

GAVIN NEWSOM
GOVERNOR



CHRISTINA CURRY
ACTING DIRECTOR

February 11, 2026

Jonathan Holland
Regional Sales Director, West
AT&T Public Safety Solutions
1452 Edinger Avenue, 2nd Floor
Tustin, CA 92780

SUBJECT: NOTICE OF CONTRACTOR PERFORMANCE FAILURES

Dear Jonathan Holland,

The California Governor's Office of Emergency Services (Cal OES) is notifying AT&T of failure to meet contract 6135-2020, Technical Requirement 21.2.20 on call processing equipment installed at the Santa Barbara County Fire Department:

Any CPE system failure within an active operational component shall result in no loss of service or capability

Santa Barbara County Fire Department notified AT&T of repeated, spontaneous loss of service wherein active, in-progress 9-1-1 calls are dropped when the system sits inactive for up to 30 seconds. As a result, the call taker is unable to communicate with an active 9-1-1 caller.

Per Part 2, Section 8, Item 3), Sub-item a) of the contract, AT&T is required to respond to Cal OES within 5 state business days with a corrective action plan to address the specific inadequacies or failures in the identified services and products. Please have your corrective action plan submitted for review, in writing, no later than 5:00 pm on **February 19, 2026**.

While Cal OES believes AT&T will diligently work to resolve this issue, failure to promptly resolve the problems or submit an acceptable corrective action plan may result in Cal OES taking additional action, including, but not limited to, canceling pending orders, seeking credits on behalf of the impacted PSAP, or terminating the contract.



3650 SCHRIEVER AVENUE, MATHER, CA 95655
(916) 845-8506 TELEPHONE (916) 845-8511 FAX
www.CalOES.ca.gov

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If you have any questions regarding this notice, you may contact me at Andrew.Mattson@caloes.ca.gov or (916) 894-5018.

Sincerely,

DocuSigned by:
Andrew Mattson
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Andrew Mattson
Program Management Division Chief
9-1-1 Emergency Communications Branch