

EXHIBIT 10

QUESTIONNAIRE

		Yes	No
1)	Do you agree to abide by all rules as prescribed by the 9-1-1 Act and Illinois Administrative Code 725?	<u>X</u>	___
2)	Will 9-1-1 be the primary published emergency telephone number within the area served by system?	<u>X</u>	___
3)	Will automatic dialing type alarms be permitted on 9-1-1 lines?	___	<u>X</u>
4)	Will the PSAP have a designated overflow answering station that can be utilized if the call volume exceeds that which the Telecommunicator on duty is able to handle?	<u>X</u>	___
5)	Will the PSAP have an emergency power source? What type? <u>Autostart backup generator &amp; uninterruptible power supplies.</u>	<u>X</u>	___
6)	Does the system have an Emergency Telephone System Board appointed as prescribed by the Emergency Telephone System Act?	<u>X</u>	___
7)	Will management develop and write "Standard Operating Procedures" for PSAP Personnel concerning the call handling agreements and the requirements of 83 Illinois Administrative Code 725?	<u>X</u>	___
8)	If applicable, will PSAP management, prior to activating the system, establish written procedures for all tracing with all the telephone companies involved in the system?	<u>X</u>	___
9)	Will PSAP management, prior to activating the system, establish written Procedures for the repair of equipment and restoration of services?	<u>X</u>	___
10)	Will PSAP management develop procedures for providing 9-1-1 service in the event that critical functions of the PSAP are partially disabled due to natural or man-made disaster?	<u>X</u>	___
11)	Will PSAP management, prior to activating the system, file with the Commission the written procedures that have been established and are in place, which are referred to in Questions 7, 8 and 9?	<u>X</u>	___
12)	Will the PSAP have a teletypewriter (TTY) to use in answering calls made by the hearing impaired for each answering position? If not, please elaborate on number of TTY's. Is there a backup TTY unit at each PSAP?	<u>X</u> <u>X</u>	___ ___
13)	Will the PSAP utilize a TTY PSAP Based Voice Annunciator?	___	<u>X</u>
14)	Will 9-1-1 be the emergency number for TTY calls? If not, what telephone number will be utilized? _____	<u>X</u>	___
15)	Will adequate training be provided to PSAP personnel in the use of TTY's?	<u>X</u>	___

16) Do you have any dedicated 7 digit lines used for TTY calls that will be disconnected when 9-1-1 is operated?

17) If so, have arrangements been made to provide an announcement to TTY users informing them that 9-1-1 should be dialed for emergencies?

18) What response will be initiated by the PSAP for calls where verbal contact can not be established?

When verbal contact cannot be established with a 9-1-1 caller, PSAP standard operating guidelines will be followed to determine if the call is from a TTY user. If contact still cannot be established, a police officer will be dispatched to the caller's location. Additional emergency response units will then be dispatched as required.

19) Is there a cell site in your area that would result in cellular 9-1-1 calls arriving at your PSAP?

20) Do you have procedures in place to accept and handle cellular 9-1-1 calls?

21) What considerations has management made to ensure that private residential and business switch services are provided the same level of 9-1-1 as public agency(s) and telecommunications carrier(s) are providing other end users of the local 9-1-1 System, as required by the Emergency Telephone System Act, 50 ILCS 750.01 et seq.?

The Macon County ETSB works with the local media to help make private residential and business switch service users aware of their responsibilities regarding 9-1-1. As part of its E9-1-1 public awareness campaign, the ETSB will send mailings to all known private and business switch services to determine their compliance status. The ETSB is working with local fire departments on a plan to include a compliance test of telephone systems during routine fire safety inspections.

22) Will the telephone directories that will be affected by the proposed system have 9-1-1 listed as the primary emergency number?

23) What type of trunking arrangement will be used to provide incoming 9-1-1 trunks? (Please check appropriate item.)

- a.  Dedicated Directed
- b.  Tandem
- c.  Combination of a & b

24) Is your selective router being provisioned by the local exchange carrier?

25) Please provide in detail the features to be provided by your selective router.

ANI, ALI, Selective Routing, and Forced Disconnect are features of the Macon County E9-1-1 System and the Selective Router.

26) Will 9-1-1 circuits utilize alternate routing per the definition under 83 Illinois Administrative Code, Part 725?

27) Will pay phones within the system's boundaries be appropriately placarded and have 9-1-1 coin-free dialing?

- 28) Will critical telephone equipment be utilized in the PSAP which will not operate properly during or after a power fluctuation or interruption has been experienced?  X  \_\_\_\_\_

If yes, describe the power supply used to prevent a loss of operation.

Uninterruptible power supplies will be used on all critical telephone and radio equipment to prevent a loss of operation.

- 29) On a separate sheet, diagram the trunking arrangement(s) used and the number of 9-1-1 circuits for each switching office to the PSAP. Please label diagram as Exhibit 10, Question 29.

- 30) Please provide a detailed testing plan that explains specifically how the 911 Network and database will be tested and provide the time frame in which this will be done.

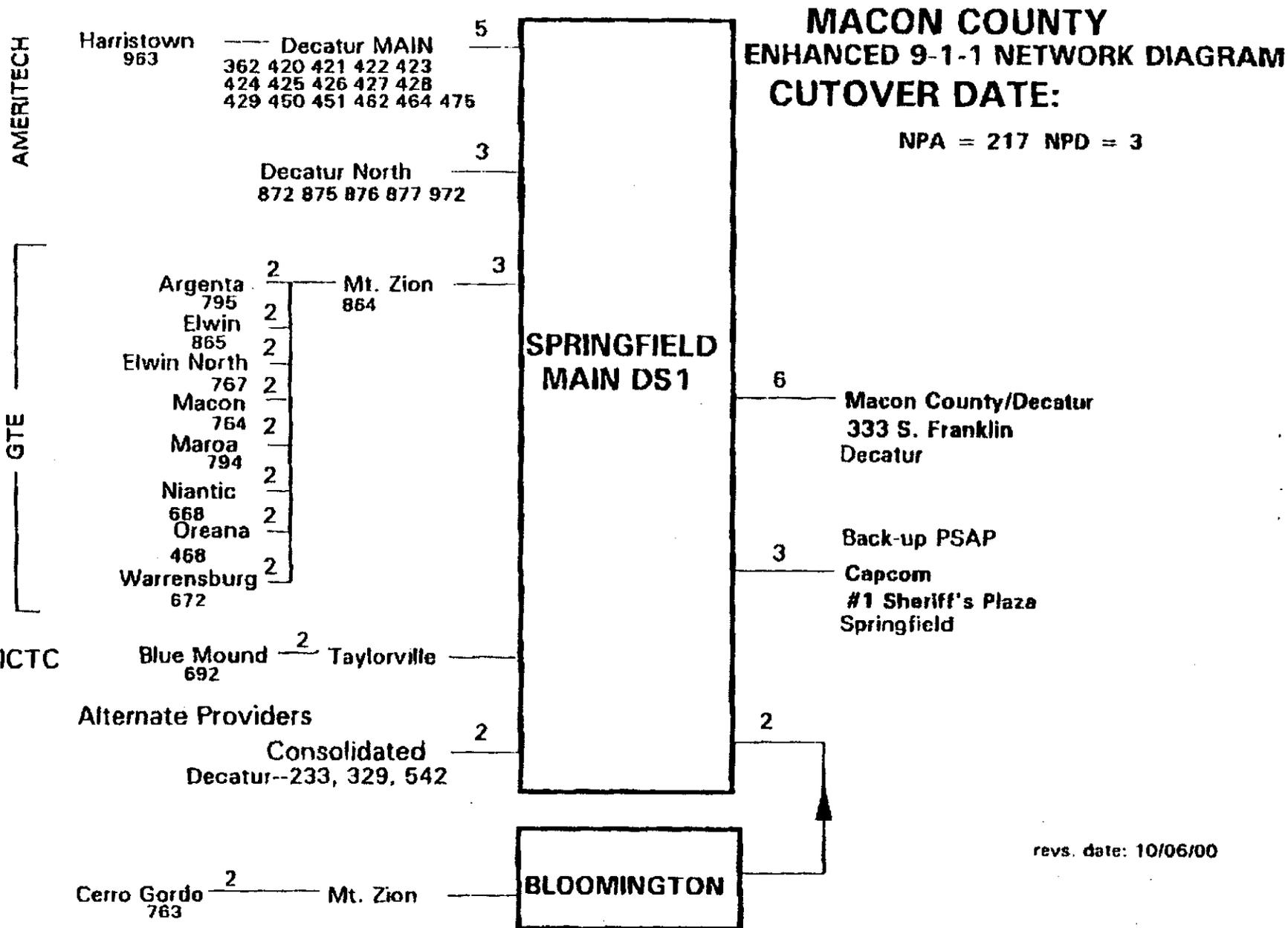
See separate sheet, labeled as Exhibit 10, Question 30.

**EXHIBIT 10  
QUESTION 29**

**9-1-1 Network Diagram**

The following network diagram for the Macon County Enhanced 9-1-1 system is preliminary. The final E9-1-1 network diagram will be provided by Ameritech prior to or during the ICC public hearing.

REMOTES:	END OFFICE/HOST: ACCESS LINES	NXX(s)	A - LINK TK GRP SIZE	SELECTIVE ROUTING CONTROL OFFICE:	B - LINK TK GRP SIZE	PSAP NAME/LOCATION	DATA BASE ACCESS
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revs. date: 10/06/00

**EXHIBIT 10  
QUESTION 30**

**Macon County 9-1-1 (7-1-1) Test Plan**

In compliance with the 83 Illinois Administrative Code Part 725, the Macon County ETSB will be testing its new Enhanced 9-1-1 System for six weeks in the following manner:

Macon County currently has a Basic 9-1-1 System in operation. So as not to interrupt or interfere with any emergency call and to be able to test the new Enhanced 9-1-1 System, Ameritech of Illinois will provide the number "7-1-1" for testing purposes.

Macon County ETSB, Macon County PSAP personnel, and participating emergency response agencies will mutually agree upon specific dates and times for testing.

Each Fire Protection District will go house-to-house within its jurisdiction and ask permission to test all phone lines (separate numbers) within the structure, with the occupant present, by dialing 7-1-1 to check their information against the ANI and ALI data bases. At a minimum, the Phone Number, Person's Name (correct spelling), Street Address, and ESN Police, Fire and Medical Responder will be verified. Each participant should wear their agency's uniform or have a valid ID displayed. Agency personnel will also make test calls from pay phones. Special attention will be given to jurisdictional borders to test for ESN boundary accuracy. Macon County ETSB will provide each participating agency with a coverage map to be marked showing where testing has been done. If the home or business owner is not present, the testing agency will leave a pre-printed card explaining the visit and providing instructions on how to test their phones. Any follow-up testing will be done by the fire district or by Macon County ETSB or its designee.

Within the City of Decatur, a post card will be mailed to every residence and business with instructions on how and when to test their phones. The post cards will be sent out in groups according to zip codes. Each structure within a zip code will be given a week to carry out the test. The borders of other incorporated areas that have their own local police department will be tested for ESN accuracy, and schools, daycare centers, and business will be tested.

County borders and other special locations will be tested by Macon County ETSB personnel or their designees.

Macon County ETSB will provide call takers to receive test calls. Call takers will staff two stations within the Macon County PSAP from 2:00 to 10:00 p.m., Monday through Friday, and from 9:00 a.m. to 10:00 p.m. on Saturday and Sunday during the six-week test period. The call takers will record all calls on a log and make Correction Sheets (if necessary). Correction sheets will be forwarded to Ameritech or its designee SCC within 24 hours. A re-test will be scheduled once Ameritech or its designee verifies the information has been corrected.

At the end of testing, each participating agency will turn in its map showing where testing was done. The maps, call logs, and copies of correction sheets will be maintained by the Macon County ETSB.