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

State of Illinois

Application for 9-1-1 Modification Plan

Long Form

ISP 7-310 (02/25)

INTRODUCTION

The following document provides the application for submitting a 9-1-1 Modification Plan that will supply the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with the necessary information about your proposal to modify your 9-1-1 system. All modification plans must comply with 83 Ill. Adm. Code Part 1324.300 and 1324.310.

LONG FORM MODIFICATION PLAN:

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

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

1. Changing geographic boundaries for wireline, wireless, VoIP, and text where it requires an intergovernmental agreement between 9-1-1 Authorities to modify those boundaries
2. Changes in network configuration, or 9-1-1 system provider except as provided for in subsection 1325.200(h), (i.e., implementation of a Next Generation 9-1-1 (NG9-1-1) system)
3. Change of Backup PSAP arrangement or Pre-Determined Alternate Route(s).

The Modification Plan must include the following documents:

General Information	Contact and 9-1-1 System information.
Verification	Notarized statement of truth regarding information provided in the plan.
Letter of Intent	Letter sent to 9-1-1 System Provider with a copy of the plan.
Narrative Statement	A detailed summary of the changes to the proposed system's operation.
Financial Information	A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.
Communities Served	A list of all communities that are served by the 9-1-1 System.
Participating Agencies	A list of public safety agencies (Police, Fire, EMS, etc.) who are directly dispatched by the 9-1-1 System.
Adjacent 9-1-1 Authorities	List all adjacent 9-1-1 authorities that provide call handling and/or aid outside of your jurisdictional boundary.
Originating Service Providers (OSP)	A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.
Test Plan	The 9-1-1 System's overall plan detailing how and to what extent the network and database will be tested. A Test Plan is required for all modifications.
Zip Codes	List each Zip Code within the 9-1-1 System boundary.

Attachments (if applicable)

Backup PSAP Agreement	The agreement that establishes back-up service due to interruptions or overflow services between PSAPs. ☐ Backup PSAP Agreement is not Changed/Affected by this Modification.
Call Handling Agreements	Call handling agreements describe the primary and secondary dispatch agreement method(s) to be used by requesting parties within their respective jurisdictions. ☑ Call Handling Agreement(s) are not Changed/Affected by this Modification.
Contracts	The contract for a new NG9-1-1 system provider.
Network Diagram	Provided by the 9-1-1 system provider showing network, backup configuration and pre-determined alternate route(s).

Modification Plans must be filed electronically on the ISP's website at:

https://isp.illinois.gov/Statewide911Division/ConsolidationPlansAndWaivers where you will see the box below:

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

GENERAL INFORMATION

DATE: 04/13/2025

SYSTEM NAME	POPULATION SERVED	LAND AREA IN SQ. MILES
Tazewell County Emergency Telephone System Board	129,541	658

LIST PSAPS, SAPS, AND VAPS:	PRIMARY	SECONDARY
Tazewell County Consolidated Communication Center (TC3) Pekin PSAP	Yes	
Tazewell County Consolidated Communication Center (TC3) Morton PSAP		Closing

911 System Contact: Gary Michael McIntyre

Street Address: 2964 Court St.

City, State and Zip Code: Pekin, IL 61554

Office Telephone: (309) 478-5408

Cellular Telephone: (309) 417-6785

Email: mikemcintyre@tazewell911.com

Please check:

- [x] Receive Integrated 9-1-1 Text (SMS)
- [x] Receive Integrated 9-1-1 Text (RTT)
- [ ] Receive 9-1-1 Videos/Pictures (MMS)

Text Control Center: Intrado

VERIFICATION

I, Gary Michael McIntyre, first being duly sworn upon oath, depose and say that I am Director, of Tazewell County ETSB; that I have read the foregoing plan by me subscribed and know the contents thereof; that said contents are true in substance and in fact, except as to those matters stated upon information and belief, and as to those, I believe same to be true.

Gary Michael McIntyre

Subscribed and sworn to before me

this 17 day of April, 20 25.

Michelle L Foshaar
NOTARY PUBLIC, ILLINOIS

"OFFICIAL SEAL"
MICHELLE L. FOSHAAR
Notary Public, State of Illinois
My Commission Expires 07-18-2026

9-1-1 SYSTEM PROVIDER
LETTER OF INTENT

04/17/2025
(Date)

Lisa Wirtanen
(9-1-1 System Provider Company Representative)

AT&T
(9-1-1 System Provider Company Name)

4918 W. 98th Street
(Street Address)

Oak Lawn, IL 60453
(City, State, Zip Code)

Dear Ms. Wirtanen:

This letter is to confirm our intent to modify our 9-1-1 System. Enclosed is your copy of our Modification Plan to be filed with the Illinois State Police for approval.

Thank you for your assistance in this matter.

Sincerely,

Gary Michael McIntyre

Tazewell County ETSB Director

enclosure: Modification Plan

FINAL ACCEPTANCE

DATE	12/23/24

Products: (Hardware or Software)	Delivered	☒	Not Applicable	☐
Installation:	Completed	☒	Not Applicable	☐
Training:	Completed	☐	Not Applicable	☒
Items delivered & installed:	Completed	☒	Not Applicable	☐

CUSTOMER / END-USER INFORMATION	
PSAP Name / Site	**Tazewell County - Tazewell/Pekin Consolidated Comm Center**
State	**Illinois**
Customer Contact	**Cindy Barbera-Brelle**

DESCRIPTION OF EQUIPMENT AND/OR SERVICE	
Number of PSAPS	**1**
Main products or services	**AT&T ESINet i3 Call Routing/Delivery – AVPN Network to PSAP – PSAP Abandonment Device**
Cut Over Date	**10/30/24**
AT&T Program Manager	**Dave Battershell – CONSULTANT PROFESSIONAL SERVICES 3 ATC**

ACCEPTANCE

The AT&T supplied equipment and/or service has been completed and is accepted in its entirety:

SIGNATURE

Signature of Authorized Personnel

Print Name
Cindy Barbera-Brelle

Title
Statewide 9-1-1 Administrator
Illinois State Police
Division of Statewide 9-1-1

NARRATIVE STATEMENT

Please answer the questions below and provide a detailed summary to assist the Illinois State Police (ISP), the Illinois Commerce Commission (ICC), and the Statewide 9-1-1 Administrator (Administrator) with an understanding of the plan and the nature of the modification as it applies to this application. Please use additional sheets if necessary.

1. Provide the name and contact information for your certified 9-1-1 system, NGCS, and NOC/SOC provider.

The Tazewell County ETSB 9-1-1 System is transitioning from E9-1-1 to Next Generation 9-1-1 (NG911). AT&T is the 9-1-1 System Provider (" SSP").

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

The Tazewell County ETSB 9-1-1 System will comply with all Federal and State laws and with National Emergency Number Association Standards (NENA) that pertain to NG911 including the NENA i3 Standard for Next Generation - NENA-STA-010.3a-2021.

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

The State of Illinois has selected AT&T to provide a statewide Next Generation 9-1-1 System. AT&T' s ESInet combines AT&T' s network capabilities with technology from Intrado Life &Safety, Inc. (Intrado). The AT&T ESInet solution will facilitate an efficient transition from legacy 9-1-1 networks to networks capable of supporting the growing demands of a mobile society. With AT&T ESInet, the State is taking advantage of AT&T's investment in a pre-built, cloud-based solution that delivers next-generation functionality. AT&T is also providing their industry-leading AT&T VPN MPLS network for primary access to all PSAPs.

AT&T' s ESInet solution is a combination of their IP network and Next Gen Core Services (NGCS) components that includes industry leading SLAs, management services and tools to help ensure that they provide the best possible service.
The design is based on building redundant systems to avoid any single point of failure (SPOF) in the ESInet and the overall NG9-1-1 Network Architecture. The NG9-1-1 system will provide flexibility in the routing of calls. The ESInet being deployed has all PSAPs connected and can route calls based on not only location, but also by availability. In a Next Generation solution, a call will be answered through intelligent routing. Additionally, there will be more available positions to answer calls because all connected and tested PSAPs will be technically able to answer the call and will be able to dispatch or transfer the call to another PSAP

4. Explain what security measures will be placed on the PSAP's IP 9-1-1 network and equipment to safeguard it from malicious attacks or threats to the system operation and what level of confidentiality will be placed on the system in order to keep unauthorized individuals from accessing it.

AT&T' s ESInet defense-in-depth security is built into the architecture. AT&T's Global IP network is monitored by 8 different Security Operations Center (SOC) facilities located across the world. AT&T uses its security portfolio capabilities to protect their data centers and networks.
AT&T' s ESInet provides six (6) geographically diverse and fully redundant facilities to increase resiliency and survivability in natural and man-made disaster scenarios, with scalable capacity capable of supporting more than twice the 9-1-1 busy hour call for the entire United States. AT&T has documented business continuity and restoration plans, including complex disaster and evacuation contingencies. The 24x7 operations center employs an Incident Handling process modeled on FEMA' s Incident Command System, with notifications built into the process.
The ESInet is monitored 24x7x365 from a NOC with tier 2 and tier 3 technical resources dedicated to the AT&T ESInet. AT&T' s 9-1-1 Resolution Center has dedicated public safety resources

5. Identify the backup PSAP. (Name and Address)

Peoria ECC - 542 SW Adams St., Peoria, IL 61602

6. Indicate the PSAP Name(s) and Address(es) for your predetermined alternate route(s) or specify if none.

none

7. Explain how split exchanges will be managed.

The AT&T ESInet provides a flexible routing platform that supports both ESN (tabular) and GIS (spatial) routing on the same Emergency Call Routing Function (ECRF).
The AT&T ESInet solution will interconnect to legacy selective routers as defined per NENA standards. AT&T provides redundant, public safety grade points of presence in each LATA for OSP ingress locations for Legacy Network Gateways (LNGs).
AT&T will interconnect to Legacy Selective Routers to transfer and/or receive calls with Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to the State' s NGCS via legacy means through the Legacy Selective Router Gateway (LSRG).
Interconnections will also allow legacy PSAPs served by legacy selective routers to serve as the abandonment route for PSAPs served by the AT&T ESInet solution.

Connectivity extends beyond the internal ESInet transport to external network and OSP interfaces. The ESInet supports both TDM and IP OSP ingress at geographically distributed Points of Interconnection (POI' s). The ESInet supports standards-based protocol interfaces to external ESInets for call hand-off and call transfers. With pre-established connectivity capabilities, PSAPs on the ESInet have the ability to transfer calls to PSAPs on other ESInets or PSAPs that have not yet transitioned off legacy selective routers.
AT&T will coordinate getting the OSPs records into the AT&T ESInet database. AT&T will also jointly plan the interconnecting network with the OSP. Circuits will be ordered and implemented between the OSP and the ESInet POI. The ESInet POI may reside in an AT&T office or hub.
AT&T will cooperatively test and turn up all trunking arrangements with the OSP. Traffic migrations from the legacy to new AT&T infrastructure will follow.
Integrated Text-to-911 is supported by the ESInet.
AT&T is responsible for negotiating interconnection agreements and trunking arrangements with each service provider. Interconnection agreements will include the roles and responsibilities of the Parties related to the exchange of 8-1-1 traffic including but not limited to, split rate centers, tandem to tandem and IP connections.

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

GIS data is submitted to the AT&T ESInet via a web-based spatial interface (SI) portal. The portal provides secure GIS file transfer. 9-1-1 Authorities can maintain their local database schema and configure database changes using attribute field mapping tools.
The Spatial Interface (SI) validation engine logs errors and refers errors back to the originating 9-1-1 Authority in comprehensive reports that are retrieved in the 9-1-1 Enterprise Geospatial Database Management System (9-1-1EGDMS). Validation errors are corrected by the 9-1-1 Authority within their own GIS database. Updates are submitted and processed on an on-going basis.

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

AT&T' s ESInet cyber security policies, standards, and guidelines are consistent with industry best practices as defined by International Organization for Standardization and Control Objectives for Information and related Technology. The AT&T ESInet is a highly secure, privately managed IP network providing IP based call routing services for next generation 9-1-1 call delivery. All inbound and outbound traffic interactions are with pre-authorized entities, utilize agreed upon protocols and traverse controlled access points. Call processing and real-time data delivery are protected through both physical and logical controls.
Sensitive data resides in trusted data centers that employ logical and physical access controls. All hardware and software elements deployed in a production environment go through stringent release management processes that incorporate thorough penetration scan testing. Corporate and development environments are separate from production and are not used In development or system test environments. Inter-zone traffic is restricted to only that of authorized personnel and the necessary protocols destinations used to support the management and applications of the ESInet with all other traffic implicitly denied by way of redundant and diverse Session Border Controllers (SBC) and stateful firewalls.
A Network Operations Center (NOC) staffed 24 hours a day, seven days a week, 365 days a year to actively monitor and manage the AT&T ESInet end-to-end service is provided. When a potential or actual Customer-affecting issue is detected, the Incident Administration team is engaged by the NOC. The team uses established processes that are ISO 9001:2008-compliant for immediate escalation, notification, resolution, and reporting. All buildings, NOC and Data Center access are monitored by 24x7 security and access control systems.

FINANCIAL INFORMATION

Annual Recurring 9-1-1 Network Costs Prior to Modification $ N/A

Projected Annual Recurring 9-1-1 Network Costs After Modification $ TBD

Installation Cost of the Project $ TBD

Additional Recurring Costs as a Result of the Modification – Provide Explanation Below $ N/A

A summary of anticipated implementation costs and annual operating costs of the modified 9-1-1 system that are directly associated with 9-1-1 as well as the anticipated revenues. Include the email request and Administrator's approval that support your network costs.

TBD, currently working on a full redundent PSAP back up with Peoria ECC and Peoria County ETSB. Morton dispatch center is still in operation for radio dispatch and non emergency call taking during this transition, Peoria ECC will process 911 calls and transfer 10 digit to non emergency location until completion and agreements are determined.

COMMUNITIES SERVED

Provide a list of all communities to be served by the proposed 9-1-1 System. Include the name of the community and the official mailing address including street address, city and zip code.

(ADD ADDITIONAL PAGES AS NEEDED)

CITY, TOWN OR VILLAGE	STREET ADDRESS, CITY, ZIP CODE
Armington	103 South Main St. Armington, IL 61721
Creve Coeur	103 N. Thorncrest Ave, Creve Coeur, IL 61610
Deer Creek	101 W. First Avenue - P.O. Box 38 Deer Creek, IL 61733
Delavan	219 Locust Street - P.O. Box 590, Delavan, IL 61733
East Peoria	401 W. Washington St. East Peoria, IL 61611
Green Valley	109 E. Main St. Green Valley, IL 61534
Hopedale	101 SE Main St. Hopedale, IL 61747
Mackinaw	100 E Fast Ave. Mackinaw, IL 61755
Marquette Heights	715 Lincoln Rd. Marquette Heights, IL 61554
Minier	110 W. Central St. Minier, IL 61759
Morton	120 N Main St. Morton, IL 61550
North Pekin	318 N Main St. North Pekin, IL 61554
Pekin	111 South Capitol St. Pekin, IL 61554
South Pekin	209 Main St. South Pekin, IL 61564
Tremont	211 S Sampson St. Tremont, IL 61568
Washington	301 Walnut St. Washington, IL 61571

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

9-1-1 PARTICIPATING AGENCY	STREET ADDRESS, CITY, ZIP CODE	ADMINISTRATIVE TELEPHONE NO.	DIRECT DISPATCH	TRANSFER
Creve Coeur Police Department	105 N Thorncrest Ave. Creve Coeur, IL 61610	309-699-9511	X	
Deer Creek Police Department	101 W. 1st Ave. Deer Creek, IL 61733	309-447-6265	X	
Delavan Police Department	219 Locust St. Delavan, IL 61734	309-244-8226	X	
East Peoria Police Department	201 W. Washington St. East Peoria, IL 61611	309-698-4700	X	
Fondulac Police Department	3701 N. Main St. East Peoria, IL 61611	309-699-3923	X	
Green Valley Police Department	109 E. Main St. Green Valley, IL 61534	309-352-2111	X	
Hopedale Police Department	101 SE Main St. Hopedale, IL 61747	309-449-6018	X	
Illinois State Police Zone 4	801 South 7th St. Springfield, IL 62794	217-782-4750		X
Mackinaw Police Department	100 E Fast Ave. Mackinaw, IL 61755	309-359-8914	X	
Marquette Heights Police Department	715 Lincoln Rd. Marquette Heights, IL 61554	309-382-3404	X	
Minier Police Department	110 West Central St. Minier, IL 61759	309-392-2422	X	
Morton Police Department	375 E. Birchwood St. Morton, IL 61550	309-266-6666	X	
North Pekin Police Department	318 North Main St. North Pekin, IL 61554	309-382-3412	X	
Pekin Police Department	111 S. Capitol St. Pekin, IL 61554	309--346-3132	X	
Pekin Park Police Department	1701 Court St. Pekin, IL 61554	309-353-7220	X	
South Pekin Police Department	208 Main St. South Pekin, IL 61564	309-348-3656	X	
Tazewell County Sheriff	101 S. Capitol St. Pekin, IL 61554	309-477-2250	X	
Tremont Police Department	211 S. Sampson St. Tremont, IL 61568	309-925-3600	X	
Washington Police Department	115 W. Jefferson St. Washington, IL 61571	309-444-2313	X	

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

9-1-1 PARTICIPATING AGENCY	STREET ADDRESS, CITY, ZIP CODE	ADMINISTRATIVE TELEPHONE NO.	DIRECT DISPATCH	TRANSFER
AMT Ambulance	418 Elizabeth St. Pekin, IL 61554	309-347-6612	X	
Armington Fire Protection District	105 W 3rd St. Armington, IL 61721	309-392-2911		X
Cinncinnati Fire Protection Distric	12805 IL-29, Pekin, IL 61554	309-348-3579	X	
Creve Coeur Fire Department	203 Wagner Dr. Creve Coeur, IL 61610	309-699-9511	X	
Deer Creek Fire Department	402 1st Ave. Deer Creek, IL 61733	309-447-6490	X	
Delavan Amulance Service	510 S. Pine St. Delavan, IL 61734	309-244-8221	X	
Delavan Fire Department	416 Pine St. Delavan, IL 61734	309-244-8221	X	
East Peoria Fire Department	201 W. Washington St. East Peoria, IL 61611	309-698-4700	X	
Eureka-Goodfield Fire Protection District	211 N. Main St. Eureka, IL 61530	309-467-6181		X
Forman Fire District	205 N. Broadway St. Manito, IL 61546	309-968-6902		X
Germantown Hills Fire Department	313 Prairie Ave. Germantown Hills, IL 61548	309-383-4890	X	
Green Valley Fire Department	100 N Church St. Green Valley, IL 61534	309-352-6200	X	
Hopedale Fire Deparment	226 NW Main St. Hopedale, IL 61747	309-449-5435	X	
Little Mackinaw Fire Protection District	107 E Central Ave. Minier, IL 61759	309-392-2112	X	
Mackinaw Fire Department	104 Madison St. Mackinaw, IL 61755	309-359-3571	X	
Makinaw Rescue Squad	104 Madison St. Mackinaw, IL 61755	309-359-3571	X	
Marquette Height Fire Department	715 Lincoln Rd. Marquette Height, IL 61554	309-382-2895	X	
Metamora Fire Department	120 S. Davenport St. Metamora, IL 61548	800-859-6826		X
Minier Rescue Squad	111 West Central St. Minier, IL 61759	309-531-3241	X	
Minier Village Fire Department	107 W Central St. Minier, IL 61759	309-392-2112	X	
Morton Fire Department	300 W. Courtland, Morton, IL 61550	309-266-7390	X	
North Pekin Fire Department	236 S. Main St. North Pekin, IL 61554	309-382-3604	X	
Northern Tazewell Fire Protection District	2445 Washington Rd. Washington, IL 61571	309-699-0421	X	

PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are directly dispatched by the 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Troops, if applicable. Each agency that appears on this list needs to have signed a call handling agreement.

(ADD ADDITIONAL PAGES AS NEEDED)

9-1-1 PARTICIPATING AGENCY	STREET ADDRESS, CITY, ZIP CODE	ADMINISTRATIVE TELEPHONE NO.	DIRECT DISPATCH	TRANSFER
Pekin Fire Department	3232 Court St. Pekin, IL 61554	309-346-6314	X	
Rescue 702	300 S. Sampson St. Tremont, IL 61568	309-925-5380	X	
Schaefferville Fire Deparment	1501 Hillview Dr. Pekin, IL 61554	309-201-3457	X	
South Pekin Fire Department	209 W. Main St. South Pekin, IL 61564	309-348-3406	X	
Spring Bay Fire Department	310 W. Missouri St. Spring Bay, IL 61611	309-822-0152	X	
Tremont Fire Department	300 S. Sampson St. Tremont, IL 61568	309-925-5755	X	
Washington Fire Department	200 N Wilmor Rd. Washington, IL 61571	309-444-8642	X	

ADJACENT 9-1-1 AUTHORITIES

Provide a list of 9-1-1 Authorities that are adjacent to the proposed system's boundaries. Each 9-1-1 Authority that appears on this list needs to have signed a call handling agreement.

AGENCY	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Peoria County / Stark County Joint ETSB	6913 W. Plank Rd. Peoria, IL 61604	309-697-8524
Woodford County ETSB	111 E Court St. Eureka, IL 61530	309-467-2375
Fulton County ETSB	100 N Main St. Lewistown, IL 61542	309-547-3041
McLean County ETSB	2411 E. Empire, Bloomington, IL 61704	309-663-9911
Mason County ETSB	125 N Plum St. Havana, IL 62644	309-543-3758
Logan County ETSB	911 Pekin St. Lincoln, IL 62656	517-732-4159

ORIGINATING SERVICE PROVIDERS (OSP)

(Wireline, Wireless, VoIP, Text)

A list of each OSP's exchange(s), prefix(es), and the 9-1-1 System Providers (OSP) configurations that will be used in the proposed system.

(ADD ADDITIONAL PAGES AS NEEDED)

ORIGINATING SERVICE PROVIDER	STREET ADDRESS, CITY, ZIP CODE	TELEPHONE NUMBER
Ameritech Corporation	30 S Wacker Dr. Chicago, IL 60606	800-327-9346
AT&T Mobility	1025 Lenox Park Blvd. Atlanta, GA 30319	800-244-4444
Bandwidth Communications	900 Main Campus Dr. Raleigh, NC 27806	800-808-5150
Comcast / Xfinity	1701 JFK Blvd. Philadelphia, PA 19103	215-853-8078
Brightspeed	1120 South Tryon St. Charlotte, NC 28203	833-692-7773
I3 Broadband	602 High Point Ln. East Peoria, IL 61611	877-976-0711
Insight Communications	810 7th Ave. New York, NY 10019	917-286-2300
IPC Communications	PO Box 3330, Bentonville, AR 72715	479-271-4142
Madison River Telephone Company	103 South Fifth St. Mebane, NC 27302	919-563-1500
McLeod USA	1 Martha's Way, Hiawatha, IA 52233	319-790-7000
NTS Communications	1220 Broadway, Lubbock, TX 79401	806-797-0687
T-Mobile/ Sprint / Nextel	12920 Se 38th St. Bellevue, WA 98006	425-378-4000
US Cellular	8410 W Bryn Mawr Ave. Chicago, IL 60631	773-399-8900
Vonage	23 Main Street, Holmdel, NY 07733	732-528-2600
Verizon	140 West St. New York, NY 10007	212-395-1000

TEST PLAN

1. The Test Plan defines testing with all OSPs and Aggregators who are known, including but not limited to, call testing, system overflow, system backup, pre-determined alternate routing, call transfers, NG9-1-1 address components and functionality, Integrated Text to 9-1-1 for Short Message Service (SMS) or Real Time Text (RTT) and if applicable, Multimedia Messaging Service (MMS), measurement tools, reporting solutions and voice and speech quality. The Test Plan should include Failover Test Cases, Network Equipment Test Cases, Call Handling Equipment Test Cases, Call Processing Test Cases including Text and Split Exchange Testing.

See Test Plan Description I3 attached

2. List wireline exchanges to be tested.

See Test Plan Description I3 attached

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

AT&T, Verizon, US Cellular, Sprint, T-Mobile, I3 Broadband, MTCO, Comcast, Stratus, Mint Mobile, Vonage

ZIP CODES

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

61534, 61535, 61550, 61554, 61555, 61564, 61571,61610, 61611, 61721, 61733, 61734, 61747, 61755, 61759

Test Plan Description i3

TEST #	TEST CASE	TYPE
1	Trunk Verification (SIP)	Call Routing
2	Trunk Verification (SS7 Ingress from LSR)	Call Routing
3	Trunk Verification (SS7 Egress from AGC to LSR)	Call Routing
4	Perform reboot and validation on each AT&T network edge router at PSAP	Failover test
5	Perform WAN interface shutdown and validation on each AT&T network edge router at PSAP	Failover
6	Perform reboot and validation on each ATT Interface Router (between CPE and AT&T router)	
7	Wireline Call Routed to PSAP through AT&T ESInet	Equipment
8	Wireless Call Routed to PSAP through AT&T Esinet	Equipment
9	VOIP Call Routed to PSAP through AT&T ESInet	Equipment
10	CPE bids i3 Components	Call Handling
11	i3 Routing Fails, Routing via SRDB for Wireline call	Call Routing
12	i3 Routing via ECRF for Wireline call	Call Routing
13	i3 Transfer: Fixed Bridge Conferencing Confirmation (Call to IP PSAP then bridge to i3 PSAP if available – willing PSAP)	Call Handling
14	S/R Transfer: Selective Bridge Conferencing Confirmation, if used by the PSAP	Call Handling
15	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
16	S/R Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
17	PSTN Transfer: Fixed Bridge Conferencing Confirmation	Call Handling
18	Manual Transfer to valid local TN	Call Handling
19	Manual conference bridging to invalid unassigned number	Call Handling
20	Manual conference bridging to a valid 8YY number	Call Handling
21	Manual conference bridging to a valid Busy number	Call Handling
22	Manual conference bridging to a Multi-Party Conference	Call Handling
23	Manual conference bridging to a valid long-distance cell	Call Handling
24	Alternate Routing	Call Routing
25	Ring no Answer Timer	Call Routing
26	No position Logged In	Call Routing
27	Abandonment Routing	Call Routing
28	Un-Abandonment Routing	Call Routing
29	Abandonment Routing – PAD Testing (if PAD available)	Call Routing
30	Un-Abandonment Routing – PAD Testing (if PAD available)	Call Routing
31	Test line appearances that appear on each CPE	Call Processing
32	TTY call	Call Handling
33	TTY conference call	Call Handling

AT&T ESInet™
i3 PSAP Migration Plan

TAZEWELL/PEKIN
Flash Cut 10/30/2024 **9:00 AM CST**

Stand Alone PSAP

Non-Disclosure
The information contained in this document and provided to PSAP is designated as AT&T Confidential pursuant to the terms of your non-disclosure obligations with AT&T. This restricts the disclosure of any information herein to third parties, except in compliance with those non-disclosure obligations.

Open Records Act Requests
PSAP will immediately advise AT&T in writing of any Open Records Act or similar type of request that seeks disclosure of this information as required under the non-disclosure obligations set forth in your agreement with AT&T.

Table of Contents

1.0 ESInet PSAP Migration

1.1 Scope

TAZEWELL/PEKIN will be migrating from the **Legacy 9-1-1 Network / or A911 Network / or AT&T RFAI ESINet** to the **AT&T i3 ESInet Network**. The PSAP is currently connected to the **AT&T/CENTURYLINK/FRONTIER PEKNILXDDS0 & AT&T/CENTURYLINK/FRONTIER TANDEMNAME2** selective router (**or if RFAI to i3 conversion then The PSAP is currently connected to AT&T ESINet**). **AT&T/CENTURYLINK/FRONTIER/INTRADO (A911 or RFAI to i3 conversion requires VNS)** translations changes will be required to reroute the calls destined for **TAZEWELL/PEKIN.**

1.2 Responsibilities

On the day of the migration, **AT&T/BRIGHTSPEED/INTRADO(A911 or RFAI to i3 conversion)** will reroute TAZEWELL/PEKIN 9-1-1 traffic to ESInet. **TAZEWELL/PEKIN** will be properly staffed and ready to execute migration.

1.3 Reason for Issue

Date	Issue	Comments	Author
10/29/2024	v1	FINAL	Hs1896

1.4 PSAP Info

PSAP Name: TAZEWELL/PEKIN
Country: USA
Address: 1130 Koch St.
City: Pekin
State: IL
Zip: 61554
Existing RDN XXX-RTN-CAMA

ATT ALI ID			INTRADO PSAP ID	171790003
ATT PSAP ID	10274		FCC ID	2455
Positions			EIP/Soft Phones	0
IP Call Paths	12			

1.5 Pre-Event Processes

Task #	Task	Responsible Party	Complete
1.	Validate that CPE Configurations/Connectivity completed	AT&T/Intrado Service Delivery	10:07
2.	Provide pilot number to AT&T TAZEWELL/PEKIN 3091194038	Intrado Service Delivery	10:10
3.	Provisioning testing with PSAP (ORT passed) AT&T PM to verify that the Primary **CT640080** and Alternate **EK628721** trunks have been ORT tested via AT&T Labs SharePoint Trunk Testing file: ATT ESINet ORT > SS7 Trunk Groups – All Projects > ORT Trunk Tracking Status > ORT Trunk Testing Status XX-XX-22.xlsx	AT&T/Intrado Service Delivery	10:10

Task #	Task	Responsible Party	Complete
4.	Verify Ingress trunks are in service (N/A for RFAI to i3 conversion)	AT&T NTC Translations &/or Frontier Translations &/or CenturyLink Translations.	10:12
5.	Verify all fields are operating / displaying correctly on CPE/CAD/Mapping Systems (on existing CAMA, A911 or RFAI)	Onsite Personnel	10:12
6.	Complete provisioning for Trunking from the selective router (legacy) / or the Intrado Network (A911) (N/A for RFAI to i3 conversion)	Intrado (VNS)	10:12
7.	Verify PSAP ESNs are activated – (ESNs incl. within ESN table in section 7) Default activated	Intrado (VNS)	10:13
8.	Restore ANIs used on the dialers to original ESNs, if applicable	Intrado (VNS)	N/A
9.	Add the option to allow transfers and 911 on S/R trunks (ITGs)	Intrado (VNS)	10:14
10.	Confirm ALI Links are In Service (Only applies to RFAI cut, this is N/A for HOSTED, i3 or A911)	Intrado ALI System Admin (Intrado VNS or ESINET PM to confirm)	N/A
11.	Create Dial Plan pointing to ESInet PSAP instance using Media Gateway group – (AttEsinetNPG A-B or C) hoABCDEFGHIesinet (911) trABCDEFGHIIPesinet (3091194038) (Applies only when a PSAP is coming from A911)	Intrado (VNS) (←Data comes from Intrado ESINet team to be pasted here)	10:14
12.	Confirm ECRF routing on the ITG - SS7 via Dependency View NNI via Context and T Group <IP trunk groups- CT640080 & EK628721 and 26INPRB & 26INSEB> (Applies only to i3 PSAPs or an RFAI with Geospatial Routing PSAP) (N/A for RFAI)	Intrado (VNS) (←Data comes from Intrado ESINet team to be pasted here)	10:15
13.	Confirm neighboring pANI's have been loaded in SRDB – (transfers to TAZEWELL/PEKIN) List site names of loaded PSAPs here • • (Applies only to i3 PSAPs or an RFAI with Geospatial Routing PSAP) (N/A for RFAI)	Intrado (VNS) (←Data comes from Intrado ESINet team to be pasted here)	10:15
14.	Verify that PSAP is not in an Abandoned State and that all SIP contacts are in-service and equipped. (For i3 PSAPs - SIP contacts "ESRP to TESRP" value set as 1.3) Verify that Text to 911 SIP contacts are either turned up or left down (depending on whether or not the PSAP is getting text service through AT&T ESINet)	Intrado (VNS)	10:15
15.	Confirm 'Voice Traffic' setting: **load share vs preference route** This setting detail can be found in the DEW (Multi-node/Host/Remotes only – Voice Traffic setting does not apply to a standalone PSAP)	Intrado (VNS)	10:16
16.	Turn on SIP contact monitoring	Intrado (VNS)	10:16
17.	Obtain copy of last known good configuration or snapshot of all systems	Intrado (VNS)	10:16
18.	Request PSAP assistance with locating (3) wireless carrier cell phones: Verizon, T-Mobile and AT&T for use on test calls during the post conversion verification testing	Intrado Service Delivery / AT&T	10:17

Task #	Task	Responsible Party	Complete
	-OR- Ensure Wireless test phones shipped from Intrado are onsite and charged. (Note that Intrado normally ships phones fully charged and without the chargers. Also note these phones do not have data plans enabled so cannot be used for TXT-2-911 testing) (Intrado does not ship for RFAI to i3 conversion)		
19.	PRINTOUT of this cut plan – in hand	AT&T Technician	N/A
20.	Verify Certificate Details & Expiration dates match between the onsite CPE and Certificate table in Section 1.4 (see drafting notes in section 11 for details on when certificate validation would apply)	Onsite CPE Technician(s)	10:18
21.	GeoLink Grease board Notification of cutover – Example: Desc: 10/28/2024 is ESINet cutover week Message: Cutover activity to move PSAP to new CPE w/ ESINet on **10/30/2024** at approx. 10AM EST.	AT&T Project Manager	10:18
22.	Prior to cutover discuss test call routing with PSAP: • 911 test calls for Wireline, route to **TAZEWELL/PEKIN** • 911 test calls for Wireless, route to **TAZEWELL/PEKIN** • If multiple tandems or PSAPs, discuss how to make 911 test calls for each tandem or PSAP. • If the PSAP cutting is a county or secondary PSAP discuss if there are any locations outside city limits that will direct route calls to the PSAP. If not, then PSAP will need to advise Primary PSAP of cut date and test call volume spike during cut. • On day of cutover ensure personnel for test calls are where they are physically needed (if test call location is not at the PSAP being cutover).	AT&T / PSAP	10:19
23.	Verify Alternate and Abandonment PSAP routes in CMP with Table # 6.1	Intrado (VNS)	10:19

2.0 Cutover

2.1 Begin ESInet Cutover

Task #	Task	Responsible Party	Individual	Complete
1.	9:00 AM ST / 10:00 AM. EST Open Bridge	AT&T PM	HOLLY COHEN	Note: call times logged during cutover are in PST/EST
2.	Roll Call for required participants	AT&T PM	AT&T Program Manager STATE – David Battershell AT&T Onsite Tech(s) – NICK AT&T Res Center – 911RES 9-1-1 RESOLUTION CENTER (AIT) ------ Translations – PHIL WITH BRIGHTSPEED/BRIGHTSPEED ------ Intrado ESINET GPM – CHRIS GERBI Intrado VNS – VNS ------ CPE Project Manager- CPEPMNAME CPE Onsite Tech- NICK ------ TAZEWELL/PEKIN MIKE ------ State of IL Contacts Name(s) ------	
3.	Review current status of equipment, network, PSAP's and personnel	AT&T PM	HOLLY COHEN	X will be on shift during the cutover, X at PRIM location and X at BU location. X on old CPE and X on new ESINet CPE Or if ESINet only cut then: X logged in on CAMA and X logged in on ESINet Or using a combined CAMA/A911/ESINet GUI for cut. 10:19
4.	Notify Intrado NOC that event is about to begin via email and phone	Intrado VNS	VNS	Am 10:20
5.	Notify ATT NOC that event is about to begin	ATT 911 RC	911RES	Am 10:20

2.2 Cut PEKNILXDDS0 CAMA Wireline & Wireless Traffic to ESInet

Task #	Task	Responsible Party	Individual	Complete
1.	Review current status of equipment, network, PSAP's and personnel	AT&T PM	HOLLY COHEN	If not already accomplished in previous section. 10:20
2.	Request a minimum of **one call taker** log in with **i3** ESInet profile and be ready to receive calls.	AT&T PM	MIKE / HOLLY COHEN	Am 10:21
3.	Confirm: • PEKNILXDDS0 tandem 3093539992 (911) using CT640080 & EK628721 & 3091194038 (119 pilot #) 3091194038 • Confirm test number **309-353-9993** to **3091194038 PEKNILXDDS0** 2/6 code **CT640080** & **EK628721** out pulse Pilot#	Translations	PHIL WITH BRIGHTSPEED/ BRIGHTSPEED	Am 10:25
4.	Utilizing local test landline **WIR-EXX-LINE** place test call to **PEKNILXDDS0 309-353-9993** Verify call routes to **TAZEWELL/PEKIN** with good ANI / ALI & voice (Ring at Primary) Utilizing local test landline **WIR-EXX-LINE** place test call to **PEKNILXDDS0 309-353-9992** Verify call routes to **TAZEWELL/PEKIN** with good ANI / ALI & voice (Ring at Primary) This test call is expected to route to PSAP CAMA trunks due to Intrado failsafe.	Onsite Personnel	NICK /PSAP	Wireline WIR-EXX-LINE am 10:27
5.	Route Diversity Test NTC to Busy Primary Group **CT640080** Using **309-353-9993** make a test call to ensure test call overflows to alternate group **EK628721**. Intrado VNS to confirm test call is seen on the Alternate route. Using **309-353-9992** make a test call to ensure test call overflows to alternate group **EK628721**. NTC tech to confirm test call is seen on the Alternate route. This test call is expected to route to PSAP CAMA trunks due to Intrado failsafe. NTC Un-Busy Primary Group **CT640080** Place 1 more test call using **309-353-9993** to confirm primary group **CT640080** is back in service. Intrado VNS to confirm test call is seen on the Primary route.	Translations Onsite Personnel Intrado VNS	PHIL WITH BRIGHTSPEED/ BRIGHTSPEED NICK VNS	Am 10:37
6.	Go - No Go decision by PSAP to continue Verify no major local Public Safety events.	Customer	MIKE	Am 10:38
7.	Initiate test call to validate **WRLN** routing over **Legacy** trunks • Dial 9-1-1 and calls will route to PSAP – PRIMARY or BU (dependant on staffing for cutover) • Verify call is delivered with ANI/ALI • Release Call • Repeat test call for **WRLS** routing	Onsite Personnel	NICK /PSAP	Wireline WIR-EXX-LINE am WRLS WIR-EXX-LESS Am 10:40
8.	Initiate a test TXT to validate TXT routing over **Legacy** system (If PSAP live with TTY TXT-2-911)	Onsite Personnel	NICK /PSAP	Am 10:43

9.	(Intrado VNS TO POPULATE THIS TASK) A. Adjust Star Code Provisioning & other transfers for TAZEWELL/PEKIN County for "on-net" PSAPs: PSAP Name Star Code B. On A911/Shared, Update Statewide Directory State Star Code C. Reassign ESSID/ESN D. Move the off-net's URI (sip:sos@XXXXX.OFFNETTAZEWELL/PEKIN.XX.us) to TAZEWELL/PEKIN's On-net.	Intrado VNS	VNS	am PST / am EST Begin am EST Complete Note during this step the PSAP URI is activated, advise the call takers logged into the ESINet positions that our test calls and live 911 transfers from other ESINet PSAPs are now possible. 10:47
10.	*** Checkpoint to ensure at least half of the call takers are logged in with the ESINet profile ***	ATT Project Manager	HOLLY COHEN	10:46
11.	Verify there are no active 9-1-1 calls	Onsite Personnel Translations	NICK /PSAP PHIL WITH BRIGHTSPEED/ BRIGHTSPEED	Am 10:56
12.	Inbound calls **PEKNILXDDS0** to change LOD on existing trunks to new Routing number pointing to ESInet. Point traffic on **PEKNILXDDS0** to **3091194038** - out pulse **3091194038** to TG 2/6 code **CT640080** & **EK628721**	Translations	PHIL WITH BRIGHTSPEED/ BRIGHTSPEED	am Begin am Complete 10:59
13.	Translations to busy out **TAZEWELL/PEKIN** 9-1-1 trunks (**PEKNILXDDS0**) One tandem at a time (CAMA Routing DN) PRIMARY **XXX-RTN-CAMA** / BACKUP **XBU-RTN-CAMA**	Translations	PHIL WITH BRIGHTSPEED/ BRIGHTSPEED	am Complete 11:03
14.	Place WRLN test call to 9-1-1 (not on test line) verifying that call routes through Intrado Place WRLS test call to 9-1-1 (not on test line) verifying that call routes through Intrado	Onsite Personnel	NICK /PSAP	Wireline WIR-EXX-LINE am Confirmed ANI/ALI WRLS WIR-EXX-LESS am Confirmed ANI/ALI 11:01
15.	*** Checkpoint to ensure all admin calls can also be answered on the ESINet profile, if YES, remaining call takers can log in with the ESINet profile***(unless there is another tandem or trunk group to cutover in the next section)	ATT Project Manager	HOLLY COHEN	11:02
16.	Translations move existing TAZEWELL/PEKIN 9-1-1 **WRLN** and **VoIP** and **WRLS** ESNs to new Routing Index number **3093539992**	Translations	PHIL WITH BRIGHTSPEED/ BRIGHTSPEED	am Begin am Complete 11:06
17.	Place 9-1-1 test call from **WRLN** phone for **TAZEWELL/PEKIN** 9-1-1 validating route over the ESInet out pulsing 911. Verify ALI screen information is correct.	Onsite Personnel Intrado	NICK /PSAP VNS	Wireline WIR-EXX-LINE am Confirmed out pulsing 11:L06
18.	Place 9-1-1 test call from **WRLS** phone for **TAZEWELL/PEKIN** 9-1-1 validating route over the ESInet out pulsing 911. Verify ALI screen information is correct.	Onsite Personnel Intrado	NICK /PSAP VNS	WRLS WIR-EXX-LESS am Confirmed out pulsing 11:06
19.	Translations update speed dial call lists on surrounding PSAP's to replace old Primary **XXX-RTN-CAMA TAZEWELL/PEKIN** and backup **XBU-RTN-CAMA TAZEWELL/PEKIN** with new Transfer RDN **3091194038** which will point call transfers to ATT ESInet If known, LIST Surrounding Agencies here:	Translations	PHIL WITH BRIGHTSPEED/ BRIGHTSPEED	am Complete None per Dan E. 11:10
20.	Move, Reparse and Test CAD spill	Onsite Personnel	MIKE	am CAD being changed to format 11:16/ Customer will verify with CAD

21.	**TAZEWELL/PEKIN** 9-1-1 remaining call takers change to ESInet profile (if all admin lines are available) (UNLESS there is another tandem or trunk group to cutover in next section)	Onsite Personnel	PSAP	All X pos logged in with ESINet profile 11:17
22.	Open ticket for ALI SYS Admin to mark any new ALI links live (Only for a CAMA to RFAI cutover, N/A for CAMA to i3 cutover)	Intrado ESINet PM	CHRIS GERBI	N/A
NOTE: All WRLN & WRLS & VOIP traffic for **PEKNILXDDS0** now terminating on AT&T ESInet				
Placed first test Call hh:mm. Received First Live 911 call **am EST (via pilot number)** Received First Live 911 call **am EST (via 911)**				11:02 a.m EST 10:02 a.m.CST .
Notes:				

3.0 Post Conversion Verification Testing

3.1 Testing Tasks

Task #	Task	Responsible Party	Individual	Complete
1.	Place **AT&T Mobility** call that routes to PSAP, verify location info A. Record time, What position and agent get the call. What 911 trunk did you come in on, Example: 5:30am pos 22, Jane Doe 911-241 B. Do they get ANI and ALI with Lat and Long? C. Does it plot to MAP? D. Does it plot to CAD? E. Do they see ATT Mobility as the provider? F. Move while still connected- Have Call taker rebid and verify lat/long changes	Onsite Personnel	NICK /PSAP	pm successful ANI/ALI – YES/NO LAT/LONG – YES/NO MAP - YES/NO CAD - YES/NO ATT Provider – YES/NO LAT/Long changed YES/NO 11:33
2.	Place **Verizon Wireless** call that routes to PSAP, verify location info A. Record time, What position and agent get the call. What 911 trunk did you come in on, Example: 5:30am pos 22, Jane Doe 911-241 B. Do they get ANI and ALI with Lat and Long? C. Does it plot to MAP? D. Does it plot to CAD? E. Do they see Verizon as the provider? F. Move while still connected- Have Call taker rebid and verify lat/long changes G. To confirm Comtech has synchronized ALI Timers: find the above Verizon wireless test call in CMP CDR to verify if CBN is present (not just the pANI).	Onsite Personnel	NICK /PSAP	pm successful ANI/ALI – YES/NO LAT/LONG – YES/NO MAP - YES/NO CAD - YES/NO Verizon Provider – YES/NO LAT/Long changed YES/NO CBN present YES/NO 11:34
3.	Place **TMOB or SPRINT** call that routes to PSAP, verify location info A. Record time, What position and agent get the call. What 911 trunk did you come in on, Example: 5:30am pos 22, Jane Doe 911-241 B. Do they get ANI and ALI with Lat and Long? C. Does it plot to MAP? D. Does it plot to CAD? E. Do they see TMOB and/or SPRINT as the provider? F. Move while still connected- Have Call taker rebid and verify lat/long changes	Onsite Personnel	NICK /PSAP	pm successful ANI/ALI – YES/NO LAT/LONG – YES/NO MAP - YES/NO CAD - YES/NO TMOB Provider – YES/NO LAT/Long changed YES/NO 11:34

4.	Test 911 Transfers: Place (ALL) **WRLN** and (*at least 1-ONE) **WRLS** 9-1-1 test calls to PSAP over the ESInet Network with location information displaying. **A.** **TAZEWELL/PEKIN** transfers to **Neighbouring PSAP Name** via (One Button Transfer) call taker validates that call successfully transfers from **TAZEWELL/PEKIN** and location data display correctly. **Verify that the Transferred to PSAP is the correct PSAP** **B.** **TAZEWELL/PEKIN** drops out of call. Remaining parties verify call stays up between the originator and transfer PSAP. **C.** **Neighbouring PSAP Name** transfers back to **TAZEWELL/PEKIN**. Parties validate call transfer completes to PSAP over ESInet network and location info display correctly: Time, Call taker name, Call taker position number, 911 ESInet trunk numbers • Do you have ANI/ALI? • Does it plot to CAD? • Does it plot to MAP? • Is the correct call back number in the call back field **D.** Repeat steps A-C for the following transfer tests: **Star Code** **Telephone Numbe** * 3099599910 * 3091194006 * 3096818060 * 3091194011	Onsite Personnel	NICK /PSAP	Wireline WIR-EXX-LINE WRLS WIR-EXX-LESS (the wireless test should be to a PSAP that was able to transfer back to TAZEWELL/PEKIN on a 911 trunk) am WIRELESS * PSAP NAME w/ ANI/ALI am WIRELINE transfer back on 911/admin PSAP NAME w/ ANI/ALI am WIRELINE transfer back on 911/admin PSAP NAME w/ ANI/ALI am WIRELINE transfer back on 911/admin PSAP NAME w/ ANI/ALI am WIRELINE transfer back on 911/admin PSAP NAME w/ ANI/ALI am WIRELINE transfer back on 911/admin Note: A911 PSAPs have Intrado ALI so won't get ALI until they migrate to ESINET. This is expected behaviour. 11:40
5.	Verify Call data can be seen in CMP	ATT 9-1-1 Res Center	911RES	am confirmed by 11:40
6.	Request **Offnet** site (**Neighbouring PSAP NAME**) PSAP that transfers to **TAZEWELL/PEKIN** makes a **WRLN** and **WRLS** 9-1-1 call to reach their own Center **A.** Transfer test calls to **TAZEWELL/PEKIN** **B.** Verify ANI/ALI and Voice **C.** VNS confirm **TAZEWELL/PEKIN** pilot number received in CDR. Note: this test validates that the star codes and/or speed dials were updated properly for offnet (CAMA or RFAI/TTM) PSAPs. (This test would not apply if surrounding PSAPs are all already converted to A911 &/or AT&T ESINet, if so mark as N/A)	Onsite Personnel & Intrado VNS	NICK /PSAP & VNS	am am VNS confirmed pilot # 11:54

7.	Test PSTN transfers: Place a 9-1-1 test call to **TAZEWELL/PEKIN** ~~**A.**~~ **TAZEWELL/PEKIN** transfers call to **'PSTN NAME'** via (One Button Transfer). Verify call transfers successfully **and if applicable that the AVR responds** to entered digits. **B.** **TAZEWELL/PEKIN** drops out of call. Remaining parties verify call between originator and 10-digit number stays up. * 3096734521 * 2177354178 * 3098885030 * 3092463326 * 3095432231	Onsite Personnel	NICK /PSAP	am 11:57
8.	Test Call Hold: Place a 9-1-1 test call to **TAZEWELL/PEKIN** **A.** Place call utilizing system hold for 60 seconds **B.** Pick up the held line from a position other than the one than placed the call on hold. Verify calling party is still connected	Onsite Personnel	NICK /PSAP	pm complete 11:59
9.	IVR Testing: Place a 9-1-1 test call to **TAZEWELL/PEKIN** and verify two-way communication with no anomalies **A.** Manually transfer to **631-791-8378** **B.** When the IVR answers, it will say, "One moment please, this is uLaw please record your test message and press pound". Record message and press # **C.** The IVR will replay message then give you several different test options. **D.** Press 2 to select DTMF testing. After selecting option 2, the IVR will say "enter as many as 75 DTMF keys and then press # for a readout" **E.** Caller then presses 0-9 * then #. Verify that the IVR reads back the digits entered. **F.** **Repeat** DTMF testing from the PSAP's call taker	Onsite Personnel	NICK /PSAP	pm All steps completed successfully. 12:02
10.	Wireless Abandoned Call Testing: Place a Wireless 9-1-1 test call to PSAP that routes over the AT&T ESInet. Abandon call after hearing ringing, but before PSAP answers. Ensure the following: A. Abandon call appears in the abandon call list Will hear 1 beep (setting) B. Call-taker can re-dial the ANI May need to manually add a 1. C. Abandon call re-dialled disappears from the list automatically after the call-taker calls back that ANI -or- pop-up dialog box appears asking if the call should be cleared from the list (depends on whether the PSAP is configured for auto-disposition of abandoned calls or not.)	Onsite Personnel	NICK /PSAP	pm Complete 12:05

11.	Wireline Abandoned Call Testing: Place a Wireline 9-1-1 test call to PSAP that routes over the AT&T ESInet. Abandon call after hearing ringing, but before PSAP answers. Ensure the following: A. Abandon call appears in the abandon call list Will hear 1 beep (setting) B. Call-taker can re-dial the ANI May need to manually add a 1. C. Abandon call re-dialled disappears from the list automatically after the call-taker calls back that ANI -or- pop-up dialog box appears asking if the call should be cleared from the list (depends on whether the PSAP is configured for auto-disposition of abandoned calls or not.)	Onsite Personnel	NICK /PSAP	pm Complete Come back to/Fax line not working
12.	VoIP Testing: Intrado to place **VoIP** test call to 9-1-1 verifying that call routes through Intrado	Intrado GPM	CHRIS GERBI	pm complete 12:27
13.	Busy Testing: Place **WRLN** test call to 9-1-1 Perform a manual Network Transfer to a busy 10-digit number **A. TAZEWELL/PEKIN** 9-1-1 transfers call to busy number **316-262-0277**. **B.** Call taker will hear two rings then busy or will go straight to busy. Either is OK as long as a busy is heard	Onsite Personnel	NICK /PSAP	pm complete 12:23
14.	TXT-2-911 Testing: TXT Message verify coming through as TTY (**N/A unless PSAP was TTY TEXT live**) Or TXT Message verify 'No TXT service to 911 available at this time, make a voice 911 call' or similar bounce back message received. (this is expected behaviour until Intrado TXT migration event, usually scheduled the day after the ESINet voice cut over) (**N/A unless PSAP was A911 or RFAI TEXT live**, note that text bounce back will not be seen until all A911 users are logged off)	Onsite Personnel	NICK	pm Confirmed 12:34 TMobile – Good with Alt Route ATT – Good Verizon – Good 1:09
15.	TTY Testing: Place TTY call, verify TTY messages can be sent and received.	Onsite Personnel	NICK /PSAP	pm iPHONE menu: settings, general-accessibility-hearing/RTT/TTY-Turn Software RTT/TTY (toggle ON) 1:09

16.	Point test #s 309-353-9992 & 309-353-9993 (or XXX-115-TEST) & YYY-911-TEST & YYY-119-TEST (or YYY-115-TEST) to reorder. **A.** Place call to **each number** **B.** Verify call routes to busy Note if any additional test numbers were provisioned for the cutover, point those test numbers to reorder as well. Note if an Intrado dialer was provisioned for the cutover, request Intrado dialer be removed as well. (N/A for CENTURYLINK as CL uses a dialable RTN for the test number)	Translations	PHIL WITH BRIGHTSPEED/BRIGHTSPEED	pm COMPLETED at end of CUT Brightspeed Test numbers remain dialable
17.	Notify Intrado NOC that event is complete via email & phone.	Intrado VNS	VNS	pm Confirmed 1:11
18.	Tech Ops to update the Change Log, as needed	Intrado VNS	VNS	pm Confirmed 1:11
19.	Request Engineer to Notify Fujitsu Router Support that the event has completed **(N/A for Hosted)**	ATT Project Manager	HOLLY COHEN	N/A
20.	Ensure IP phone sets have CAMA trunks removed and SS7 IP trunks are added. Make test calls. (N/A unless PSAP has IP phones on 911 system)	Onsite Personnel	NICK/ PSAPN/A	N/A
21.	Test Position ITRR	Onsite Personnel	NICK/ PSAP	pm Confirmed 1:12
22.	Configure and review **eprinter / MIS / Analytics / eCATS** to ensure ESINet IP trunk data is showing up in reports	Onsite Personnel	NICK/ ECATS TECH	Pm N/A
23.	Customer verify they can pull recording (analog by station OR IP)	TAZEWELL/PEKIN	MIKE	pm recorder vendor onsite and all OK 1:12
24.	Customer verify the CAD is now parsed for ESINet	TAZEWELL/PEKIN	MIKE	pm Customer will work with CAD Vendor
25.	-Before ending conference bridge review outstanding test cases/items & owners and email that list to the project team. -Log Cut Completion Time in this cut plan section 8.2 -Email notification of successful cutover (see section 9.5 for email distribution) -If this cut was away from CAMA trunks, then update the PSAPs Greaseboard note in GeoLink to indicate "***ESiNet Cut Date X/X/XX, 911 traffic is no longer pointed to CAMA***". Since CAMA disconnects will not be issued same day as cutover and the CAMA trunks still show as 'LIVE 911 calls' this greaseboard edit will avoid confusion by the network support teams. Update the Greaseboard date accordingly to align with the PSAPs CAMA disconnect timeframe.	ATT Program or Project Manager	HOLLY COHEN	PAD remaining item AT&T will get a tech out to install/test. Mike will fill out document for Comtech

4.0 Back-Out Plan

4.1 Back-Out Plan CAMA

Task #	Task	Responsible Party	Individual	Complete
1.	Notify Intrado NOC that event is about to begin via email and phone	Intrado VNS	VNS	
2.	Notify ATT NOC that event is about to begin	ATT 9-1-1 Res Center	911RES	
3.	Go – No Go decision by PSAP to continue	Customer	MIKE	
4.	Restore handoff ESNs back to foreign S/R route list	Intrado VNS	VNS	
5.	Request a minimum of one call taker log in with CAMA profile and be ready to receive calls	Onsite Personnel	NICK /PSAP	

4.2 Back-Out Plan - Restore Wireline & Wireless Traffic to Legacy CAMA

Task #	Task	Responsible Party	Individual	Complete
1.	Verify there are no active 9-1-1 calls	ATT Program Manager	PSAP - HOLLY COHEN	
2.	Translations Remove forward on Primary CAMA RTN **XXX-RTN-CAMA** and Backup CAMA RTN **XBU-RTN-CAMA**	Translations	PHIL WITH BRIGHTSPEED/BRIGHTSPEED	
3.	FOR REFERENCE ONLY: PEKNILXDDS0 tandem 3093539992 (911) using CT640080 & EK628721 & 3091194038 - 3091194038			
4.	Translations Restore WRLN CAMA trunks	Translations	PHIL WITH BRIGHTSPEED/BRIGHTSPEED	
5.	Place **WRLN** test call to 9-1-1 (not on test line) verifying that call routes through CAMA Trunks	Onsite Personnel	NICK /PSAP	
6.	Place **WRLS** test call to 9-1-1 (not on test line) verifying that call routes through CAMA Trunks	Onsite Personnel	NICK /PSAP	
7.	Translations move existing **TAZEWELL/PEKIN** 9-1-1 **WRLN**, **WRLS** and **VoIP** ESNs to CAMA Trunk Group Primary **XXX-RTN-CAMA TAZEWELL/PEKIN** and Backup CAMA Trunk Group **XBU-RTN-CAMA TAZEWELL/PEKIN**	Translations	PHIL WITH BRIGHTSPEED/BRIGHTSPEED	
8.	Place 9-1-1 test call from **WRLN** phone for **TAZEWELL/PEKIN** 9-1-1 validating route over legacy CAMA	Onsite Personnel	NICK /PSAP	
9.	Place 9-1-1 test call from **WRLS** phone for **TAZEWELL/PEKIN** 9-1-1 validating route over legacy CAMA	Onsite Personnel	NICK /PSAP	
10.	Translations update speed dial call lists on surrounding PSAP's to replace new RDN **3091194038** which point call transfers to ATT ESInet to the old **TAZEWELL/PEKIN** 9-1-1 CAMA RDN **XXX-RTN-CAMA TAZEWELL/PEKIN** Primary and Backup 9-1-1 CAMA RDN **XBU-RTN-CAMA**	Translations	PHIL WITH BRIGHTSPEED/BRIGHTSPEED	
11.	**TAZEWELL/PEKIN** 9-1-1 remaining call takers change to CAMA profile	Onsite Personnel	NICK /PSAP	
12.	Tech onsite remove remaining ALI link from ESINet router back to original configuration (Both now on CAMA)	Onsite Personnel	NICK	
NOTE: All WRLS and WRLN traffic now terminating on AT&T Legacy CAMA				

4.3 Back-Out Plan - Post Conversion Verification Testing

Task #	Task	Responsible Party	Individual	Complete
1.	Test 911 transfers: Place (ALL) **WRLN** and (*at least 1-ONE) **WRLS** 9-1-1 test calls to PSAP over the Legacy Network with location information displaying. **A.** **TAZEWELL/PEKIN** transfers to **Neighbouring PSAP Name** via (One Button Transfer) call taker validates that call successfully transfers from **TAZEWELL/PEKIN** and location data display correctly. **B.** **TAZEWELL/PEKIN** drops out of call. Remaining parties verify call stays up between the originator and transfer PSAP. **C.** **Neighbouring PSAP Name** transfers back to **TAZEWELL/PEKIN**. Parties validate call transfer completes to PSAP over Legacy network and location info display correctly: Time, Call taker name, Call taker position number, 911 ESInet trunk numbers • Do you have ANI/ALI? • Does it plot to CAD? • Does it plot to MAP? • Is the correct call back number in the call back field? **D.** Repeat steps A-C for the following transfer tests: *20 SEE ABOVE *21 *22 *23, ETC	Onsite Personnel	NICK /PSAP	
2.	Request **Neighbouring Primary PSAP** that transfers to **TAZEWELL/PEKIN** makes a 9-1-1 **WRLN** and **WRLS** call to reach their own Center **A.** Transfer test calls to **TAZEWELL/PEKIN** **B.** Verify ANI/ALI and Voice	Onsite Personnel	NICK /PSAP	
3.	Test PSTN transfers: Place a 9-1-1 test call to **TAZEWELL/PEKIN** ~~**A.**~~ **TAZEWELL/PEKIN** transfers call to **'PSTN NAME'** via (One Button Transfer). Verify call transfers successfully and if applicable that the AVR responds to entered digits. **B.** **TAZEWELL/PEKIN** drops out of call. Remaining parties verify call between originator and 10-digit number stays up. *20 SEE ABOVE *21 *22 *23, ETC	Onsite Personnel	NICK /PSAP	
4.	Place **AT&T Mobility** call that routes to PSAP, verify location info	Onsite Personnel	NICK /PSAP	

5.	Place **Verizon Wireless** call that routes to PSAP, verify location info	Onsite Personnel	NICK /PSAP	
6.	Place **TMOB** call that routes to PSAP, verify location info	Onsite Personnel	NICK /PSAP	
7.	Notify Intrado NOC that event is complete via email and phone.	Intrado VNS	VNS	
8.	Notify ATT NOC that calls have been rerouted to CAMA trunks (or A911)	ATT 911 Res Center	911RES	
9.	Intrado to place **VoIP** test call to 9-1-1 verifying that call routes through Intrado	Intrado GPM	CHRIS GERBI	
10.	Place Text call, verify text messages can be sent and received – N/A unless TEXT live	Onsite Personnel	NICK /PSAP	
11.	Place TTY call, verify TTY messages can be sent and received	Onsite Personnel	NICK /PSAP	
12.	Tech Ops to update the Change Log, as needed	Intrado VNS	VNS	
13.	Verify CAMA Call Voice Recording	TAZEWELL/PEKIN	MIKE	
14.	Verify CAD spill for CAMA trunks	TAZEWELL/PEKIN	NICK / MIKE	
15.	Verify eprinter & MIS Reports show CAMA call data	TAZEWELL/PEKIN	MIKE	

5.0 Star Code Information

5.1 TAZEWELL/PEKIN Star Codes

(Pasted from 'Data Collection' Document STAR CODE LIST tab)

Star Code Telephone Number Location Name Selective Router Receive ANI and ALI? (Y or N) PSAP Destination? (Y or N)

	Star Code	Telephone Number	Location Name	NENA ID	Selective Router	SIP URI	Receive ANI and ALI? (Y or N)	PSAP Destination or N)
	*	3099599910	Woodford Co	172030001	BLTNILXN1ED	sip:sos@wdfrilen1.woodford.il.us	YES	YES
	*	2171194033	Logan 911 Emerg xfer	171070001	On-Net	sip:sos@lognilso1.logan.il.us	YES	YES
	*	3091194006	Peoria ECC	171430003	On-Net. PEORILCC1I3	sip:sos@peorilcc1.peoria.il.us	YES	YES
Updated tranfer to InDigital NNI	*	1171130001	McLean Co 911 Emerg txfr	171130005	InDigital NNI Connection	sip:sos@mclnilem1.mclean.il.us	YES	YES
	*	3096818060	Bartonville PD	171430002	Peoria Bluffs	sip:sos@bnvlilpd1.peoria.il.us	YES	YES
	*	3092467801	Marshall Co 911 Emerg txfr	171230001	PEKNILXDDS0	sip:sos@mrshilso1.marshall.il.us	YES	YES
	*	3093531217	Mason Co SO	171250001	Pekin	sip:sos@masnilso1.mason.il.us	YES	YES
	*	3091194011	Fulton County	170570001	On-Net. FLTNILSO1I3	sip:sos@fltnilso1.fulton.il.us	YES	YES

6.0 Call Routing Information

6.1 TAZEWELL/PEKIN ESInet Call Routing Information

(Pasted from 'Data Collection' Document ROUTE LIST tab)
(When pasting include the 'Ring No Answer Disconnect Timeout (sec)' & 'Remove SIP Contacts From Service If No Answer' Selections) from the bottom of the ROUTE LIST tab)

Type	Assignment	Agency Name	Agency Type (Comm Center, Law, Fire, EMS, etc)	Routing Access (Selective Router or PSTN?)	NENA ID	If Selective Router, provide CLLI or note if already on ECRS Network	Routing Number (10 digit)	Agency ESN	SIP URI
PRIMARY	Primary Route	Tazewell County/Pekin	Comm Center	Selective Router	171790003	Peoria Bluffs	3093498313	n/a	sip:sos@tzpkilcc1.tazewell.il.us
ALTERNATE	Alternate Route 1	Peoria ECC	Comm Center	Selective Router	171430003	On-Net. PEORILCC1I3	3091194006	n/a	sip:sos@peorilcc1.peoria.il.us
BUSY ON INCOMING TRANSFER	Busy On Incoming Transfer Route 1	Peoria ECC	Comm Center	Selective Router	171430003	On-Net. PEORILCC1I3	3091194006	n/a	sip:sos@peorilcc1.peoria.il.us
ABANDONMENT	Abandonment Route 1	Peoria ECC	Comm Center	Selective Router	171430003	On-Net. PEORILCC1I3	3091194006	n/a	sip:sos@peorilcc1.peoria.il.us
BACKUP	Backup Route	Tazewell County/Pekin	Comm Center	PSTN			309-477-2750		
TOTAL Ring No Answer Disconnect Timeout Per SIP Trunk (sec) default is 45 seconds		**Enable Volume Distribution**							
45		**ABANDON**	NO						
		BACKUP	NO						
Remove SIP Contacts From Service If No Answer?		**486/Backup Routing**	NO						
NO									
Route List Notes									
n/a									

7.0 ESN Information

7.1 TAZEWELL/PEKIN ESN

Obtain from Intrado ESINet PM

ESN
100
101
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8.0 Trunk Group / Line Information

8.1 TAZEWELL/PEKIN ESInet Translations

PEKNILXDDS0
TEST NUMBER = 309-353-9992 (out pulses 911)
TEST NUMBER = 309-353-9993 (out pulses 3091194038)
TEST NUMBER = XXX-115-TEST (out pulses XXX-115-TEMP)

TYPE	LSR XFER/ Forward	RTN	TXFR RTN	Prim 2-6 code	Sec/Alt 2-6 Code
In	3091194038	3093539992	3091194038	CT640080	EK628721

8.2 Admin Lines

9.0 Cut Completion Details

9.1 Cut Start Date/Time CUT/DATE/2024 7:00am PST / 10:00am EDT

9.2 Cut Completion Date/Time CUT/DATE/2024 XX:00pm PST / XX:00pm EDT

9.3 AT&T Representive HOLLY COHEN

9.4 Customer Representive MIKE

9.5 Notes:

Email distribution for cutover completion notification:

- **TAZEWELL/PEKIN** Project Team
- GPM Supervisor
- AT&T 911 Product Management (rc6261 RON W COMERFORD & jm897d JOHN M MATUSZEK III)
- AT&T 911 Regional Sales Team
- AT&T Trunk Planning Team (sk9653 STACY CALDERONE, jg1600 JACKIE GOLDING, av251v ANN MARIE VIERTEL)
- AT&T 911 Resolution Center mailbox: 9-1-1 RESOLUTION CENTER (AIT)
- MCM mailbox: MCM 911 Call Handling

Example:

Team, **TAZEWELL/PEKIN** successfully cutover to AT&T **RFAI/i3** ESInet w **New/Existing** CPE **Hosted/Standalone Viper/Vesta/Guardian** taking the first live 911 call at HH:MM EDT.

Reminder to send MIKE the AT&T 911 Resolution Center document.

Reminder to technicians to ship the wireless test phones back to Intrado.

10.0 Post Cut Record Update & Disconnect Order Activity

10.1 GeoLink

10.2 Update GeoLink ESInet from provisioning to live

10.3 Close TAZEWELL/PEKIN ESInet project in GeoLink

10.4 Delete CAMA user profiles 30 days post cut

Note: 30 day due to soak period

10.5 Issue orders to disconnect CAMA trunks & ALI links

Note: 30-day post cut

10.6 Post all site files to Sharepoint

10.7 Begin billing 14 days post cut (or per contract terms)