



TECHNICAL SUPPORT

The **Regional Technology Centers** house technical staff to assist entities connecting to the ICN as well as to maintain and monitor constituent connections. If you experience a network outage, please contact your RTC to initiate the repair process. The ICN offices are staffed from 8:00 a.m. to 5:00 p.m. Monday through Friday except during state holidays.

Region I

James R. Thompson Center
100 West Randolph, Suite 2-201
Chicago, IL 60601-3219
312.814.9790
312.814.9795 Fax

Region II

650 East Higgins, Suite 3E
Schaumburg, IL 60173
847.839.6040
847.490.9917 Fax

Region III

1500 West Sullivan Road, B205
Aurora, IL 60506
630.907.2950
630.907.2956 Fax

Region IV

Kankakee County Administration Bldg
189 East Court Street, Suite LLI
Kankakee, IL 60901
815.936.4644
815.936.4646 Fax

Region V

Whiteside County ROE
1001 West 23rd Street
Sterling, IL 61081
815.564.9419
815.564.9573 Fax

Region VI

211 B SW Adams Street
Peoria, IL 61602
309.671.7683
309.671.7684 Fax

Region VII

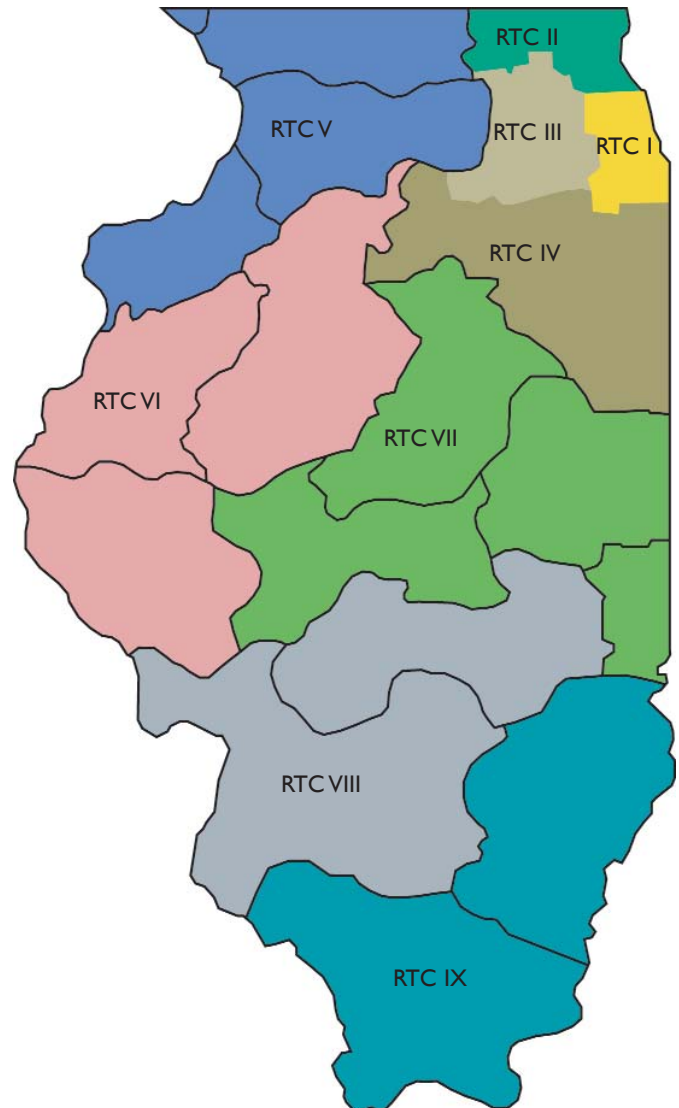
Parkland College
2400 West Bradley Avenue
Room X132
Champaign, IL 61821-1899
217.353.2693
217.373.3701 Fax

Region VIII

145 Woodcrest Drive
Highland, IL 62249
618.651.9633
618.651.9639 Fax

Region IX

Dunn-Richmond EDC
150 E Pleasant Hill Rd.
Room 159, Box 17
Carbondale, IL 62903
618.453.3833
618.453.4167 Fax



After-hours Support

To report an ICN outage after office hours, please call 800.366.8768 toll-free within Illinois or 217.524.4784. At the prompt select option 5 (transfer to ICN NOC). The after hours help desk staff will record your name, phone number, and problem. This information will be forwarded to the appropriate ICN technician who will call you back within one hour.