

# PBX analog lines for Fax services to be retired June 30, 2025.

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## What is happening:

WaTech plans to stop providing PBX analog lines for fax services by June 30, 2025. This will impact customers who currently use analog lines for fax machines on WaTech Avaya PBXs. **WaTech will no longer be accepting orders for new fax lines on the PBX.**

## What this means to customers:

WaTech will discontinue the use of PBX analog lines for fax services. Current customers will need to migrate to eFax for continued service.

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

<b><i>If currently using PBX analog line for:</i></b>	<b><i>Transition to this service:</i></b>
Fax machines	eFax

## Frequently asked questions:

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

WaTech can provide an inventory of your PBX analog lines used for fax machines. Submit a ticket through our [Customer Portal](#) or email [support@watech.wa.gov](mailto:support@watech.wa.gov).

### How do I cancel a PBX Fax line?

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](#)