

POTS Transformation National Retail Chain Case Study

We used MetTel to migrate 2,300 legacy copper phone lines across 500+ locations for our client. By transforming and consolidating the client's POTS inventory they were able to realize significant savings and have a more productive and secure environment.

The Challenge

Everyone is in the same boat; there is an increased need for customers to move analog POTS lines to a different voice service. Federal regulators are not making it necessary to maintain them, LECs don't make money on the service, and therefore, carriers are raising line rates and aren't effective at repairing these lines.

This particular retail chain has multiple locations nationwide and relied on copper lines for business operations like voice, elevators, fire and burglar alarms, point-of-sale, and fax. We engaged MetTel to evaluate the client's entire POTS line inventory and provide a like-for-like cost comparison and ultimately convert them.

The Solution

The customer went with MetTel for its ability to connect with broadband, 4G LTE, and Wi-Fi, utilizing cellular as primary access if others are not available or to act as a backup in case of primary circuit failure. MetTel POTS transformation device has dual SIM capabilities, providing added fail-over protection and proactive monitoring, as well as 24-hour battery backup.

MetTel was selected for its vested interest in Dataremote – the company manufacturing the POTS in a Box equipment. Additionally, MetTel has proprietary software in their application servers that are housed in all nine POPs throughout the country. This allows all emergency line traffic to be routed



to the closest POP. MetTel's network configuration is second to none, even solving for the latency of POTS Transformation voice traffic.

Together, we did a site survey to validate and confirm inventory and telephone numbers and conducted pricing comparisons. MetTel handled the installation of the board and tested connectivity to the internet, failover to 4G, failover between SIM cards, confirmation of all voice and safety lines, and then the porting of numbers.

We replaced the client's phone lines that were being used for voice, fax, fire alarms, security lines, and point of sale terminals with the POTS Transformation solution which provided immediate cost savings and peace of mind.



The Result

With MetTel's fully managed POTS Transformation service, the client has device break/fix emergency replacement services, staging and kitting, on-site deployment and professional installation, remote firmware updates, AI monitoring, and alerts.

2,300 copper lines moved to POTS Transformation

30% cost reduction, monthly

Fixed rates for the life of the contract



Consolidation to one provider

Single monthly bill for all voice services

Professional project management
by a certified PMP

One platform for visibility and
optimization into the entire
inventory for management and
usage tracking and reporting

ABOUT METTEL

MetTel is a leading global provider of integrated digital communications solutions for enterprise customers. By converging all communications over a proprietary network, MetTel enables enterprise companies to easily deploy and manage technology-driven voice, data, wireless and cloud solutions worldwide. MetTel's comprehensive portfolio of customer solutions boosts enterprise productivity, reduces costs and simplifies operations.

