

Overview

CTS Transition



California is in the process of transitioning away from traditional landlines. If you use a landline, TTY, or captioned phone, changes are coming that may affect your service. This guide explains what's happening, who may be affected, and how to stay connected.

What's Changing

California phone companies are phasing out traditional copper landlines, and digital/IP-based phone service will be the new standard. The timeline of this transition depends on your current provider; some have already begun, while others have not. The transition means:

- Landline phones that run on copper may stop working properly.
- Services like TTY, CapTel, and other analog devices may require updates or replacements.
- Digital/IP-based phone service will be the standard for most households.

Why Landlines Are Being Phased Out

Phone companies are retiring costly, unreliable copper landlines as most households have switched to digital and mobile services that are more reliable. This shift improves long-term reliability but means anyone still using copper-based phones or incompatible devices need to prepare for the change.

Who is Affected

This transition will affect Californians across the State, including, but not limited to:

- **Adults who rely on traditional landline phones** may find that their devices no longer work once the change is complete.
- **People who use TTY, VCO, HCO, or captioned telephones** will also be directly impacted, since many of these technologies were designed for copper-based service.
- **Caregivers and family members** who support loved ones with communication needs may need to help identify alternatives and guide them through the transition.
- **People living in rural areas**, where digital options may be less reliable or harder to access. Their households could face unique challenges in staying connected.

What You Can Do

While the timeline for the transition is not entirely clear, there are still things you can do today to help you prepare. These actions include:

- **Check your phone or device** to find out if it depends on a copper landline. If you're unsure of how to do that, you can download our how-to located on CAConnect.org/Download
- **Call your provider** and ask if your service or equipment will still work after the transition.
- **Explore your options** and learn about digital phones, IP Relay, or captioned phones that fit your needs.

Where to Get Help

Contact us with any questions or concerns you may have about your unique communication needs and services. You can reach us at the following:

- **Phone/VP:** 1-800-806-1191
- **TTY:** 1-800-806-4474
- **Website:** www.CAConnect.org/contact
- **Email:** info@CAConnect.org

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