

Step Into the Future: **It's a great time for POTS replacement**





The connected world we live in today has its roots in “plain old telephony services” that have been with us since the late 1800s.



While POTS technology was revolutionary in its time, the rapid advancements in technology have made it increasingly obsolete.

Modern alternatives, particularly Voice over IP (VOIP), are far better suited to the demands of today’s businesses and educational institutions, where online collaboration is essential.

Moreover, VoIP systems are not only more cost-effective but also simpler to manage and operate. POTS has been in decline for some time, but its fate was sealed in 2019

when the FCC issued [Order 19-72](#), deregulating analog telephony services. This regulatory change led to a significant increase in POTS prices. Since then, several major US carriers have announced their plans to retire the Public Switched Telephone Network (PSTN) copper phone line infrastructure that POTS is founded on.

U.S. Bureau of Labor Statistics **Data**

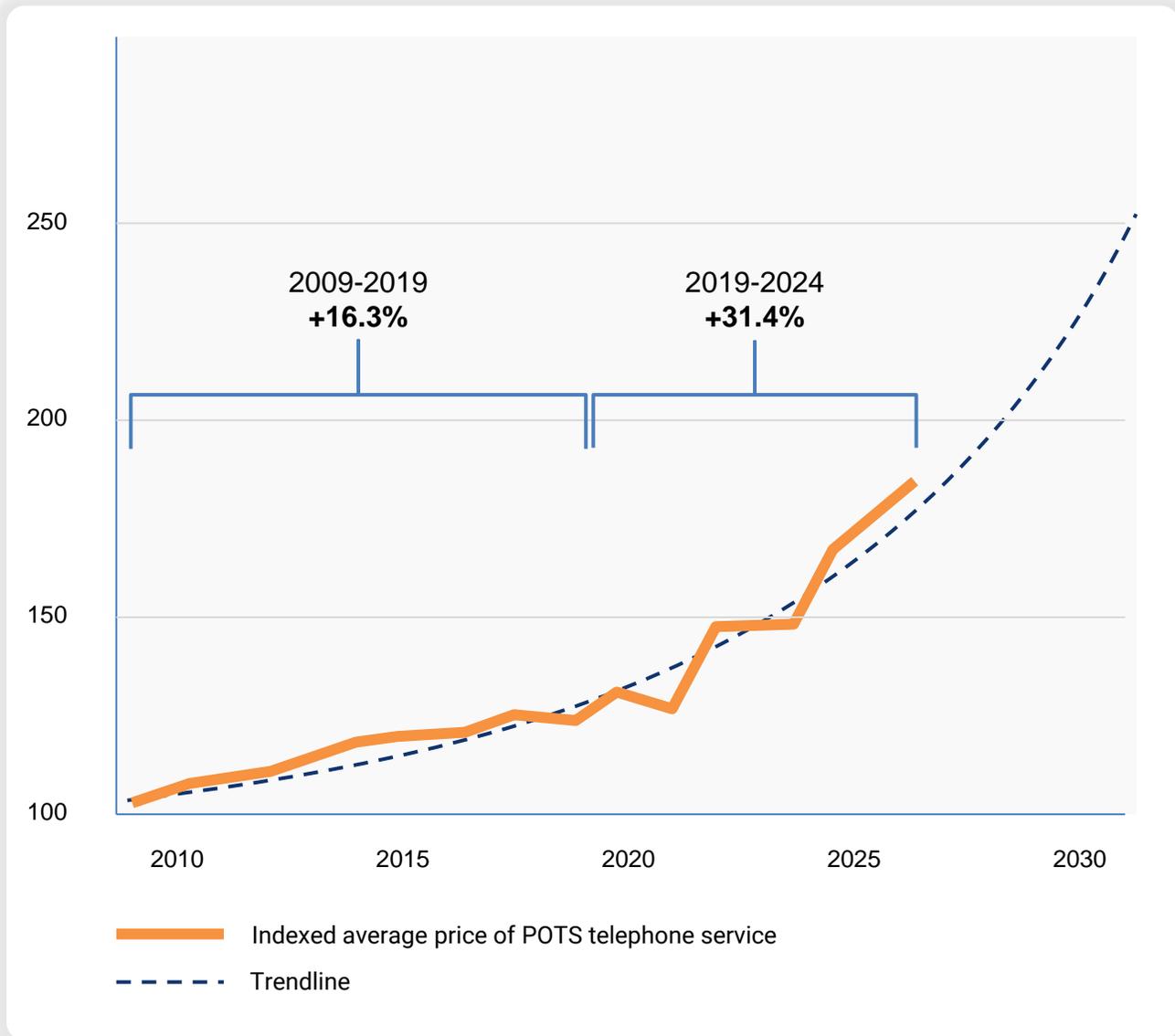
In the decade between 2009 and 2019, POTS telephone service costs in the US increased by

↑ **16.3%**

But in the five years between 2019 and 2024, annual price increases nearly doubled to

↑ **31.4%**

Indexed average price of POTS telephone service



Source: [Bureau of Labor Statistics Data \(bls.gov\)](https://www.bls.gov)

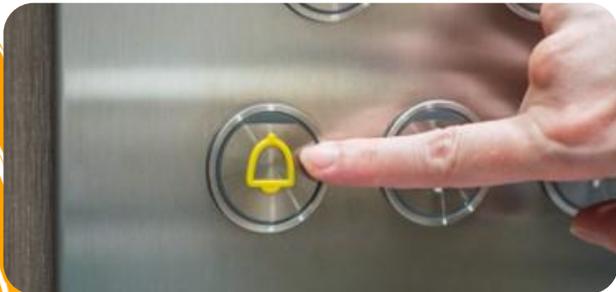
As prices rise and reliability declines, migrating to VoIP-based systems is the logical choice—so what’s holding things back? **For most telephony needs, nothing stands in the way.**

Many organizations have already moved 99% of their calling infrastructure to VoIP systems. However, **the remaining 1% presents unique challenges.**

This small percentage includes specialized lines critical to safety, security, and financial operations, which cannot be easily migrated to VoIP like a standard desk phone. Yet, these systems are vital and often legally mandated.

Of the approximately 16 million POTS lines used by businesses in 2024¹, a large percentage are used for:

Elevator emergency phones



Security alarm systems



Fire alarm panels



Building gates and entry keypads





*“If your organization still relies on POTS for fax lines, alarms, point of sale, elevator call buttons, and other critical systems, **it’s time to face this issue.**”*

POTS replacement solutions

Many organizations have delayed POTS migration projects due to the complexity of compliance challenges. This hesitation is understandable, given the stringent standards and technical requirements involved. It's not easy to ensure that a new solution will meet the same regulatory requirements as the old one. However, with the right partner, this process becomes far more manageable.

Not too long ago, there were no suitable replacements for POTS lines that could meet all compliance requirements.

However, specialized POTS replacement solutions have become available recently that use VoIP along with redundant network connectivity to meet the most stringent regulations.



Fusion Connect's POTS replacement solutions can provide redundant network connections (including LTE and 4G/5G) and high-capacity battery backups.

Moreover, these POTS replacement solutions can seamlessly integrate with Unified Communications as a Service (UCaaS) platforms, including Microsoft Teams and Webex, if you have integrated business calling services into those platforms. This integration ensures that your organization's communication infrastructure is also fully equipped to support modern collaboration tools, enhancing productivity and connectivity.

Here are some common use cases and the **Fusion Connect Solution**

The POTS Challenge

Analog Fire, Elevator, and Security Alarms

Legacy elevator, security, and fire alarms generally use POTS lines to deliver a stable and reliable connection. To conform to NFPA 72 standards, next generation communications systems require a redundant power source with a minimum of 24 hours of power.

Analog Employee and Reception Phones

Traditional desk and reception phone lines that run across a POTS or Centrex line into a business to deliver dial tone to individual phones.

Analog Endpoint Devices

Many devices in office and campus locations still use copper lines for fax machines, point of sale (POS) terminals, vending machines, ATMs, gate entry systems, and paging systems.

The Fusion Connect Solution

Digital Business Line with Battery Back-up

A phone line with UPS providing a back-up battery designed to conform to NFPA 72 standards. If you require redundant connectivity this may be provided with another analog line or optional wireless broadband service. This can deliver a resilient and reliable solution to keep critical phone services connected.

Hosted Voice

A full-featured, cloud-based phone service delivered over an internet connection to provide reliable office phones, that can also be used on PCs and mobile devices. No need to manage expensive central equipment or onsite hardware (PBX).

Digital Business Line

An analog telephone adapter solution that delivers a cost-effective and reliable solution for these analog devices.

Fusion Connect is here to help

We start with a quick call to ask questions about your environment—including the number of POTS lines, their use, and any other requirements specific to your organization. After collecting that information, we will design a solution and arrange a meeting with our experts to review our recommendations.

Our technicians visit your locations to identify the exact location of the equipment and plan where we will install the replacement hardware. The final step is to install the solution, plug your POTS lines into one side of the replacement device and your VoIP lines into the other, integrate the device with your network and conduct thorough testing.



We will then develop a migration plan that minimizes disruptions.



From there, Fusion Connect will remotely monitor the new system over the internet 24/7

As Plain Old Telephony Service (POTS) accelerates on its trajectory to obsolescence, organizations are moving towards modern, efficient communication systems like Voice over IP (VoIP).

The advent of specialized POTS replacement solutions that meet the most stringent regulations are making it easy to migrate the last 1% of use cases related to safety, security, and other critical functions **like elevator rescue phones, fire detection systems, and security keypads.**

These replacements redundant network connections and high-capacity battery backups to ensure reliable communication. With the help of a trusted partner, organizations can simplify the migration process and ensure compliance with regulatory requirements.

While this guide focuses on migrating specialized systems like fire alarms, security lines, and emergency phones, it's important to note that Fusion Connect also offers comprehensive solutions for more straightforward needs, such as moving traditional desk phones to modern VoIP systems.



Whether your requirements are **complex or simple,** we are here to ensure a seamless transition.