



CASE STUDY

How Gabbit TrueLine™ Saved a Non-Profit Elderly Care Community \$1,980 Every Month

Replacing POTS Lines Across a Multi-Building Campus — With Zero Downtime and No Equipment Changes

About The Community

For more than five decades, our customer has stood as a cornerstone of compassionate elder care — not as a business built on profit, but as a mission sustained by purpose. Founded in the early 1970s, it is a nonprofit assisted living center rooted in the belief that every person deserves to age with dignity, connection, and joy. Residents enjoy an active, independent lifestyle in a caring and supportive community.

As a mission-driven nonprofit, every dollar saved is a dollar that can be reinvested into the lives of the residents they serve. That made the decision to re-examine their telecommunications infrastructure not just a financial exercise — it was an act of stewardship.

The Challenge

Across its multi-building campus, the community relied on 19 Plain Old Telephone Service (POTS) lines to power critical life-safety systems — including elevator emergency phones and fire alarm panels. These are not optional systems. They are regulated, monitored, and must be operational at all times.

The problem? Their legacy phone provider was charging \$2,645 per month for these lines; in excess of \$120 per line. For a nonprofit with a mission to serve, that level of recurring cost was difficult to justify — especially when the lines themselves required infrequent voice calls beyond emergency signaling.

The challenge was finding a modern, cost-effective alternative that could:

- Support elevator emergency phones and fire alarm panels without modification
 - Work seamlessly with existing building wiring
 - Meet all regulatory and life-safety compliance requirements
 - Be deployed without disrupting residents or building operations
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The Solution: Gabbit TrueLine™



The community partnered with Gabbit and deployed TrueLine — Gabbit's purpose-built solution for replacing POTS lines in elevator, fire panel, and life-safety applications. TrueLine is engineered to behave exactly like a traditional analog phone line, which means it works transparently with existing equipment and infrastructure.

There were no equipment upgrades required. No technician had to rewire a single elevator phone or fire panel. TrueLine simply plugged into the existing building wiring and took over — silently, reliably, and at a fraction of the former cost.

Key Solution Highlights

- 19 POTS lines replaced with Gabbit TrueLine across the entire campus
- Full compatibility with all existing elevator phones and fire alarm panels
- No changes to building equipment or internal wiring
- Seamless integration — systems operate exactly as before
- Fully compliant with life-safety and emergency communication requirements

The Results at a Glance

\$1,980 Monthly Savings Recurring	\$23,760 Annual Savings Per Year	19 Phone Lines Across Campus
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Side-by-Side: Cost Comparison

	Previous Provider	Gabbit TrueLine
Monthly Cost	\$2,645	\$665
Lines Covered	19 POTS Lines	19 TrueLine Ports
Equipment Changes	N/A	None Required
Installation Time	N/A	Less Than One Day
Downtime	N/A	Zero
Monthly Savings	—	\$1,980 / month



Seamless Installation. Zero Disruption.

For a senior living community, any disruption to building systems — especially life-safety systems — is unacceptable. Gabbit understood this from day one.

The entire migration across the multi-building campus was completed in less than a single business day. There was zero downtime. Elevator phones and fire panels remained fully operational throughout the transition and came back online on Gabbit TrueLine without a single service interruption.

Residents noticed nothing. That was exactly the goal.

Why It Matters

For this community, it wasn't simply a telecom upgrade. Saving \$1,980 per month — \$23,760 annually — means more resources dedicated directly to resident programs, staffing, and the quality of care that defines their mission.

Gabbit TrueLine delivered something rare in the world of infrastructure upgrades: a significant cost reduction with zero operational risk, zero downtime, and zero changes required of the customer. The existing phones, fire panels, and wiring all continued to work exactly as designed — just no longer at legacy POTS prices.

Is Your Organization Still Paying for POTS?

Gabbit TrueLine is designed for buildings that depend on reliable, always-on analog lines for elevators, fire panels, and other life-safety systems — without the overhead of legacy POTS pricing. If your organization is still paying premium rates for lines that simply need to exist, Gabbit can help.

Contact Gabbit today to learn how TrueLine™ can work for your buildings and customers. Call 844-4-Gabbit or email us at sales@gabbit.com.