



May 08 , 2026

Audience: CLEC,Resellers

**Subject : Verizon Partner Solutions Industry Letter: Notice of Discontinuation of Directory Assistance ("DA") Service**

Verizon will discontinue DA service on a rolling state-by-state basis beginning on or about November 2, 2026 and ending in or about April 2027. Once DA service has been discontinued in a state, customers in that state who have not arranged for an alternative to Verizon DA service will receive a busy signal when they dial 411. Verizon will not charge its wholesale customers for such calls. Facilities-based carriers should note, however, that their systems may trigger billing to their customers for such calls unless corrective action is taken. Please call your account manager if you have questions about this notice or how it relates to your wholesale contract.

Please note that the discontinuation of DA service will not affect our offering of directory listings.

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