

Service Announcement

November 17, 2017

TO: WaTech Telecommunication Customers

FROM: Eric Talberg
Telecommunications Services Division

SUBJECT: Centrex Rate Increase

This notice is to communicate a rate standardization and increase for Centrex services that WaTech provides. Centrex is an analog phone service that has been provided to our customers since the 1980s. Subscribership has declined from over 50,000 to about 8,000 lines. Centrex has been replaced by newer technologies, but it remains a viable service for some utility services such as faxing, alarm lines, and for small office applications. The per unit support cost for Centrex service has steadily increased as subscribership has fallen. In order to recover the costs associated with providing the service, it is necessary for WaTech to raise the per line cost.

The new rate of \$45 per line statewide approved by the Office of Financial Management (OFM) will take effect on January 1, 2018. Even at the new rate, Centrex services remain a cost-effective solution. The service includes many features and capabilities and is widely available. The \$45 rate includes all of the taxes and fees that are tacked onto commercial products and the product is supported by a team of experienced customer service professionals at WaTech.

WaTech Contacts: For questions or comments, please contact Eric Talberg at (360) 407-8736 eric.talberg@watech.wa.gov or the WaTech Service Desk, 360-753-2454 or 888-241-7597 or servicedesk@watech.wa.gov