System Name: Hamilton County
Case # 21-M-291
Date Filed: 08/09/21

Department Review of Plan Modification

Requirement	Information Included	Staff Comment
Contact and 9-1-1 System information	Yes ☒ No ☐	Tracy Felty 100 South Jackson ST. RM 911 McLeansboro, IL 62859 (618) 643-2511 Hamiltonil911@gmail.com
Verification	Yes ☒ No ☐	
Letter of Intent	Yes ☒ No ☐	
Plan Narrative (if incorporating an NG9-1-1 solution, narrative must include the following:)	Yes ☒ No ☐	The Hamilton County ETSB is requesting to change its 9-1-1 System Provider from Frontier to INdigital Telecom (INdigital). INdigital currently is the 9-1-1 System Provider of many of the surrounding 9-1-1 Systems so it makes good sense to move forward to INdigital. The network will be provisioned as an IP based, Next Generation i3 capable network and will deliver calls using IP technology to the PSAP. It will also provide text to 9-1-1. The system will have redundant Legacy Network Gateways (LNGs) and Emergency Service Routing Proxies (ESRPs), otherwise referred to as selective routers that will handle all call routing for the PSAP. One set of call routing elements is located in the Consolidated Communications Mattoon central office and the other is located in the Shawnee Communications central office in Rosiclare, Illinois and one in St. Louis. All carriers will migrate over to INdigital trunks, but this will be minimal, as there are only two landline carriers and two cell phone providers; Hamilton County Telephone, Frontier, AT&T and Verizon Wireless. 9-1-1 Selective Routing for 9-1-1 call delivery and Automatic Number Identification (ANI) and Automatic Location Identification (ALI) delivery

			will be provided by the INdigital 9-1-1 IP based selective routers/ESRPs and ALI database management system. There is very little cost reduction. However, the ethernet connection that was needed for Saline County to provide back-up PSAP services to Hamilton County will no longer be needed as INdigital will now be able to route through the Solacom system.
	Name of certified 9-1-1 system provider	Yes ☒ No ☐ N/A ☐	INdigital Telecom
	Explanation of the national standards, protocols and/or operating measures that will be followed	Yes ☒ No ☐ N/A ☐	The system will comply with all State and Federal requirements and be compliant with the National Emergency Number Association Standards
	Explanation of measures taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment	Yes ☒ No ☐ N/A ☐	The network will be provisioned as an IP based, Next Generation i3 capable network and will deliver calls using IP technology to the PSAP. Redundant Legacy Network Gateways (LNGs) and Emergency Service Routing Proxies (ESRPs) otherwise referred to as selective routers will handle all call routing for the PSAP, located in the Consolidated Communications Mattoon, IL Central Office, in the Shawnee Communications Central Office in Rosiclare, IL. and St. Louis, Mo.
	Explanation of how the existing 9-1-1 traditional legacy wireline, wireless and VoIP network, along with the databases, will interface and/or be transitioned into the NG9-1-1 system	Yes ☒ No ☐ N/A ☐	All carriers that are currently connected to the Frontier will establish new 9-1-1 trunks to the INdigital selective routers/or LNGs that are located in Mattoon, Rosiclare and St. Louis.
	Explanation of how split exchanges will be handled	Yes ☒ No ☐ N/A ☐	Split exchanges will be handled as they are currently today.
	Explanation of how the databases will be maintained and how address errors will be corrected and updated on a continuing basis	Yes ☒ No ☐ N/A ☐	INdigital will request TN loads and updates from the carriers prior to the cutover and assume all 9-1-1 SSP administrative responsibilities for the database at the time of conversion. INdigital will work with the carriers and the ETSB to keep the database current and in compliance with Illinois State law on an ongoing basis.

			The Solacom ANI/ALI controllers will retrieve the ALI information from INdigital's Database Management System and deliver it to the PSAP call station equipment.
	Explanation of who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday	Yes ☒ No ☐ N/A ☐	INdigital will administer the 9-1-1 database and MSAG for the subscribers that reside in the service territory of the 9-1-1 system.
	Explanation of security measures placed on the 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	Yes ☒ No ☐ N/A ☐	All access to the system is secured by individual user level two factor login credentials. The IP based call delivery network is private with no outside access.
Financial Information			
	Annual recurring 9-1-1 network costs prior to modification	Yes ☒ No ☐	$9,029.76
	Projected annual recurring 9-1-1 network costs after modification	Yes ☒ No ☐	$12,030.00
	Installation cost of the project	Yes ☒ No ☐	$44,485.00
	Anticipated annual revenues	Yes ☒ No ☐	$117,000.00
Five Year Strategic Plan		Yes ☒ No ☐	
Communities Served		Yes ☒ No ☐	

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Participating Agencies		Yes ☒ No ☐	
Adjacent Agencies		Yes ☒ No ☐	
Carrier Listing		Yes ☒ No ☐	
Attachments		If changes necessitate new versions	
	Ordinances	Yes ☒ No ☐	
	Intergovernmental agreement(s)	Yes ☐ No ☐	N/A
	Contracts	Yes ☒ No ☐	
	Back-up PSAP agreement	Yes ☒ No ☐	Saline County will continue to be Hamilton County's Back-up PSAP.
	Network Diagram	Yes ☒ No ☐	
	Call-Handling and Aid outside jurisdictional boundaries agreements	Yes ☒ No ☐	
Test Plan		Yes ☒ No ☐	

Conclusions:

Pursuant to the 83 Illinois Administrative Code Part 1325.200 g) 2), Hamilton County has filed a modification requesting to change its 9-1-1 system provider from Frontier to INdigital. The Department has completed its review of the modified plan and has determined that it meets the requirements for a modified plan filing under Part 1325.205.

Reviewed by: Marci Elliott
Date: 8/30/21