COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

One Federal Street, Suite 0740, Boston, MA 02110
(617) 305-3580
www.mass.gov/dtc

MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

ASHLEY STOLBA
INTERIM SECRETARY OF ECONOMIC DEVELOPMENT

LAYLA R. D'EMILIA
UNDERSECRETARY

KAREN CHARLES
COMMISSIONER

<u>Consumer Advisory – 911 Surcharge</u>

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.

This document contains important information. Please have it translated immediately.

В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.

Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.

تحتوي هذه الوثيقة على معلومات هامة.
يرجى ترجمتها فورا.

Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.

Questo documento contiene informazioni importanti. La preghiamo di tradurlo inmediatamente.

Este documento contém informações importantes. Por favor, traduzi-lo imediatamente.

此文件含有重要信息。
請立即找人翻譯。

본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.

Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.

ເອກະສານສະບັບນີ້ ບັນຈຸຂໍ້ມູນອັນສຳຄັນ. ກະລຸນາເອົາເອກະສານສະບັບນີ້ໄປແປອອກຢ່າງບໍ່ລໍຊ້າ.

ឯកសារនេះមាននូវព័ត៌មានដ៏សំខាន់ ។
សូមបកប្រែវាជាបន្ទាន់ ។

Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.

Issued: February 2024 *Last Updated: May 2025*