



# Special Notice

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**CALIFORNIA DEPARTMENT  
OF TAX AND FEE  
ADMINISTRATION**  
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SACRAMENTO, CA 95814

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Government Operations Agency

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Director

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

CUSTOMER SERVICE CENTER  
**1-800-400-7115**

TTY  
**711**

## 2019 Emergency Telephone Users (911) Surcharge Rate Effective January 1, 2019 to December 31, 2019

The Emergency Telephone Users (911) Surcharge (ETUS) rate will remain at three-quarters of one percent (0.75%) for 2019, according to the Office of Emergency Services (OES). The OES sets the ETUS rate for intrastate telephone communication services, including Voice over Internet Protocol (VoIP) services that provide customers in this state access to the 911 emergency system. The rate is effective from January 1, 2019, through December 31, 2019.

Please visit our website at [www.cdtfa.ca.gov/taxes-and-fees/emergency-tele-users-surcharge.htm](http://www.cdtfa.ca.gov/taxes-and-fees/emergency-tele-users-surcharge.htm) for more information. You can also read publication 39A, *Emergency Telephone Users (911) Surcharge and Prepaid 911 Surcharge* at [www.cdtfa.ca.gov/formspubs/pub39a.pdf](http://www.cdtfa.ca.gov/formspubs/pub39a.pdf).

You may also call our Customer Service Center at 1-800-400-7115 (TTY:711). From the main menu, select the option for *Special Taxes and Fees*. Customer service representatives are available to assist you Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.