



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 600, Boston, MA 02118

(617) 305-3580

www.mass.gov/dtc

MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

YVONNE HAO
SECRETARY
EXECUTIVE OFFICE OF
ECONOMIC DEVELOPMENT

LAYLA R. D'EMILIA
UNDERSECRETARY

KAREN CHARLES
COMMISSIONER

Consumer Advisory – 911 Surcharge

On June 29, 2018, the Department of Telecommunications and Cable (“DTC”) approved a petition filed by the State 911 Department to increase the monthly 911 surcharge from \$1.00 to \$1.50, effective January 1, 2019. All telephone customers, regardless of technology (e.g. landline, wireless, or VoIP) pay the monthly surcharge for each line capable of accessing the 911 system. The surcharge is required by law. Please be advised that the enhanced 911 surcharge will remain at \$1.50 through December 31, 2028, to ensure adequate grant funding for local communities to support their 911 operations and to address the effect of inflation on 911 Department expenditures.

For more information on staying connected to telephone service during emergencies, please see DTC’s website: <https://www.mass.gov/service-details/stay-connected-during-emergencies>. If you need additional information or experience issues with your telephone service, please contact the DTC’s Consumer Division at 1-800-392-6066, or by email, at consumer.complaints@mass.gov.

Issued February 2024

<p>This document contains important information. Please have it translated immediately.</p>	<p>Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.</p>	<p>ເອກະສານສະບັບນີ້ ບັນຈຸຂໍ້ມູນສໍາຄັນ. ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກ ຢ່າງບໍລິເວນ.</p>
<p>В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.</p>	<p>Este documento contém informações importantes. Por favor, traduza-lo imediatamente.</p>	<p>ໝັກສານເນះມາສູງກັດຕິຍາສຳລັບຂ້າສໍາ ຯ</p>
<p>Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.</p>	<p>此文件含有重要信息。请立即找人翻译。</p>	<p>ສູຍບກໂປຼກຳຜົນຂ້າສໍາ ຯ</p>
<p>تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً.</p>	<p>본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.</p>	<p>Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.</p>
<p>Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.</p>	<p>Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.</p>	