



# Staying in Touch as Landlines Change

## Copper Transition Basics

- Telecom companies are moving to retire copper lines because they are outdated, requiring frequent and expensive maintenance.
- Fiber-optic cables are the industry standard, delivering much of the world's internet, cable, and TV service.
- Your landline may transition to cell service or VoIP.
- Companies must give public notice to the FCC.
- Companies must give customers 30 days' advance notice of any planned service changes.

## How the Transition Affects Your Service

- Keep your phone and phone number.
- Phone companies are required to offer an acceptable replacement service.
- A modern landline will not work during a prolonged power outage.
- Your new service should come with backup battery power.
- Confirm with your phone company if your new service includes call blocking and screening.

## Resources for the Copper Transition

- [AT&T](tel:888-994-7035): 888-994-7035
- [Verizon](tel:877-439-7442): 877-439-7442
- [Lumen Technologies](tel:800-764-9504) (formerly Century Link): 800-764-9504
- FCC Network Upgrades page: [fcc.gov/tech-transitions](https://fcc.gov/tech-transitions)

