



April 30, 2021

Don Ferguson  
Chief Executive Officer  
NGA 9-1-1, LLC  
8383 Wilshire Blvd. Ste. 800  
Beverly Hills, CA 90211

**SUBJECT: NGA 911 PHASE 2 TESTING MONTHLY RECURRING COSTS**

Mr. Ferguson:

The purpose of this letter is to formally document NGA 911's failure to meet the Technical Requirements for Phase II testing identified in contract #6060-2019, Exhibit #23, Requirement 23.1.2, Implement NENA i3 standards and CPE delivery standards, as directed by CA 9-1-1 Branch, for each of the defined regions to support CA statewide interoperability. In March, 2021 Cal OES had provided NGA 911 a conditional pass and approved invoicing of 66% of the total Regional Network Service Provider (RNSP) NGCS Monthly Recurring Costs (MRC), as defined in tariff, for invoicing to the CA 9-1-1 Branch. Upon further testing with NGA 911, Cal OES has identified that NGA 911 has not been able to meet the following NENA i3 requirements:

- Transport Layer Security (TLS) implementation and all subtasks related to cyber-secure Next Generation (NG 9-1-1) 9-1-1 call routing;
- Successful transfer from the 9-1-1 NGCS to the Public Switched Telephone Network (PSTN) via 10-digit number;
- Implementation of a tested and validated production Location Database (LDB).

Upon review of these outstanding items, effective immediately, Cal OES will pay only 33% of total MRC until the above issues are successfully resolved and tested. Upon successful demonstration and landing of 9-1-1 calls in the Cal OES lab with the above stipulations met, as well as all other outstanding phase II items as discovered, Cal OES will immediately reinstate payment to 66% of MRC as defined in tariff.

Please feel free to reach out to me at [andrew.mattson@caloes.ca.gov](mailto:andrew.mattson@caloes.ca.gov) or (916) 894-5018 if you have any questions or concerns.



Sincerely,



Andrew Mattson  
Assistant Chief, Technology Division  
CA 9-1-1 Emergency Communications Branch



---

601 Sequoia Pacific Blvd, Sacramento, California 95811  
PH: 916-657-9911 FX: 916-657-9259