NEWAVE SOLUTIONS

THE LEGACY PHONE SYSTEM SURVIVAL GUIDE

What Oklahoma Businesses Need to Know in 2026

NEC, Toshiba, and Samsung have discontinued various legacy phone products. Mitel MiVoice Connect technical support ends December 31, 2029. Other manufacturers have product-specific lifecycle dates. AT&T is retiring copper service in affected areas. If your phone system is aging, now is a good time to understand your options.



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This guide is provided complimentary of charge as a public service to businesses navigating the legacy phone system crisis. No obligation. No pitch

Why We Wrote This Guide



Business phone technology has changed significantly. Several familiar manufacturers have discontinued older phone products, leaving some businesses with equipment that may be difficult to repair, expand, or support. Mitel has confirmed that technical support for MiVoice Connect (formerly ShoreTel Connect Onsite) ends December 31, 2029. Other brands and models have different support timelines. The important question is whether your specific system is still supported.



At the same time, AT&T is retiring portions of its copper network. Availability, pricing, and transition dates depend on the carrier, service, and location.



Here's the question worth sitting with: if your phone system failed tomorrow morning — who would you call? For too many businesses, the honest answer is "I don't know." These systems have a way of choosing the worst possible moments to go down. Friday afternoons seem to be a pattern.



At Newave Solutions, we believe businesses should understand their options before making big technology decisions. That's why we put this guide together — to cut through the noise and give you a simple picture of where things stand and what your real options are. No pitch. No pressure. Just the information you need to make a smart decision on your own timeline.

Part 1: What Happened to the Legacy Phone Industry

The Big Exits You Need to Know About

Over the past several years, major manufacturers have changed or discontinued certain legacy phone products. Here are some examples; check your exact model and support contract before making a decision:

Brand	Status	What It Means for You
NEC	Model-specific lifecycle	Some NEC phone products have been discontinued. Confirm your model's support and parts availability.
Toshiba	Legacy products discontinued	Toshiba exited the business phone systems market. Check third-party support and replacement options.
Samsung	Legacy products discontinued	Some Samsung business phone products are discontinued. Check your exact system and service arrangements.
Shoretel → Mitel	MiVoice Connect support ends 2029	ShoreTel Connect Onsite became Mitel MiVoice Connect. Mitel lists December 31, 2029 as the end of technical support for that platform.
Cisco (older systems)	Varies by product	Cisco product support dates vary by model. Check the manufacturer's lifecycle notices.
ESI	Verify model support	Check the current manufacturer or reseller support status, licensing, and

⚠ *The system that has served you reliably for 10–15 years was built by a company that no longer exists in that market. When it fails, there is no manufacturer to call.*

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Part 2: The 6 Real Problems Legacy System Owners Face

Problem 1: No Parts, No Repair



Legacy premise systems rely on proprietary hardware — circuit boards, expansion modules, power supplies — made by the original manufacturer. When those manufacturers exit, the supply chain collapses.

These systems have a pattern: they tend to fail at the worst possible moments. Friday afternoons. Holiday weekends. The morning of a big client presentation. And when they do, the question becomes whether a replacement part even exists — not how quickly you can get one.

Problem 2: No Expansion



Need to add phones? A new department? More incoming lines? Some legacy systems have capacity limits or require licenses and parts that are no longer readily available. If your business grows, your phone system could become a bottleneck.

Problem 3: Missing Modern Features

Modern business phone systems may offer features that older setups lack. Availability depends on the platform and service plan. Here's a side-by-side comparison:

LEGACY SYSTEM	MODERN SYSTEM
✕ Line 1 / Line 2 / Hold / Transfer	✓ Call queuing with hold music & estimated wait time
✕ Basic voicemail box	✓ Voicemail-to-email with text transcription
✕ Desk phone only	✓ Mobile twinning — ring desk & cell simultaneously
✕ Press 1, Press 2 auto-attendant	✓ AI-powered attendant that interacts naturally
✕ No SMS capability	✓ Business SMS text messaging
✕ No CRM integration	✓ CRM integration — screen pops, call logging
✕ Fixed line capacity	✓ Scalable — add lines as you grow

Problem 4: Staff & Customer Experience Both Suffer

It's easy to think about the customer calling in— the one stuck on hold, the one who gets transferred to the wrong person. But the internal experience matters just as much.

When staff can't reach each other efficiently — when transfers drop, internal extensions don't work reliably, or people are routing calls through personal cell phones because the system can't handle it — that's a drag on productivity, morale, and company culture. Employees who work around frustrating tools every day notice. They talk about it.

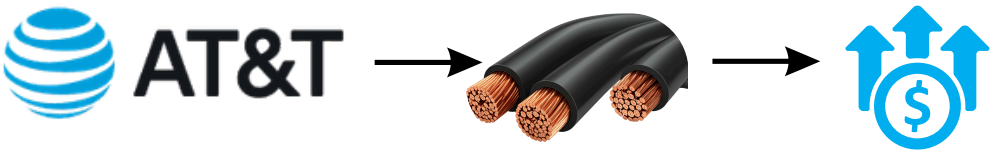




Have you asked your team lately what they're working around on the phones?

Problem 5: The AT&T POTS Crisis

This one deserves its own section — see Part 3.



Problem 6: Alarm & Safety Line Vulnerability



Security Alarms



Fire Panels



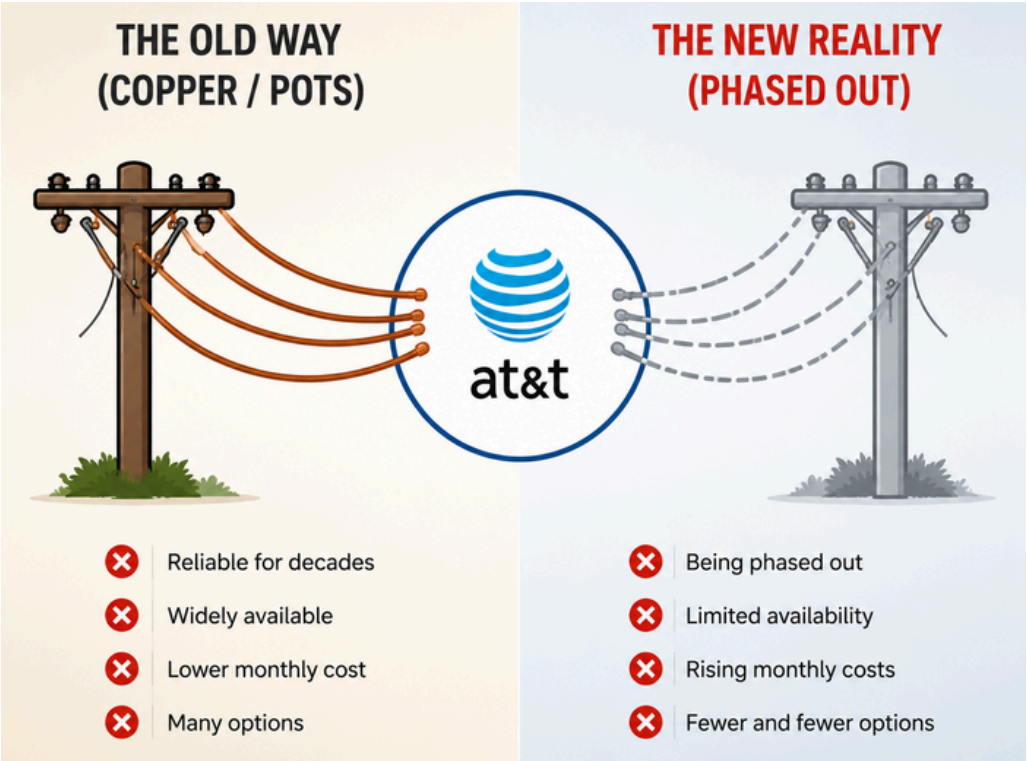
Emergency Phones



FAX Machines

Some security alarms, elevator emergency phones, fire panels, and fax machines still use analog POTS lines. As carriers retire certain copper services, these connections may need review. Check with the relevant alarm, elevator, or life-safety provider before changing a line; compatibility and code requirements matter.

Part 3: The AT&T POTS Crisis Explained



POTS means Plain Old Telephone Service, traditionally delivered over copper wires. AT&T and other carriers are transitioning portions of their networks, with changes varying by service and location.

WHAT MANY BUSINESSES ARE PAYING NOW

Dramatically more

than just a few years ago — per line

WHAT IT COULD BE WITH THE RIGHT SOLUTION

A fraction of that

The exact number depends on your lines—ask us

What's at stake beyond your phone bill:

→ Security alarm monitoring lines connected to your central station
→ Fax machines used for legal, medical, or financial document transmission
→ Elevator emergency call phones required by code in most jurisdictions
→ Point-of-sale and payment processing backup lines
→ Access control and intercom systems wired to POTS

⚠ *In some markets, AT&T is not offering the price hike option — they are simply discontinuing service. The migration is no longer optional.*

Your Real Options — Finding the Right Fit

The right communications setup depends on your business: the number of users, your locations, existing equipment, internet reliability, and the features your team actually needs. Before making a change, compare the available approaches and confirm what your chosen provider can support.

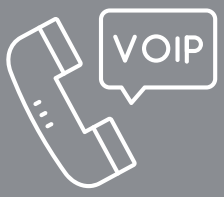
Newave Solutions offers VoIP business phone solutions that can help businesses communicate more effectively. But before choosing any new system, it helps to understand the different approaches available and which ones fit your needs.



Option A: On-Premise Replacement

Some businesses prefer equipment hosted at their site. Ask a provider about support, maintenance, and future upgrades.

- **May operate without a cloud phone subscription**
- **Requires on-site equipment and ongoing maintenance**
- **Parts, support, and upgrade options depend on the manufacturer**
- **Available calling features vary by system**



Option B: Cloud / VoIP (When It Makes Sense)

A flexible option for businesses with remote staff, multiple locations, or changing needs. Confirm the features and connectivity required.

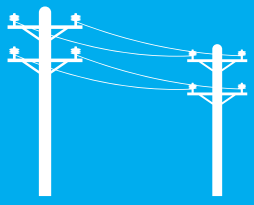
- **A good fit for offices with remote or hybrid staff**
- **Useful for multi-location businesses that need unified communications**
- **Can accommodate businesses planning for growth or staffing changes**



Option C: Hybrid Approach

Some organizations may be able to transition gradually. Compatibility and provider support vary by system.

- **May allow some existing hardware to remain in use**
- **Can support a gradual transition where systems are compatible**
- **Requires careful planning to manage potential disruptions**



Option D: POTS Line Review

Check with your carrier and specialist providers about analog lines, alarms, fax, and elevator equipment before making changes.

- **Identify which devices still depend on traditional copper lines**
- **Check compatibility and requirements with your carrier and equipment providers**
- **Compare available alternatives, costs, and support before making changes**

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Part 5: The Legacy System Risk Assessment Checklist

Use this checklist to evaluate your current situation. Your answers can help you identify areas worth reviewing with your IT provider.

	YES	NO	NOT SURE
Is your phone system NEC, Toshiba, Samsung, Shoretel, Mitel, or ESI?	☐	☐	☐
Is your phone system more than 7 years old?	☐	☐	☐
Have you had any hardware failures or error warnings in the last year?	☐	☐	☐
Have you been unable to expand or add phones to your system?	☐	☐	☐
Have your copper/POTS line charges increased, or has your carrier notified you of service changes?	☐	☐	☐
Do you have alarm, fax, or elevator lines that may depend on copper service?	☐	☐	☐
Do your staff complain about phone system limitations?	☐	☐	☐
Do customers frequently miss calls, get dropped, or complain about hold times?	☐	☐	☐
Do you NOT have voicemail-to-email or mobile call twinning?	☐	☐	☐
Have you not had a communication technology review in the last 3 years?	☐	☐	☐

→ *Score 3+: Schedule a complimentary assessment — your exposure is real. Score 6+: This is urgent. A failure could happen at any time.*

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Part 6: 10 Questions to Ask Any Phone Vendor

Before you sign anything, make sure your vendor can answer these:

- [ ] **Do you offer on-premise options, or only cloud?**

  Ask what each approach would mean for your reliability, costs, and support needs.

- [ ] **Can you replace my specific system without requiring a full cloud migration?**

  Especially important if you have specialized equipment or multiple locations.

- [ ] **What happens if the system fails after installation — what are your SLAs?**

  Get response time commitments in writing.

- [ ] **Do you have experience with POTS line replacement for alarm and fax lines?**

  Many VoIP providers don't touch analog/alarm infrastructure.

- [ ] **What does the migration process look like, and how long will we be without phones?**

  Ask for a migration plan that explains testing, number transfers, fallback arrangements, and any expected interruption.

- [ ] **Who manufactures the new hardware, and how long is their support life cycle?**

  Don't trade one end-of-life system for another.

- [ ] **Can the system scale as we add staff, and how will that affect our costs?**

  Especially critical for businesses with seasonal or growth-driven staffing.

- [ ] **Do you have local technicians, or is support handled remotely?**

  Ask how remote and on-site support are handled, including response times.

- [ ] **What does a 3-year total cost of ownership look like vs. my current setup?**

  Make them show you the math.

- [ ] **Can I talk to a reference customer in a similar industry?**

  Any vendor worth working with can provide this.

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About Newave Solutions

Newave Solutions helps businesses in the Tulsa and Oklahoma City metro areas make technology less complicated.

From everyday IT support to business phone solutions, our goal is to help businesses work more efficiently, communicate more easily, and spend less time dealing with technology headaches.

Our VoIP solutions give businesses a way to rethink how their teams communicate, whether they're working from one office or across multiple locations.

Not sure what your current phone system needs? Let's take a look together.



Ready to find out where your business actually stands?

Newave can help you explore what makes sense for your business, without rushing into a decision.

Start with your current system, your biggest communication headaches, and the features you wish worked better.

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Prefer we come to you? We offer Lunch & Learn sessions — we bring breakfast or lunch to your team, on your schedule, at your office. You pick the topic, we handle the content and the food. No canned slides, no pressure, just the conversation your team needs.