



Internet application for free 411 service:

In order to process your request for free 411 service, please include your name, account number and wireless telephone number below.

My name is: _____

My account number is: _____ - _____

My wireless telephone number is: _____

*Free 411 service is not currently available for prepaid accounts.

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 from Monday- Friday 9:00 am-5:00 pm 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