



SPECIAL NOTICE

CALIFORNIA DEPARTMENT
OF TAX AND FEE
ADMINISTRATION
450 N Street
Sacramento, CA 95814

GAVIN NEWSOM
Governor

NICOLAS MADUROS
Director

CDTFA WEBSITE
www.cdtfa.ca.gov

CUSTOMER SERVICE CENTER
1-800-400-7115

CRS
711

Emergency Telephone Users (911) Surcharge Rate Effective January 1, 2020 through December 31, 2020

The Emergency Telephone Users (911) Surcharge rate was set at 30 cents (\$0.30), as determined by the Office of Emergency Services for 2020. Beginning January 1, 2020, sellers and service suppliers will have the following requirements:

- *Sellers* of prepaid mobile telephony services (MTS) will collect, report, and pay the 911 Surcharge on each purchase of prepaid MTS for *each retail transaction* in California. (This is separate from the local charges that sellers may also be required to collect, report, and pay as a percentage of the retail sales price of prepaid MTS.)
- *Service suppliers* will collect, report, and pay the 911 Surcharge on each access line a service user subscribes to for use in California each month or partial month.

For more information about the 911 Surcharge and/or local charges collection requirements, please visit our online [Tax Guide for Sellers of Prepaid Mobile Telephony Services \(MTS\) and Telecommunication Service Suppliers](#) listed on our website at www.cdtfa.ca.gov/industry/seller-servicesupplier.htm, or call our Customer Service Center at 1-800-400-7115 (CRS:711). Customer service representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.