**Section 1325.400 9-1-1 Authority**

The 9-1-1 Authority:

a) Shall obtain Administrator authorization pursuant to Section 1325.210 prior to operating or making a modification to a 9-1-1 system;

b) Shall provide continual review using recognized administrative, engineering, database and security procedures to assure adequate service to the general public in accordance with ETSA and this Part;

c) Shall comply with the provisions of all applicable federal or State laws regarding the provisioning of 9-1-1 services regarding wireline, wireless and VoIP or any other medium;

d) Shall provide the overall management for the 9-1-1 system and all of its PSAPs and work in conjunction with the 9-1-1 system providers on initial installation, continued maintenance, and any future modifications to the system;

e) Shall enter into a service contract with one or more 9-1-1 system providers that have been authorized to operate in the State of Illinois pursuant to the Public Utilities Act [220 ILCS 5/13-900] to provide 9-1-1 database, call routing, and other 9-1-1 duties and services associated with the 9-1-1 system that clearly delineates the responsibilities of the 9-1-1 system provider and 9-1-1 Authority. A copy of this contract shall be filed with the initial or modified plan to be approved by the Administrator pursuant to Section 1325.205. Parties to the contract may deem all or a portion of the contract as proprietary and confidential;

f) Shall ensure that contracts with multiple 9-1-1 system providers clearly define the role of each 9-1-1 system provider as it relates to its responsibility for providing database, routing of emergency calls, and the building of the 9-1-1 network. The 9-1-1 Authority shall coordinate the tasks between 9-1-1 system providers;

g) Must maintain data in the MSAG or its functional equivalent for those 9-1-1 systems employing new and emerging technology;

h) Shall develop and utilize written 9-1-1 Standard Operating Procedures (SOPs) for use by its telecommunicators and supervisory personnel (i.e., call trace for basic systems, service restoration/equipment failure, and disaster procedures in the event that critical functions of the PSAP are partially or totally disabled). Each PSAP shall be given a copy of the 9-1-1 SOPs that shall be kept on file at each PSAP;

i) Shall ensure that civic 9-1-1 locatable addresses, with U.S. Postal Service approval, are assigned to all subscribers with a static address and provided to the 9-1-1 system provider;

j) Shall coordinate with the appropriate authorities to ensure that the initial installation of road or street signs that are essential to the implementation of an E9-1-1 system will be installed prior to activating the system;

k)Shall accept all OSP end user emergency calls from its 9-1-1 system provider as long as it is technically feasible, regardless of the technology employed in generating the emergency call. The 9-1-1 Authorities may only accept emergency calls routed into their system from a certified 9-1-1 system provider; and

l) Shall ensure that emergency calls are not routed or transferred to an automated attendant or automated voice response system.