2.1 above**

<b>PSAP Number County</b>	<b>PSAP Name</b>	<b>Work Stations</b>	<b>Work Station IP Addresses</b>	<b>Router /PSAP</b>	<b>IP Address /Router</b>
1 Jackson	Murphysboro Sheriff	2	10.110.10.30 10.110.10.31	1	10.110.10.254
2. Jackson	Murphysboro Police	2	10.110.16.30 10.110.16.31	1	10.110.16.254
3. Jackson	Carbondale Police	2	10.110.18.30 10.110.18.31	1	10.110.18.254
4. Jackson	Carbondale SIU	2	10.110.20.30 10.110.20.31	1	10.110.20.254

**IIT RTCL**

The functions of the NG9-1-1 Network Design that were tested at the IIT RTCL Lab are:

1. Resiliency to Network Element failures, and failures of layer 1 and layer 2 transport systems.
2. Performance of the design under heavy load conditions.

3. Security of information and security from attacks that affect performance.

**Network Testing:** Given the agreements with the FAS Frontier INdigital solution, additional testing will be provided through FAS Network to Network. The configuration for FAS and NG 9-1-1 and ESInet Testing required is included in the Diagrams.

**Access Testing:** Indirect Access Carrier testing will be performed by NG-911, Inc., in cooperation with Frontier including the Indirect Access Carriers. Refer to the Exhibit 10.2 FAS Test Plan for testing of Indirect Access Carriers.

**3.1.1 Resiliency Test Plan - IIT RTCL**

This set of tables reflects the tests and the documented results from the IIT RTCL Testing.

Test Case #	Test Description	Expected Test Outcome	Results
IIT-001	Place 911 test call from SIP UA and remove power from the ESRP IP address 10.15.91.113 Place 2 <sup>nd</sup> test call and record both results	911 call is routed to the alternate ESRP IP address 10.15.91.103 via Virtual IP address 10.15.91.3	911 call is routed to the alternate ESRP IP address 10.15.91.103 via Virtual IP address 10.15.91.3
IIT-002	Place 911 test call from SIP UA and remove the RJ45 connection from ESRP to Switch 101 v3024 IP address 10.15.91.113 Place 2 <sup>nd</sup> test call and record both results	911 call is routed to the alternate ESRP IP address 10.15.90.103 via Virtual IP address 10.15.90.3	911 call is routed to the alternate ESRP IP address 10.15.91.103 via Virtual IP address 10.15.91.3
IIT-003	Place 911 test call from SIP UA and remove power from the PSAP IP address 10.15.91.117 Place 2 <sup>nd</sup> test call and record both results	911 call is routed to alternate PSAP IP address 10.15.90.107 via Virtual IP address 10.15.91.7	911 call is routed to alternate PSAP IP address 10.15.91.107 via Virtual IP address 10.15.91.7 Call Takers have to re-register to alternate PSAP after failover
IIT-004	Place 911 test call from SIP UA and remove the RJ45 connection from PSAP to Switch 101 v3024 IP address 10.15.91.117 and record both results	911 call is routed to alternate PSAP IP address 10.15.91.107 via Virtual IP address 10.15.9.7	911 call is routed to alternate PSAP IP address 10.15.91.107 via Virtual IP address 10.15.91.7 Call Takers have to re-register to alternate PSAP after failover
IIT-005	Place 911 test call from SIP UA and remove power from Call taker 1 IP Address 10.15.9.26 Place 2 <sup>nd</sup> test call and record both results	The 911 call is routed to the 2 <sup>nd</sup> Call Taker 10.15.91.28	The 2 <sup>nd</sup> 911 test call is received by the 2 <sup>nd</sup> call taker and the 3 <sup>rd</sup> call routes to Queue
IIT-006	Place 911 Test call from SIP UA and remove RJ 45 connection from Call taker position to	911 call is routed to alternate Call Taker 10.15.91.28	The 2 <sup>nd</sup> 911 test call is received by the 2 <sup>nd</sup> call taker and the 3 <sup>rd</sup>

	Switch 101 v0324 Place 2 <sup>nd</sup> test call and record both results		call routes to Queue
IIT-007	Place 911 CAMA/MF test call from the 314A CAMA test set and removes power from the ESRP. Place 2 <sup>nd</sup> test call and record both results	911 Call is routed to the alternate ESInet	CAMA/MF 911 Call Routes to Alternate ESRP after power is removed from Primary ESRP
IIT-008	Place 911 CAMA/MF test call from the 314A CAMA test Set and remove the RJ45 connection from the ESRP Place 2 <sup>nd</sup> test call and record both results	911 call is routed to the Alternate ESInet	CAMA/MF 911 Call Routes to Alternate ESRP after the ESRP loses connectivity to the Network
IIT-009	Test case reserved for future testing.		
IIT-010	Test case reserved for future testing.		
IIT-011	Place 911 Test call with manual location set and remove power to the private lost server ECRF function IP address 10.15.91.116 Place 2 <sup>nd</sup> test call and record both results	911 call is routed to the alternate private lost server IP Address 10.15.91.106 via Virtual IP address 10.15.91.6 but the alternate private LOST location information will be used to forward the call instead.	911 call is routed to the alternate private lost server IP Address 10.15.91.106 via Virtual IP address 10.15.91.6 but the alternate private LOST location information will be used to forward the call instead.
IIT-012	Place 911 test call with manual location set and remove the RJ45 connection to the private lost server ECRF function IP address 10.15.91.116 Place 2 <sup>nd</sup> test call and record both results	911 call is routed to the alternate private lost server IP Address 10.15.91.106 via Virtual IP address 10.15.91.6 but alternate private LOST location information will be used to forward the call instead.	911 call is routed to the alternate private lost server IP Address 10.15.91.106 via Virtual IP address 10.15.90.6 but alternate private LOST location information will be used to forward the call instead.

**3.1.2 Resiliency Test Plan – NG-911**

This set of tables reflect the tests and the documented results from Field Testing

Test Case #	Test Description	Expected Test Outcome	Results/Dates/Initials
NG-001* **	Place 911 test call from SIP UA and remove power from the ESRP IP address Place 2 <sup>nd</sup> test call and record both results	911 call is routed to the alternate ESRP IP address via Virtual IP address	
NG-002* **	Place 911 test call from SIP UA and remove the	911 call is routed to the alternate	

	RJ45 connection from ESRP to Switch IP address Place 2 <sup>nd</sup> test call and record both results	ESRP IP address via Virtual IP address	
NG-003* **	Place 911 test call from SIP UA and remove power from the PSAP IP address Place 2 <sup>nd</sup> test call and record both results	911 call is routed to alternate PSAP IP address via Virtual IP address	
NG-004* **	Place 911 test call from SIP UA and remove the RJ45 connection from PSAP to Switch IP address and record both results	911 call is routed to alternate PSAP IP address via Virtual IP address	
NG-005* **	Place 911 test call from SIP UA and remove power from Call taker 1 IP Address 10.15.9.26 Place 2 <sup>nd</sup> test call and record both results	The 911 call is routed to the 2 <sup>nd</sup> Call Taker	
NG-006* **	Place 911 Test call from SIP UA and remove RJ 45 connection from Call taker position to Switch Place 2 <sup>nd</sup> test call and record both results	911 call is routed to alternate Call Taker	

### 3.2 Security Test Plan

Section 3.2.1 includes the IIT RTCL Security Tests and Results.

Section 3.2.2 includes the Security Tests.

#### 3.2.1 Security - IIT RTCL

Test Case #	Test Description	Expected Test Outcome	Results
IIT-013	Access LNG using Telnet or SSH to IP Address 64.131.109.217	Access to the LNG management port is allowed for Authorized IP addresses	Access to LNG is allowed to IP address 64.131.109.217
IIT-014	Login to LNG with Root Login and Non-authorized Password	Access is denied except for users with authorized passwords	Access is Denied to users without the proper credentials
IIT-015	Login to LNG using non-authorized login and	Access is denied except for users	Access is Denied to users without

	Password	with authorized logins and passwords	The proper credentials
IIT-016	Login to LNG using authorized login and password	Access is allowed with Authorized Logins and Passwords	Access is allowed with Authorized Logins and Passwords.
IIT-017	Restrict Access to the BCF and ESInet from outside the network by denying access to other than authorized IP addresses.	Access BCF from outside the network using Non-Authorized IP Address.	An Access control list was created for Authorized IP address access. Attempts to access the BCF from non-authorized IP addresses are refused.
IIT-018	Login to BCF Management port using non-authorized logins and passwords	Access is Denied for non-authorized users	Access is not allowed when attempting to access the BCF Management port
IIT-019	Allow Authorized Access to management port of the BCF	Users with non-Authorized Logins and passwords are denied access to the BCF Management port	Non Authorized users are denied. Only users listed in the SSH file are allowed
IIT-020	Restrict user privileges in the BCF on a per user login and password basis	Authorized users are restricted to their allowed access privileges	BCF Commands are restricted by assigned user privileges.
IIT-021	Call Taker/PSAP initiates outbound SIP call	Call completes from PSAP	Call completes to an available call taker when an outbound call is initiated.
IIT-022	PSAP/ Call Takers attempt to access Internet	Call takers cannot complete to the Internet	A call taker cannot complete to the internet when access is attempted
IIT-023	Allow normal inbound SIP call traffic and block unauthorized SIP sessions	SIP traffic allowed for trusted IP addresses only	Normal inbound SIP call traffic allowed and unauthorized SIP sessions blocked

**3.2.2 Security - NG-911**

Test Case #	Test Description	Expected Test Outcome	Results/Dates/Initials
NG-017* **	Restrict Access to the BCF and ESInet from outside the network by denying access to other than authorized IP addresses.	Access BCF from outside the network using Non-Authorized IP Address.	BCF locked down and tested with Clearwave May 2013

NG-018* **	Login to BCF Management port using non-authorized logins and passwords	Access is Denied for non-authorized users	Tested only allows authorized users to log in May 2013
NG-019* **	Allow Authorized Access to management port of the BCF	Users with non-Authorized Logins and passwords are denied access to the BCF Management port	Tested only allows authorized users to log in May 2013
NG-020* **	Restrict user privileges in the BCF on a per user login and password basis	Authorized users are restricted to their allowed access privileges	Tested only allows authorized access and privileges based log in May 2013
NG-021* **	Call Taker/PSAP initiates outbound SIP call	Call completes from PSAP	
NG-022*	PSAP/ Call Takers attempt to access Internet	Call takers cannot complete to the Internet	Tested ability to deny call taker access to the internet and allows access for updates. May 2013
NG-023* **	Allow normal inbound SIP call traffic and block unauthorized SIP sessions	SIP traffic allowed for trusted IP addresses only	

### 3.3 Performance Test Plan

#### 3.3.1 Performance Test Plan and Results – IIT RTCL

Test Case #	Test Description	Expected Test Outcome	Results
IIT-024	Generate multiple SIP test calls to the ESInet and observe performance.	SBC should forward all SIP Calls to the PSAP Call Takers	All Calls are sent to the available call takers
IIT-025	Generate Multiple SIP calls to the Session Boarder Controller (SBC)	SBC should forward all SIP Calls to the PSAP Call Takers	All Calls are sent to the available call takers
IIT-026	Generate Multiple test Calls to the Call taker positions until all are busy	Calls should Queue and release as positions become available	All calls Queue when available call takers are busy.
IIT-027	Verify the ability of the Call Taker to transfer a call to another PSAP	Call Taker successfully transfers A call	A call taker successfully transferred a call to a 3 <sup>rd</sup> call taker
IIT-028	Generate Multiple invite messages to the ESRP and observe performance.	The ESRP should accept all invites until limits are reached.	The ESRP accepted approx. 16000 invite messages and then reached a Q full status. Rebooted

			ESRP as a result of failure
IIT-029	Generate Multiple Invite messages to the SBC and ESInet to simulate a DDoS attack and then observe performance.	The SBC should accept all invite messages until failure. The SBC is not configured to prevent a DDoS attack during this test	The SBC forwarded approx. 16000 invite messages from the MU-8000 to the ESInet and then generated 503 server busy and 408 timeout messages. Rebooted BCF as a result of failure
IIT-030	Generate registrations without authorization to Call takers	The Call takers should register to PSAP.	62000 registrations were generated by the MU-8000. 40,000 passed with 22,000 errors Rebooted PSAP
IIT-031	Generate Multiple Invite messages to the SBC and ESInet to simulate a DDoS attack with the SBC configured to throttle requests	The SBC should allow multiple invite request based on the programmed parameters of the SBC	Multiple Invite messages generated to the SBC and ESInet simulates a DDoS attack with the SBC configured to throttle requests

### 3.3.2 Field Performance Test Plan and Results – NG-911

In the case of the NG-911, Inc. Performance Testing, if assistance is needed to generate the call volume, one choice would be to locate DDoS attack software or use IIT RTCL suggested software. Another major objective is to recognize when a DDoS or TDoS attack is taking place and to escalate, and advise others per Policy or Regulatory Requirements.

Test Case #	Test Description	Expected Test Outcome	Results/Dates/Initials
NG-024* **	Generate multiple SIP test calls to the ESInet and observe performance.	SBC should forward all SIP Calls to the PSAP Call Takers	
NG-025* **	Generate Multiple SIP calls to the Session Boarder Controller (SBC)	SBC should forward all SIP Calls to the PSAP Call Takers	
NG-026* **	Generate Multiple test Calls to the Call taker positions until all are busy	Calls should Queue and release as positions become available	
NG-027* **	Verify the ability of the Call Taker to transfer a call to another PSAP	Call Taker successfully transfers A call	
NG-028* **	Generate Multiple invite messages to the ESRP and observe performance.	The ESRP should accept all invites until limits are reached.	

NG-029* **	Generate Multiple Invite messages to the SBC and ESInet to simulate a DDoS attack and then observe performance.	The SBC should accept all invite messages until failure. The SBC is not configured to prevent a DDoS attack during this test	
NG-030* **	Generate registrations without authorization to Call takers	The Call takers should register to PSAP.	
NG-031* **	Generate Multiple Invite messages to the SBC and ESInet to simulate a DDoS attack with the SBC configured to throttle requests	The SBC should allow multiple invite request based on the programmed parameters of the SBC	

### 4.0 Additional Testing

The test cases ensure that, call through and field testing has been performed .

Test Case #	Test Description	Expected Test Outcome Notes	Results/Dates/Initials
V-000* **	Perform Call Through Testing for NXXs, Carrier, and PSAP combinations shown on the table below. Ensure each Class of Service is Tested in each Rate Center in each Originating Location. (see Templates in appendices)	No new Carriers, trunks or numbers are changed in Phase 1; only Clearwave and or any other Direct carrier need be tested to this extent. See the Exhibit 10.2 FAS Test Plan	

V-001	Split Exchange Testing Direct	The Narrative and the ETSB Network Diagrams include Split Exchanges to be and tested for call completion to the correct PSAPs each time using Clearwave SIP Connectivity Insert as needed.	
V-002	Split Exchange Testing Indirect via FAS	The Narrative Plan has a table and reference to the ETSB Diagram to reflect the Split Exchanges to be tested for call completion to the correct PSAPs each time using FAS	

### Appendix A - Standards Report Resolution Template

Standards Clarification/Resolution Request - NG-911, Inc.						
Item	Date	Trouble Ticket(s)	Vendor(s)	Compliance Clarification Request	Standard Name/ Section	Resolution Y/N
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
n						

## Appendix B - General Trouble Report Resolution Template

Trouble Resolution Request - NG-911, Inc.							Commission
Item	Date Time Open	Trouble Ticket(s)	Vendor(s)	Brief Description of Trouble	Severity Level	Resolution Y/N Date Closed	Commission Report Y/N/NA and which Commission
1							
2							
3							
4							
5							
6							
7							
8							
9							
n							

1. During Pre-Cutover Testing, the Trouble Resolution timeframe will be agreed upon by all parties before the start of the testing process.
2. After Cutover to live service, the Trouble Resolution timeframe will be agreed upon based on Severity Level , Service Level Agreements (SLAs) including an Escalation Policy.
3. Trouble Report filing to the Commissions will be governed by the Commission requirements. NG 9-1-1, Inc. will follow ICC and FCC guidelines as they pertain to the 911 SSP for Trouble Reports.

### Appendix C - End to End Testing Template

Carrier – Transport Vendor - NG-911, Inc. – Data Center (DC) - ESInet Vendor – PSAP - Area Code: 618																		
Item	Date Time	Carrier Name/ Type	Carrier Orig Contact/ Number	Carrier NOC /Number	NXX	Class Svc	Split Y/N	Dir/ FAS/ SR	INd C	INd H	DC M/H	E S I net Y/N	PRI PSA P	Alt 2	Alt 3	Alt 4	Transfer Y/N	P/F
1																		
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
n																		

Convert for field use to an Excel Spreadsheet

### Appendix D - Carrier Test Numbers for NPA NXXs Template

Test Numbers: Per County Per Carrier Per NPA NXX, Per line Number – into FTR DB and NG DB																		
ETSB	CARRIER	SWITCH CLLI	NPA	NXX	RC NAME ABB	CARRIER TYPE	SWITCH TYPE	SPLIT EXCH	SPLIT W ETSBs:	FROM	TO	LERG TEST #	CARRIER TEST #	FTR DB	NG DB	PRI PSAP	Tested	P/F
Jackson	Frontier	CBDNILXERSO	618	893	Cobden	ILEC		Y		1000	9999	None						
Jackson	Frontier	CBDNILXERSO	618	893	Cobden	CLEC		Y		1000	1999	None						
Jackson	Frontier	CBDNILXERSO	618	893	Cobden	CLEC		Y		2000	2999	None						
Jackson	Frontier	CBDNILXERSO	618	893	Cobden	CLEC		Y		4000	4999	None						

---

# NG-911, Inc. FAS Plan

*Coordinate with Exhibit 10.1 Integrated Test Plan*

**December 2013**

**Table of Contents**

1.0 Test Objectives and Guidelines .....4

    1.1 Scope of document.....4

        Figure 1.1.1 Generic FAS Diagram.....5

    1.2 Establish Connectivity.....6

    1.3 Testing.....6

        1.3.1 Landline Test.....6

        1.3.2 Wireless Test.....7

        1.3.3 Voice over Internet Protocol (VoIP) Test.....7

    1.4 Site Information .....8

    1.5 Test System Configuration .....11

    1.6 Schedule of Events .....12

2.0 Equipment and Software .....13

    2.1 Equipment, Software Version .....13

3.0 Test Requirements .....14

    3.1 *Functional Checklist* .....14

        3.1.1 Power and Connectivity Requirements.....15

            Power Connections.....15

        3.1.2 Remote Access & Monitoring.....15

        3.1.3 FRONTIER 911 Network Testing.....18

        3.1.4 Frontier ESRP to NG-911, Inc. ESRP testing .....20

        3.1.5 PSAP 911 testing.....22

4.0 Site Acceptance .....23

This page intentionally left blank

## **1.0 Test Objectives and Guidelines**

### **1.1 Scope of document**

The intent of this document is to define the test procedures for Acceptance Testing between the FRONTIER Aggregation Service (FAS) 9-1-1 Access network, components provided by INdigital, and the NG9-1-1 Functional Elements (FEs) to the NG 9-1-1 PSAPs in Jackson County. All testing shall be coordinated by NG 9-1-1, Inc., the selected 9-1-1 Service Provider (SSP), in cooperation with FRONTIER Communications and INdigital.

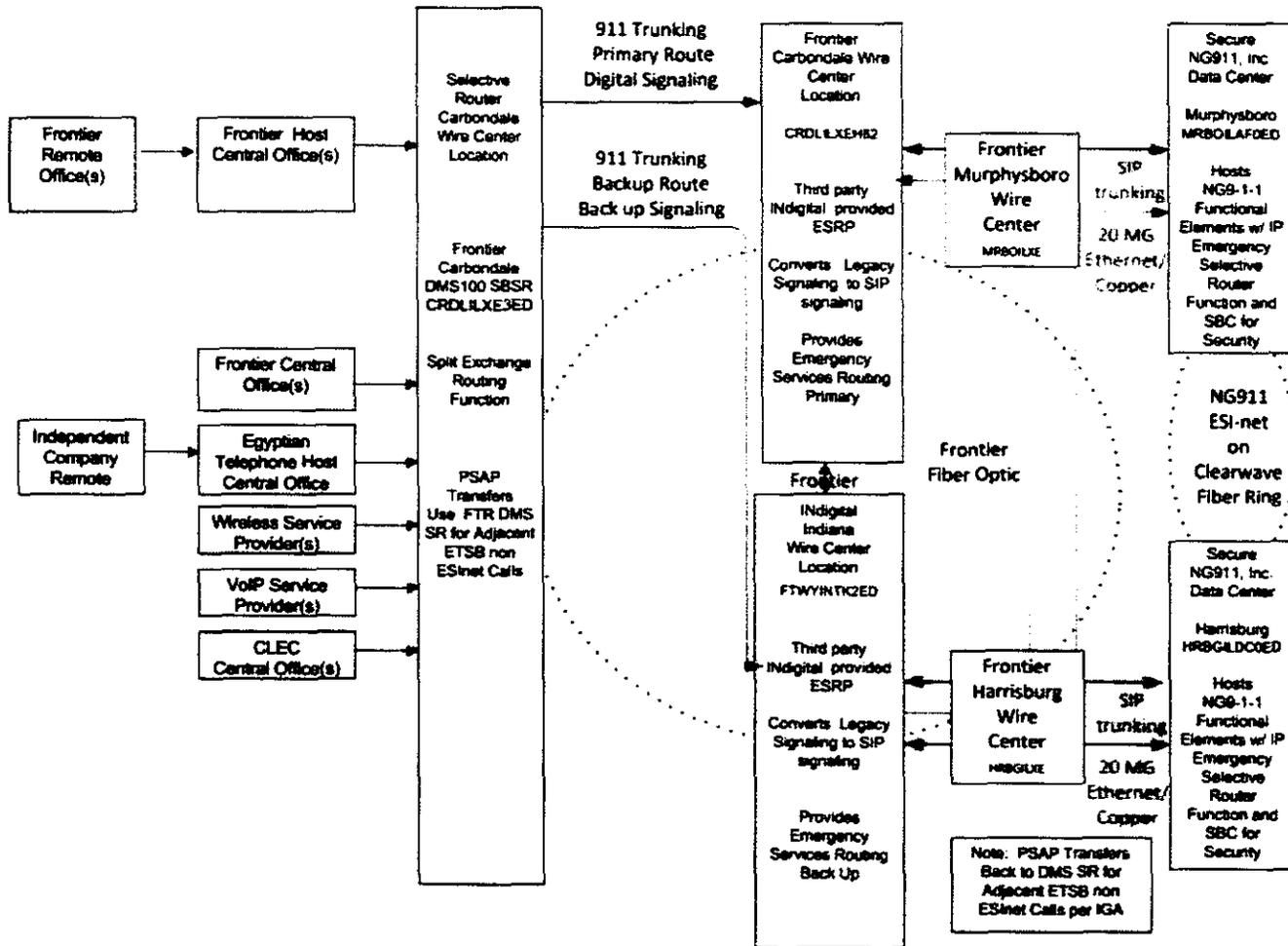
The purpose of this effort is to verify that the FAS network will deliver 9-1-1 calls using equipment located in Carbondale and Indiana, via SIP protocol to the NG9-1-1 Data Centers and the NG9-1-1 FEs to the correct PSAPs. Test calls will then be placed by FRONTIER working with the Access Carriers they represent to confirm with NG9-1-1, Inc. and the Jackson County PSAPs that the correct ANI and ALI are received at the correct PSAP. NG 9-1-1, Inc., FRONTIER and INdigital will work together to resolve any integration issues that arise during testing.

This FAS Test Plan will be used in conjunction with the NG-911, Inc., and Integrated Test Plan Exhibit 10.1.

Exhibit 10 Network Diagrams of the ICC filing includes an end to end Diagram. The portion of the Diagram that represents the FAS related Access Carriers through to the NG9-1-1 Data Centers, FAS is further diagramed in detail in the following Figure 1.1.1.

**Figure 1.1.1 Generic FAS Diagram**

Jackson County, IL Frontier Aggregation Solution Segment  
of NG-911, Inc. Next Generation 9-1-1 Project - 2013



## **1.2 Establish Connectivity**

NG9-1-1, Inc. will provide appropriate personnel on-site to test at each PSAP. FRONTIER and NG9-1-1, Inc. will establish IP connectivity between FRONTIER and the NG 9-1-1, Inc. Selective Routers. FRONTIER and NG9-1-1, Inc. will configure the INdigital ESRPs and PSAP Gateways (referenced herein for ease of communications as IP Selective Routers or IP SR's to process 9-1-1 test calls from the FRONTIER network to each PSAP.

## **1.3 Testing**

FRONTIER will provide test numbers per Access Carrier per rate center that they represent in the FAS solution to NG9-1-1, Inc. to be loaded into the Database for use during testing. NG9-1-1, Inc. is requesting the test numbers from each Access Carrier using the FAS solution. FRONTIER agreed to cooperatively assist with obtaining such numbers. Both FRONTIER and NG9-11, Inc. will ensure the numbers are loaded into the Frontier Databases and the NG-911, Inc. GIS Databases prior to the beginning of testing,

### **1.3.1 Landline Test**

A 9-1-1 landline test call will be placed to each NG9-1-1, Inc. SR from the FAS RBOC, ILEC, RLEC and CLEC Carriers from each end office trunk group from the test numbers to the designated PSAP prior to any change in the network. This will establish a baseline of expectation. The network results for call completion will be documented.

- The baseline path will be made busy and the calls will be placed from the same originating central offices per rate center and test number through the FAS solution to the designated PSAP.
- The Primary INdigital path to the NG 9-1-1, Inc. SR location will be made busy and the calls will be re-originated and verified that they route to the correct PSAP.

- NG 9-1-1, Inc. will make the Primary Data Center Route Busy and the calls will be re-originated to the destined PSAP.
- Permutations and combinations will continue until all diverse paths have been tested. At a minimum a call will be made from each Class of Service from each originating Carrier originating location.
- In each case the PSAP will :
  - Verify receipt of ANI information for landline offices for voice and TTY.
  - Verify receipt of ALI information for landline offices for voice and TTY.

### ***1.3.2 Wireless Test***

A 9-1-1 Wireless Test call placed from each Wireless Carrier or their representative

- Verify receipt of Emergency Services Routing Key (ESRK) and callback number
- Verify receipt of ALI information
- FRONTIER and NG 9-1-1, Inc. will document configuration settings so effort is repeatable at other sites.

### ***1.3.3 Voice over Internet Protocol (VoIP) Test***

A 9-1-1 VoIP Test call placed from each VoIP Carrier or their representative.

- Verify receipt of ANI information.

- Verify receipt of ALL information.
- FRONTIER and NG 9-1-1, Inc. will document configuration settings so effort is repeatable at other sites.

Test Case #	Test Description	Expected Test Outcome Notes	Results

**1.4 Site Information**

The Access Carriers using FAS will not be re-terminating their trunking from the DMS100 Tandem routes and trunk groups into the NG9-1-1 Data Centers as planned in later FAS Phases. FAS is a Network reconfiguration and the Test calls merely represent the successful use of the new NG 9-1-1 GIS database and NG 9-1-1 FEs to route successfully to the new NG9-1-1 PSAPs as diagramed. Access trunks terminate to the same FRONTIER DMS 100 that serves as the existing FRONTIER Legacy Selective Router, only the functions of the Selective Routing are moved into the NG9-1-1 network to NG-911, Inc.'s Data Center FEs to the new NG9-1-1 PSAPs equipment.

It should be noted that Clearwave does provide complete access diversity. Any Carrier who chooses to connect to the NG9-1-1 Data Centers in a diverse fashion is welcome to do so. FAS is a convenient transition step toward NG9-1-1 for most Carriers. All Carriers with SIP Access Trunking are encouraged to use the same access methodology as Clearwave to achieve full end to end diversity.

Benefits include:

- Solution gives the Access Carriers additional time to build and test alternate trunking.
- Solution introduces Digital and SIP Trunking in into the new FAS network.
- uses GIS Location Information for its Database which improves Location Accuracy

- Allows for transfer of significant information along with the 9-1-1 call when required to another PSAP or a First Responder.
- provides local Data Center Diversity
- The Session Border Controller can protect the PSAPs and network from Overload and Security Threats.

The Frontier Carbondale DMS100 routes to the diverse INdigital FAS in Carbondale and Indiana via digital trunking. Inside the INdigital FAS, the 9-1-1 calls are converted to SIP, using selected FEs of the newer NG9-1-1 architecture. Those FEs serve as a Legacy Network Gateway (LNG) and Emergency Services Routing Proxy (ESRP) to send the 9-1-1 SIP calls to the two (2) Diverse Session Border Controllers in Murphysboro and Harrisburg where the calls will be handled by the remaining FEs of the NG9-1-1 Architecture .

The information below will be completed each time a test is made. This form can be modified to suit the actual test to be made. Refer to the details in the Exhibit 10.1 NG9-1-1 Integrated Test Plan document for more specific tests to be performed.

<b>Carrier Name</b>	
<b>Contract No.</b>	
<b>System Component Name Number CLLI</b>	
<b>Customer County PSAP</b>	
<b>Sites Addresses</b>	
<b>Sites Managers Names</b>	
<b>Sites Managers Phone Numbers</b>	
<b>Sites Manager Cell Phone Number</b>	
<b>Sites Managers Emails Addresses</b>	

NOCs Contacts Names	
NOCs Contacts Phone Numbers	
Split Exchange Yes or No	
Signaling	
Transport and Bandwidth	
If Yes, Specify the PSAPs, Primary and Alternate, and Disaster Recovery	
Test Number in Databases	
Test Pass/Fail Details and Time	

### 1.5 Test System Configuration

FRONTIER to INdigital ESRP interface.

Lines/Trunks	Quantity	Comments	
E9-1-1 Trunks			
SIP 911 interface			
Database			
T1 span Legacy SR to SIPME(s)			
PSTN access for ESRP in Carbondale			
SS7 spans (Legacy SR to SIPME)			
Primary IP Network connectivity			
Backup IP connectivity			
Backup ESRP in Indiana			
<b>TOTAL LINES/TRUNKS</b>			

INdigital ESRP to the NG9-1-1 Inc. Data Centers via Carrier POI and then the Dual SBCs into the FEs. The testers will be able to see them each work and or fail via using NOC tools.

Lines/Trunks	Quantity	Comments	
Frontier & Access Carrier			

E9-1-1 Trunks			
Clearwave SIP 911 Trunks		Access Carriers w SIP	
FAS DMS 100 Tandem			
FAS Database			
FAS SS7 Network			
FAS Copper Fiber Ring			
INdigital Carbondale ESRP			
INdigital Indiana ESRP			
NG-911, Inc. Carrier POIs			
SBCs			
ECRFs			
ESRPs			
Logging and Recording			
Monitoring			
PSAPs			
Call Delivery			
ALI Deliver			
IP network			
Media Server/Transfer			
Primary PSAP			
Back up			
Back up			
Back up (applicable Jackson)			

**1.6 Schedule of Events**

General Plan:  
 Agreed Day of Week:  
 Agreed Maintenance Window:  
 Agreed Test Tools:  
 Agreed Communications Bridges:  
 NOCs Ready: List and provide reach information and contacts

Event	Date
Install Begin	
Testing Begin	
Testing Complete	
Grade of Service Observed:	
3 Week Grade of Service Goal Reached	
Remove old SR to PSAP Routing	

## 2.0 Equipment and Software

### 2.1 Equipment, Software Version

---TBD---

### 3.0 Test Requirements

#### 3.1 Functional Checklist

The functional test checklist is included in this section. Each item will be tested based on the availability of test circuits and interfaces.

**Requirements Codes**

The following codes will be used to indicate pass, fail, or not applicable for each application module feature. The designated code for each requested feature is listed in the “Test Code” column.

When the TF or RTF code is used, the Tester must also insert an explanation of the planned correction action in the Comments column.

- TP            Test Passed
- TF            Test Failed
- RTP          Retest Passed
- RTF          Retest Failed
- NA            This feature is not applicable in Customer Systems

Note: In this the section, the Test teams will reference the 10.1 Test names and numbers as appropriate

Test Case #	Test Description	Expected Test Outcome Notes	Results

### 3.1.1 Power and Connectivity Requirements

#### Power Connections

Refer to the 10.1 Test Case Names and Numbers where appropriate.

Test #	Description	Test Code	Results Comments
1.	Use the power connections diagram to verify that all pre-installed power connections are still firmly plugged in.		
2.	Verify that power connections of all elements of the system are safely connected and that there is no risk of a connection to be accidentally disconnected		
3.	Verify that all elements of the solution are powered on.		
4.	Verify that the Central Equipment is connected to the building ground. Test this ground with voltmeter (should be close to 0 Volts or current building ground voltage) and measure resistance (close to 0 Ohms)		
5.	Verify performance of backup power  Generator turn-up time  Battery Survivability time		

#### 3.1.2 Remote Access & Monitoring

Refer to the 10.1 Test Case Names and Numbers

Test #	Description	Test Code	Comments
--------	-------------	-----------	----------

1.	Verify that you have the proper external IP addressing and connectivity to the Internet (remote system management).		
2.	NG 911, Inc. contacts the INdigital TSG group at 1-877-469-2010. Have a member of the customer support team login to the system and verify that they are able to connect to remote systems.		
3.	NG 911, Inc., contacts the FRONTIER NOC group at 1-877-245-3511. Have a member of the NOC team login to the system and verify that they are able to connect to the devices. Note: If Frontier needs another Carrier to Participate, they will name the Carrier and either Contact them or set up the arrangement.		
4.	FRONTIER contacts the Access Carrier NOC group at 1-877-245-3511. Have a member of the NOC team login to the system and verify that they are able to connect to the devices.		
5.	NG9-1-1, contacts the CSI PSAP Manager and/or IT contact for the PSAP group at 618-534-4911. Have a member of the Data Center and/or PSAP team login to the system and verify that they are able to connect to the devices.		
6.	Confirm remote access via a Conference Bridge.		
7.	Monitoring system - verify all critical hardware software have been added to Monitoring.		
8.	Verify all Hand held or PC monitoring solutions are operational.		

9.	Critical equipment list: (LIST HARDWARE HERE)		
10.	Ensure all Reporting Capabilities are turned on for Tracking		

**3.1.3 FRONTIER 911 Network Testing**

Refer to the 10.1 Integrated Test Case Names and Numbers

Lines/Trunks	Test Code	Comments
E9-1-1 Trunks Test circuit continuity Audio Quality Trunk Failover		
SIP 911 interface Test circuit continuity Audio Quality Trunk Failover		
Database Data upload to onsite database Wireline & wireless test		
T1 span Legacy SR to SIPME(s) Test circuit continuity Audio Quality Trunk Failover		
PRI span(s) Legacy SR to SIPME		

Test circuit continuity Audio Quality Trunk Failover		
SS7 spans (Legacy SR to SIPME) Test circuit continuity Audio quality Trunk failover		
Primary IP Network connectivity Test circuit continuity Ping times Bandwidth load latency		
Backup IP connectivity Test circuit continuity Ping times Bandwidth load latency		
Backup ESRP in Indiana Failover call router Confirm call delivery		

Audio quality		
---------------	--	--

**3.1.4 Frontier ESRP to NG-911, Inc. ESRP testing**

Refer to the 10.1 Test Plan for Test Case Names and Numbers (repeat multiple times with duplex devices).

Lines/Trunks	Detail	Test code	comments
E9-1-1 Trunks Test circuit continuity Audio Quality Trunk Failover			
SIP 911 interface Test circuit continuity Audio Quality Trunk Failover			
Database (verify onsite system)			
IP network Test circuit continuity Ping times Bandwidth load Latency			
Clearwave Fiber Ring Data		Note Clearwave NOC	

Center to PSAPs		needed on end to end calls nearly all the time.	
Fiber Network			
Ethernet Connectivity			
Test Phase		Verify right tests.	
Test Jitter			
Test Latency			
Bandwidth Load			
Ping Times Document			
Call Delivery			
Audio Quality			
Call Routing Failover			
ALI information			
ALI Deliver			
Wireline			
Wireless			
IP network			
Primary and backup			

**3.1.5 PSAP 911 testing**

1.	Test Description	Test Code	Comments
2.	Establish/verify test numbers are inserted into data bases and are ready to be used in the Access Carrier Network.		
3.	Place wireline calls (list exchanges below)		
4.	Confirm voice delivery (list exchanges below)		Add Rows for Each Company
5.	Confirm ALI data delivery (list exchanges below)		
6.	Place wireless calls (list carriers)		Add rows for each PSAP
7.	Verify Phase 2 delivery of Wireless Call		
8.	Verify receipt of ESRK and call back number in ALI display		
9.	Place test calls from CLECs & VOIP providers from sampling (List Carriers).		
10.	Verify ALI delivery of CLEC & VOIP providers.		
11.	Verify ALI delivery of nomadic VOIP provider		
12.	Verify backup systems (fail primary delivery methods) list MOP of test		
13.	Verify call overflow methods		

14.	Verify default routing		
15.	Verify Call transfer utilizing 911 network		
16.	Verify ALI data delivery on transferred call		

### 4.0 Site Acceptance

We hereby certify that the present document is complete (no missing page) and that all test procedures have been executed and passed as per associated expected results or that all tests have been executed and some deviations were observed

	All test were executed and passed
	All test were executed, however there was the following deviations:

**NG9-1-1, Inc. Test Representative/Witness**

Name:	
Title:	
Signature:	
Date:	

**FRONTIER Test Representative /Witness**

Name:	
Title:	
Signature:	
Date:	

**INdigital Test Representative/Witness**

Name:	
Title:	
Signature:	
Date:	

**Access Carrier Test Representative/Witness**

Name:	
Title:	
Signature:	
Date:	



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

---

303 N. Robinson Circle  
Carbondale, IL 62901  
618-457-5911  
Fax-529-5501  
[www.jc911.org](http://www.jc911.org)

## JACKSON COUNTY 911 SERVICE PROVIDER AGREEMENT/CONTRACT

**EXHIBIT 11**



# JACKSON COUNTY 911

*Jackson County Emergency Telephone System Board*

---

303 N. Robinson Circle  
Carbondale, IL 62901  
618-457-5911  
Fax-529-5501  
[www.jc911.org](http://www.jc911.org)

## **EXHIBIT 11**

**PUBLIC VERSION  
(REDACTED)**

Exhibit 11 is the 9-1-1 Service Provider Agreement between Jackson County ETSB and NG-911, Inc. The entire agreement is deemed confidential and proprietary by the parties thereto and is redacted in its entirety.