



Washington Technology Solutions
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Service Announcement

TO: Telecommunication Coordinators

FROM: Eric Talberg, Manager
Telephony Services

SUBJECT: New voicemail system for Centrex customers

We are pleased to announce that WaTech has entered into a new contract with CenturyLink for Centrex voicemail service. The current Integra voice messaging system is being retired, requiring us to migrate all existing Integra users to the new CenturyLink service.

To ensure a smooth transition of service, WaTech will send the migration schedule and supporting documents to Telecommunication Coordinators the week of August 13, 2018. Supporting documents will include a mailbox inventory, first time setup instructions, user guides and FAQs. Users will be migrated based on the central office that services their telephone line.

The features of the CenturyLink voicemail are very similar to those included in the current service, including voicemail to email. Users will be pleased to hear that the new service will no longer require the mailbox number to be different from the actual telephone number.

The new service also comes with a significant cost reduction. CenturyLink voicemail is \$4.50 per month per mailbox versus the current Integra mailbox rate of \$6.00.

Please stay tuned for additional information. If you have questions or concerns please do not hesitate to contact us.

WaTech contact:

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