



# Special Notice

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CALIFORNIA DEPARTMENT  
OF TAX AND FEE  
ADMINISTRATION  
450 N STREET  
SACRAMENTO, CA 95814

## Emergency Telephone Users (911) Surcharge and Prepaid 911 Surcharge Rates for 2018

**EDMUND G. BROWN JR.**  
Governor

**MARYBEL BATJER**  
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**

TTY  
**711**

The Emergency Telephone Users (911) Surcharge (ETUS) and Prepaid 911 Surcharge Rates will remain unchanged for 2018, 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, and the Prepaid 911 Surcharge Rate for the intrastate portion of prepaid mobile telephony services. The rates effective from January 1, 2018, through December 31, 2018, are:

- Emergency Telephone Users (911) Surcharge Rate – 0.75 percent
- Prepaid 911 Surcharge Rate – 0.75 percent

Please visit our website for more information, including publication 39A, *Emergency Telephone Users (911) Surcharge and Prepaid 911 Surcharge* 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).

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.