



Council Agenda Item

Meeting Date: 08/18/2026

Agenda Item: POTS Decommission/FortiVoice to Solacom SIP Integration

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BACKGROUND

(Enter the who, what when, where, why)

On July 7th, 2026, the City of Whitewater received notification from AT&T that they will be closing 25% of their wire centers. In a recent FCC filing, AT&T requested authority to discontinue legacy TDM-based voice services or plain old telephone service ("POTS") copper lines on or after November 15, 2026. POTS lines are being retired because aging copper infrastructure is expensive to maintain, driving carriers to impose significant monthly price hikes on remaining active copper lines to force migration to alternative fiber-optic and wireless network solutions. This, coupled with the fact that the Federal Communications Commission has also eliminated many lengthy approval hurdles, has enabled swift regional wire center shutdowns, impacting approximately 90,000 customers across portions of certain wire centers in 18 states. As an organization, the Whitewater Police Department still relies on POTS lines for multiple non-emergency phone lines, requiring a replacement plan to be put in place before retirements in our region result in call disruptions.

The City's current configuration routes several administrative POTS lines between our Session Initiation Protocol (SIP)-based FortiVoice system and the Solacom emergency communications system. As both systems continue to evolve and POTS technology becomes increasingly outdated, transitioning these administrative connections to SIP provides enhanced interoperability, stability, and long-term support.

The proposed FortiVoice to Solacom SIP integration project includes the purchase and installation of new hardware, network configuration work, and remote engineering services to complete the SIP integration. Solacom engineering staff will provide remote configuration support, and GenComm technicians will complete the on-site installation, cabling, and system setup. Any updates needed to workstation screen layouts will be completed as part of the project. Any work relating specifically to the existing FortiVoice system will remain the responsibility of the City.

This project is necessary to modernize the City's communications infrastructure by replacing outdated POTS-based connections with a reliable, fiber-based SIP integration between the Fortivoice and Solacom systems. The existing technology is increasingly difficult to support and does not provide the stability, interoperability, or long-term sustainability required for critical administrative and public safety communications. By upgrading to SIP, the City reduces future service risks, improves system performance, and aligns itself with current industry standards. The work also ensures that the Solacom 9-1-1 system can fully support the administrative lines, minimizing the likelihood of disruptions.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

N/A

FINANCIAL IMPACT

(If none, state N/A)

\$17,784.25

STAFF RECOMMENDATION

Staff recommends moving forward with the proposed SIP integration project to transition the administrative POTS lines from the Fortivoice system to the Solacom platform at a cost of \$17,784.25.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. GenComm Quote 260723b ch2