

Office of People's Counsel
Consumer Alert
Verizon's Medical and Senior Repair Prioritization Program

During the recent June 29 *derecho*, many households experienced loss of electricity service *and* telephone landline (wired) service. OPC has been contacted by customers asking whether Verizon has a priority telephone repair program for seniors and customers with medical problems. **The answer is yes.**

On January 25, 2011, the Public Service Commission approved a prioritization program for Verizon's customers. A Verizon customer who is **65 years or older** or who has a **medical condition requiring repair priority** can be pre-certified for repair priority **if** the customer is without alternative access to E911 service. For example, **alternative access** means having use of a cell phone or another telephone line in the household to call Emergency-911 services.

Customers who meet these conditions and file the appropriate certifications will receive priority for repairs (24-hour "out of service" repair commitment) when an outage is reported.

Certificate Renewals

The **senior certificate** does **not** need to be renewed, and is valid until the account is closed or a billing name change is made to the account

The **medical certificate** is good for one year only if the medical condition is temporary. The customer will receive a notice 60 days before its expiration. If the condition is permanent, the certificate does not need to be renewed yearly.

Medical Certification

The medical certificate may be signed by a licensed doctor, physician's assistant or nurse practitioner.

Applications for the program can be obtained at: <http://www22.verizon.com/Support/Residential/phone/homephone/general+support/request+repair+service/repair+priority/129572.htm>.

Certifications must be mailed to:

Maryland Repair Priority Program
PO Box 33082
St. Petersburg, FL 33701

Maryland Office of People's Counsel
410-767-8150; 800-207-4055
www.opc.state.md.us
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