



MARYLAND DISTRICT OF COLUMBIA VIRGINIA

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, reading or physical disability.

TELEPHONE NUMBER TO BE EXEMPT

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

NAME & ADDRESS OF THE TELEPHONE NUMBER TO BE EXEMPT

Name: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

CHECK THE CONDITION THAT APPLIES TO THE APPLICANT

- Reading Disability:** defined as a functional illiteracy or developmental disability such as Dyslexia. This disability must prevent the use of telephone directories.
- Visual Disability:** defined as the inability to read printed material, with or without corrective lenses, and includes the inability to read telephone book size characters.
- Physical Disability:** defined as the inability to use ordinary printed material or a rotary or touchtone phone as a result of physical limitations.

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 _____
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MAIL COMPLETED APPLICATION TO:

**Verizon Center for Customers with Disabilities
900 Chelmsford Street
2nd Floor
Lowell, MA 01851**