



CDTFA

CALIFORNIA DEPARTMENT OF
TAX AND FEE ADMINISTRATION

IMPORTANT NOTICE REGARDING YOUR EMERGENCY TELEPHONE USERS SURCHARGE RETURN

We have revised your Emergency Telephone Users (911) Surcharge Return beginning with the current (January 2020) reporting period.

Line 1: Report your total number of access lines subject to the surcharge *other than Voice over Internet Protocol (VoIP) service lines*.

Line 2: Report your total number of VoIP service lines subject to the surcharge.

Line 3: Report your total number of retail transactions of prepaid mobile telephony services (MTS) subject to the surcharge, if any.

The surcharge rate amount is currently set at 30 cents (\$0.30) per access line/transaction.

These changes are the result of the passage of Senate Bill 96 (Stats. 2019, ch. 54). Service suppliers are required to collect, report, and pay the 911 surcharge on each wireline, wireless line, and VoIP service line, that a service user subscribes for use in California, each month or partial month. Service suppliers that also sell prepaid MTS are required to collect the surcharge from their prepaid consumers on each retail transaction.

For more information regarding the changes to the 911 Surcharge Program, please visit our website at www.cdtfa.ca.gov/industry/seller-servicesupplier.htm#Tel-Service-Suppliers, or call our Customer Service Center at 1-800-400-7115 (CRS:711). From the main menu, select the option for *Special Taxes and Fees*. Customer service representatives are available Monday through Friday from 8:00 a.m. to 5:00 p.m. (Pacific time), except state holidays.