

# Public Branch Exchange (PBX) to be retired June 30, 2026

WaTech plans to retire all analog, digital and H.323/VoIP station types on the Avaya PBX **by June 30, 2026**.

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 you need to know

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><b>If currently using:</b></i> | <i><b>Transition to this service:</b></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           |

## FAQs

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

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

### How do I cancel a 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 an MS Teams Telephone?

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

## Next steps for Customers

|                                     |                                                                                                                                                      |                                                                                                                                     |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| <b>Start migration planning now</b> | Review replacement services such as: <ul style="list-style-type: none"> <li><a href="#">eFax</a></li> <li><a href="#">Teams Telephony</a></li> </ul> | Submit a <a href="#">Customer Portal ticket</a> or email <a href="mailto:support@watech.wa.gov">support@watech.wa.gov</a> for help. |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|

## We're here to help

Our Telephony and Cloud Enablement teams will contact your agency shortly to begin migration planning. We'll offer:

- One-on-one support.
- Workshops and architecture guidance.
- Technical documentation.
- Regular updates via the WaTech Service Portal.

### Contact

- ✓ Submit a [Customer Portal ticket](#)
- ✓ Email [support@watech.wa.gov](mailto:support@watech.wa.gov)