

GAVIN NEWSOM
GOVERNOR



NANCY WARD
DIRECTOR

January 13, 2023

CA 9-1-1 BRANCH NOTICE 2023-18
Expiration: WHEN SUPERSEDED OR RESCINDED

To: ALL 9-1-1 COUNTY COORDINATORS
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

Subject: NEW CONTRACTED VENDOR

To all California PSAPs:

Effective January 1, 2023, Global Blue will be the new contracted vendor for in-person technician repair services related to text to 9-1-1 (over the top solutions via RapidDeploy) and 9-1-1 Integration Equipment (i.e. EDG Devices). Global Blue will be installing an additional EDG device at each PSAP for redundancy purposes in the near future.

As of January 1, 2023, contact RDSupport@gbdvbe.com or +1 866-200-3292 for technical issues related to RapidDeploy technologies or use the [online](#) portal [accessible through Radius].

For more additional information contact your Cal OES PSAP Advisor.

Sincerely,

DocuSigned by:

Janeé Dabrowski

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JANEÉ DABROWSKI

Supervisor, Advisory and Compliance Unit

California 9-1-1 Emergency Communications Branch

cc: State 9-1-1 Advisory Board Members
California 9-1-1 Emergency Communications Branch Staff



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