



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

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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.

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