

A Self-Audit Guide

## What You Don't Know Could Disrupt You

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# POTS REPLACEMENT

**TeleSwitch**
**E:** info@teleswitch.com | **P:** (305) 593.9292 | **W:** teleswitch.com

# The Hidden Risk in Your Infrastructure




Copper lines used to be dependable. Across the country, phone carriers are shutting down traditional copper-based lines, also known as POTS (Plain Old Telephone Service). These lines still power systems in buildings like fire alarms, elevator phones, security systems, entry gates, and fax machines.

Most companies don't realize they're affected—until one of those systems fails. That's why this guide exists. To help you take a quick, internal look at where POTS lines may still be hiding—and what to do about it.

## Why Waiting Creates Bigger Problems

We've seen it happen too often: a team assumes everything has been migrated, then gets hit with a surprise. Either a service outage, or a massive increase on their monthly bill. Here's what's happening behind the scenes:

- Phone carriers are increasing rates to push customers off copper
- Some are shutting down service without notice
- When something breaks, support is often unavailable
- Emergency systems tied to these lines can quietly go offline
- Legal and compliance risks grow when alarms or access systems fail

*Waiting doesn't just cost money—it costs time, control, and safety.*

# The Benefit of Getting Ahead of It

There's good news: this isn't a hard fix. And companies that act early see more than just protection—they often gain savings and resilience.

By reviewing and modernizing these connections, teams are:

- Cutting monthly costs (often by 40% or more)
- Gaining more reliable infrastructure
- Improving uptime for critical systems
- Getting ahead of compliance risks
- Taking pressure off IT and facilities staff

## A QUICK SELF-AUDIT: WHERE TO LOOK

You can use this section to start asking the right questions internally.

**START WITH THESE SYSTEMS:**

- ☐ Fire alarm panels
- ☐ Elevator emergency phones
- ☐ Entry gates or security doors
- ☐ Fax machines (especially for regulated industries)
- ☐ Water sensors, HVAC panels, or security monitoring
- ☐ Anything labeled "voice line" that isn't used for a phone

**ASK YOUR TEAM:**

- ☐ Do we know which systems still rely on copper lines?
- ☐ Are we seeing any unusual rate hikes or carrier notices?
- ☐ What happens if that system fails—do we have a backup?



*No need for a full audit team. Just the right vendor-neutral technology advisor.*

## Why Work With a Vendor-Neutral Advisor

Legacy line replacement isn't just about finding hardware or picking a provider. It's about finding what fits your environment and solves the problem for good.

That's why working with an advisor who isn't tied to a specific solution matters.
At TeleSwitch, we help businesses navigate this decision without pushing any one provider or platform.

Our goal is to help you:

> *Understand your options clearly*

> *Compare costs and capabilities side by side*

> *Stay in control of your decision—not at the mercy of someone else's sales pitch*

# Top 10 FAQs

**1. Are these lines really being shut off?**
Yes. It's already happening in many markets.

**2. What happens if I ignore this?**
Your systems might fail without warning—and your provider isn't required to repair them.

**3. What kinds of systems are affected?**
Alarms, elevators, gates, faxes, and more.

**4. Do I need to replace everything?**
Usually not. Most systems can be upgraded with a gateway or communicator.

**5. Will I save money?**
In almost every case, yes—often 40–60%.

**6. What about compliance?**
Modern replacements meet NFPA, UL, HIPAA, and more.

**7. What if we only have one line?**
That one line might be running a critical system. It's still worth checking.

**8. Who should review this internally?**
Facilities, IT, or Operations—whoever manages alarms or voice infrastructure.

**9. How long does it take?**
Many transitions are complete in days, not weeks.

**10. Who do I talk to?**
Start with a vendor-neutral advisor who can walk you through it—like TeleSwitch.

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