



August 15, 2025

VIA E-MAIL ONLY:

Donald Ferguson
Don@nga911.com
8383 Wilshire Blvd., Suite 800
Beverly Hills, CA 90211

Re: Notice of Rejection of Corrective Action Plan

Dear Donald Ferguson,

This letter serves as the California Governor's Office of Emergency Services' (Cal OES) notice of rejection of NGA 911, LLC's (NGA) corrective action plan which was received by the 9-1-1 Branch on August 8, 2025.

Pursuant to section 8, paragraph 3, of the contract, the CA 9-1-1 Branch, in partnership with the PSAP, determines the adequacy of all work performed and all products installed by the Contractor. As previously noted, it was determined that NGA's CPE is not performing up to required technical specifications. NGA submitted a corrective action plan, but the plan does not describe how the CPE deficiencies will be resolved or present a timeline for progress.

Pursuant to section 8, paragraph 3, subparagraph c, NGA shall, within three (3) State business days after this notification, submit a revised corrective action plan.

Again, while Cal OES believes NGA will diligently work to resolve these issues, failure to promptly resolve the problems or submit an acceptable revised corrective action plan, may result in Cal OES taking additional action, including, but not limited to, canceling all pending orders from PSAPs, seeking credits on behalf of the impacted PSAPs, or terminating the contract.



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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

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