

Rental Company Ditches the Deadweight in POTS

One customer shaved \$18,000 per month off its telecom costs—an annual savings of over \$240,000—by partnering with vCom to eliminate unused POTS lines and streamline voice services with PMaaS.

BACKGROUND

The company is a diversified business-to-business rental company serving customers across the education, construction, government, and energy sectors. With a commitment to delivering high-quality modular buildings, electronic testing equipment, and liquid containment solutions, they operate multiple facilities nationwide.

“We truly appreciate the proactive and professional service from vCom and their PMaaS product offering—this is telecom done right.”

NETWORK & SECURITY ADMINISTRATOR

CHALLENGES

The organization was facing a hidden drain on its telecom budget: approximately 40 legacy POTS lines scattered across its locations, with little clarity on what was active, what was essential, and what could be shut off. Monthly costs had surged to over \$20,000—some individual lines billed at nearly \$2,000—yet no one could confidently say what was driving the charges.

The situation was more than just expensive—it was inefficient and unsustainable. The internal IT team didn't have the bandwidth or tools to audit every line manually, and without visibility into each circuit's purpose, the risk of disconnecting a critical service loomed large. What they needed was a way to make smart decisions quickly, without taking on a massive project all at once.



Assets Under Management

- 34 circuits

Challenges

- Telecom costs ballooned to \$22,000/month with minimal usage insight
- Dozens of unused or redundant analog lines remained active
- Internal teams lacked time and tools to investigate or manage disconnects

Impact

- Saved over \$18,000/month, cutting POTS spend from \$20,683 to under \$2,000
- Disconnected 20+ unused or redundant lines, some billing up to \$2,000 each
- Gained full visibility into their network environment with a verified, accurate inventory

SOLUTION

They turned to vCom's POTS Management as a Service (PMaaS) to untangle the mess. Instead of a rushed, blanket approach, vCom partnered closely with the customer's internal team to build a phased plan that aligned with their pace and priorities. Together, they held weekly working sessions, targeting the most expensive sites first and going line by line to determine usage.

To get answers, vCom deployed tone and trace services to physically identify what each line was connected to—if anything. Many turned out to be unused, while others were tied to outdated fax machines or functions that had long since migrated elsewhere. Those that were still needed were either moved to more modern solutions, like POTS-in-a-box, or transitioned onto their existing infrastructure. Those that weren't were disconnected seamlessly, eliminating friction along the way.

RESULTS

The impact was immediate and dramatic. The customer slashed its monthly POTS spend from \$20,683 to under \$2,000—an \$18,000+ reduction. That translates to an annual savings of over \$240,000, all without disrupting core operations. Around 20 lines were disconnected or migrated, and only a few remain—each reviewed and validated as necessary. What started as a confusing tangle of legacy services has become a clean, cost-effective voice environment.

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The best part? They didn't have to go it alone—and their IT team is no longer stuck paying for phone lines that serve no purpose.

