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July 14th, 2025

Paul Troxel
CA 9-1-1 Emergency Communications Branch Manager
Cal OES
601 Sequoia Pacific Blvd
Sacramento, CA 95811

RE: Initial Problem Notification & AT&T Corrective Action Plan

Mr. Troxel:

We are receipt of your July 8th letter (Letter to ATT Carbyne Signed). AT&T and Carbyne are submitting for your review the following corrective action plan to address your concerns.

Concern:

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.*

AT&T Corrective Action Plan:

AT&T's subcontractor, Carbyne, will release a new GUI in the next 30 days. The Carbyne Operator Client user interface (UI) introduces enhanced capabilities for adjusting platform size and layout. This new Carbyne UI is currently scheduled for general availability by August 11, 2025.

Following its general availability release, the new Carbyne Operator Client will be submitted to AT&T Labs for certification, a process expected to take approximately 4 to 8 weeks. Upon successful completion of AT&T Labs certification, the new software will be available for PSAPs supported by AT&T in California.

Thank you for making us aware of your concern and we hope that this action plan will satisfy your request. We are happy to set up a meeting to discuss any further concerns you may have on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jonathan Holland', is located below the 'Sincerely,' text.

Jonathan Holland
AT&T Public Safety
949-202-6890