



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 after this date.
- **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

Navigating AT&T's system requires patience and persistence. Follow this specific workflow to get your line:

1. Contact the 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.**

2. 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.

3. 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 give you their direct phone number, access code, and extension. You will need these details for all future follow-ups.

4. 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
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 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.

 **Learn More**

Visit **Savelandlines.org** to join the movement and protect our reliable communication infrastructure.