

Alternate Media Formats

Accessibility

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Info

Contact Us
For more information on wireless services for

To assist customers with visual impairments, Verizon Wireless provides their bills as well as their product and services brochures, where readily available, in alternate media formats:

- Braille
- Large print format
- 3.5 diskette
- CD-Rom

It will take 1 to 2 bill cycles to receive your first alternate bill format. During this time, you will continue to receive your regular formatted bill and remit slip. There are 2 ways to order alternate formats.

How to request your bill in an alternate format.

1. **By Phone**

Call Customer service at [\(800\) 922-0204](tel:800-922-0204). The customer service representative will place the order for you.

2. **Online**

You can place your own order online by completing the request through Contact Us, please follow the following steps:

1. Go to **Contact Us**.
2. On the first page of Contact Us in the Send an E/Mail section, choose "I have Verizon Wireless Service (non-prepay)".
3. Select **NEXT**.
4. On the following page, complete the information boxes. In the Topic box select "Visually Impaired Customers" from the pull down box and in the Secondary Topic box select the appropriate choice of alternate format billing or the manual and format that you would like to receive. You can choose from: Braille, Large Font, 3.5 text diskette, and CD-Rom.
5. Press **SEND** to complete the order.

NOTE: If you're requesting a bill and manual, you will need to complete 2 requests.

[Contact us to request your bill online](#)

Text Formatted Manuals

The following are available in text reader format:

- BlackBerry Bold 9650
 - [Text](#)
 - [Tips and Hints](#)
- [HTC Ozone](#)
- [LG Accolade](#)
- [LG Chocolate® 3](#)
- [LG Cosmos](#)
- [LG enV3](#)
- [LG enV TOUCH](#)
- [LG Revere](#)
- [LG VX4500](#)
- [LG VX4650](#)
- [LG VX5300](#)
- [LG VX5400](#)
- [LG VX8300](#)
- [LG VX8350](#)
- [LG VX8700](#)
- [LG VX9400](#)
- [LG VX9900](#)
- [LG VX5200](#)
- [Motorola MOTO Q™ 9c](#)
- [Motorola V3m RAZR](#)
- [Motorola W755](#)
- [Samsung Gleam](#)
- [Samsung Gusto](#)

people with disabilities,
talk to your sales
representative or call
customer service at
1-888-262-1999

- [Samsung Haven](#)
- [Samsung Knack](#)
- [Samsung SCH-i730](#)
- [Samsung SCH-u4300](#)
- [SureResponse](#)
- TALKS™ for Verizon Wireless
 - [PDF](#)
 - [Text Only](#)

- [Verizon Wireless Coupe](#)
- [Verizon Wireless PN-300](#)
- [Verizon Wireless W385](#)
- [Verizon Wireless XV5800](#)

Text Formatted Quick Reference Guide

This is a high level quick reference guide that is written from a non-sighted perspective.

- [LG VX8350](#)