



NGA 911

Corrective Action Plan

8.2.2025

1. Introduction	3
1.1. Purpose	3
1.2. Summary of the Cal OES Notification	3
1.3. Scope and Objectives of Corrective Action Plan	3
2. Executive Summary	4
3. 21.2.25 Abandoned Call Detail	5
Issue 1: Abandoned Calls Disconnect Prior to Audio Codes Gateway	5
Issue 2: Abandoned Calls Case Sensitivity	8
3.1. Additional Consideration: Hybrid Architecture—CAMA Trunks with SIP-Based i3-Compliant CHS	9
4. 21.2.33 Local Conferencing with 6 or More Parties	14
5. 21.2.20 CPE System Failure	15
6. 21.2.35 Speed Dial Functionality on Hold/No Hold Conference	17
7. 21.2.29 Call Progress Detection	17

1. Introduction

1.1. Purpose

The purpose of this Corrective Action Plan (CAP) is to formally respond to the California Governor's Office of Emergency Services' (Cal OES) notification regarding NGA 911, LLC's (NGA) noncompliance with specific technical requirements under Contract Number 6150-2020. This plan outlines NGA's response to the identified issues, provides a structured approach to remediation, and presents a clear timeline for resolution and prevention of recurrence.

1.2. Summary of the Cal OES Notification

On August 1, 2025, Cal OES issued a formal notification identifying multiple failures of NGA's Call Processing Equipment (CPE) to meet contractually required technical specifications. These issues were observed following CPE deployments at the Desert Hot Springs Police Department (DHSPD) and Wasco Police Department (WPD) Public Safety Answering Points (PSAPs). Reported deficiencies included the absence of abandoned call detail, system crashes, conferencing limitations, login credential errors, and incomplete call progress detection. The Cal OES notification reports that NGA deployed a corrective patch issued in June 2025 reintroduced previously resolved issues, further complicating the performance of the deployed systems. The notification requires NGA to submit a comprehensive corrective action plan within five (5) State business days that addresses each identified deficiency, aligned with the technical specifications outlined in the contract.

1.3. Scope and Objectives of Corrective Action Plan

This CAP focuses on the specific technical and operational deficiencies cited by Cal OES, including:

- Ensuring uninterrupted service during system component failures
- Restoring full conferencing capabilities
- Enabling speed dial functionality across all call types
- Capturing and displaying abandoned call details
- Achieving complete and accurate call progress detection

The objectives of this plan are to:

- Identify root causes of each issue
- Define corrective and preventive actions with timelines
- Restore system compliance with contract specifications
- Rebuild confidence in NGA's CPE performance for future PSAP deployments

- Outline roles, responsibilities, and monitoring strategies to ensure successful remediation

NGA is committed to working collaboratively with Cal OES and affected PSAPs to ensure all issues are resolved expediently and permanently.

2. Executive Summary

NGA 911 strongly disputes the assertions in Cal OES's August 1, 2025 notification of noncompliance under Contract 6150-2020. While NGA acknowledges certain isolated operational conditions, the evidence shows our Call Handling System (CHS) remains fully compliant with contractual and technical requirements. The issues cited either stem from network architecture limitations outside NGA's control, localized configuration settings with ancillary or 3rd party PSAP vendors, or a lack of specificity from Cal OES regarding the alleged deficiencies.

Key Positions:

- Abandoned Call Detail (21.2.25) – NGA's CHS has always met contractual requirements for logging abandoned calls that reach the platform. The subset of calls not displayed result from upstream call terminations (e.g., at CAMA trunks or selective routers) before SIP signaling occurs. This is an industry-standard limitation, not a system defect, and cannot be resolved solely within the CPE. NGA's prior patch to improve visibility was approved but Cal OES has blocked deployment.
- Local Conferencing (21.2.33) – The observed six-party conferencing limitation affects only local administrative (non-911) calls at Wasco PD, not NG911 or emergency call handling. NGA has developed and validated a patch to meet the local conferencing requirement; deployment is stalled solely due to Cal OES's "no-patch" directive.
- CPE System Failure (21.2.20) – Cal OES has provided no specific example of a CPE failure that resulted in loss of service or capability. NGA's CHS has consistently processed 911 and administrative calls even during feature-level disruptions, with documented network outages attributable to legacy providers or OSPs—not NGA's platform.
- Speed Dial (21.2.35) – The functionality existed but required final configuration, which has now been completed. Full verification is scheduled during the August 2025 recertification.
- Call Progress Detection (21.2.29) – The CHS fully meets requirements, displaying and logging complete call progress states using SIP signaling. No operational gap has been identified.

Conclusion:

NGA's CHS is technically sound, contractually compliant, and field-validated for all calls delivered via SIP. Many of the alleged deficiencies arise from legacy CAMA delivery constraints, upstream provider issues, or Cal OES's own patch-deployment restrictions. NGA rejects the characterization of these as contract breaches and reiterates its readiness to resolve legitimate issues—provided Cal OES lifts holds that prevent deployment of approved fixes and supplies the detailed technical data necessary to address vague or unsubstantiated claims.

3. 21.2.25 Abandoned Call Detail

Requirement:

CPE shall provide abandoned call details.

Issue 1: Abandoned Calls Disconnect Prior to Audio Codes Gateway

Call attempts to 9-1-1 emergency services that are abandoned or disconnected during the earliest phase of network signaling—specifically during the transmission of Automatic Number Identification (ANI) digits via Centralized Automatic Message Accounting (CAMA) trunks—do not complete the required signaling handshake necessary for the call to progress to, or be recognized by, the Call Handling System (CHS) platform.

Under the architecture implemented by NGA 911, incoming CAMA-based 9-1-1 calls are first received by the AudioCodes media gateway, which is responsible for interpreting the analog signaling and converting it into a digital SIP-based format compatible with the CHS. The gateway performs a crucial intermediary function: it must receive and fully decode the multi-frequency (MF) tone sequence transmitted over the CAMA trunk in order to extract the ANI information. Only after the full ANI digit string has been received can the gateway construct and transmit a SIP INVITE message — the initial signaling step required to establish a SIP session with the CHS.

If the caller disconnects, either voluntarily or involuntarily, before the ANI transmission has concluded — such as in instances of accidental dialing, immediate hang-ups, or call drops due to network or user error — the MF tone sequence is interrupted. As a result, the AudioCodes gateway is unable to complete the decoding process, and no SIP INVITE is generated. Without a valid SIP INVITE, no session is initiated with the CHS, and the call fails to reach the CHS platform entirely.

From both a technical and contractual standpoint, the CHS cannot process, display, log, or report on calls that it does not receive and for which no SIP signaling has been presented. The CHS platform has no visibility into upstream activity that occurs prior to SIP session initiation, as it operates exclusively within the IP domain and relies on complete, standards-compliant SIP signaling events to begin call handling operations.

Accordingly, these prematurely terminated call attempts — which fail to progress beyond the analog-to-digital signaling conversion layer — fall entirely outside the scope of the CHS platform’s capabilities and responsibilities. They are not subject to logging, abandonment reporting, or display within the CHS interface, as the platform has no technical means of detecting or recording events that do not result in a SIP session. This behavior is consistent with the industry-standard operation of SIP-based CHS platforms and does not reflect any malfunction, defect, or deviation from the contractual performance obligations of the NGA 911 system.

Corrective Action Plan:

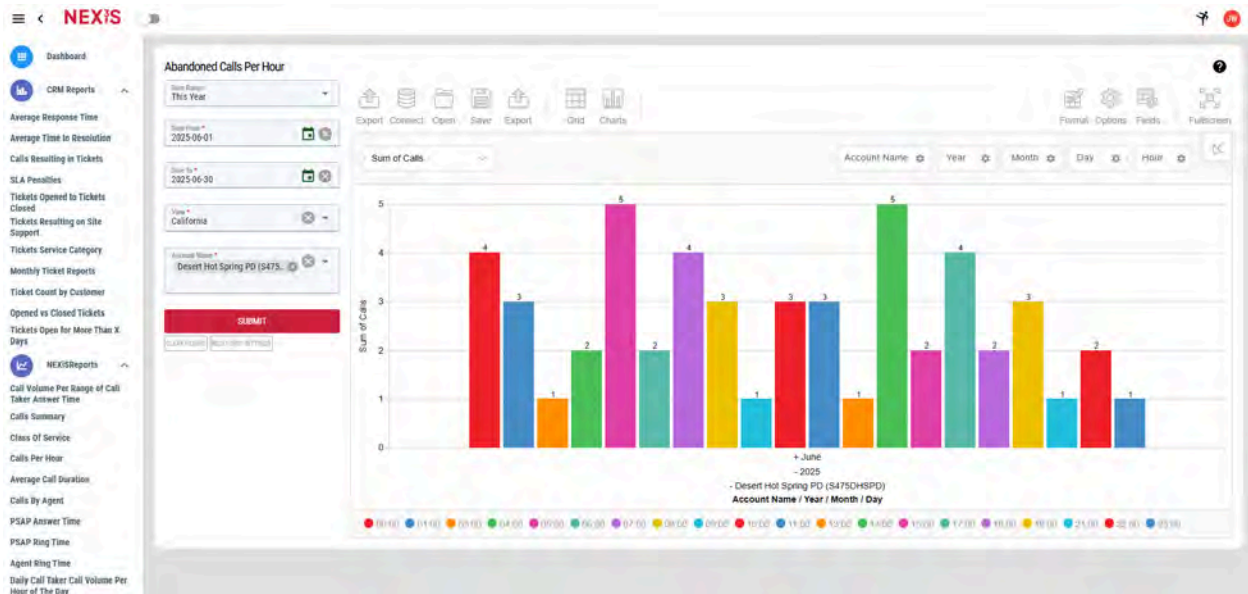
Timeline: Resolved

To address the issue related to abandoned call detail for calls terminated at or before the AudioCodes Gateway, as well as a use case where abandoned calls would not be presented to an active dispatcher, NGA submitted a formal change request on June 9, 2025. This request proposed a patch to improve system behavior and increase visibility into early-disconnect call events.

The change request was approved by Cal OES representative Anthony Howard on June 9, 2025, with an implementation window authorized for June 11, 2025. The update was successfully deployed as scheduled.

Prior to the patch deployment, NGA actively monitored the gateway for early-terminated calls and provided real-time notifications to affected PSAPs via email updates and direct notification calls. This ensured that PSAPs remained aware of critical abandoned call events, even if those calls did not appear within the CPE interface. NGA resources were also on site 24x7 at the initial onset to provide immediate support and coordination until Cal OES directed a transition to an offsite monitoring and notification process.

Following the patch, NGA continues to evaluate technical enhancements that may allow for more seamless integration of gateway-level visibility into dispatcher-facing tools, ensuring ongoing improvement of abandoned call detail tracking in compliance with 21.2.25.



Response:

The following is in response to the assertion that NGA Call Handling System (CHS) is not in compliance

with the contractual requirement to capture and log abandoned call data, as defined in the aforementioned CHS contract executed between NGA 911 LLC and the California Office of Emergency Services (Cal OES).

We wish to unequivocally state that the NGA 911 Call Handling System (CHS) solution has, from the time of lab certification and initial system deployment, provided full and continuous support for the logging, visibility, and reporting of all 9-1-1 calls that successfully reach the CPE platform. In accordance with the relevant contract provisions and technical specifications, the system is engineered to log detailed information for all calls that establish a valid SIP (Session Initiation Protocol) session and are delivered to the CHS environment — including those calls that are subsequently disconnected by the caller or abandoned prior to being answered by a telecommunicator.

This abandoned call functionality is fully operational and has been tested and validated in production. The system maintains accurate records of such call events, which are available for review and auditing purposes, and this capability remains compliant with the functional requirements as defined in the applicable Statements of Work (SOW), service-level agreements (SLA), and technical aspects of the contract. For clarity, an ‘abandoned call’ in this context refers to a call for which a SIP session is established with the CHS platform, but is terminated by the caller before a dispatcher answers — a definition consistent with common telephony standards and as reasonably interpreted under the Contract.

With respect to the specific concern raised by Cal OES — namely, the apparent absence of logging for certain abandoned calls — NGA 911 has conducted a thorough analysis. Our findings confirm that the observed issue is confined to a narrow subset of call attempts that are terminated upstream in the call path, prior to reaching the CPE platform. These are calls that fail to establish a SIP session and do not initiate signaling to the CHS environment. As a result, these calls do not invoke or engage any of the CHS system components and, by technical necessity, cannot be logged or recorded by a system that has not been invoked. Furthermore, a comparison can be made to Rapid Deploy and/or PSAP analog recording tapped at the CAMA trunks. During testing with Cal OES at DHSPD, some failed abandoned calls occurred. These calls did not trigger Rapid Deploy events or recordings. The likely point of failure would be the mobile device's inability to connect to the Mobile Switching Center.

It is important to clarify that the CHS platform, by design and by the inherent limitations of SIP-based architectures, can only process and log calls for which it receives signaling data. Calls that are terminated at the network layer — such as those dropped by the originating service provider or intercepted by upstream session border controllers, selective routers, or other elements — are functionally outside the scope of the CHS’s operational domain. No system, regardless of vendor, can log call data it does not receive or sessions that are never instantiated.

Accordingly, NGA 911 asserts that it is in full compliance with all relevant provisions of the CHS contract relating to abandoned call data logging. No breach or material non-performance has occurred. Further, NGA 911 respectfully submits that there is no deficiency in the design, deployment, or operation of the

CHS solution, nor any failure to meet the letter or spirit of the CHS contract as it pertains to abandoned call detail logging. The current system behavior is both technically sound and contractually compliant.

We remain committed to maintaining the integrity of our NG911 services in California and are available to collaborate with Cal OES and its technical teams to further evaluate upstream mitigation strategies or identify enhancements that could improve visibility of call attempts that never reach the CHS environment. Such enhancements, if deemed necessary, would likely require coordination with other elements of the 911 ecosystem, including call origination networks and core routing providers.

Issue 2: Abandoned Calls Case Sensitivity

NGA has identified a case sensitivity mismatch between the CHS and the IPPBX in specific user profile configurations. In this instance, while the system successfully captured the abandoned call event, it was not presented to certain users whose SIP URIs were registered using camel case formatting, whereas the CHS expected lowercase input. This mismatch prevented proper event routing to those users.

Note: This is a localized configuration issue to the PSAP environment and does not reflect a failure of the CHS to meet the functional requirement for capturing and reporting abandoned calls.

Corrective Action Plan:

Timeline: On Hold by Cal OES

Patch Status: NGA has developed and validated a patch to address the identified issue and received approval of the associated Change Request from Cal OES for deployment on July 1, 2025.

Deployment Hold: NGA was subsequently instructed not to proceed with the deployment of any patches at this time.

Current Status: As a result, NGA is unable to implement the resolution until Cal OES authorizes deployment. The resolution is currently blocked pending Cal OES approval to proceed.

Response:

NGA has thoroughly analyzed the condition and confirmed that the CHS is functioning correctly in capturing abandoned call events. The issue is limited to presentation logic due to a case mismatch between SIP URIs stored in user profiles within the CHS and the format passed by the IPPBX.

All abandoned call events were accurately processed and recorded by the system backend, ensuring full compliance with the functional requirement. The delivery issue affects only user-specific event presentation, not system-wide event capture.

3.1. Additional Consideration: Hybrid Architecture—CAMA Trunks with SIP-Based i3-Compliant CHS

It is important to emphasize that even in environments where the PSAP has deployed a modern, SIP-based, i3-compliant Call Handling Solution, the use of legacy CAMA trunking via selective routers inherently limits the system's visibility into call state events—particularly for abandoned calls. To address the current PSAP challenges in the interim, NGA has manually corrected the user case sensitivity issues at the live PSAPs. However, a permanent resolution that eliminates the need for manual intervention requires deployment of the patch, pending approval from Cal OES.

A. CHS Capabilities Are Limited by Upstream Signaling

While i3-compliant CHS systems are capable of interpreting SIP signaling and logging granular call events such as early terminations, disconnects, and abandoned calls, these capabilities only apply when the call is delivered via SIP signaling. In a CAMA-based environment, the CHS does not receive SIP messages such as INVITE, 183 Session Progress, or BYE—which are essential for detecting short-lived call attempts or call abandonments.

Instead, the CPE receives only basic call setup via MF signaling, and it does so after the Selective Router has fully processed and routed the call. If the caller abandons the call before routing is complete, the CHS has no opportunity to log or even "see" the call.

B. Abandoned Call Visibility Ends at the Selective Router

In these hybrid deployments, the Selective Router (SR) acts as the boundary of visibility. If a call is abandoned before the SR completes routing and connects the call to the CHS, there will be no signaling event for the CHS to log. This is true regardless of how modern or i3-compliant the CPE is. Simply put, you cannot log a call that never arrives.

C. SIP Capability of CHS ≠ SIP Delivery from Network

Having an i3-compliant, SIP-capable CHS does not mean the system can perform as it would in a full NG9-1-1 environment unless the entire call delivery path—from OSP through the ESInet—is also SIP-based. As long as CAMA trunking is in place, the CPE is still functionally limited by the analog signaling constraints of the legacy system.

D. Misinterpretation Risk During Testing

During testing—such as the Cal OES drive tests—if the system is judged based on its inability to log abandoned calls under CAMA delivery, such conclusions fail to distinguish between CHS capability and network delivery limitations. This misinterpretation places undue blame on the CPE provider rather than identifying the true technical bottleneck.

Conclusion (Updated with Hybrid Context)

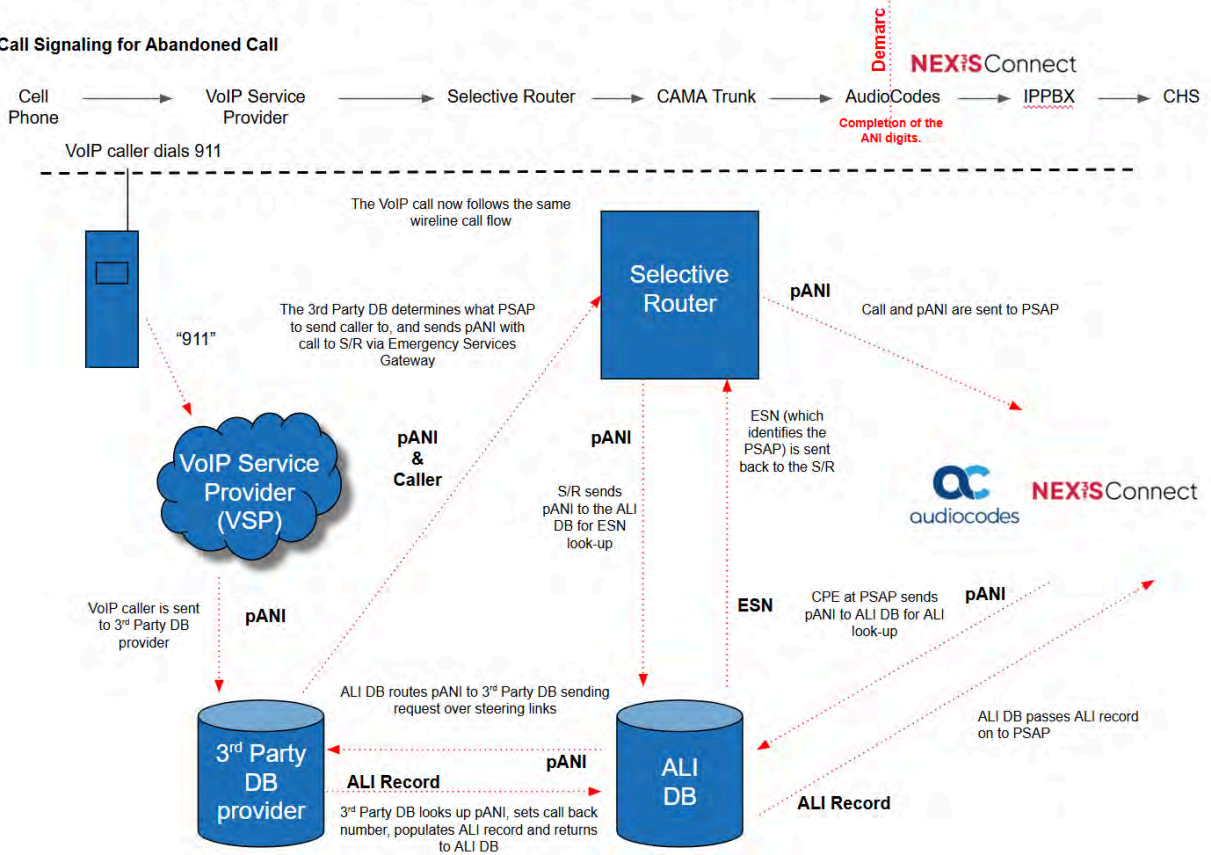
While NGA’s CHS is fully i3-compliant and SIP-capable, its ability to detect and log abandoned calls is dependent on the call actually being delivered via a SIP-based signaling path. In hybrid environments where calls are still delivered via CAMA trunking, limitations inherent to the legacy network and selective routing architecture prevent the CHS from receiving enough information to detect early-terminated calls. These conditions are outside the control of the CPE provider and must be accounted for when evaluating system performance or drawing comparisons across PSAPs.

These conclusions were further validated during Cal OES testing conducted at Wasco PD on July 10, 2025, where similar call behavior was observed under legacy CAMA delivery conditions. This reinforces the importance of considering network architecture and delivery methods when assessing abandoned call reporting.

TN	Carrier	Time	Result	NGA Findings After Investigation
323-206-0477	TMOB	1241	Answered 2 way audio	
916-207-5673	Verizon	1242	Answered 2 way audio	
323-206-0477	TMOB	1242	Answered 2 way audio	
916-207-5673	Verizon	1243	Answered 2 way audio	
323-206-0477	TMOB	1243	Answered 2 way audio	
916-207-5673	Verizon	1243	Answered 2 way audio	
323-206-0477	TMOB	1244	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
323-206-0477	TMOB	1245	Abandoned call did not present at all on the platform or in the queue	The call was not delivered to NGA's CHS. Additional investigation within the legacy 911 network and the OSP is required to determine the final disposition of the call.
323-206-0477	TMOB	1246	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
916-207-5673	Verizon	1246	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
916-207-5673	Verizon	1247	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
916-207-5673	Verizon	1248	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
323-206-0477	TMOB	1249	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
323-206-0477	TMOB	1249	Answered 2 way audio	
916-207-5673	Verizon	1250	Answered 2 way audio	
916-207-5673	Verizon	1250	Answered 2 way audio	
916-207-5673	Verizon	1251	Answered 2 way audio	
916-207-5673	Verizon	1259	Answered 2 way audio	
323-206-0477	TMOB	1300	Answered 2 way audio	
323-206-0477/916-207-5673	TMOB/Verizon	1301	Sent in 2 calls at the same time, both were answered with 2 way audio	
323-206-0477	TMOB	1308	Answered 2 way audio	
916-207-5673	Verizon	1308	Answered 2 way audio	
323-206-0477	TMOB	1309	Answered 2 way audio	
916-207-5673	Verizon	1309	Answered 2 way audio	
916-207-5673	Verizon	1310	Answered 2 way audio	
916-207-5673	Verizon	1311	Answered 2 way audio	
916-207-5673	Verizon	1311	Answered 2 way audio	
916-207-5673	Verizon	1312	Answered 2 way audio	
916-207-5673	Verizon	1312	Answered 2 way audio	
323-206-0477	TMOB	1313	Answered 2 way audio	
323-206-0477	TMOB	1313	Answered 2 way audio	
323-206-0477	TMOB	1314	Answered 2 way audio	
323-206-0477	TMOB	1315	Answered 2 way audio	
323-206-0477	TMOB	1315	Answered 2 way audio	
323-206-0477	TMOB	1315	Abandoned, did not present at all	The call was not delivered to NGA's CHS. Additional investigation within the legacy 911 network and the OSP is required to determine the final disposition of the call.
323-206-0477	TMOB	1316	Abandoned, did not present at all	The call was not delivered to NGA's CHS. Additional investigation within the legacy 911 network and the OSP is required to determine the final disposition of the call.
323-206-0477	TMOB	1318	Answered 2 way audio	
916-207-5673	Verizon	1319	Answered 2 way audio	
916-207-5673	Verizon	1319	Abandoned call, rang on the position. Once answered immediately disconnected	This behavior was the intended outcome of the test scenario and confirms the system's proper handling of rapid call disconnects after answer.
916-207-5673	Verizon	1320	Answered 2 way audio	
323-206-0477	TMOB	1325	Global hold, call dropped out of the queue after 3 minutes	
323-206-0477	TMOB	1332	Local hold, left on hold for several minutes able to pick the call back up	

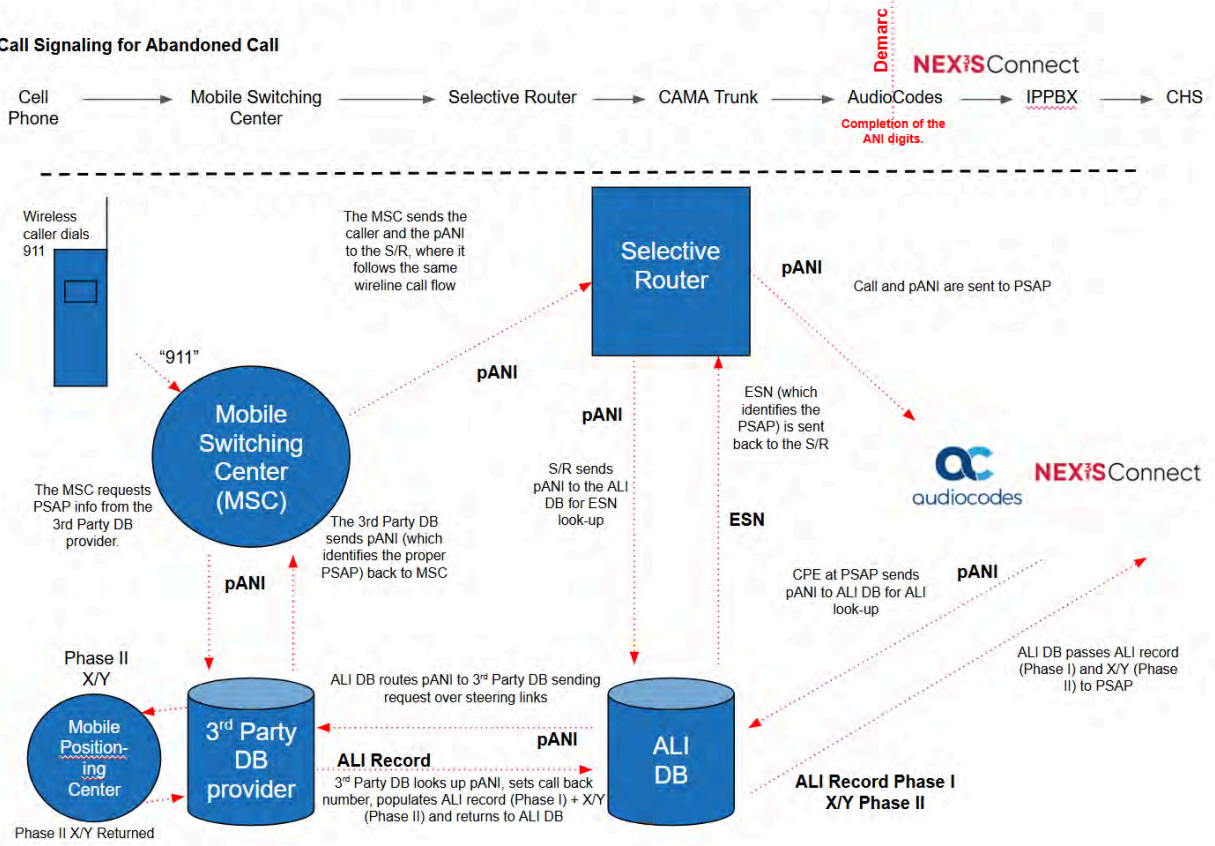
DHSPD VoIP 911 Call Flow

Call Signaling for Abandoned Call

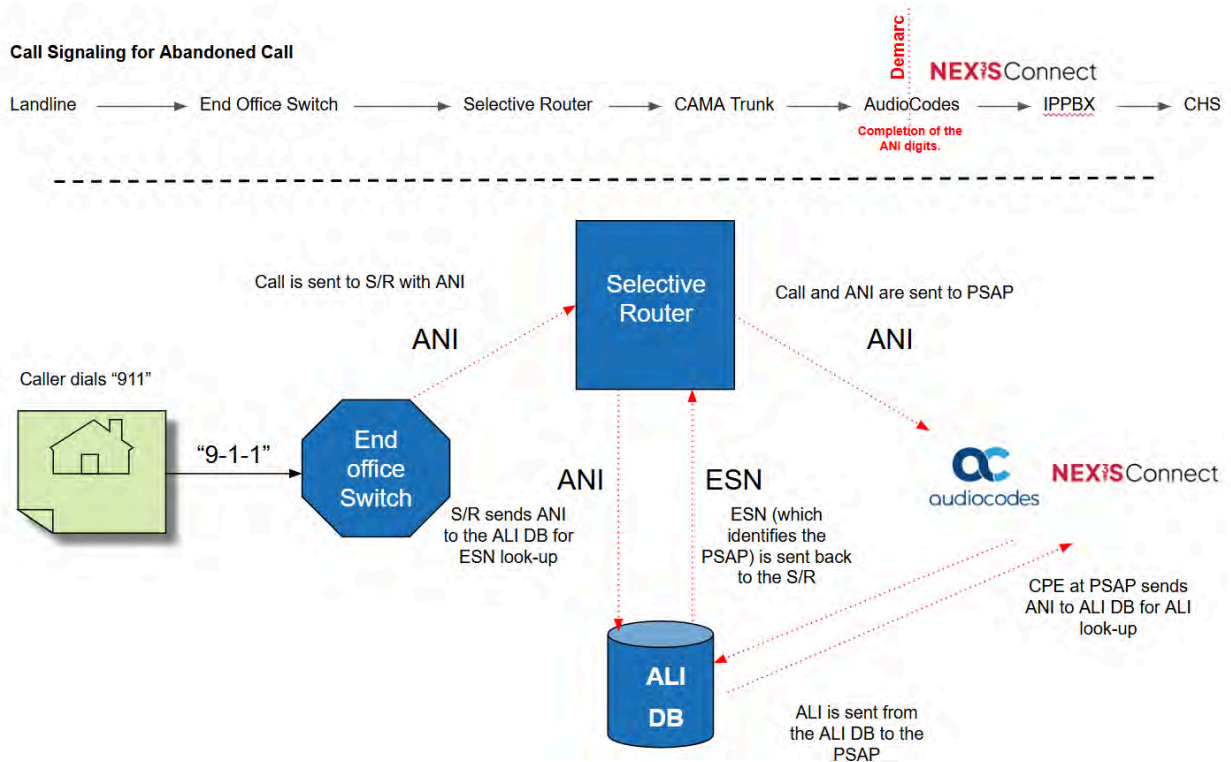


DHSPD Wireless 911 Call Flow

Call Signaling for Abandoned Call



DHSPD Wireline 911 Call Flow



4. 21.2.33 Local Conferencing with 6 or More Parties

Requirement:

CPE shall provide local conferencing consisting of six (6) or more internal and/or external parties (including originator). The system's conferencing functionality shall allow the conference call to continue when the originating calling party disconnects.

Issue:

The requirement that the CPE provide local conferencing for six (6) or more parties—including internal and external participants—with continuity after the originating caller disconnects, is not currently met at Wasco PD. This issue is isolated to local administrative conferencing and does not impact 9-1-1 call handling or regional NG911 transfers.

Corrective Action Plan:

- **Timeline: On Hold by Cal OES**

- **Patch Status:** NGA has developed and validated a patch to address the identified issue and received approval of the associated Change Request from Cal OES for deployment on July 1, 2025.
- **Deployment Hold:** NGA was subsequently instructed not to proceed with the deployment of any patches at this time.
- **Current Status:** As a result, NGA is unable to implement the resolution until Cal OES authorizes deployment. The resolution is currently blocked pending Cal OES approval to proceed.

Response:

The observed limitation at Wasco PD pertains specifically to local administrative (non-emergency) call transfers and conferencing, which are distinct from 9-1-1 call processing.

In legacy CAMA environments, 9-1-1 call transfers and conferencing are handled at the Selective Router, and thus rely on the Selective Router's available resources. In NG911 environments, such transfers are managed at the network level by Regional or Prime network providers, who provision and scale conferencing resources centrally.

However, local transfers and conferencing, such as those used for administrative (non-9-1-1) calls within the PSAP, are not supported by either the Selective Router or NG911 network. These functions require local conferencing capability within the CPE environment itself.

At Wasco PD, the current system configuration lacks native local conferencing support for their specific configuration of administrative calls, which results in the inability to maintain a multi-party conference when the originating user disconnects. This is not a failure of NGA's CHS to meet NG911 call handling requirements, but rather a localized administrative function gap.

To resolve this, NGA has developed a patch that introduces a Public Interface Gateway to provide true local conferencing capability—supporting six (6) or more parties and ensuring call continuity regardless of the originating participant's status, overcoming the localized administrative function gap.

5. 21.2.20 CPE System Failure

Requirement:

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

Issue:

The requirement as stated is vague and does not provide any specific details regarding an actual failure or deficiency on NGA's part. While NGA has responded in general terms to address the concern, we are unable to take further corrective action without additional clarity.

If there is a specific failure, component, or capability that you believe needs to be addressed, we request that you provide the following details:

- Specific component or capability affected
- Date, time and NGA ticket number of the reported failure
- Description of the service or capability loss observed

With this information, we can thoroughly investigate and respond appropriately.

Corrective Action Plan:

Not applicable as Cal OES did not provide a specific component or capability requiring a corrective action.

Response:

While there have been multiple local legacy provider and OSP failures over the past 18 months some of which are documented below, DHS PD's last CHS complete failure was 7/4/2024, resulting in a FreeSwitch upgrade that resolved the intermittent issue reported.

NGA Ticket No.	Date Reported	Description
313137	1/30/2025	Fiber cut repaired by Frontier. Outage duration approximately 8 hours.
312627	10/3/2024	Multi-PSAP outage, fiber issue. Frontier
312688	10/17/2024	Frontier Outage
312385	8/27/2024	Frontier Outage
310174	8/21/2023	Frontier Outage
311145	4/1/2024	ATTMO Network Outage

Further clarification of “component” or “feature” failures does not render the CHS incapable of receiving 911 and/or admin calls. For example, in a case where Global Hold (GH) is reported as ‘inoperable’ by the PSAP, this feature does not preclude the use of the CHS system to answer, triage and transfer 911 or admin calls. Another example use case, in a case where a Transfer stops working through the address book/contact list, training does review alternative methods of transferring to 10DN destination, and should this issue arise it does not result in “CPE Failure”.

6. 21.2.35 Speed Dial Functionality on Hold/No Hold Conference

Requirement:

CPE shall provide speed dial functionality for both hold conference and no-hold conference for 9-1-1 calls as well as non-emergency calls.

Issue:

The CPE did not have fully functional speed dial capabilities configured for both hold and no-hold conference scenarios for 911 and non-emergency calls at the time of go live.

Corrective Action Plan:

While the foundational support for speed dial functionality was present in the CPE system, certain configurations and feature activations necessary for hold and no-hold conferencing required additional refinement and enablement. These configurations have been implemented and are being prepared for validation. Full functionality will be tested during the upcoming recertification process, which NGA is currently coordinating with Cal OES for completion prior to the end of August 2025.

Response:

The speed dial functionality for both hold and no-hold conference scenarios was supported by the existing CPE platform but required final configuration and activation to align with operational requirements. These elements have now been addressed, and comprehensive testing will be conducted during the recertification process to ensure full compliance and performance ahead of the August deadline.

7. 21.2.29 Call Progress Detection

Requirement:

CPE shall provide complete call progress detection including but not limited to idle, ringing, dial tone, ring back, and busy.

Issue:

The NGA CPE solution currently provides full call progress status as defined in the requirement. NGA requests clarification from Cal OES regarding the specific concern or observed deficiency, as no deviation from expected behavior has been identified in recent deployments.

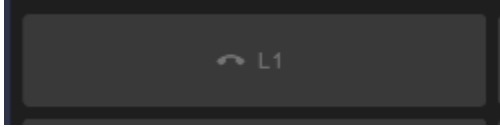
Corrective Action Plan:

Review completed — no issues identified. No further action required.

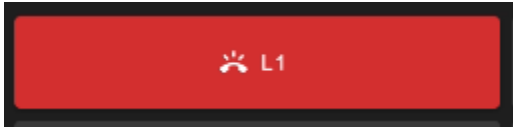
Response:

Call progress status is clearly presented to dispatchers through real-time visual indicators within the user interface:

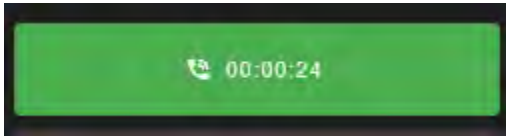
- **Idle:** Call control button appears **grey**



- **Ringing:** Call control button appears **Red Flashing**



- **Active Call (Connected):** Call control button appears **Green**



Additionally, the NGA CPE processes and exposes complete SIP signaling to detect and manage call progress states at the protocol level. Below is a reference of SIP signaling states and codes supported by the system:

Call State	SIP Method/Response Code	Description
Idle	—	No active or pending call
Call Initiation	INVITE	Call request sent
Ringing	180 Ringing	Called party is being alerted
Ringback Tone	183 Session Progress	Early media tone from the network
Call Answered	200 OK (after INVITE)	Call successfully answered
Busy	486 Busy Here	Callee is busy
Call Termination	BYE / 487 Request Terminated	Call ended by user or system
No Answer / Timeout	408 Request Timeout	No response to call initiation
Unreachable	503 Service Unavailable	Network or endpoint not available

These SIP codes are monitored and logged as part of the system's core call handling functionality. This ensures compliance with 21.2.29 and provides both technical visibility and operational awareness to PSAP personnel.

