



SPECIAL NOTICE

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CUSTOMER SERVICE CENTER
1-800-400-7115

TTY
711

2025 Emergency Telephone Users Surcharge Rates (911 and 988 Surcharges)

For calendar year 2025, the 911 surcharge rate will increase from 30 cents (\$0.30) to 41 cents (\$0.41) per access line while the 988 surcharge rate will remain at eight cents (\$0.08) per access line.

Surcharge	Rate	Effective
911	\$0.41	January 1, 2025, through December 31, 2025
988	\$0.08	January 1, 2025, through December 31, 2025

The California Governor's Office of Emergency Services (Cal OES) determines the 911 and 988 surcharge rate amounts by October 1 each year and the rates are effective on January 1 of the following year.¹

If you have questions regarding the surcharge rates, please visit the Cal OES website at www.caloes.ca.gov/office-of-the-director/operations/logistics-management/public-safety-communications/ca-9-1-1-emergency-communications-branch/.

For more information

Please visit our online *Tax Guide for Sellers of Prepaid Mobile Telephony Services (MTS) and Telecommunication Service Suppliers* at www.cdtfa.ca.gov/industry/seller-servicesupplier.htm. If you have any questions, you may call our Customer Service Center at 1-800-400-7115 (TTY:711). Customer service representatives are available Monday through Friday from 7:30 a.m. to 5:00 p.m. (Pacific time), except state holidays.

Visit our website at www.cdtfa.ca.gov/subscribe/ to subscribe to our email lists and receive the latest news including newsletters, tax and fee updates, and other announcements.

¹ Revenue and Taxation Code [section 41030](#).