



Rate Changes – October 9, 2026

Notification Date: September 4, 2026

TPx periodically adjusts rates when third-party carrier and vendor costs increase. In this case, higher costs associated with certain legacy POTS-related services are being passed through to TPx and will result in rate changes for affected services.

We continue to work to limit the impact of these increases and help customers evaluate the best options for their needs. TPx offers modern, cost-effective alternatives, including our [Digital POTS service](#) and other [UCx offerings](#). If you would like to review your current services or explore alternatives, your TPx Account Manager is here to help.

Rates for the services and charges listed below will change on or after **October 9, 2026**, subject to regulatory approval where required.

Impacted Services

Service	Service Description	Monthly Increase	
		AT&T Supplied Lines	Granite/Lumen/Windstream Supplied Lines
Connectivity	Measured Business Line	\$40.50 per line	\$10.00 per line
Connectivity	Business Line Custom (BLC/BLD)	\$40.50 per line	\$10.00 per line
Connectivity	Business Line Service	\$40.50 per line	\$10.00 per line
Connectivity	Local Business Line	\$40.50 per line	\$10.00 per line

Frequently Asked Questions

Why are these rates changing?

Third-party carriers have increased the costs associated with providing certain legacy POTS-related services. These higher carrier costs are being passed through to TPx and will result in rate increases for the affected services listed above.

When will the changes take effect?

The updated rates will take effect on or after October 16, 2026. Customers with affected services will see the new rates reflected on an applicable invoice following the effective date.

**Why does the increase vary by underlying carrier?**

The costs TPx incurs for these services vary by the third-party carrier that supplies the underlying line. As a result, the amount of the increase depends on the carrier providing the affected service.

How can I tell which carrier supplies my service?

The carrier for each location is listed on your monthly TPx invoice in the **Monthly Recurring Charges** section. You can use the carrier shown there to determine which rate increase listed above applies to your service.

Are all TPx services affected?

No. These changes apply only to the legacy POTS-related services listed above. Other TPx services are not part of this rate change.

Are there alternatives to my current service?

Yes. TPx offers modern alternatives to traditional POTS lines, including our [Digital POTS service](#) and other [UCx offerings](#). Your TPx Account Manager can help you review your current services and determine whether another option may better fit your business needs.

Who can help me understand how this change affects my account?

Your TPx Account Manager is here to help you understand the change, review your current services, and discuss available options. For other support-related needs, our team is available at <https://www.tpx.com/contact-us/>.