



# *A Joint Purchasing Program For Local Government Agencies*

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## ***Peerless Network (Formerly Call One) Announces Imminent Demise of POTS Lines***

The Suburban Purchasing Cooperative (SPC) was recently informed that Telecommunications Program provider Peerless Network (formerly Call One) was notified by one of their vendors that certain telecommunications services will be discontinued. These services are for Windstream Plain Old Telephone Services (POTS) lines. POTS are an analog voice transmission phone system delivered over copper infrastructure and are obsolete. Windstream is scheduled to decommission their POTS lines on March 1, 2022. AT&T and Verizon will also decommission their POTS lines, although they have yet to announce termination dates.

If you use the SPC Telecommunications Contract (#188) with Peerless and have POTS lines, you may have received an email from them dated November 19 with the subject "Important Information Regarding Your Telephone Service". The message included a list of your POTS lines and a request that you identify if any of these lines are being used for specialty purposes like alarm lines, elevators lines, exterior call boxes or fax lines and respond back to them at [conversions@peerlessnetwork.com](mailto:conversions@peerlessnetwork.com). These types of lines require special update hardware so it's critical they are identified properly.

Based on the responses, Peerless will mail an Analog Telephone Adaptor (ATA) associated with the address they have on file for that POTS line. This could be a problem if the address associated with the line is unmanned or underground, so it is important to verify the address and contact person to whom Peerless should send the adaptors.

A virtual meeting was held on Wednesday with Peerless representatives, *Northbrook Chief Information Officer Lori Baker*, *Elk Grove Village Deputy IT Director Ed May*, *Westmont Director of Information Technology Glen Liljeberg*, *Wood Dale IT Director Nick Kase* and *NWMC staff* to discuss a plan and communications necessary to inform program participants about their options. We have requested detailed information from Peerless including POTS lines (by carrier) as well as information on the ATA kits that were sent by Peerless including date, tracking #, recipient names and mailing addresses. It is Peerless' responsibility to notify all SPC contract participants and provide all necessary information pertaining to POTS lines and plans for the transition along with the customer service or sales contacts who will be working with them to implement the changes. We will notify program participants as soon as we have additional information.

For questions or additional information, please contact staff or Peerless Network Director of Account Management *Alex Sondgerath*, 312-681-8313 or [asondgerath@peerlessnetwork.com](mailto:asondgerath@peerlessnetwork.com). *Staff contact: Ellen Dayan*

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