

CASE STUDY

POTS Replacement for Government



Prominent West Coast City Gets Increased Reliability with Ooma AirDial®

The customer:

A prominent city in California with more than 35,000 residents.

The challenge:

The community struggled with declining reliability and increased costs of POTS lines that supported blue-light safety phones, also known as emergency call boxes. They engaged with an Ooma partner to get a solution that was easy to install and could be up and running quickly. Ooma AirDial was the only POTS replacement solution evaluated.

The solution:

The city IT team deployed Ooma AirDial in 44 locations for blue-light safety phones and will be adding more units to support other use cases. They appreciated the fact that Ooma AirDial was easy to install and is endorsed by the California fire marshal. The sales process was also speedy, with equipment delivered in less than a month after contract signing.