Copper phone line replacement checklist

A site-by-site worksheet for businesses that still rely on older analog (POTS) business lines, including those affected by the November 5, 2026 AT&T date.

> **Why now:** On October 5, 2026 the FCC accepted AT&T's application to discontinue certain older business phone lines (sold as PrimePath or Business Local Exchange Service through AT&T Business Network, OneNet Option and ACC Business) in 34 states plus D.C., including Connecticut. Unless the FCC acts, the application is deemed granted on **November 5, 2026**, the earliest date AT&T may stop those services. Lines under existing contracts are excluded. Source: FCC Public Notice DA 26-1075, WC Docket No. 26-276.

1. Build your line inventory

- ☐ Pull the latest invoice for every location and list each phone number billed
- ☐ Note the provider, product name and contract end date for each line
- ☐ Mark any line whose product matches the services named above
- ☐ Walk each site and label what is physically plugged into each line
- ☐ Flag lines nobody can identify (often unused and still billed)

2. Find the life-safety lines

- ☐ Fire alarm panel lines (check with your alarm monitoring company)
- ☐ Elevator emergency phones
- ☐ Burglar / security alarm panels
- ☐ Emergency call boxes, gate and door entry phones
- ☐ Confirm local fire-code and inspector requirements before changing any of these

3. Choose a replacement for each line

- ☐ Main numbers and desk phones: move to a cloud phone system and keep your numbers
- ☐ Alarms and elevators: a certified POTS-replacement device with cellular and battery backup
- ☐ Fax: cloud fax or a fax-capable adapter
- ☐ Card terminals and modems: confirm they work over internet or cellular
- ☐ Add a backup internet path where the phones depend on it

4. Plan the cutover

- ☐ Port numbers before the old line is disconnected
- ☐ Schedule alarm and elevator testing with the vendors on site
- ☐ Get written confirmation of each disconnect so billing stops
- ☐ Keep a final inventory with new account numbers for every site

Site worksheet

Location	Phone number	Used for	In scope?	Replacement	Target date