



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

CUSTOMER SERVICE CENTER
1-800-400-7115

CRS
711

The Emergency Telephone Users Surcharge Return Will Move to Our New Online Services System Effective November 9, 2020

Your *Emergency Telephone Users Surcharge Return* and your emergency telephone users surcharge account will be included in our new online services system on November 9, 2020. To help you prepare, below are some important details about the reporting changes and filing online with the California Department of Tax and Fee Administration (CDTFA).

What to expect

The revisions below will begin with the November 2020 monthly reporting period.

- CDTFA-501-TE, *Emergency Telephone Users Surcharge Return*
 - No revisions.
- CDTFA-507-TEA, *Refusal to Pay Schedule*
 - No revisions.
- CDTFA-507-TE, *Billing Aggregator Schedule*
 - This schedule will no longer be used - See Billing Aggregators section below for filing information.

New online services

Starting November 9, 2020, you will be able to complete your return and schedule in the **new** online services system.

- You will need to sign up for a new login before you can file online. See *How to login* below.
- We will send you a courtesy reminder to the email address we have on file prior to each filing due date. See *How to prepare* on the next page.
- You will be able to file an amended return, in the new system, for reporting periods after November 2020.
- Billing Aggregators – You will be able to file an *Emergency Telephone Users Surcharge Return* and make the payment for each service supplier separately **or** access the *Bulk File* template to file and pay on behalf of multiple service suppliers at once.
 - You may contact us directly at STFRegUpdates@cdtfa.ca.gov to request *Bulk File* access.
 - For more information about third party access, see our video tutorials about logging in at www.cdtfa.ca.gov/services/#Tutorials.

Please note: Our online services system will be unavailable in early November. We will post the dates and times of this outage on our website.

How to login

- Sign up for a new username and password.
 - This fall, we will mail you information on how to sign up for a new username and password and the security code needed to complete the sign-up process.

**CALIFORNIA DEPARTMENT
OF TAX AND FEE
ADMINISTRATION**

Special Notice

*The Emergency Telephone
Users Surcharge Return Will
Move to Our New Online
Services System Effective
November 9, 2020*

- Your current *User ID, Password, and Express Login*, used for this account in the current system, will not be moved to our new online services system.
- Business owners who already have a username and password in the new system will automatically have access to the emergency telephone users surcharge account beginning November 9, 2020.

How to prepare

Please confirm or update your email and mailing address with us at STFRegUpdates@cdtfa.ca.gov or call our Customer Service Center at 1-800-400-7115 (CRS:711) then select the *Special Taxes and Fees* option followed by *Registration and Licensing* and then the *Emergency Telephone Users Surcharge* option. Customer service representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.



Be Counted!

If we're not counted, we're not seen. When we aren't seen, we aren't heard. Let's use our voice as our power and fight for our families and communities by filling out the #2020Census! Education, healthcare, and infrastructure spending are all determined using data from the Census. Your 2020 Census data is safe, protected, and confidential. Get counted at californiacensus.org or by calling 1-844-330-2020 and take the Census now.