

Legacy Phone types to be retired Dec. 31, 2027

What is happening:

WaTech plans to retire all analog, digital and H.323/VoIP station types on the Avaya PBX by Dec. 31, 2027. This will impact PBX customers utilizing analog, digital and H.323/VoIP services sold by WaTech. **WaTech will no longer be accepting orders for this technology unless it is for a critical site such as a prison or hospital.**

What this means to customers:

WaTech will sunset analog, digital, and H.323/VoIP phones, as well as one-X softphone and agent software on the Avaya PBX. Customers will be required to transition to either MS Teams Telephony or Avaya SIP for continued service.

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

<i>If currently using:</i>	<i>Transition to this service:</i>
Analog phone service	Avaya SIP or MS Teams Telephony
Digital phone service	Avaya SIP or MS Teams Telephony
H.323/VoIP	Avaya SIP or MS Teams Telephony

Frequently asked questions:

Can I get a list of my numbers?

WaTech can provide an inventory of your set types. Submit a ticket through our [Customer Portal](#) or email support@watech.wa.gov.

How do I cancel a line?

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

How do I request an Avaya SIP station or a MS Teams Telephone?

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

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

- [Private Branch Exchange \(PBX\)](#)
- [Teams Telephony](#)