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Ms. Luly Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, Rhode Island 02888

Dear Ms. Massaro:

We are filing, herewith, for effect February 2, 2022, tariff material consisting of:

PUC RI No. 20

Section	Revision of Page(s)	Original of Page(s)
TOC	1	N/A
1	19 and 23	23.1 and 23.2

Verizon is issuing these tariff changes in response to two federal statutes commonly known as Kari's Law and RAY BAUM'S Act. These statutes impose requirements relating to 911 dialing on manufacturers, importers, sellers, installers, managers, and operators of certain "multi-line telephone systems" ("MLTS"). These requirements apply to certain Verizon customers that connect covered MLTS with Verizon services. The new provisions require customers that connect covered MLTS with Verizon services to comply with these federal requirements, and to defend and indemnify Verizon for any acts or omissions that give rise to claims of non-compliance.

Customers were notified of these changes in the December, 2021 business bill period.

Yours sincerely,

Manager – State Gov't Relations
Attachment

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Verizon New England Inc.

1. Tariff Information and General Regulations
1.4 Responsibility of the Telephone Company

1.4.3 Liability	
E.	The Telephone Company is not liable for any defacement of or damage to the premises of a customer (or authorized user) resulting from the attachment of the Telephone Company's instruments, apparatus and associated wiring on such premises or by the installation or removal thereof, when such defacement or damage is not the result of negligence of the Telephone Company.
F.	The Telephone Company is not responsible to the customer, authorized user, joint user, sharer of service, or patron of a reseller for injuries or damages to persons or property arising from the existence of a customer-provided power supply.
G.	Customer will defend and indemnify the Company, its affiliates, agents and contractors from all third-party claims, liabilities, fines, penalties, costs and expenses, including reasonable attorneys' fees, arising from or related to any acts or omissions by the customer, customer's end users or customer's third-party provider(s) that give rise to any claims of non-compliance of the Company with any applicable law, including the failure to purchase or implement features that enable compliance with laws.

(N)
 (N)

1.4.4 Failure of Service	
A.	For any complete failure of local exchange service continued more 24 hours and brought to the notice of the Telephone Company within ten days, the Telephone Company will make a prorata adjustment of charges or guarantee. For the purpose of determining a prorata adjustment, every month is considered to have 30 days.

1.4.5 Reserved for Future Use	
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1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.6 Deposits	
A.	In order to safeguard it against loss of charges due at the time service may be terminated, the Telephone Company may require a customer or applicant for telephone service to make a deposit.
1.	Simple interest of 12% per annum is credited to the customer annually or upon termination of the service or the return of the deposit by the Telephone Company.
2.	The receipt of such a deposit by the Telephone Company shall in no way relieve the customer or applicant from compliance with the Telephone Company's regulations as to advance payment (if any) and the prompt payment of bills, nor constitute a waiver or modification of the practices of the Telephone Company for the discontinuance of service for nonpayment of any sums due for service rendered.

1.5.7 Gross Receipts Tax Surcharge	
A.	In addition to the rates and charges provided in this tariff, a surcharge may be imposed to recover the Gross Receipts Tax imposed on the Company. The surcharge will be shown as a separate line item on the customer's monthly bill.

1.5.8 Responsibility of the Customer with Respect to Certain Customer-Provided Systems	
A.	For purposes of this Subsection 1.5.8, 'Customer-Provided Systems' means multi-line telephone systems, as defined in 47 CFR § 9.3, that are interconnected with services offered by the Company pursuant to this Tariff. Nothing in these provisions should be interpreted to mean that all multi-line telephone systems, as defined in 47 CFR § 9.3, are suitable for interconnection with such Company services.
1.	Customer-Provided Systems connected to the Company's network which were manufactured, imported, sold, leased, or installed after February 16, 2020 must be configured to*: <ul style="list-style-type: none"> • allow an end user to directly initiate a "911" call from any station equipped with dialing facilities, without dialing any additional digit, code, prefix, or post-fix, including any trunk-access code such as the digit 9, regardless of whether the user is required to dial such a digit, code, prefix, or post-fix for other calls, and • provide Customer-Provided Systems notification to a central location at the facility where the system is installed or to another person or organization regardless of location, if the system is able to be configured to provide the notification without an improvement to the hardware or software of the system.

(N)

 (N)

* Pursuant to 47 CFR § 9.16(b)(1) and (2).

(N)

Verizon New England Inc.

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.8 Responsibility of the Customer with Respect to Certain Customer-Provided Systems	
A.1 (Cont'd)	<p>Customer-Provided Systems notification must (1) be initiated contemporaneously with the 911 call, provided that it is technically feasible to do so; (2) not delay the call to 911; and (3) be sent to a location where someone is likely to see or hear it.</p> <p>2. A person engaged in the business of installing Customer-Provided Systems* may not install such a system in the United States unless it is configured such that it is capable of being programmed with and conveying the dispatchable location of the caller, as defined in 47 C.F.R. § 9.3, to the PSAP with 911 calls consistent with the requirements below. A person engaged in the business of managing or operating Customer-Provided Systems may not manage or operate such a system in the United States unless it is configured such that the dispatchable location of the caller, as defined in 47 C.F.R. §9.3, is conveyed to the PSAP with 911 calls consistent with the following requirements:</p> <ul style="list-style-type: none"> • On-premise fixed telephones associated with Customer-Provided Systems must provide dispatchable location by January 6, 2021; • No later than January 6, 2022, on-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update or on alternative location information as defined in 47 C.F.R. § 9.3; • No later than January 6, 2022, off-premise non-fixed telephones associated with Customer-Provided Systems must provide dispatchable location where technically feasible, otherwise they shall provide dispatchable location based on end user manual update, or enhanced location information which may be coordinate based and consisting of the best available location that can be obtained from any available technology or combination of technologies at reasonable cost. • Customers to DID Service capable of accessing 911 emergency services shall be responsible for providing automated dispatchable location information as defined in 47 C.F.R. § 9.3 and for maintaining the accuracy of that information for fixed services as of January 6, 2021 and for non-fixed services where technically feasible as of January 6, 2022. • Customers, particularly private switch owners, private branch exchange owners, and customers of DID service, may need to purchase additional features or services to comply with the dispatchable location provisions of RAY BAUM's Act. Dispatchable location capability may require Customers to purchase private switch automatic location identification (PS/ALI) service from the Company or from a third-party provider.

(N)

(N)

* Pursuant to 47 C.F.R. § 9.16(b)(3).

(N)

Verizon New England Inc.

1. Tariff Information and General Regulations
1.5 Responsibility of the Customer

1.5.8 Responsibility of the Customer with Respect to Certain Customer-Provided Systems	
A.2	(Cont'd)
3.	Customer Equipment, PBXs and Channels
a.	All Customer-Provided Systems connected to the Company's network on or after February 16, 2020, must be configured to allow direct "911" dialing by any end user and must be configured to send Customer-Provided Systems notifications as described in Section 1.5.8.A.1.
b.	Customer-Provided Systems must be capable of conveying the dispatchable location of a 911 caller to a public safety answering point ("PSAP") as described in Section 1.5.8.A.2.
4.	Customers who connect Customer-Provided Systems to the Company's facilities agree to defend and indemnify the Company for acts and omissions that give rise to any claims of non-compliance, as described in Section 1.4.3.G.

(N)
 (N)

IMPORTANT MESSAGE FOR CUSTOMERS THAT CONNECT MLTS WITH VERIZON SERVICES:

The Verizon companies, subject to state-agency review where required, are adding certain provisions to their tariffs and Product Guides in response to two federal statutes commonly known as Kari's Law and RAY BAUM'S Act. These statutes impose requirements relating to 911 dialing on manufacturers, importers, sellers, installers, managers, and operators of certain "multi-line telephone systems" ("MLTS"). These requirements apply to certain Verizon customers that connect covered MLTS with Verizon services. The new tariff and Product Guide provisions require customers that are connecting covered MLTS with Verizon services to comply with these federal requirements, and to defend and indemnify Verizon for any acts or omissions that give rise to claims of non-compliance. If you have any questions about these provisions, please call your Verizon account manager.