# 911 GENERAL INFORMATION

**DATE:** 02/13/2017

<table>
<thead>
<tr>
<th>Type of Change:</th>
<th>Long Form Modification Plan</th>
<th>Short Form Modification Plan</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Current System Name:</th>
<th>Population Served</th>
<th>Land Area in Sq Miles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian County 9-1-1</td>
<td>58748</td>
<td>1467.8</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>List PSAPs:</th>
<th>Primary</th>
<th>Secondary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Christian County 9-1-1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Pana PD (backup)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**911 System Contact:** Mickie Ehrhardt

**Street Address:** 301 W Franklin St

**City, State and Zip Code:** Taylorville, IL 62568

**Office Telephone:** (217) 287-7911

**Cellular Telephone:** (217) 825-8845

**Email:** christian911@ctitech.com

**Wireless Coverage for Consolidated System:**

- 100% Phase II compliant
- X 9-1-1 NG9-1-1 capable
- ____ Receive 9-1-1 Text
- ____ Receive 9-1-1 Video
VERIFICATION

I, Mickie Ehrhardt, first being duly sworn upon oath, depose and say that I am Administrator of Christian County 9-1-1; 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.

Mickie Ehrhardt

Subscribed and sworn to before me

this 1 day of March, 2017.

BEVERLY J. HOOPER
NOTARY PUBLIC, ILLINOIS
February 7, 2017
(Date)

Deb Prather
(9-1-1 System Provider Company Representative)

INdigital
(9-1-1 System Provider Company Name)

5312 W Washington Ctr Rd
(Street Address)

Fort Wayne, IN 46818
(City, State, Zip Code)

Dear Ms. Prather:

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 Department of the Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,

[Signature]

M. Ehrhardt
(Name)

9-1-1 Administrator, Christian County, IL
(Title)

enclosure: Modification Plan
January 14, 2016

Carrie Rice
(9-1-1 System Provider Company Representative)
Consolidated Communications
(9-1-1 System Provider Company Name)
221 E. Hickory St
(Street Address)
Mankato, MN 56001
(City, State, Zip Code) (507) 386-3867 Carrie.Rice@consolidated.com

Dear Ms. Rice:

This letter is to convey our intent to consolidate or modify our 9-1-1 System with (Name all 9-1-1 authorities that will be involved). Enclosed is your copy of our consolidation plan to be submitted with the Department of Illinois State Police for approval. Thank you for your assistance in this matter.

Sincerely,

Mickie Ehrhardt
9-1-1 Administrator, Christian County, IL

enclosure: Consolidation or Modified Plan
**NARRATIVE STATEMENT:**

(Provide a detailed summary of system operations for a modified 9-1-1 plan. Also, if incorporating an NG9-1-1 solution, please include the additional items listed below pursuant to 1325.205 b)12).

1) Indicate the name of the certified 9-1-1 system provider being utilized.
2) Explain the national standards, protocols and/or operating measures that will be followed.
3) Explain what measures have been taken to create a robust, reliable and diverse/redundant network and whether other 9-1-1 Authorities will be sharing the equipment.
4) Explain 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.
5) Explain how split exchanges will be handled.
6) Explain how the databases will be maintained and how address errors will be corrected and updated on a continuing basis.
7) Explain who will be responsible for updating and maintaining the data, at a minimum on a daily basis Monday through Friday.
8) Explain what security measures will be 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.

**Plan Narrative:**

The Christian-Shelby Joint Emergency Telephone System Board (CSJETSB) is requesting to change their 9-1-1 System Service Provider (911 SSP) from Consolidated Communications to INdigital telecom (INdigital). The CSJETSB is also requesting to change their existing legacy E9-1-1 System for Christian County to a Next Generation 911 (NG911) system that will serve the joint Christian–Shelby 9-1-1 System.

Currently, the CSJETSB is working with INdigital to comply with its recent order (insert order # or date) issued by the Illinois State Police (ISP) to consolidate Shelby County wireline subscribers into its current E9-1-1 system by June 30, 2017. Shelby County wireline subscribers do not have E9-1-1 service today.

INdigital telecom will be providing two redundant ESRPs that are capable of providing IP based (Next Generation) 9-1-1 selective routing and call delivery. One ESRP is located at 1501 Charleston Ave. Mattoon, IL, (Consolidated Central Office) and the second ESRP is located at 805 7th St. Charleston, IL (Consolidated Central Office). There are two Legacy Network Gateway’s (LNG5) that are located at each ESRP site for carriers to connect legacy 9-1-1 trunks for carrying 9-1-1 traffic to the joint Christian–Shelby 9-1-1 System. Carriers will also have the option of connecting with SIP trunks if they desire.

The 9-1-1 network will be IP based from the INdigital ESRPs to both the Primary PSAP at the Sheriff’s Office in Taylorville, and the Backup PSAP at the Pana Police Department. The CSJETSB has purchased new CPE from (name of vendor) for the Primary PSAP at the Sheriff’s Office. This equipment is NG911 capable and will receive IP based 9-1-1 calls. The CPE at the Backup PSAP at the Pana P.D. is not being replaced or upgraded. INdigital will convert the IP 9-1-1 calls back to TDM at the PSAP for the CPE to be able to receive and process any overflow or backup 9-1-1 calls.

INdigital will be providing a hosted 9-1-1 ALI database. Connections will be established from INdigital’s database management system to both PSAPS for Automatic Location Identification (ALI) information to be displayed. INdigital will provide 9-1-1 database administrative services to the (CSJETSB). The County will be able to access and process MSAG updates through an internet based program called the INdigital PSAP Toolkit. Wireless and VoIP calls will continue to use their 3rd party database providers for location information as they do today.
Plan Narrative:

The new network follows NENA 1.3 standards and protocols with the exception of geospatial call routing which is still under development within the industry. Once geospatial call routing is available, this service will be utilized as well. The network meets the FCC diversity and redundancy requirements for 9-1-1. The network is diverse and redundant between the ESRPs and the PSAPs.

INdigital is implementing the project in two Phases. The focus of Phase I of the project is to provide E9-1-1 service to all wireline subscribers that reside in Shelby County since they do not have ES-1-1 service today. INdigital has notified all wireline carriers to install new SS7 or SIP trunks to each LNG/ESRP. CLLI codes have been assigned and the carriers are in the process of installing new trunks to the ESRPs.

The addressing authorities for the CSJETSBA are working with INdigital and the carriers to provide an MSAG and to assign new addresses to wireline subscribers that currently do not have MSAG valid addresses. INdigital is coordinating the building of the E9-1-1 database for the Shelby County wireline subscribers with the carriers as well as with the CSJETSBA. Phase I of the project is projected to cutover no later than June 30, 2017. Phase I will not cutover until the 9-1-1 database is at less than 1% error ratio.

The CSJETSBA will perform call through testing on at least 10% of the database and meet or exceed all testing requirements prior to the cutover of Phase I of the project. The cutover will be coordinated with each carrier and tested to confirm everything is working properly.

9-1-1 calls will be routed to either of the two ESRP’s based on how the carriers set their call flow up from their switches. 9-1-1 calls will be routed to the Christian County Sheriff’s Office PSAP. 9-1-1 overflow calls will be routed to the Pana P.D. PSAP. 9-1-1 Calls will be routed to the Pana P.D. Backup PSAP if the primary PSAP at the Christian County Sheriff’s office is disabled.

INdigital is in the process of establishing router to router trunking between their two ESRPs and Frontier and AT&T’s selective routers to route 9-1-1 calls that originate from split exchanges to the proper PSAP. The IP network that will be used to deliver 9-1-1 calls to the PSAP is private. There is no outside access. Administrative and maintenance access to equipment is password protected.

During Phase II of the project, INdigital will coordinate with all wireline, VoIP and wireless carriers the establishment of new SS7 or SIP trunks to the two INdigital ESRP’s in Charleston and Mattoon. INdigital will coordinate the migration of the 9-1-1 call traffic that is being delivered to the Consolidated Selective Router in Mattoon, IL to the two INdigital ESRP’s in Charleston and Mattoon. Wireless 9-1-1 calls for Shelby County will also be changed from being delivered to the Coles-Moultrie County 9-1-1 System to the joint Christian-Shelby 9-1-1 System.

Call through testing will be done at the time of conversion with each carrier to ensure that 9-1-1 calls are processing properly through the new network. INdigital will establish router to router 9-1-1 trunks between its two ESRPs and Frontier and AT&T selective routers in order to route 9-1-1 calls originating from split exchanges to the proper PSAP.

INdigital will also request TN loads and provide access and processes for all carriers to provide any updates to the 9-1-1 database. INdigital will assume all database administration for the joint Christian-Shelby 9-1-1 system when Phase II is completed.
FINANCIAL INFORMATION

Annual recurring 9-1-1 network costs prior to modification
$45,720.00

Projected annual recurring 9-1-1 network costs after modification
$169,511.16

Installation cost of the project
$598,000.00

Anticipated annual revenues
$610,000.00

*Summary of projected monthly recurring costs*

Consolidated Communications
Christian County $2,613.60/mo
Shelby County $1,960.20/mo $4,573.80/mo

Frontier $2,142.13/mo
INDigital $7,410.00/mo

Total $14,125.93/mo

Annual $169,511.16/yr
FIVE YEAR STRATEGIC PLAN
FOR MODIFIED PLAN

(Provide a detailed summary of the proposed system's operation, including but not limited to, a five-year strategic plan for implementation of the modified 9-1-1 plan with financial projections)

Narrative:

See attached plan.
CHRISTIAN COUNTY EMERGENCY TELEPHONE SYSTEMS
BOARD
301 W. Franklin St.
Taylorville, IL 62568
217-287-7911

CHRISTIAN COUNTY E9-1-1
FIVE-YEAR STRATEGIC PLAN

2015-2019
MICKIE EHRHARDT
ADMINISTRATOR
MISSION STATEMENT

The mission of the Christian County Emergency Communications Center is to service as the vital link between the citizens and public safety agencies that we serve. We are committed to serving with integrity, cooperation and concern for the welfare of others to improve the quality of life throughout our service area. Our goal is to provide expedient, courteous and quality service for all of our customers. Our standard is excellence and our model of success is teamwork.

ORGANIZATIONAL SYNOPSIS

The Christian County ETSB established an organizational plan in 2015. The plan provides information and forecasted financial and operational needs of the current 9-1-1 system as well as a future consolidation, incorporating Shelby County’s 9-1-1 services.

Financial goals were established to improve the financial stability of Christian County’s 9-1-1 system. Surcharge revenue decrease versus operational costs evaluated and adjusted.

The current phone system was upgraded in 2015 via lease agreement. The five year agreement expires in 2020. The system provides digital infrastructure incorporating the analog 9-1-1 lines. The system was not able to be upgraded at the time to an IP system due to the age and capacity of the 9-1-1 controller. The radio/paging system was upgraded in 2011 at the sole expense of Christian County ETSB - provided by vendor Global Technical Systems, Inc. The system incorporates a 5-site, VHF, Voted Receive, Repeater System and Paging system. Sites are linked via 4.9Gz RF links.

Christian County 9-1-1 is currently the backup 9-1-1 system for Montgomery County, Illinois. The communications center is house within the Christian County Sheriff’s Office. Pana Police Dept. serves as the backup PSAP. The Communications Center at the Christian County Sheriff’s Office was completely remodeled and relocated below-grade at the sole expense of Christian County 9-1-1 in 2008. Currently, communications operates with 2 telecommunicators 24/7. The center accommodates a 5-person call-taking/dispatching environment with an excellent ergonomic environment.

Standard Operational Procedures were established in 1998 and are continually updated as needed to meet the requirements and needs of the agency. The agency staff is fully certified by the National Academies of Emergency Dispatch in EMD – as required by statute, as well as EFD (fire) and EPD (police) protocols. This implementation has increased quality assurance performance levels, while drastically reducing risk liability.

Consolidation of Shelby County’s 9-1-1 services with Christian County 9-1-1 will provide for enhanced 9-1-1 services to the people of Shelby County. It will also further stabilize the financial condition of the system. With proper planning, it will provide needed technological improvements within the system to progress toward future technological requirements.

FOP Bargaining Unit Agreement (3 yr. term) expires December 31, 2016.
OBJECTIVES/PLANNING

FUNDING:

Technology and mandates for 9-1-1 PSAPs demand constant monitoring of revenue, as well as pursuing additional sources of income. Grant funding is minimal for 9-1-1 centers. Christian County Board provides no additional revenue from the general fund to the ETSB. Dispatching services are not charged to the responding agencies. Funding sources responsible for:

1. Equipment maintenance/upgrades
2. Staffing
3. Employee benefits – Health Insurance/Pension

FUNDING MANAGEMENT:

1. Minimize staffing costs
2. Participate in labor negotiations – wages/benefits
3. Continued monitoring to minimize unnecessary spending
4. Equipment needs vs. wants

STRATEGY:

1. Continual monitoring of grant opportunities
2. Continual management of costs
3. Continual management/monitoring of surcharge revenue from absorbed county.
4. Provide input to efforts to reevaluate surcharge revenues
5. Provide support for legislation in State revenue allocation

Start: December 1, 2015
End: Ongoing
Responsible Party: Administrator
Resources needed: None
Fiscal Impact: Unknown

STAFFING:

8 – Full time telecommunicators
   4 funded by Christian County 9-1-1 (50%)
   4 funded by Christian County SO (50%)

3 – Part time telecommunicators
   Funded by department assigned shift

1 – Administration
Hiring:

Testing system currently in place for employee selection

Add (1) full-time staff (preferably from part-time pool) to accommodate call load with Shelby county service.

Beginning: January 1, 2017
End: Ongoing
Responsible Party: Administrator
Resources: 9-1-1 Annual Budget - $50,044 increase to salary/benefits line item(s)
Anticipated Revenue – Consolidation Shelby Co.
Impact: None

Training:

Required Certifications:
- CPR
- LEADS
- EMD (includes licensing with IDPH)
- EPD
- EFD

Ongoing training:
- Standard Operating Procedures
- Recertification Activities
- Routine training provided by County Risk Management Provider

Quality:

Continuing quality assurance reviews, performance evaluations, remedial action (if necessary)

Financial Savings:

Participate in Bargaining Unit negotiated agreement within reasonable bounds of plan
Minimize expenditures with little impact on productivity
Utilize staffing at optimal staff:activity ratio
Implement upgrades or improvements at utmost priority and quality for cost

Beginning: December 1, 2015
End: Ongoing
Responsible Party: Administrator
Resources: 9-1-1 Annual Budget
Impact Period: 2016-2019
**EQUIPMENT:**

Aside from the 9-1-1 networking (telephone) system mandates by government tariffs and requirements, the required equipment needed to operate the 9-1-1 system can be separated into categories. This equipment's priority requirement is relative to properly taking calls, dispatching calls and supporting responders.

Phone System/Recorder:

Mitel Digital System incorporating analog 9-1-1 trunks into Proctor 9-1-1 controller integrated with the ZETRON 4000 Radio Communications Console. The recorder is an Eventide VR725 with dual drives. Workstations utilize Media Works for call-replay. The 9-1-1 controller was installed in 2000. The Eventide was purchased in 2008 with an annual maintenance contract agreement in place.

The recorder meets any current mandates and can be upgraded to accommodate additional channels. The Proctor 9-1-1 controller is beyond life expectancy and cannot be upgraded. The system is operational but is obsolete and will need to be replaced.

Meetings will be held with Emergitech (vendor) and Christian County ETSB to review any options prior to implementing Shelby County 9-1-1 services.

2015-2016 Continue system maintenance program

2016 – Review system operational needs for 2017 and gather cost/spec information

Start: December 1, 2015
End: June 1, 2016
Responsible Party: Administrator, ETSB
Resources: Anticipated Revenue – Consolidation Shelby Co.
Impact: None

2018 - Purchase new maintenance agreement

Start: June 1, 2018
End: September 1, 2018
Responsible Party: Administrator, ETSB
Resources Needed: Annual Budget - $16,367 increase in equipment maintenance line item
Impact: above

Radios/Consoles:

The radios used for 9-1-1 paging/dispatching at Christian County 9-1-1 and the Pana PD are the property of the Christian County ETSB. The radio consoles and furniture at the Christian County Sheriff’s Office were purchased solely by the Christian County ETSB in 2008. All radios have been upgraded to narrowbanding in 2012 per the federal mandate.

Radios are in good working order and will be replaced as needed.

Start: December 1, 2015
Repeater, Antenna, and Transmitter Sites:

Christian County 9-1-1 maintains (5) transmitter sites located in Taylorville, IL (Dept. Corrections), Morrisonville, IL (elevator), Stonington, IL (elevator), Pana, IL (elevator), Sharpsburg, IL (elevator). This radio system was purchased and installed in 2012 at the sole expense of Christian County 9-1-1.

All sites are equipped with backup power. The equipment is properly insured through Christian County property insurance carrier. All equipment is working properly and effectively and would be replaced or repaired as needed.

The consolidation of Shelby County 9-1-1 services will require links from the transmitter sites at Christian County to the Shelby County sites already in place. A study performed suggested RoIP (Radio Over IP) integration of 4 channels - expanding the existing Shelby and Christian County microwave systems. This integration of the two systems will involve no recurring costs.

CAD SYSTEM - EMERGITECH:

Christian County 9-1-1 CAD system was purchased in 2000 at the sole expense of the Christian County 9-1-1. It is also utilized by the Christian County Sheriff’s Office and Pana Police Dept. The system has been upgraded to current date, most recently to a SaaS (remote-hosted) environment - Emergitech, Inc. This migration cut hardware costs drastically. Emergitech is also the vendor/provider for the Proctor 9-1-1 controller. The system is not NexGen capable. The workstation PCs are Windows 7 Pro with sufficient hard drive capacity for future enhancements. Life expectancy extends beyond the scope of this plan.
MAPPING SYSTEM:

The Christian County 9-1-1 mapping system was purchased in 2000 with the implementation of the CAD system to accommodate Phase II compliance. The mapping system displays the location of the landline caller instantly. Wireless calls are displayed instantly if the data provided by the wireless carrier is transmitted. This capability improves the center's ability to locate callers who are unable to provide their location; or in the event of being disconnected.

The annual maintenance is included in the annual maintenance contract with Emergitech, Inc.

The mapping data provides structural point layer information for rural locations. Anticipated upgrades to the mapping system, including IP compatible map system with upgraded 21" monitor displays will be completed with the potential consolidation of Shelby County's 9-1-1 services. This will allow the additional map data to be added for Shelby County (which will include incorporated structural points) as well as AVL location technology for their County patrol cars. The updated display will also give the telecommunicators more functionality at the workstation as additional data will be added, i.e. aerial imagery, hydrant locations, etc.

Map data will be updated as needed by administration from both Shelby County and Christian County personnel.

Start: December 1, 2015
End: Ongoing
Responsible Party: Administrator
Resources: Annual Budget
Impact: None

Start: July 1, 2016
End: October 1, 2016
Responsible Party: Administrator
Resources: $35,000 - Anticipated Grant Funding – Consolidation Shelby Co.
Impact: Additional maintenance included in CAD maintenance increase (above)

UPS Battery Back Up System:

The UPS system located in the server room backs up the entire server room and communications center in the event of power outage or surge. The UPS initializes an automatic transfer to the main generated located in the Sheriff's Office, which is fueled by diesel and can run without refueling approximately 7 hours.

The batteries in the UPS were replaced in November 2012. The life expectancy of the batteries is five years. The cost is split 50/50 with the Christian County Sheriff's Office.

Start: January 1, 2018
End: March 31, 2018
Responsible Party: Administrator
Resources Needed: Annual Budget
Impact: $1,800 ANTICIPATED
Furniture/Consoles:

The dispatch consoles were purchased in 2008 at the expense of Christian County 9-1-1 and are utilized by 9-1-1 and Sheriff's Office telecommunicators. There are currently (5) dispatch stations in the communications center. The furniture is manufactured by Watson Furniture and meets the ergonomic needs of the center.

Start: December 1, 2015  
End: Ongoing  
Responsible Party: Administrator  
Resources Needed: Annual Budget  
Impact: None

ACTIVELY PURSUE OTHER SOURCES OF FUNDING

Christian County 9-1-1 has not been awarded any grant funding in the last (3) years. The Administrator will continue to pursue grants when opportunities are available.

Christian County 9-1-1 has signed an Intergovernmental Agreement with Shelby County to provide enhanced 9-1-1 services for their citizens/persons. The addition of the surcharge revenue that will be generated from Shelby County will nicely supplement Christian County's 9-1-1 system, enabling the additional staffing needed and upgrading of equipment that will benefit both counties.
## COMMUNITIES SERVED

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

**USE ADDITIONAL SHEETS AS NECESSARY**

<table>
<thead>
<tr>
<th>City, Town or Village</th>
<th>Street Address, City, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taylorville</td>
<td>115 N Main St Taylorville, IL 62568</td>
</tr>
<tr>
<td>Pana</td>
<td>120 E Third St Pana, IL 62557</td>
</tr>
<tr>
<td>Morrisonville</td>
<td>307 SE 6th St Morrisonville, IL 62546</td>
</tr>
<tr>
<td>Palmer</td>
<td>1007 Main St Palmer, IL 62556</td>
</tr>
<tr>
<td>Kincaid</td>
<td>115 Central Av Kincaid, IL 62540</td>
</tr>
<tr>
<td>Bulpitt</td>
<td>501 Garrison St Bulpitt, IL 62517</td>
</tr>
<tr>
<td>Tovey</td>
<td>411 Midland Bl Tovey, IL 62570</td>
</tr>
<tr>
<td>Edinburg</td>
<td>201 W Washington St Edinburg, IL 62531</td>
</tr>
<tr>
<td>Mt. Auburn</td>
<td>312 S Broad St Mt Auburn, IL 62547</td>
</tr>
<tr>
<td>Stonington</td>
<td>416 N Main St Stonington, IL 62587</td>
</tr>
<tr>
<td>Moweaqua</td>
<td>122 N Main St Moweaqua, IL 62550</td>
</tr>
<tr>
<td>Assumption</td>
<td>229 N Chestnut St Assumption, IL 62510</td>
</tr>
<tr>
<td>Owaneco</td>
<td>202 E Lincoln St Owaneco, IL 62555</td>
</tr>
<tr>
<td>Harvel</td>
<td>201 Main St Harvel, IL 62538</td>
</tr>
<tr>
<td>Shelbyville</td>
<td>170 E Main St Shelbyville, IL 62567</td>
</tr>
<tr>
<td>Windsor</td>
<td>1016 Maine St Windsor, IL 61957</td>
</tr>
<tr>
<td>Sigel</td>
<td>45 Main St Sigel, IL 62462</td>
</tr>
<tr>
<td>Cowden</td>
<td>127 W Locust St Cowden, IL 62422</td>
</tr>
<tr>
<td>Findlay</td>
<td>101 E South 2nd St Findlay, IL 62534</td>
</tr>
<tr>
<td>Herrick</td>
<td>11 S Broadway St Herrick, IL 62431</td>
</tr>
<tr>
<td>Oconee</td>
<td>400 E South Second St Oconee, IL 62553</td>
</tr>
<tr>
<td>Stewardson</td>
<td>114 W North 1st St Stewardson, IL 62463</td>
</tr>
<tr>
<td>Strasburg</td>
<td>405 N W Second St Strasburg, IL 62465</td>
</tr>
<tr>
<td>Tower Hill</td>
<td>102 Freemont St Tower Hill, IL 62571</td>
</tr>
<tr>
<td>Bethany</td>
<td>201 W Main St Bethany, IL 61914</td>
</tr>
</tbody>
</table>
## COMMUNITIES SERVED

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

**USE ADDITIONAL SHEETS AS NECESSARY**

<table>
<thead>
<tr>
<th>City, Town or Village</th>
<th>Street Address, City, Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beecher City</td>
<td>108 S George St, Beecher City, IL 62414</td>
</tr>
<tr>
<td>Sullivan</td>
<td>2 W Harrison St, Sullivan, IL 61951</td>
</tr>
<tr>
<td>Neoga</td>
<td>533 Chestnut Av, Neoga, IL 62447</td>
</tr>
</tbody>
</table>
PARTICIPATING AGENCIES

Provide a list of public safety agencies (Police, Fire, EMS etc.) that are to be dispatched by the 9-1-1 System. Each agency's land area(s) in square miles and estimated population which will have access to the proposed 9-1-1 System. Do not forget to include County Sheriff's jurisdiction and Illinois State Police Districts. Each agency that appears on this list should also have signed a call handling agreement.

<table>
<thead>
<tr>
<th>9-1-1 Participating Agencies</th>
<th>Street Address, City, Zip Code</th>
<th>Administrative Telephone No.</th>
<th>Direct Dispatch</th>
<th>Transfer</th>
<th>Call Relay</th>
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<tbody>
<tr>
<td>see attached list</td>
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<td></td>
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<tr>
<td>Participating Agency List</td>
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<td>---------------------------</td>
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<tr>
<td><strong>Fire Districts</strong></td>
<td></td>
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<tr>
<td>212-3515 Windoorpie, Police Chief</td>
<td>S.C. 311-2221, 117-426-5643</td>
<td>Siobhan 311-2222, 117-426-5644</td>
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<td><strong>Civilian Authority's Office</strong></td>
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<tr>
<td><strong>Emergency Services</strong></td>
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<tr>
<td><strong>Other Participating Agencies</strong></td>
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</tbody>
</table>
Provide a list of public safety agencies and existing 9-1-1 Systems that are adjacent to the proposed system's boundaries. Each agency that appears on this list should also have signed a call handling agreement and/or aid outside jurisdictional boundaries.

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>STREET ADDRESS, CITY, ZIP CODE</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Montgomery Co 9-1-1</td>
<td>140 N Main St, Hillsboro, IL 62049</td>
<td>(217) 532-9554</td>
</tr>
<tr>
<td>Sangamon Co Central Dispatch Sys (9-1-1)</td>
<td>2000 Shale Av, Springfield, IL 62703</td>
<td>(217) 753-8839</td>
</tr>
<tr>
<td>Macon Co 9-1-1</td>
<td>141 S Main St, Decatur, IL 62523</td>
<td>(217) 424-2711</td>
</tr>
<tr>
<td>Moultrie Co Sheriff</td>
<td>1505 W Hagerman Rd, Sullivan, IL 61951</td>
<td>(217) 728-4386</td>
</tr>
<tr>
<td>Effingham Co Sheriff</td>
<td>101 N 4th St, Effingham, IL 62401</td>
<td>(217) 342-2101</td>
</tr>
<tr>
<td>Effingham Police Dept</td>
<td>206 E Section Av, Effingham, IL 62401</td>
<td>(217) 347-0774</td>
</tr>
<tr>
<td>Coles Co 9-1-1</td>
<td>10500 State Hwy 16, Mattoon, IL 61938</td>
<td>(217) 345-0080</td>
</tr>
<tr>
<td>Cumberland Co 9-1-1/Sheriff</td>
<td>166 Courthouse Sq, Toledo, IL 62468</td>
<td>(217) 849-2571</td>
</tr>
<tr>
<td>Fayette Co 9-1-1/Sheriff</td>
<td>219 S 5th St, Vandalia, IL 62471</td>
<td>(618) 283-7241</td>
</tr>
<tr>
<td>Sangamon Co Sheriff</td>
<td>1 Sheriff's Plaza, Springfield, IL 62703</td>
<td>(217) 532-9511</td>
</tr>
<tr>
<td>Macon Co Sheriff</td>
<td>333 S Franklin St, Decatur, IL 62523-1352</td>
<td>(217) 424-2711</td>
</tr>
<tr>
<td>Montgomery Co Sheriff</td>
<td>140 N Main St, Hillsboro, IL 62049</td>
<td>(217) 532-9511</td>
</tr>
</tbody>
</table>
Provide a list of each carrier that will be involved in the proposed system.

(USE ADDITIONAL SHEETS AS NECESSARY)

<table>
<thead>
<tr>
<th>CARRIERS</th>
<th>STREET ADDRESS, CITY, ZIP CODE</th>
<th>TELEPHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consolidated Communications</td>
<td>121 S 17th St Mattoon, IL 61938</td>
<td>(217) 235-3311</td>
</tr>
<tr>
<td>Frontier Communications</td>
<td>3 High Ridge Pk Stanford, CT 06905</td>
<td>(800) 921-8101</td>
</tr>
<tr>
<td>MediaCom Telephone of IL</td>
<td>One Media Com Way Mediacom Pk, NY 10918</td>
<td>(855) 633-4226</td>
</tr>
<tr>
<td>Level 3 Communications</td>
<td>1025 Eldorado Bl Broomfield, CO 80021</td>
<td>(720) 888-3148</td>
</tr>
<tr>
<td>Vonage America</td>
<td>23 Main St Holmdel, NJ 07733</td>
<td>(732) 528-2600</td>
</tr>
<tr>
<td>YMax Corp</td>
<td>222 Lakeview Av Ste 1600 West Palm Beach, FL 33401</td>
<td>(561) 586-3380</td>
</tr>
<tr>
<td>Big River (Taylorville, Pana)</td>
<td>24 Minnesota Av Cape Girardeau, MO 63703</td>
<td>(573) 651-3373</td>
</tr>
<tr>
<td>Interface Security Systems</td>
<td>3838 Carson St Ste 700 Torrance, CA 90503</td>
<td></td>
</tr>
<tr>
<td>Claricom Networks</td>
<td>300 N Meridian St Ste 280 North Oklahoma City, OK</td>
<td>(800) 829-9666</td>
</tr>
<tr>
<td>AT&amp;T Wireless</td>
<td>225 W Randolph St Chicago, IL 60603</td>
<td>(800) 288-2020</td>
</tr>
<tr>
<td>CTI</td>
<td>1100 N Sportsman Dr Taylorville, IL 62568</td>
<td>(217) 824-5398</td>
</tr>
<tr>
<td>Sprint PCS/Airgate</td>
<td>140 W St NY, NY 10007</td>
<td>(212) 395-1000</td>
</tr>
<tr>
<td>Ring Central</td>
<td>1400 Fashion Island Bl Ste 700 San Mateo, CA 94404</td>
<td></td>
</tr>
<tr>
<td>Comcast</td>
<td>17700 Hoffman Way Homewood, IL 60430</td>
<td>(215) 288-7586</td>
</tr>
</tbody>
</table>
INTERGOVERNMENTAL AGREEMENT BETWEEN THE COUNTY OF CHRISTIAN AND THE COUNTY OF
SHELBY FOR ENHANCED 9-1-1 EMERGENCY TELEPHONE SERVICE

WHEREAS, the Constitution of the State of Missouri, Article X, Section 1, authorizes counties to
local government in the Counties to associate amongst themselves being empowered to prohibit

WHEREAS, CITIES AND TOWNS in the "intergovernmental cooperation", provided that any
powers, duties, powers or authority exercised or which may be exercised in relation to local
government may be associated and engaged jointly with any state unit of local government and,

WHEREAS, 5.1, this County, defines public agencies and sources

"Any unit of local government as defined under Title 47, Missouri Revised Statutes, local
government as defined in Title 47, the United States, or any other entity or combination of another state,
and any combination of the above pursuant to a written intergovernmental agreement which includes
provisions for regulating the public agency proposed for the amendment"

WHEREAS, the County of Christian hereinafter referred to as "Christian County" has, pursuant to

WHEREAS, the County of Shelby hereinafter referred to as "Shelby County" has adopted
Resolution Number 204-16, finding that it is in the public interest to coordinate with the Christian
County Emergency Telephone System (9-1-1) and,

WHEREAS, Christian County Emergency Telephone System (9-1-1) has

WHEREAS, Shelby County Emergency Telephone System (9-1-1) has,

WHEREAS, Christian County requests and/or agrees to coordinate with

NOW, THEREFORE IT IS HEREBY AGREED AS FOLLOWS:

5. RESPONSIBILITIES OF THE PARTIES:

a. All agreements reached from telephone calls within the boundaries and/or the
   appurtenant Shelby County will be administered by the State of Missouri Emergency
   Telephone System Program of the State of Missouri.

b. All calls in the jurisdictional boundaries of Shelby County will be administered by
   Christian County Emergency Telephone System.

c. All 9-1-1 calls resulting a service, that 9-1-1 services, will be dispatched and
   processed by Christian County's 9-1-1 and


E. All 9-1-1 communications equipment necessary with the Shelby County will be transferred by radio, telephone, and computer information system to the appropriate law enforcement agency in Shelby County.
F. Christian County shall provide call forwarding to the 9-1-1 calls to the 9-1-1 call forwarding in the event of a communication failure.

7. LAW ENFORCEMENT COMMUNICATIONS BOARD

A. The Law Enforcement Communications Board (Board) is consisting of a board of directors which consists of at least one member from the County of Christian and four members from the County of Shelby.
B. The newly appointed board members are included in the following manner:
1. The Secretary of Christian County - representing a law enforcement officer.
2. County board member from Christian County - represented by the respective Christian County Board.
3. TERMS AND RENEWAL OF THE AGREEMENT

A. The initial term of this Agreement shall commence [specific date here] and shall continue for a period of [duration specified] years from that date. The Agreement may be renewed for successive terms of [duration specified] years upon written notice given by either party to the other at least [notice period specified] days prior to the expiration of the Agreement.

B. Each party agrees that the Agreement may be terminated by either party at any time upon written notice to the other party, provided that such termination shall not be unreasonably withheld by either party. Notwithstanding the terms of this Agreement, the Agreement may be terminated by either party in the event of bankruptcy, insolvency, dissolution, or other similar event affecting the financial condition of either party. In the event of termination, the obligations of the parties under this Agreement shall survive and be binding upon them until fully discharged.

IN WITNESS WHEREOF, the parties have executed this Agreement on [specific date].

[Signature]
[Name]
[Title]

[Signature]
[Name]
[Title]
ORDINANCE

Intergovernmental Agreement Between the County of Christian and the County of Shelby for Enhanced 9-1-1 Emergency Telephone Service

NOW, THEREFORE BE IT RESOLVED AND ORDIRED, by the Christian County Board, that this ordinance has been approved, has will agree as follows:

COUNTY OF CHRISTIAN

Approved this 21st Day of June, 2016.

County Chairman

ATTACH

Christian County Clerk

COUNTY OF SHELBY

Approved this 21st Day of June, 2016.

County Chairman

Attorney

SHERIFF

COUNTY OF CHRISTIAN

Approved this 21st Day of June, 2016.

County Chairman

ATTACH

Christian County Clerk

COUNTY OF SHELBY

Approved this 21st Day of June, 2016.

County Chairman

ATTACH

Christian County Clerk

COUNTY OF SHELBY

Approved this 21st Day of June, 2016.

County Chairman

ATTACH

Christian County Clerk
This Enhanced 9-1-1 Services Agreement (the "Agreement") is entered into this 15th day of November 2016 by and between Communications Venture Corporation d/b/a INdigital telecom, an Indiana corporation ("INdigital") and Christian County and Shelby County Illinois 9-1-1 acting by and through Christian County 9-1-1 with authority as designated. INdigital and Christian County 9-1-1 may hereinafter be referred to individually as a "Party" and collectively as the "Parties".

WHEREAS, Christian County 9-1-1 manages and operates the County wide enhanced emergency telephone system within Christian County and Shelby County in the State of Illinois; and

WHEREAS, INdigital is a certificated telecommunications company operating within the State of Illinois which is in the business of providing enhanced 9-1-1 services within the State of Illinois in support of local units of government which manage and operate emergency telephone systems; and

WHEREAS, Christian County 9-1-1 desires to purchase enhanced 9-1-1 services to operate its enhanced emergency telephone systems and use the services of INdigital in support of operation of its emergency telephone system.

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree as follows:

1. Definitions. The following terms, when used herein, shall have the following meanings:

1.01. "Acceptance Date" is defined as the date on which Enhanced 9-1-1 services are deemed accepted by Christian County 9-1-1 as provided in Section 3.02 of this Agreement.
1.02. “Deficiency Notice” is defined as the notice from Christian County 9-1-1 to INdigital that a defect or deficiency with the Equipment exists as provided for under Section 4 of this Agreement.

1.03. “Enhanced 9-1-1 Service” is defined as a specialized telephone system which includes network switching; data base services and Public Safety Answering Point (“PSAP”) premise elements capable of providing automatic location identification data, including the presentation of a call back number from the call originator, selective routing, selective transfer, fixed transfer.

1.04. “Equipment” is defined as the equipment and software used to answer Enhanced 9-1-1 calls.

1.05. “Facility” is defined as the Christian County 9-1-1’s facilities located at 301 W. Franklin St., Taylorville, IL 62568 and other locations as determined by Christian County 9-1-1.

1.06. “Installation Notice” is defined as the notice from INdigital to Christian County 9-1-1 as provided in Section 3.02 of this Agreement.

1.07. “Master Street Address Guide” or “MSAG” is the address information provide for under Section 5.01 of this Agreement.

1.08. “Payment Address” is defined as INdigital Telecom, 1616 Directors Row, Fort Wayne, IN 46808 or such other address as INdigital shall designate in writing from time to time.

1.09. “Primary PSAP” is defined as the location to which an enhanced 9-1-1 emergency call will first be selectively routed.

1.10. “Backup PSAP” is defined as a public safety answering point that serves as an alternate to the Primary PSAP and is at a different location and operates independently from the Primary PSAP. A backup PSAP may accept overflow calls from the PSAP or be activated in the event that the PSAP is disabled.
1.11. "Public Safety Answering Point" or "PSAP" is defined as a set of call takers authorized by Christian County 9-1-1 and operating under common management which receives 9-1-1 calls and asynchronous event notifications for a defined geographic area and processes those calls and events according to a specified operations policy.

1.12. "Purchase Price" is as defined in Section 4.03 of this Agreement.

1.13. "Secondary PSAP" is defined as a location to which an enhanced 9-1-1 emergency call will be routed upon transfer by a Primary PSAP and is capable of receiving voice, data, and call back number for the transferred call.

1.14. "Schedule" is defined as the schedule contained on the attached Exhibit B.

1.15. "Service Commencement Date" is as defined as the date on which INdigital notifies Christian County 9-1-1 that the Services provided for under Section 4 of this Agreement are available for use by Christian County 9-1-1.

1.16. "Services" are defined as the Enhanced 9-1-1 Services provided by INdigital as defined in Section 4.01 of this Agreement.

1.17. "Term" is as defined in Section 2.01 of this Agreement and includes any renewal terms.

1.18. "Termination Charges" is as defined in Section 2.02 of this Agreement.

2. **Term; Early Termination; Payment Terms.**

2.01. **Term; Renewals.** The term of this Agreement shall be for a period of 5 years commencing on the first anniversary of the Service Commencement Date hereof and terminating on the fifth anniversary of the Service Commencement Date (the "Term"). The Term of this Agreement shall automatically renew for additional periods of one (1) year unless either party notifies the other party in writing of its intent not to renew at least ninety (90) days prior to the then current term.
2.02. **Early Termination by Christian County 9-1-1.** This Agreement may be terminated during the Term by Christian County 9-1-1, without cause, upon not less than ninety (90) days written notice to INdigital; provided, however, the Christian County 9-1-1 shall be liable to INdigital for the following Termination Charges:

(i) Any other charges owed INdigital hereunder accruing prior to the effective date of termination;

INdigital shall invoice Christian County 9-1-1 for any Termination Charges, which shall be due and payable within thirty (30) days after invoice.

2.03. **Regulatory Requirements.** If the Federal Communications Commission, a state Public Utilities or Service Commission or a court of competent jurisdiction issues a rule, regulation, law or order which has the effect of canceling, changing or superseding any material term or provision of this Agreement (collectively, "Regulatory Requirement"), then the Parties shall attempt to mutually agree on a modification and amendment of this Agreement in such a way as is necessary to comply with such Regulatory Requirement. Should the Parties not be able to agree on modifications necessary to comply with a Regulatory Requirement within thirty (30) days after the Regulatory Requirement is effective, then upon written notice either Party may, to the extent practicable, terminate that portion of this Agreement impacted by the Regulatory Requirement, or if the entire Agreement is impacted in such a way as to make continuation impossible, either Party may terminate the Agreement with no further obligation or liability hereunder, and Christian County 9-1-1 shall not be liable for any Early Termination Charges hereunder, except any outstanding amounts for services provided by INdigital prior to the effective date of termination.

2.04. **Termination for Cause.** In the event of a breach of any material term or condition of this Agreement by a Party, the non-breaching Party may terminate this Agreement upon thirty (30) days written notice, unless the breaching Party
cures the breach during the thirty (30) day period. In the event INdigital terminates this Agreement as a result of an uncured breach by Christian County 9-1-1, Christian County 9-1-1 shall be liable to INdigital for the Early Termination Charges provided for under Section 2.02 of this Agreement.

2.05. Payment Terms. INdigital shall invoice the Illinois State Police 9-1-1 Program office for all Enhanced 9-1-1 call delivery and database service amounts due and owing INdigital under this Agreement. Unless otherwise provided in this Agreement, all invoiced amounts shall be due and payable within thirty (30) days after the date of invoice. All payments shall be made to INdigital at the Payment Address.

3. Equipment Purchase.
Not applicable.

4. Enhanced 9-1-1 Services.

4.01. Enhanced 9-1-1 Services. During the Term, INdigital will provide the County with the Services to the County’s Primary PSAP and Backup PSAP as more particularly described herein. INdigital will route the County’s incoming 9-1-1 calls via dedicated-direct facilities to a PSAP, using a secondary network of private telephone facilities and the Equipment. The County’s 9-1-1 call takers shall be able to transfer calls from the Primary PSAP to the proper agency (police, fire, etc.) or to a Secondary PSAP as needed to provide a response to the caller. INdigital shall automatically monitor all components of the enhanced 9-1-1 network with failures resulting in the generation of a trouble report. Surveillance and maintenance efforts by INdigital will include the tracking, identification, and notification of any automatically detected problem within one (1) hour of their occurrence. For all other
network failures not related to an automatic Surveillance incident, INdigital will respond with a resolution to any County initiated trouble report within four (4) hours.

The Services shall include the following features:

(i) Selective Routing (SR) and Selective Routing Database (SRdB). Selective Routing and the underlying Selective Routing Database provide for the routing of each 9-1-1 call to the primary PSAP serving the calling telephone’s geographic location. Selective Routing service is required to match local governmental boundaries, and accommodates the nonconformity between telephone company rate center boundaries and the civil boundaries established by municipalities. This feature is provided by INdigital’s network, and provides a data management system, the SRDB, to provide the capability for storing, updating, and retrieving the list of telephone numbers and the Emergency Service Number (ESN) representing the correct PSAP serving that particular telephone subscriber.

(ii) (ANI) Automatic Number Identification. The ANI feature forwards the calling telephone number of the 9-1-1 caller to the PSAP, where it is displayed at the answering position.

(iii) (ALI) Automatic Location Identification. The ALI feature provides a display at the PSAP which includes the data associated with the service address of the calling telephone number. This includes a hardware/software link to software used by the County for Computer Aided Dispatch ("CAD") that identifies the police, fire and ambulance jurisdictions corresponding to the location address. ALI information is automatically transferred from the call taking workstation and presented via a computer interface to the CAD system used by the County.

(iv) Default Routing. Default Routing is used only when a 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits, or other error that may bypass or result from impairment of the selective routing process. In
these instances, the call is routed to a default PSAP via a method and to a
destination predetermined by Christian County 9-1-1.

(v) **Emergency Routing and/or Alternative Service Routing.** These features
provide for the controlled rerouting of 9-1-1 calls to an alternate PSAP
designated by the County if service to a particular PSAP is disrupted or the
PSAP is closed for other reasons. In addition, INdigital’s selective routing
network can be controlled by the County, or, with the proper authorization,
other counties that have an inter-local agreement with the County.

(vi) **Call Transfer.** Call Transfer allows an established 9-1-1 call to be
transferred to another PSAP or desired destination. Call Transfer permits a
simultaneous three-way connection between the calling party, the transferring
party, and the other PSAP or desired destination party. All transfers between
PSAP’s will include ANI and ALI information to the extent that 9-1-1 provider
serving the destination PSAP permits such transfers to occur. Three types of
Call Transfer are available:

1. **Fixed Transfer** transfers to another PSAP or desired destination by
   pushing preset button on the PSAP terminal equipment.

2. **Manual Transfer** transfers to another PSAP or desired destination by
dialing the PSAP or desired destination’s telephone number.

3. **Automatic Transfer** In the event calls are unanswered at a specific PSAP
   or desired destination within a designated time period, INdigital will
   provide automatic re-routing of 9-1-1 calls to a pre-designated call
taking location to ensure service.

(vii) **ALI Lookup.** The Wireline ALI Lookup feature permits the PSAP
attendant to obtain the location information for callers located within the
jurisdiction boundaries of the County by entering the telephone number of the
workstation keyboard in the absence of such location information on a 9-1-1
call.
(viii) **ALI Data Base Maintenance and Error Correction.** INdigital will update customer service information contained in the ALI records that make up the database for Christian County 9-1-1 on a daily basis, and will provide notification of errors to the appropriate entities within 24 hours for corrective action. In addition to these provisions, INdigital will make a web browser based ALI records management interface available to the County. INdigital will provide initial training to a minimum of 2 persons designated by the County on the use of this database administration system. This system can be used by the County to make changes to the Master Street Address Guide serving the Christian County 9-1-1 system in real time.

4.02. **Grade of Service.**

(i) **The enhanced 9-1-1 system will be designed to provide an industry standard P.01 grade of service. The definition of this measurement metric will result in an average of one (1) busy out of one hundred (100) attempts to reach the primary PSAP.** INdigital will provide traffic reports to the County to establish this measurement metric, and to the extent that additional facilities are required, INdigital will advise the County of the remedial or supplementary action that is needed, which remedial or supplementary action shall be at the County’s cost and expense and billed to the Illinois State Police 9-1-1 Program Office.

(ii) **INdigital will provide an initial response to an ALI request launched by the County within two (2) seconds or less on all calls, and within 20 seconds or less on certain wireless calls.** INdigital will provide traffic reports to the County to establish this measurement metric, and to the extent that additional facilities are required, INdigital will advise the County of the remedial or supplementary action that is needed, which remedial or supplementary action shall be at the County’s cost and expense and billed to the Illinois State Police 9-1-1 Program Office.
(iii) In addition, INdigital will provide such training to County personnel as INdigital deems reasonable on the use of the ALI update (a/k/a rebid) service features of the CPE used by the County for wireless 9-1-1 service.

4.03. **Monthly Recurring Charges.** The County shall pay INdigital an MRC of $ for the Services. INdigital shall invoice the Illinois State Police 9-1-1 Program Office monthly in advance for the MRC. The MRC is based on the network configuration described in the attached Exhibit B and the following factors:

(i) The number of PSAP workstations required, and the quantity of voice trunks needed to obtain a suitable P.01 grade of service;

(ii) The number and type of standard and optional features requested;

(iii) The quantity and types of record storage provided by INdigital;

(iv) The quantity and type of Automatic Location Information (ALI) records stored by INdigital;

(v) The quantity and type of database providers made available to the County for ALI data query; and

(vi) The quantity and types of other data services provided by INdigital to the County.

In the event the Equipment configuration, network configuration and/or the foregoing factors change from the configuration provided for under this Agreement, INdigital reserves the right to adjust the MRC to reflect its reasonable costs of such changes (including overhead and profit margin) upon not less than thirty (30) days' notice to the County and the Illinois State Police 9-1-1 Program Office. The County shall have thirty (30) days after receipt of notice to dispute in writing an adjustment in the MRC or it shall be deemed accepted by the County. If the County disputes the adjustment of the MRC within thirty (30) days, the parties shall attempt to
resolve such dispute through informal means at the executive management level. If the parties cannot resolve the dispute informally within thirty (30) days after the dispute notice is received by INdigital, the County shall have thirty (30) days to request in writing that the disputed adjustment be submitted to binding arbitration or the adjustment shall be deemed accepted. If the County timely demands arbitration, the dispute shall be arbitrated in accordance with the arbitration provision of this Agreement.

4.04. Third Party Service Charges. Unless specifically listed on Exhibit C, the MRC does not include the cost of services which may be charged by any other telephone utility which may provide enhanced 9-1-1 data, information, services or facilities to the County.

4.06. Modification of Services. Additional services, service modifications, and deletions of service elements that comprise the Enhanced 9-1-1 Services will not be made except upon the prior written approval of the County's 9-1-1 director or authorized designee and INdigital. The County's 9-1-1 director is that person assigned by the County from time to time to oversee the functions of 9-1-1 call taking and dispatch operations. This person also acts as INdigital's point of contact during implementation of the Equipment and Services. The cost of additions, modifications, and deletions to the Enhanced 9-1-1 Services provided by INdigital will be billed to the Illinois State Police 9-1-1 Program Office and be formalized by an addendum or modification of this Agreement.

5. County Responsibilities.

5.01 Master Street Address Guide. Within ten (10) days after the Effective Date, the County shall provide INdigital with the location of PSAPs within Christian County and furnish to INdigital a usable description of the geographic area covered by each PSAP. Such description shall include street names, street addresses, and
number ranges and/or such other information as may be mutually agreed to by INdigital and the County. The delineation and format of this information shall be as mutually agreed upon by the parties. This information shall collectively be known as the Master Street Address Guide or MSAG. The ongoing updates to the description of such MSAG geographic areas, and the updating of such information, shall be the County’s sole responsibility. Christian County 9-1-1 further agrees to furnish to INdigital, from time to time, any updated geographic information necessary to the provisioning of enhanced 9-1-1 services. INdigital agrees to complete geographic information updates within ten (10) business days from the date INdigital’s database administrator receives written notification from the County’s authorized contact. In the event the magnitude of the update precludes INdigital from completing work within ten (10) days, INdigital will contact the County to establish an acceptable due date.

5.02. **Suitability of Environmental Space for 9-1-1 Equipment.** The County, at its sole cost and expense, shall be responsible for the condition of any of the County’s PSAP site’s electrical bonding and grounding must meet standard electrical codes, and compliance with such condition will be inspected by INdigital, who will issue a report of their findings. INdigital will assist in the assessment of the PSAP’s bonding and grounding where remedial action is indicated. The condition of a PSAP sites’ environmental controls for temperature and humidity shall also be the responsibility of the County and shall be within the specifications set out by the manufacturer of the equipment used by INdigital. INdigital will assist in the assessment of the PSAP’s environmental controls where remedial action is indicated.

5.03. **Suitability of Network Connectivity Provided by Third Parties.** The County’s enhanced 9-1-1 network may upon mutual agreement of the parties utilize certain connectivity arrangements that are not explicitly provided by INdigital. Where and as necessary, INdigital will assist these third parties in the proper configuration of these connectivity arrangements. If the use of any third party connection arrangements would result in impairments to the quality and/or
reliability of the Services, INdigital reserves the right to correct these deficiencies at the County’s sole cost and expense through the provisioning of substitute network elements until the deficiencies are mitigated.

5.04. Unauthorized Use of Service. It is understood and agreed by the Parties that the furnishing of ANI and ALI information pertaining to incoming 9-1-1 calls is to be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency, and such use shall conform to applicable state statutes. Misuse of the ANI or ALI information by a PSAP may, at the discretion of INdigital, result in the suspension of Enhanced 9-1-1 Services until such time that conforming use can be re-established.


6.01. Warranties. INdigital represents and warrants to Christian County 9-1-1 that it has the right to provide the Services specified herein and has the right, power and authority to enter into and perform its obligations under this Agreement. INdigital represents and warrants that the Services are in compliance with all applicable federal, state and local laws, rules and regulations and administrative and regulatory requirements, and INdigital shall be responsible for obtaining and maintaining all approvals, registrations and certifications required by such authorities. INdigital represents and warrants that the Services shall not infringe the copyright, patent, trademark or other intellectual property right of a third party. INdigital represents and warrants that the equipment and services which it provides pursuant to this Agreement will perform as represented.

6.02. Disclaimer of Warranties. OTHER THAN THE WARRANTIES SET FORTH HEREIN, INDIGITAL MAKES NO WARRANTY TO THE CHRISTIAN COUNTY 9-1-1 OR ANY OTHER PERSON OR ENTITY, WHETHER EXPRESS, IMPLIED, OR STATUTORY, AS TO THE DESCRIPTION, QUALITY, MERCHANTABILITY,
7. Limitation of Liability; Indemnification.

7.01. Limitation of Liabilities; Indemnification.

(I) EXCEPT AS EXPRESSLY PROVIDED HEREIN, IN NO EVENT SHALL INDIGITAL BE LIABLE TO CHRISTIAN COUNTY 9-1-1 OR ANY THIRD PARTY IN ANY RESPECT FOR SPECIAL, INDIRECT, INCIDENTAL, ECONOMIC, CONSEQUENTIAL OR PUNITIVE DAMAGES, REGARDLESS OF THE LEGAL THEORY UNDER WHICH SUCH DAMAGES ARE SOUGHT, AND EVEN IF INDIGITAL HAS BEEN ADVISED OF THE LIKELIHOOD OF SUCH DAMAGES. CHRISTIAN COUNTY 9-1-1 AGREES THAT INDIGITAL'S TOTAL LIABILITY TO CHRISTIAN COUNTY 9-1-1 OR ANY THIRD PARTY FOR ANY AND ALL DAMAGES WHATSOEVER ARISING OUT OF OR IN ANY WAY RELATED TO THIS AGREEMENT FROM ANY CAUSE, INCLUDING BUT NOT LIMITED TO CONTRACT LIABILITY OR INDIGITAL'S NEGLIGENCE, ERRORS, OMISSIONS, STRICT LIABILITY, BREACH OF CONTRACT OR BREACH OF WARRANTY SHALL NOT, IN THE AGGREGATE, EXCEED THE FEES PAID TO INDIGITAL HEREUNDER. NOTHING IN THIS PROVISION SHALL BE INTERPRETED AS LIMITING INDIGITAL'S LIABILITY FOR PERSONAL INJURY OR PROPERTY DAMAGE ATTRIBUTABLE TO INDIGITAL, ITS EMPLOYEES, AGENTS OR CONSULTANTS IN THE COURSE OF THIS AGREEMENT.
(ii) The Services and equipment provided hereunder by INdigital is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person or entity other than Christian County 9-1-1.

7.02. **Indemnification.** INdigital shall defend and hold Christian County 9-1-1 harmless from all claims arising out of the death or bodily injury of any agent, employee or business invitee of Christian County 9-1-1 to the extent caused by the negligence or intentional acts or omissions of INdigital, its officers, employees, agents or consultants.

8. **General Provisions.**

8.01. **Independent Contractor.** The Parties acknowledge and agree that the relationship between them is solely that of independent contractors. Neither Party, nor their respective employees, agents or representatives, has any right, power or authority to act or create any obligation, express or implied, on behalf of the other Party.

8.02. **Force Majeure.** Neither Party shall be liable for any failure of performance hereunder due to causes beyond its reasonable control, including, but not limited to, acts of God, fire, explosion, terrorism, vandalism, storms or other similar catastrophes, national emergencies, insurrections, riots or wars.

8.03. **Waivers.** Failure of either Party to enforce or insist upon compliance with the provisions of this Agreement shall not be construed as a general waiver or relinquishment of any provision or right under this Agreement.

8.04: **Survival.** The indemnifications, covenants and agreements of the Parties contained in this Agreement, including, but not limited to Christian County 9-1-1’s obligations to ensure that the Illinois State Police 9-1-1 Program Office pays
all amounts due hereunder, shall survive any termination of this Agreement. The rights and obligations under this Agreement shall survive any merger or sale of either Party and shall be binding upon the successors and permitted assigns of each Party.

8.05. **Confidentiality.** (i) Each Party agrees that all information furnished to it by the other Party, or to which it has access under this Agreement, shall be deemed confidential and proprietary information or trade secrets (collectively referred to as "Proprietary Information") of the disclosing Party and shall remain the sole and exclusive property of the disclosing Party.

(ii) The confidentiality obligations of this Section do not apply to any portion of the Proprietary Information: (i) which is or becomes public knowledge through no fault of the receiving Party; (ii) which is in the lawful possession of the receiving Party prior to disclosure to it by the disclosing Party (as confirmed by the receiving Party's records); (iii) which is disclosed to the receiving Party without restriction on disclosure by a person who has the lawful right to disclose the information; or (iv) which is disclosed pursuant to the lawful requirements or formal request of a governmental agency. If the receiving Party is requested or legally compelled by a governmental agency or court of competent jurisdiction to disclose any Proprietary Information of the disclosing Party, the receiving Party shall give notice to the disclosing Party so that the disclosing party may immediately attempt to obtain a protective order requiring that the Confidential Information so disclosed be used only for the purposes for which the order was issued and narrowing as much as possible the request.

(iii) Any obligations of the Parties relating to confidentiality shall survive termination of this Agreement.

8.06. **Entire Agreement.** This Agreement and all Exhibits, Schedules and other attachments incorporated herein, represent the entire agreement between the Parties with respect to the subject matter hereof and supersede and merge all prior
agreements, promises, understandings, statements, representations, warranties, indemnities and inducements to the making of this Agreement, whether written or oral.

8.07. **Construction.** The language used in this Agreement is deemed the language chosen by the Parties to express their mutual intent. No rule of strict construction shall be applied against either Party.

8.08. **Assignment.** Neither Party shall assign any right or obligation under this Agreement without the other Party's written consent, which consent shall not be unreasonably withheld. Any attempted assignment shall be void, except that either party may assign moneys due or to become due it, provided that (a) the assigning party gives the other party at least thirty (30) days prior written notice of such assignment, and (b) such assignment does not impose upon the other party obligations to the assignees other than the payment of such moneys. Notwithstanding the foregoing, INdigital may assign this Agreement, in whole or in part, to any of its affiliates. Upon such assignment and assumption of liability thereto by the assignee, the assignor shall be discharged of any liability under this Agreement. Without limiting the generality of the foregoing, this Agreement shall be binding upon and shall inure to the benefit of the parties' respective successors and assigns.

8.09. **Notices.** All notices, including but not limited to, demands, requests and other communications required or permitted hereunder (not including Invoices) shall be in writing and shall be deemed to be delivered when actually received, whether upon personal delivery or if sent by facsimile, or overnight delivery and shall be deemed delivered three days after mailing if mailed by regular mail. All notices shall be addressed as follows, or to such other address as each of the Parties may notify the other.

If to INdigital: INdigital Telecom

Attn: Contract Administration
1616 Directors Row
Fort Wayne, IN 46808
FAX: 260 - 469 - 4329

If to the Christian County 9-1-1:
Christian County 9-1-1
301 W. Franklin St.
Taylorville, IL 62568

8.10. **Counterparts.** This Agreement may be executed in several counterparts, each of which shall constitute an original, but all of which shall constitute one and the same instrument.

8.11. **Compliance with Laws.** During the term of this Agreement, the Parties shall comply with all local, state and federal laws and regulations applicable to this Agreement and to their respective businesses. Further, each Party shall obtain, file and maintain any tariffs, permits, certifications, authorizations, licenses or similar documentation as may be required by the Federal Communications Commission, a state Public Utilities or Service Commission, or any other governmental body or agency having jurisdiction over its business, provided however, that INdigital shall obtain, file and maintain any tariffs, permits, certifications, authorizations, licenses or similar documentation as may be required by the Federal Communication Commission, a state Public Utilities or Service Commission, or any other governmental body or agency for the Services under this Agreement. Upon request, a Party will supply copies of such permits, certifications, authorizations, licenses and similar documentation. This Agreement is subject to all terms and conditions of INdigital or other relevant tariffs or other rules and regulations of the State of Illinois, and all applicable federal and state and local laws.
8.12. **Third Party Beneficiaries.** The provisions of this Agreement and the rights and obligations created hereunder are intended for the sole benefit of INdigital and Christian County 9-1-1, and do not create any right, claim or benefit on the part of any person not a Party to this Agreement, including end-users.

9.13. **Amendments.** Except as may otherwise be provided herein, any amendments or modifications to this Agreement must be in writing and signed by an authorized officer of INdigital and an authorized officer of Christian County 9-1-1.

9.14. **Severability.** The illegality or unenforceability of any provision of this Agreement shall not affect the legality or enforceability of any other provision or portion hereof. If any provision or portion of this Agreement is deemed illegal or unenforceable for any reason by a court of competent jurisdiction, there shall be deemed to be made such minimum change in such provision or portion as is necessary to make it valid and enforceable as so modified.

9.15. **Adequate Counsel.** By its signature below, each Party acknowledges and agrees that sufficient allowance has been made for review of this Agreement by their respective counsel and that each Party has been advised as to its legal rights, duties and obligations under this Agreement.

9.16. **Mediation** All claims and disputes arising out of the Agreement shall be decided utilizing a mediator selected by agreement of the parties from a list of individuals supplied by the Christian County 9-1-1 Common Pleas Court and qualified under the Illinois Rules of Alternative Dispute Resolution. The parties hereto agree that time is of the essence hereunder and, as such, they agree to schedule a mediation upon the first available date, with the intent being to obtain a final resolution to any dispute as quickly as possible. If the parties hereto are unable to reach a resolution of the dispute through mediation, then all claims or disputes may be pursued in an appropriate court of competent jurisdiction.
9.17. **Annual Availability of Funding**  In the event that Christian County 9-1-1 is not able to obtain funding, after affirmatively requesting such funding, for any sums due INdigital in accordance with this Agreement, Christian County 9-1-1 may terminate this Agreement on thirty (30) days written notice to INdigital. In such event, Christian County 9-1-1 agrees that it shall reimburse INdigital for all expenses incurred under this Agreement before written notice of termination is received. Such charges, however, shall not exceed the total sum otherwise payable by Christian County 9-1-1 under this Agreement. INdigital and Christian County 9-1-1 understand that the funding for a multi-year agreement is done on a year-to-year basis, and this provision applies annually.

9.18. **Governing Law; Exclusive Jurisdiction; Exclusive Venue**  This Agreement is entered into in Illinois and all matters arising under or related to this Agreement shall be governed by and construed in accordance with the substantive law (and the law of conflicts) of the State of Illinois. Courts of competent authority located in Christian County, Illinois shall have sole and exclusive jurisdiction of any action arising out of or in connection with the Agreement, and such courts shall be the sole and exclusive venue for any such action.
IN WITNESS WHEREOF, the Parties by their authorized representative have executed this Agreement on the date first above written.

Christian County 9-1-1
Acting by and through its Emergency Telephone System Board

By [Signature]
Andrew A. Condon
11/14/16

Communication Venture Corporation
d/b/a INdigital Telecom

By [Signature]
Schedule of Exhibits:

Exhibit A – Schedule of Events
Exhibit B – Proposed Network Configuration
Exhibit C – Price List
<table>
<thead>
<tr>
<th>Event</th>
<th>To Be Determined</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract signing</td>
<td>To Be Determined</td>
</tr>
<tr>
<td>System Conversion</td>
<td>To Be Determined</td>
</tr>
</tbody>
</table>
EXHIBIT B

Network Configuration

See Christian/Shelby Counties, IL

Proposed Interim Trunking Diagram
## EXHIBIT C

**Price List**

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Unit</th>
<th>MRC total</th>
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<tbody>
<tr>
<td>9-1-1 routing service per population</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>9-1-1 ALI service per population</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
<tr>
<td>legacy gateway ports per population</td>
<td>$</td>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>

**monthly recurring total** $
TEST PLAN DESCRIPTION

1) Description of test plan (back-up, overflow, failure, database).

Test plan to take place prior to INdigital cutover. 10% of Shelby Co landlines will be tested. Testing will include backup PSAP. Testing will proceed until error ratio is \( \leq 1\% \). All exchanges will be tested - complying with required standards.

Approximately 100 numbers will be tested per day.

See attached test plan.

2) List wireline exchanges to be tested.


Frontier: Moweaqua-768, Bethany-665, Macon-319, Beecher City-487, Kirksville-797, Ramsey-(618)-323, Oconee-539, Neoga-539

3) List of wireless and VoIP Carriers to be tested.

The 9-1-1 Authority will coordinate testing with the 911 system providers in the following manner:

- PSAPs will be notified at least 2 days ahead of testing.
- An introductory letter and summary of the tests to be conducted will be provided to the PSAP by the 9-1-1 Authority.
- The time window for testing will not conflict with PSAP busy times (e.g., test between 10 am and 2 pm).
- Data exchange processes between telephone companies and the database provider should be tested prior to call through testing with the PSAPs. Database records for all test numbers should be built in through established database processes between the telephone companies and the database provider prior to actual tests with the PSAPs.
- All general trunk tests for trunk acceptance should be conducted by telephone companies prior to testing involving the PSAPs.

Tests involving the PSAPs should include at a minimum:

1) Call through trunk tests
   - Test trunk groups for each default PSAP and both tandems (if applicable).
   - Test trunk group route advance from primary to secondary tandem (if applicable).
   - Test call setup time from dialing the last digit of 9-1-1 until the beginning of the audible ring.
   - Test the timeout interval for determining that a call cannot be completed on a given trunk and advancing to the next trunk.
   - Make test calls from test numbers built for each trunk group/Line Class Code. If applicable, for every test call, verify selective routing to the correct PSAP based on the address of the test record and display of the correct ANI, including area code; and correct ALT. Have the PSAP complete a call back to the telephone number. To test that calls can complete to all PSAPs, test numbers should be built with an MSAG valid address within each PSAP’s area.
   - If applicable, test calls should be made from test numbers that have not been built in the SR/ALT database for each trunk group/Line Class Code. For every test call verify default routing to the correct PSAP based on the Line Class Code (or jurisdiction) of the caller. Have the PSAP complete a call back to the telephone number. Default routing should be checked at both the primary and the secondary tandem.
   - Test calls should be made from every NXX.

Results of testing should be shared in writing with the system integrator and the County. Any re-test involving the PSAPs need to be pre-coordinated again.