



**PENNSYLVANIA AND DELAWARE**

**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 or Authorized Agency 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: \_\_\_\_\_

Or

Agency 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.
- Physical Disability is defined as the inability to use ordinary printed material or a rotary or touchtone phone as a result of physical limitations.

**MAIL COMPLETED APPLICATION TO:**

**Verizon Center for Customers with Disabilities  
900 Chelmsford Street  
4<sup>th</sup> Floor  
Lowell, MA 01851**