

**Email Subject Line:** Action Required for Your Telecommunications Services

**From:** [conversions@peerlessnetwork.com](mailto:conversions@peerlessnetwork.com)

Action Required for Your Telecommunications Services

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**IMPORTANT: ACTION REQUIRED**

Dear Customer,

Recently you were notified that one of Peerless Network's (formerly Call One) POTS line vendors was discontinuing this service. These services are for Plain Old Telephone Services (POTS) lines. POTS are an analog voice transmission phone system delivered over copper infrastructure and are obsolete.

To avoid any disruption in service it will require the addition of hardware shipping directly to your location. This equipment is being provided by Peerless Network (formerly Call One). The installations of this hardware will require coordination with your phone vendor and Peerless Network. **Please do not install your new device without scheduling it with your phone vendor and Peerless Network.**

Shortly, you will be receiving a package from Peerless Network that contains your new device for installation. Please be on the lookout for that package. We will be in contact with you to schedule the installation of your new device along with your phone vendor.

Below is an overview for what you can expect during this process:

**Pre-installation**

- Receive new device from Peerless Network and place it in a secured location.
- Contact Peerless Network to schedule your conversion.
  - Our Dispatcher will walk you through the scheduling process and follow it up with a calendar invite that includes a bridge allowing your phone vendor to connect with our engineer.
  - A Scope of Work for the day of conversion will be included in your calendar invite.
- Confirm Peerless Network schedule with your phone vendor.
  - You will be able to forward your calendar invite to your phone vendor.

**Day of conversion**

- Phone vendor should arrive 30 minutes prior to the call to locate equipment and prep equipment.
- Your phone vendor will work with Peerless Network over the provided bridge to install and confirm the device is activated.

Please note there is also a billable option for Peerless Network to provide a technician to work with your phone vendor on-site to complete the conversion to your new equipment.

Please don't hesitate to contact Peerless at [conversions@peerlessnetwork.com](mailto:conversions@peerlessnetwork.com) any questions or concerns. We are striving to make this process as painless as possible for you, while we ensure the continuity of your POTS lines.

Thanks,

Peerless Network (formerly Call One)



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