



July 8, 2025

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

Subject: Initial Problem Notification

Dear Jonathan Holland:

This letter serves as the California Governor's Office of Emergency Services (Cal OES) notice of AT&T's failure to meet the terms of contract 6135-2020, Technical Requirement 21.1.1:

CPE shall include a Graphical User Interface (GUI) that allows PSAP and/or call taker to personalize the CPE screen layout.

Cal OES characterizes this issue as a "minor failure."

Pursuant to Section 8, paragraph 3, subparagraph a, of contract 6135-2020, AT&T shall, within five (5) business days, respond to the Cal OES 9-1-1 Branch by submitting a corrective action plan to address the specific inadequacy identified herein.

In accordance with section 22.3.3 of the contract, a minor failure should be resolved within 40 hours of notification. Failure to resolve this issue within this timeline will result in a monthly 10 percent service credit to the PSAP. A credit of up to 50 percent may be applied for a minor failure lasting longer than 240 hours.

While Cal OES believes AT&T will diligently work to resolve this issue, should AT&T fail to submit a corrective action plan or be unable to resolve this minor failure, Cal OES reserves the right to exercise all available legal

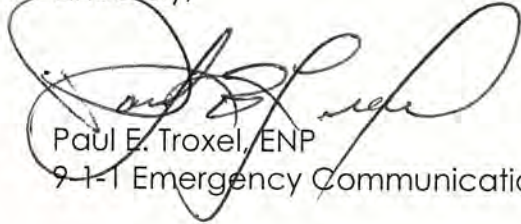


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remedies, including, but not limited to, seeking credits on behalf of the PSAP or terminating the contract.

If you have any questions regarding this notice, you may contact me at paul.troxel@caloes.ca.gov or (916) 894-5017.

Sincerely,

A handwritten signature in black ink, appearing to read "Paul E. Troxel". The signature is fluid and cursive, with a large initial "P" and "T".

Paul E. Troxel, ENP
9-1-1 Emergency Communications Branch Manager