



# SPECIAL NOTICE

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

**GAVIN NEWSOM**  
Governor

**YOLANDA RICHARDSON**  
Secretary  
Government Operations Agency

**NICOLAS MADUROS**  
Director

CDTFA WEBSITE  
[www.cdtfa.ca.gov](http://www.cdtfa.ca.gov)

CUSTOMER SERVICE CENTER  
1-800-400-7115

CRS  
711

## Emergency Telephone Users (911) Surcharge Rate Effective January 1, 2021 through December 31, 2021

The Emergency Telephone Users (911) Surcharge rate will remain at 30 cents (\$0.30) for the year 2021, according to the Governor's Office of Emergency Services. The rate is effective from January 1, 2021, through December 31, 2021.

The Governor's Office of Emergency Services determines the 911 surcharge rate every October for the following calendar year. The 911 surcharge is imposed on each access line a service user subscribes to for use in California and on the purchase of prepaid mobile telephony services for each retail transaction in California.

The 911 surcharge is separate from the local charges. For more information regarding the local charge rates, please visit our local charge rates page at [www.cdtfa.ca.gov/taxes-and-fees/mts.htm#Local-Charge-Rates](http://www.cdtfa.ca.gov/taxes-and-fees/mts.htm#Local-Charge-Rates).

For more information about the 911 Surcharge, please visit our online *Tax Guide for Sellers of Prepaid Mobile Telephony Services and Telecommunication Service Suppliers* listed on our website at [www.cdtfa.ca.gov/industry/seller-servicesupplier.htm](http://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.