

POTS REPLACEMENT: THE ESSENTIAL GUIDE FOR SUSTAINABLE BUSINESS COMMUNICATION

What the Copper Landline
Sunset Means for Your
Business Phone Lines

Carolina Digital Phone
301 S. Elm St, Suite 601
Greensboro, NC 27401

Published September 2025

INTRODUCTION

Why are Copper Phone Lines Being Phased Out for Businesses



POTS, or Plain Old Telephone Service, refers to the traditional analog phone service that has been in use for decades. It utilizes copper wire to transmit voice communications and is known for its simplicity and reliability. However, as technology has advanced, the limitations of POTS have become apparent.

The rising costs associated with maintaining and upgrading copper phone lines are a significant factor in the decline of these lines. Many telecom companies face increasing expenses due to the aging infrastructure, which requires constant repairs and maintenance. Additionally, as more businesses transition to digital communication solutions, the demand for copper lines has decreased, making it less economically viable for providers to continue supporting them. Consequently, businesses are encouraged to adopt modern alternatives such as VoIP and fiber-optic services, which offer greater efficiency and lower long-term costs.



POTS REPLACEMENT FAQS

What is happening?

In 2019, the FCC deregulated copper lines, permitting suppliers to gradually discontinue support for these outdated systems.

When did this change occur?

The FCC Order 19-72A1 initiated the transition to newer alternatives. Carriers have been leveraging this opportunity to reallocate resources and invest in more advanced technologies.

Why is this change being made?

The aim is to replace outdated infrastructure with modern technologies like fiber and wireless, which are better suited for today's digital applications.

The Bottom Line:

Carriers are no longer obligated to bear the costs and responsibilities of maintaining old copper networks, shifting that burden onto consumers.



Understanding POTS Replacement and Alternatives

Understanding POTS replacement options is crucial for those affected by the phase-out of copper.

VoIP offers a reliable phone system that serves as a practical alternative to POTS. This digital network allows customers to switch from copper phone lines seamlessly. Upgrading to VoIP brings a host of powerful features, including call forwarding, time-of-day routing, and advanced auto-attendants. Additionally, cloud telephone service is ideal for hybrid work. The goal is to ensure continued connectivity in the telecommunications landscape.

Exploring the Most Common and Effective Alternatives to POTS



1. Voice over Internet Protocol (VoIP)

- Transforms analog voice signals into digital data for transmission over the internet.
- Cost-effective for businesses: lower monthly bills and international calling.
- Offers rich features: auto-attendant, voicemail-to-email, call recording, CRM integration.
- Highly scalable and remote-friendly, ideal for growing or hybrid teams.
- Compatible with analog devices via Analog Telephone Adapters (ATAs).
- **Cost Savings:** Significantly lower monthly costs compared to POTS, especially for long-distance and international calls. Many providers offer unlimited calling plans.

Exploring the Most Common and Effective Alternatives to POTS

- **2. Cellular-Based Solutions (Wireless POTS / Fixed Wireless)**
- Leverages 4G/5G networks to deliver voice over wireless instead of copper lines.
- Portable and quick to deploy—perfect for remote sites or areas with no wired internet.
- Useful for legacy hardware like fax machines, alarms, and POS systems.
- Acts as a redundant backup for internet-based systems during outages.
- Basic voice-focused alternative with fewer collaboration features than VoIP or UCaaS.
- Limited Features: Typically provides basic voice and data, lacking the advanced communication and collaboration features inherent in many VoIP solutions.



Exploring the Most Common and Effective Alternatives to POTS

• **3. Unified Communications as a Service (UCaaS)**

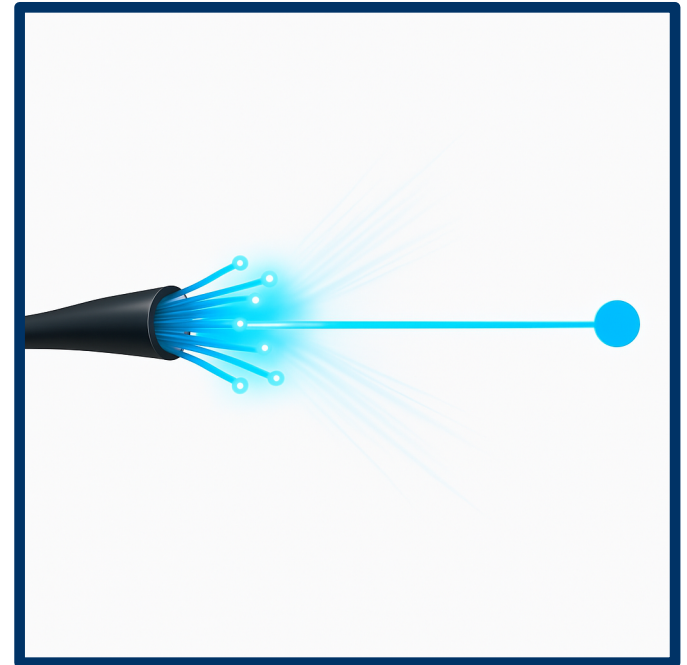
- An evolution of VoIP that combines voice, video, messaging, and collaboration tools.
- All-in-one platform for seamless communication and productivity across teams.
- Cloud-based delivery removes the need for complex on-premise IT infrastructure.
- Ensures scalability and flexibility to adapt to future tech needs.
- Simplifies management with a single vendor for multiple communication tools.
- Internet Dependency: Like core VoIP, UCaaS relies heavily on a stable and robust internet connection.



Exploring the Most Common and Effective Alternatives to POTS

• 4. Direct Fiber Optic Connectivity

- While not a direct POTS "replacement" in the sense of a service, upgrading to fiber optic internet infrastructure enables superior VoIP and UCaaS performance, and can also be used for direct voice services where available.
- Fiber optic cables transmit data using light signals, offering significantly higher bandwidth and lower latency than copper.
- This robust internet connection serves as the backbone for high-quality VoIP, cloud services, and general business operations.
- Fiber optic infrastructure is not universally available, especially in rural or older urban areas.
- Initial installation can be more expensive than simply switching to a cellular-based POTS alternative if fiber isn't already present.



Insights into the Future of Phone Connectivity

Exploring the New Digital Infrastructure

As the phase-out of copper phone lines continues, it's essential to explore the evolving infrastructure that replaces copper wire. Fiber optic cables are at the forefront, providing high-speed internet and phone services via VoIP. Wireless technologies also play a crucial role, offering connectivity for homes and businesses. This transition means that telecommunications companies must invest in new infrastructure to support digital communications and ensure reliable phone service for users who are looking to upgrade.

Benefits of Upgrading from Old Copper Lines

Upgrading from old copper phone lines offers numerous benefits. VoIP systems offer improved call quality, advanced features like call forwarding, and cost savings compared to traditional landlines. Fiber optic cables deliver faster internet speeds, supporting cloud-based applications and seamless connectivity for businesses. The switch also reduces the risk of outages associated with the aging copper lines' infrastructure. Upgrading ensures more reliable phone service, fewer service interruptions, and better quality of service. This transition away from copper allows customers to future-proof their phone system technology.

How to Replace Copper Landlines with VoIP

Replacing copper landlines with VoIP involves a few key steps. First, ensure you have a stable broadband internet connection, as VoIP relies on the internet to make calls. Next, choose a VoIP provider that meets your needs and budget. The provider will supply any necessary hardware or software. Finally, configure your phone system to work with the VoIP service, and port your existing phone line number to the new system. This transition away from copper ensures that the copper telephone lines are disposed of properly and allows users to upgrade their services.

Long-term Implications for Phone Line Users

The long-term implications of phasing out copper for phone line users are significant. While the transition away from copper services may require some initial investment in upgrades, the shift to VoIP and wireless technologies promises enhanced connectivity, improved reliability, and access to advanced communication features. As the aging infrastructure of copper lines continues to be phased out, embracing these new technologies ensures that phone line users remain connected in the modern digital age. This allows people to switch to new technologies and utilize fiber optic cables.

Ready to Help Your Clients Sunset Their Copper? Let's Talk.

POTS replacement isn't always straightforward—many systems were built specifically for analog. Choosing the right alternative requires careful planning and the right partner.

At Carolina Digital Phone, our experts are here to help you evaluate options and deliver the most reliable, compliant, and cost-effective solutions for your customers.

Need Support?

Whether you have questions or want a personalized recommendation, we're here to help.



Contact Us:

✉ inquiry@carolinadigitalphone.com | ☎ (336) 544-4000 | 🌐 carolinadigitalphone.com