5×5 TELECOM
INTERNET, CYBER, EDGE AI & MANAGED SERVICES

Process guide · Building owners

POTS line replacement for buildings

How 5x5 Telecom moves elevator phones, fire alarm panels and other building POTS lines off copper, one line at a time, with every system tested before its POTS line is canceled.

Why POTS lines are going away

Carriers are retiring copper

Phone companies are shutting down the copper networks that carry POTS (plain old telephone service) lines. AT&T has said it plans to retire most of its legacy copper network by 2029.[1]

The rules now move faster

In March 2025 the FCC adopted orders that make it easier for carriers to retire copper and discontinue POTS and other legacy phone services.[2]

Remaining lines cost more

As customers leave copper, carriers are raising prices on the POTS lines that remain, so a building pays more each year for the same lines.

What runs on POTS lines in your building

Many building systems were installed when a copper POTS line was the only way to call out. Most buildings have more of these lines than anyone has on a list.

Elevator emergency phones

The elevator safety code (ASME A17.1) requires two-way emergency communication from the elevator car.

Fire alarm panels

Alarm signals go to a monitoring center. NFPA 72 and your local inspector set how they must be sent.

Security and burglar alarm panels

Intrusion and panic alarms that report to a monitoring company.

Water and leak sensors

Leak and flood detection that calls out when water is found.

Emergency call boxes

Call stations in garages, stairwells, areas of refuge and parking lots.

Intercoms, entry phones and fax

Lobby, gate and door intercoms, plus dial-up lines for building controls, meters and fax machines.

The risk of waiting until a line fails

When a POTS line fails or is discontinued before it is replaced, the system behind it can no longer call out. For a building, that can mean:

- Elevator entrapments with no working emergency phone
- Failed or flagged fire inspections
- The building placed on fire watch, with the cost of staff on patrol until monitoring is restored
- A certificate of occupancy put at risk

[1] Fierce Network, “AT&T aims to shut down its copper network by 2029,” September 5, 2025. [2] Federal Communications Commission orders on copper retirement and service discontinuance, March 2025, as reported by Fierce Network, March 21, 2025. [3] Typical savings for buildings; actual savings depend on each building's current services and contracts. Codes and requirements vary by building and jurisdiction; your system vendors and local inspector confirm what applies to each line.

How 5x5 replaces your POTS lines, one line at a time

Inventory every line

We find each POTS line in the building and record what it serves, the carrier, the phone number, the monthly cost and any contract terms. Your phone bills and a walk through the phone rooms tell us where to look.

Check each system with its vendor

We confirm with your elevator, fire alarm, security and intercom vendors what each device needs, and work with your existing monitoring company.

Design the replacement

Each line gets the right combination of VoIP adapters, cellular, LTE, 5G and internet connections, with battery backup.

Coordinate approvals

Life-safety changes are planned with the system's vendor and the local inspector (the authority having jurisdiction), so each line meets the codes that apply.

Cut over and test

We move one line at a time, keep or port phone numbers where a system needs them, and test each system end to end with its vendor, such as a test call from the elevator car or a test signal to the monitoring center.

Cancel the POTS line

Only after a system passes testing do we cancel its POTS line, and we give you a record of every line we replaced.

Supported from then on

We support the new lines as part of your service. Our support team is US-based. During business hours, every ticket gets a first reply within 60 minutes. Outside business hours, including weekends and holidays, emergencies get the same 60-minute first reply.

What we need from you

- Recent phone bills for the building
- Access to phone rooms, elevator machine rooms and alarm panels
- Contacts for your elevator, fire alarm, security and monitoring vendors
- Upcoming inspection or test dates for life-safety systems

You do not need a complete list of lines to start. Finding them is part of the work.

Why building owners choose 5x5

Lower monthly costs

We audit the building's internet and telecom expenses, POTS lines included, and propose a solution that typically saves buildings $500 to $3,000 a month, or $6,000 to $36,000 a year.[3]

Vendors coordinated for you

We work with your elevator, alarm and intercom vendors, your existing monitoring company and your local inspector, so you are not managing the handoffs.

Support that answers

Our support team is US-based. During business hours, every ticket gets a first reply within 60 minutes. Outside business hours, including weekends and holidays, emergencies get the same 60-minute first reply.

Get a quote for your building

Tell us about your property and the systems on POTS lines. We will follow up to talk through options and prepare a quote.

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24/7 US-based support