

Nathan Pham
State Government Affairs



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April 7, 2026

The Honorable Robert Britto
Chairman, Senate Commerce Committee
Rhode Island State House, Room 212
82 Smith Street
Providence, RI 02903

RE: Verizon Opposition to S2429 – An Act Relating to Public Utilities and Carriers

Dear Chairman Britto and Members of the Committee:

On behalf of Verizon, I am writing to respectfully express our opposition to Senate Bill 2429. The measures proposed in this legislation are inappropriate in today's highly competitive and technologically advanced marketplace and, if enacted, would ultimately harm Rhode Island's economic interests.

SB 2429 would impose an unnecessary and undue financial and operational burden on businesses providing essential services to Rhode Island consumers. By mandating in-state physical facilities, the bill impairs a company's ability to maintain high-quality customer service while effectively managing costs. Furthermore, by increasing the overhead of local providers and potentially inviting retaliatory measures from other states, this bill risks making Rhode Island a less competitive place to live, work, and conduct business.

Verizon is particularly concerned that this bill would undermine our operational resiliency and service quality. To ensure the highest level of support, Verizon utilizes a sophisticated, distributed network that allows us to route call volumes dynamically between centers based on real-time factors such as time of day, language requirements, or sudden spikes in volume. SB 2429 would strip away this vital flexibility, forcing a rigid geographic model on a service that is inherently global and digital.

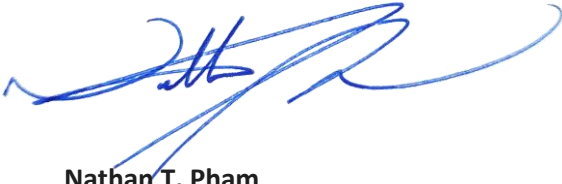
The importance of this flexibility is most evident during crises. When natural disasters, severe weather, power outages, or other emergencies disrupt service over a wide area, our ability to leverage remotely located centers is what ensures continuity for Rhode Island customers. A mandate that ties customer support to a specific physical location within a disaster zone creates a single point of failure and puts our customers' ability to receive assistance at risk.

Finally, the added costs of maintaining redundant physical infrastructure will inevitably exert upward pressure on the rates charged to local residents and businesses. In an era where we should be prioritizing investment in next-generation broadband and wireless infrastructure, these mandates divert critical resources away from network improvements.

For these reasons, we respectfully urge the Committee to defeat SB 2429. Thank you for your time and for your consideration of our position.

Thank you for your attention.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Nathan T. Pham', with a large, sweeping flourish extending to the right.

Nathan T. Pham

Verizon, State Government Affairs

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