Application for free 411 services

In order to process your request for free 411 services, please include the applicant's name, account number and wireless phone number below.

Applicant's name: _____

Account number: _____- _____

Wireless phone number: _____

Free 411 search services are not currently available for prepaid accounts. Business and Government accounts are not eligible.

Please return this letter along with *one* of the following items to the address found below in order to process your request:

- Copy of approved Social Security Administration claim clearly stating in detail the nature of your disability. If we cannot determine the nature of the disability from the claim your request will not be approved.
- Copy of approved Veterans Administration claim stating in detail the nature of your disability. If we cannot determine the nature of the disability from the claim your request will not be approved.
- A letter from your doctor, on letterhead, detailing the nature of your disability. If we cannot determine the nature of the disability from the letter your request will not be approved.
- Copy of your Driver License or other State-issued identification card that specifies your disability. If we cannot determine the nature of the disability from the license or identification card your request will not be approved.
- Copy of a letter from a landline phone carrier, stating that you are currently receiving free directory assistance from that landline carrier.

Please return this letter along with your information to:

Verizon Wireless
ATTN: Courtesy 411 Program
5000 Britton Rd Hilliard, OH 43026-9445
Or fax to (614) 356-1174

Please feel free to contact our **National Accessibility Customer Service** at 1-888-262-1999 or *611 from your wireless phone. We are open Monday-Friday from 8:30am-5:30pm to assist you. Or you can visit us anytime at Verizonwireless.com if you need further assistance. We appreciate your business and we hope to be able to serve you again in the future.

Sincerely,
Verizon Wireless Customer Service

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