



July 22, 2025

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

Subject: Notice of Acceptance of Corrective Action Plan

Dear Jonathan Holland:

This letter serves as the California Governor's Office of Emergency Services (Cal OES) notice of acceptance of AT&T's corrective action plan to address 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.

On July 1, 2025, Cal OES sent an initial problem notification letter to AT&T.

On July 14, 2025, Cal OES received a letter from AT&T outlining a corrective action plan, including the steps that are being taken to address the issue and a timeline of expected resolution. Specifically, the letter stated that a new Carbyne Operator Client user interface will be released in approximately 30 days. Thereafter, the new Carbyne Operator Client will be submitted to AT&T Labs for certification and the new software will be available for PSAPs within four (4) to eight (8) weeks.

Please be advised that Cal OES accepts AT&T's corrective actions plan and calculates that the problem should be resolved by October 8, 2025 (30 days plus eight (8) weeks). If AT&T anticipates being unable to resolve the issue, please communicate a revised corrective action plan and timeline to Cal OES for consideration before October 8, 2025.



Jonathan Holland

July 18, 2025

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

Sincerely,

Paul E. Troxel, ENP

9-1-1 Emergency Communications Branch Manager