

# Adaptive Equipment in Massachusetts Only

## Article no. 2119

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**Self-Service Support Alert: this article is available for customers on [help.astound.com](https://help.astound.com)**

### Introduction

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**This information is for Massachusetts customers only**

### Resolution Steps

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- 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>