

## Service Announcement

August 18, 2017

**TO:** WaTech WebEx Customers

**FROM:** Eric Talberg  
Local Telephone Services  
Network Services Division

**SUBJECT:** WebEx Service Changes

The current WebEx service is moving to a new provider. Service from the new provider will be available for use at the new URL <http://watech.webex.com> on September 1.

The purpose of this announcement is to detail the transition plan from the old service. The old WebEx service will be decommissioned effective September 29, 2017.

Users will receive a Welcome Email from the new WebEx site with instructions on how to login to the new site. After the initial login a download of the new WebEx client will automatically launch and the user will be prompted to download the new productivity tools. Administrative rights on the user PC will be needed to complete the installation. This may require the involvement of desktop computer support to perform the installation. In addition, users will need to reschedule any existing meetings on the new site and delete the meetings from the old site.

WaTech will be working with users that have recordings stored on the old WebEx to site to either delete or move the recordings to the new site.

**Toll free service is not a standard feature on the new site, but can be requested through the WaTech Support Center. The same usage rates will apply.**

**WaTech contacts:**

If you have additional questions or would like more information, please contact the WaTech Support Center to have your question directed to a product specialist.