Adaptive Equipment in Massachusetts Only Article no. 2119

Self-Service Support Alert: this article is available for customers on help.astound.com

Introduction

This information is for Massachusetts customers only

Resolution Steps

- Telephone companies operating in Massachusetts **are required to provide adaptive equipment** for customers with disabilities
- Verizon has worked with **SETB** (Massachusetts Statewide Emergency Telecommunications Board) to establish a centralized program
- Our customers in Massachusetts can call: **1 (800) 300-5658 (Monday - Friday between 8:30am and 5:00pm EST)**
- A Verizon representative at this number will guide you through the steps to receive the required equipment

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=338