

of Columbia White Pages Directory

202

ing for Service Quality

d know that when you speak with us at Verizon a supervisor may t the call. Supervisors listen in only to help train employees and to t we provide you with accurate information and high quality customer

In the directory

e in your first listing causes you to lose money and you can provide hat you lost, you can get a refund or credit. The amount of the credit or mited by Tariff to a maximum of half of what you pay for your Verizon ear. If there is a mistake or omission in your additional listing, we will you for it. In the case of errors or omissions, Verizon is liable only for t you are billed for a year for an additional listing.

nd information in the Customer Info Guide apply to Verizon residing in the District of Columbia and are current at time of i. Because rates and services may change, please call our Business urrent information on local rates and services.

onable precaution is taken to avoid errors or omissions from the Info Guide. However, Verizon does not guarantee the information in her Info Guide and shall not be liable for any such errors or

f this Customer Info Guide cannot be reprinted, in whole or in part tten permission from Verizon.

In a hurry and need to find name, address, phone number for a business, family member or a friend? DIAL 411 and get the information you need FAST! 411 (charges apply)
Note: National Directory Assistance may not be available in all Verizon serving areas.

LOCAL TELEPHONE COMPANIES

- How to Reach Verizon Below
- How to Reach Other Local Phone Service Providers 2

GENERAL INFORMATION

- Your Telephone Rights and Responsibilities 4
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- Repair 7
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GOVERNMENT NUMBERS

See Government Pages

to Reach Verizon

zton representative or visit us on the internet at www.verizon.com for questions about your bill or to place an is no charge for these calls.

Services: Residential and Business

to
ew service(s)
ges in your present service(s)
Verizon services, rates and charges, or
k listings
oying, harassing or obscene calls
al questions about your bill

Services: www.verizon.com

day 8:00 a.m. - 6:00 p.m.
.....**(toll-free) 1-800-VERIZON**
.....**(1-800-837-4966)**
no de Verizon
ies 8:00 a.m. - 6:00 p.m.
.....**\$ 954-6250**

到 星期五
:00 p.m.**1-888-878-9188**

중요일
:00 p.m.**1-800-483-7772**

er for Customers with Disabilities
ustomers
day 8:30 a.m. - 5:00 p.m.
.....**\$ 1-800-974-6006**

rices: www.verizon.com
ursday 8:30 a.m. - 5:00 p.m.
m. - 5:00 p.m.
.....**\$ 1-800-826-2355**

no de Verizon
es 8:30 a.m. - 5:00 p.m.
.....**\$ 1-800-483-4522**

Payment Information: Residential and Business

- Call Verizon to
- hear a list of bill payment locations
 - hear last payment credited to your account
 - enter details of your last payment
 - hear your bill balance
 - make payment arrangements
 - discuss overdue bills
 - request a copy of your telephone bill

Residential Customers

24 Hours a day account information
.....**\$ (toll-free)1-800-VERIZON**
.....**(1-800-837-4966)**

Business Customers

24 Hours a day account information
.....**\$ 1-800-599-0193**

Repair Services

Visit us at www.verizon.com/repair
Residential
24 Hours a day**\$ 1-800-VERIZON**
.....**(1-800-837-4966)**

Business

24 Hours a day**\$ 1-800-275-2355**
Text Telephone (TTY/TDD) Users
(hearing or speech impaired only)
24 Hours a day**\$ 1-800-974-6006**

Other Useful Numbers:

Verizon Calling Card
Report lost or stolen cards
24 Hours a day**1-800-255-2255**

Verizon Public Payphone Service Customers

- Orders/Billing/Coin Collection Questions**\$ 1-800-PUB-TELL**
- Repairs**\$ 1-800-275-2355**

Idearc Media LLC: The Official Publisher of Verizon Print Directories

Advertising and Customer Service
.....**1-800-555-4833**
Orwww.idearcmedia.com/customersupport

Directory Store

Local directories**1-800-888-8448**
Purchase Out-Of-State, Specialty or International Directories...
1-888-BOOKS-65
.....**(1-888-266-5765)**

Superpages.com**1-800-428-8722**

Internet from Verizon

Residential & Business**1-877-483-9322**
Contact us on the internet atwww.verizon.com

Coin Telephone Hotline

To report illegal activity & problems on coin telephones
.....**737-4PSC**
.....**(737-4772)**

Buried Utility Line Information

Before You Dig - avoid cutting underground utility lines:
District One Call Center (DOC)**811**
Or**1-800-257-7777**

Washington, DC Telecommunications

Relay Service (TRS)
TTY/TDD & Voice**711**
TTY/TDD/PC**855-1234**
Voice only**855-1000**

Spanish Relay Center

TTY/TDD/PC**1-800-546-7111**
Voice Only**1-800-546-5111**

NOTES:

- Not all services are available in all areas.
- Hours are subject to change. Closed Holidays.
- There is no charge to you when calling the numbers on these pages (excluding 411) from exchanges within Verizon territory. If you call from a non-Verizon coin phone, a charge may apply. Mobile phone users, air time charges do apply.

Published by:
Idearc Media LLC
2200 W. Airfield Drive
P.O. Box 619810
D/FW Airport, Texas 75261-9810