

# Telephone Assistance, Persons with Disabilities

## Age Requirements

18 and over

Available 24/7

No

## Other Eligibility Criteria

Individual with disability: visual, hearing or physical; income restrictions.

## Family

No

## Intake Process

Call the office for more information. An application must be completed for each discount service.

## Self Refer

Yes

## Verizon Services for Persons with Disabilities

<https://www.verizon.com>

<https://www.verizon.com/about/accessibility/overview>

## Main

(804) 954-6214

Toll-Free

(800) 837-4966

P O Box 848

01752 MA

United States

## Fee Structure

No Fee

## Languages Spoken

English

Verizon offers special financial assistance programs for persons with disabilities.

Lifeline Assistance - reduction in monthly phone service is available to those individuals with a disability who qualify. Must have a disability and low income.

Link Up Assistance - New phone service for disabled customers: a discount on the turn on fee for telephone service.

No charge for operator assistance or TTY assistance.

Verizon also offers special phones and other products for visually impaired, hearing impaired and other disabled individuals, call 800-974-6006.

Service Area(s)

Nationwide