



MASSACHUSETTS AND RHODE ISLAND

Application for Exemption from Directory Assistance Charges and Operator Assisted Calls

If you have a disability that prevents you from using a rotary or touchtone telephone, or a telephone directory, Verizon can help. To qualify for these services you must have a visual or motion disability.

For certification of your disability, please have a Physician complete the second page of this application.

TELEPHONE NUMBER TO BE EXEMPT

Billing Telephone Number (including area code): (_____) _____

NAME & ADDRESS OF THE PERSON APPLYING FOR THE EXEMPTION

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

NAME & ADDRESS OF PERSON PAYING THE TELEPHONE BILL, IF DIFFERENT

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

I request an exemption from the charges for Verizon Local Directory Assistance and/or Operator Assisted Calls. I understand the exemption is only provided on the telephone number listed on this application. This exemption applies only when the telephone is used to call 411.

Signature _____ Date _____

**TO BE COMPLETED BY PHYSICIAN
(ALL INFORMATION WILL BE KEPT CONFIDENTIAL)**

Physician Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: (_____) _____

I hereby certify that the applicant is qualified for the exemption.

Signature _____ License Identification _____

CHECK THE CONDITION THAT APPLIES TO THE APPLICANT

- ☐ Legal Blindness is defined as a visual acuity of 20/200 or less in the better eye with corrective lenses, or when the widest diameter of the visual field subtends an angular distance no greater than 20 degrees.
- ☐ Visual Disability is defined as the inability to read printed material, with or without corrective lenses, and includes the inability to read telephone book size characters.
- ☐ Motion Disability is defined as the inability to use ordinary printed material or a rotary or touchtone phone as a result of physical limitations.
- ☐ Massachusetts only – Elderly is defined as 62 or over. Eligible for an exemption from Directory Assistance charges only (not operator privilege or call completion)

MAIL COMPLETED APPLICATION TO:

Verizon Center for Customers with Disabilities
900 Chelmsford Street
4th Floor
Lowell, MA 01851