SpyGlass

CASE STUDY

Beating the POTS Clock

How SpyGlass helped Lansing USD 469 modernize 24 aging phone lines — and save over $25,000 a year — before rising rates took effect

ABOUT THE CLIENT

Lansing USD 469 is a public school district in Lansing, Kansas, serving the city of Lansing and a portion of southern Leavenworth County, near Fort Leavenworth. Established in 1965, the district operates five schools — an Early Childhood Center, Elementary, Intermediate, Middle School, and High School — serving roughly 2,500 students. USD 469 also houses LINCS, a post-graduation special education program.

THE CHALLENGES

Like many districts still running legacy telecom infrastructure, USD 469 had numerous analog POTS lines in place across its buildings, with many connected to fire panels and elevators. SpyGlass first engaged with USD 469 in 2023 to evaluate the district's telecom environment. At the time, the district had just signed a 12-month agreement with AT&T covering all of its analog lines — leaving no near-term opening to act. After closing out that phase of the engagement, SpyGlass planned to revisit a replacement solution once the AT&T agreement neared expiration.

Roughly 10 months later, SpyGlass reconnected with the district to revisit its options — and the timeline was tight. The AT&T agreement was approaching expiration, and higher renewal rates were scheduled to take effect the moment it lapsed.

"AT&T basically threatened us and said, 'If you don't switch off POTS lines in the next month or so, we're going to hike your rate'. We ended up in a position where we had our back against the wall."

– Brian Burns, IT Director, USD 469

USD 469's situation is not an isolated one. Every major local exchange carrier is now sending similar notices to customers still on copper.

- AT&T has requested FCC authority to discontinue legacy TDM-based POTS service for roughly 90,000 customers and expects to be substantially out of copper by 2029.
- Verizon is issuing retirement notices across the Northeast.
- Frontier is notifying affected customers by letter ahead of its own copper discontinuance filings.
- Lumen (formerly CenturyLink) — including service still billed under the CenturyLink, Qwest, Embarq, or US West names — announced that as of August 1, 2026, it stopped writing and renewing business voice contracts altogether, from SIP trunking and PRI to standard POTS lines. Existing customers keep service through their current contract term, but at renewal, many will be pushed to month-to-month terms — and higher rates.

USD 469's story is a real-world example of why timely action is needed to avoid the POTS ticking clock.

Our Technology Expense Management Solution:

SpyGlass SnapShot Audit

ANALYZE
Tech service costs across voice, data, internet, cloud services, SaaS license and mobility

IDENTIFY
Savings recommendations for streamlined services

OPTIMIZE
Existing services by implementing approved recommendation for savings

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THE STRATEGY

To meet the deadline, SpyGlass expedited the transition of USD 469's 24 analog lines off legacy POTS. The SpyGlass team combined the site survey and installation into a single visit — compressing what could have been weeks of coordination into one trip across the district — timed to get the new service live and verified before the AT&T agreement expired.

> ***"SpyGlass was so fast — they had somebody out the next week, and everything was installed right away."***
>
> – Brian Burns,
> IT Director, USD 469

THE RESULTS

$25k+

Annual Savings from transitioning 24 analog lines off legacy POTS

24 Analog Lines

Transitioned to a modern replacement, in a single visit

Legacy POTS Transition Completed Quickly

before the AT&T deadline — beating significant rate hikes & ensuring peace of mind

> ***"It's good for us to know our emergency systems are working — it's not something I touch every day (as Director of IT), so the fact that I don't have to is a testament to SpyGlass."***
>
> – Brian Burns,
> Director of IT, USD 469

ABOUT SPYGLASS

SpyGlass is a leading provider of telecom and technology expense management (TEM) audits and collaborative premier procurement to 16,000+ clients throughout the U.S. and Canada. By collaborating with virtually every type of industry, we serve as trusted advisors who challenge the technology cost status quo to deliver surprising savings that empower your bottom line.

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