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