

## Centrex Services to be retired Dec. 31, 2025

WaTech will no longer accept requests for new Centrex service.

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### What is happening:

WaTech plans to retire all Centrex Services by Dec. 31, 2025. This will impact all Centrex Services users and pertains to analog phone services sold by WaTech. **WaTech will no longer be accepting orders for new Centrex Services.**

### What this means to customers:

WaTech will discontinue all analog lines of services through Centrex to migrate to next-generation wireline and wireless networks. This includes phone service lines such as fax, alarm systems or elevator phones. Current customers of Centrex Services will need to migrate to eFax, Teams Telephony, Avaya SIP, or be transitioned to a directly purchased item from the service providers.

Please refer to the table below, which summarizes your options for transitioning from Centrex to another service:

<b><i>If currently using Centrex for:</i></b>	<b><i>Transition to this service:</i></b>
Fax machines	eFax
Voice phones (people)	Avaya SIP or WaTech Teams Telephony
Elevators and alarm lines	Reach out to local vendors for solutions

### Frequently asked questions:

#### **Can I get a list of my numbers?**

WaTech's Support Center can provide a list of your Centrex lines.

#### **How do I cancel a Centrex line?**

Submit a ticket through our [Customer Portal](#) or Email [support@watech.wa.gov](mailto:support@watech.wa.gov).

#### **How do I request an Avaya SIP station or a WaTech Teams Telephone?**

Submit a ticket through our [Customer Portal](#) or Email [support@watech.wa.gov](mailto:support@watech.wa.gov).

#### **How do I request eFax?**

Submit a ticket through our [Customer Portal](#) or Email [support@watech.wa.gov](mailto:support@watech.wa.gov).

### For more information on alternate options, please visit these WaTech Services:

[eFax](#)

[Private Branch Exchange \(PBX\)](#)

[Teams Telephony](#)