



ILLINOIS CENTURY NETWORK REGIONAL TECHNOLOGY CENTERS

The Illinois Century Network is providing intermediate services through the newly created Regional Technology Centers. These centers house technical staff to assist entities connecting to the ICN. They also act as the 'feet on the street' for repairing and maintaining the ICN Points of Presence (POP) in their area. Each RTC has a technical supervisor who is a direct employee of the ICN. The RTC is also staffed with two or more network specialists and/or network technicians who are employees of the administrative agent for that RTC. The administrative agents were selected for each region based on a public Request for Proposal. Besides hiring the additional technical staff, the administrative agents provide office space and other services needed to support the RTC.

The RTCs are based on Local Access and Transport Area (LATA) boundaries except for the Chicago LATA. The Chicago LATA has 60% of the state's constituency. This LATA was divided into four RTCs based on telephone company territories. The downtown Chicago RTC staff are all employees of the ICN.

If a school, library, college, or other ICN constituent experiences a network outage, they report it to the RTC. The RTC will be monitoring the connections in their area and will work with the telephone company and others to get the circuit back on line.

Each RTC fiscal agent will also form user groups within their region to identify application requirements and their impact on backbone resources.

The only "Internet" service the RTCs will be providing is Domain Name Service (DNS). Email and web hosting are services that are provided by constituent service entities such as the LTCs for public K12 schools.

