

URGENT PSA: Save Your AT&T Landline Before July 19, 2026

AT&T is moving to phase out traditional copper-wired Plain Old Telephone Service (POTS). We need immediate, collective action to protect this reliable infrastructure.

Critical Deadlines

- **July 19, 2026:** AT&T begins "grandfathering" existing POTS lines. No new orders may be allowed on or after this date in the area affected by the discontinuance.
- **June 1, 2027:** Proposed full discontinuance of all POTS landline services.

SaveLandlines.org urges everyone to contact AT&T immediately if they need to order a new POTS landline or consider adding a second line to existing accounts to complicate their phase-out timeline.

Step-by-Step Ordering Guide

1. First, call 1-800-288-2020, the main number to order service. Ask for traditional landline telephone service. Most likely will lie and say the service is not available. **DO NOT accept alternatives** like VoIP, Internet-based, wireless, "AP-A" Advanced Phone, etc. Insist only on traditional POTS landline service. Inform reps the service is not yet grandfathered and under California law they must comply.

Document your interactions and their refusals, including the time you called, whom you spoke with, what they said. Record conversations if possible or transcribe them.

Most likely they will refuse but you tried and have their refusal documented. Then proceed to escalation steps (starting with step 2):

2. Contact the AT&T President's Office

- Phone Number: 800-355-9542
- Department: Appeals and Escalation
- Expect Long Delays: The hold message claims a 10-minute wait, but real-world testing shows wait times up to 30 minutes. Stay on the line.

3. Initial Intake with a "Case Manager"

- The person answering your initial call is a Case Manager.
- They will take your information down first as part of AT&T's protocol.
- They should follow up within 3 business days. Even though that's after the grandfathering, do this anyways so it's on the record.

4. Automatic Assignment to a "Case Specialist"

- The Case Manager will then direct your call to a Case Specialist.
- This Specialist will handle your needs directly.
- Crucial Step: Once connected, the Case Specialist will you give their direct phone number, access code, and extension. You will need these details for all future follow-ups.

5. Design Your Plan

Your Case Specialist will walk you through AT&T's current allowed constraints. Note that wired DSL internet is no longer available with these lines. Ensure they review:

- Designated Metro Zone prefixes
- Long-distance options
- Basic local service pricing

Warning: Beware of Obstacles

Some Case Managers may attempt to block or actively discourage your new POTS order. Do not give up. If you encounter resistance or suspect your order is being hindered, hang up and re call the President's Office number (800-355-9542) or your Case Specialist directly to report the issue. Persist until your service is officially booked and active.

In parallel, file complaints with the CPUC and FCC if you called AT&T at (800) 288-2020 and they refused landline service or you are getting stonewalled by the President's Office:

CPUC complaints:

1. Call 1-800-649-7570. Press 1 for English, 2 for complaints for refusal of new service, then press option 1 to file a complaint.
2. A staffer will answer and take down your information. Explain AT&T's refusal to the staffer and make it clear they are refusing service which has not yet been grandfathered by their application, in violation of COLR rules.
3. After speaking with the staffer, file a complaint online at <https://cims.cpuc.ca.gov/complaints/Home/FileComplaint>

Complaints may take 30-45 business days to process; do it anyways so this is on the record.

FCC complaints:

1. Call (888) 225-5322
2. File a complaint online at https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=39744

Be sure to provide any available documentation about your interactions with AT&T and their refusal to comply, including the names of people you spoke with, what they said, and the exact times.

If you need help understanding the formal complaint process, please contact CPUC's Public Advisor's Office at public.advisor@cpuc.ca.gov or toll-free phone at 1-866-849-8390.

Visit <https://SaveLandlines.org> to join the movement and protect our reliable communication infrastructure.