



Washington Technology Solutions
1500 Jefferson Street, Olympia, WA 98501
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Service Announcement

December 26, 2018

TO: WaTech Telecommunication Customers
FROM: Eric Talberg
Telecommunications Services Division
SUBJECT: Remote PBX Consolidation

In an effort to adopt emerging technology, simplify service and offer more features, WaTech Telephony Services is moving to a unified platform by consolidating phone systems (PBXs) to the PBX at the State Data Center (SDC).

This notice is to communicate our plans to begin work on that effort by moving the connectivity of remote PBX locations from the Olympia Campus PBXs to the PBX at the SDC. This effort will start in January 2019. The conversion process is expected to last eight months.

WaTech Telephony Services will be working with our customers and business partners to re-route locations to the unified system. To minimize service disruption, WaTech Telephony Services will collaborate with each customer throughout this process and ensure concerns are addressed prior to implementation.

Impacts will be identified on a case-by-case basis, although, each implementation will require a brief coordinated outage to re-connect services for each customer site. The chief difference on the new system will be the need for users at the converted locations to **dial 9+10 digits for all calls**, i.e., area code and 7-digit phone number. When placing a call or calling between PBX sites calls can be dialed either with or without the 9 as 10 digit numbers. The method for dialing other phones at your own site will not change, they remain addressable as a five digit number. The project implementation team will be on-point for each conversion to assist with questions and concerns.

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

List of customer agencies involved with the Olympia remote PBX consolidation:
The locations in **bold** font will not be moved as part of this project.

Utilities and Transportation Commission (UTC) - Evergreen Parkway

Department of Children, Youth and Families (DCYF) - 1110 Jefferson Building

Department of Enterprise Services (DES) - OB2

Department of Licensing (DOL) - Black Lake, Bristol Court

Administrative Hearings - Bristol Court

DSHS - Capview I and II, Blake Park, Point Plaza East, Various Systems connected for Statewide Call Center IP Agent access, OB2, JRA Sleater Kinney Rd, DCS Towncenter, Aberdeen, Vancouver & Lacey Gov Ctr

HCA- Cherry Plaza, Town Square

Commerce-Town Square

OFM- Raad Bldg

OSPI-Main building and Annex

LCB-Pacific Ave

SOS-Dolliver

WDVA-Quince St

WSAC- Lakeridge Way

Agriculture – NRB/Tumwater Cleveland

Archaeology & Historic Preservation – Capitol Court

Caseload Forecast Council – Capitol Court

Commissions (Various) – Capitol Court

BTA – Cap Court

DCYF – Republic Bldg/1500 Jefferson Bldg

DES – 1500 Bldg/CMS/Motorpool/Surplus/Insurance Bldg/OB2/Cap Court/Helen Sommers

DSHS – Office Building 2 (OB2)/Adams Bldg

DOC – Lacey FO and Lacey SW Regional HQ

DOL – Highway License Building (HLB)

ECY – Lacey HQ

DFW – NRB/600 Capitol Way

DNR – Natural Resources Building (NRB)/Nursery/Warehouse

Freight Mobility Strategic Investment Board – Republic Bldg

Governor's Office – Insurance Bldg

Governor's Mansion – Insurance Bldg SW

OFM – Helen Sommers Bldg/Capitol Court/Insurance Bldg/1500 Jefferson Bldg

OMWBE-Cap Court

Parks and Rec – 1111 Israel Rd Tumwater

PERC – Olympia and Kirkland

Puget Sound Partnership – Cap Court

OCIO – 1500 Jefferson

OIC – Insurance Bldg/5000 Bldg

Recreation and Conservation – 1111 Washington St SE

Secretary of State – Insurance Bldg/520 Union (Republic SW)

State Auditor – 3200 Capitol Blvd SE/Insurance Bldg

State Patrol – Governor’s Mansion

State Treasurer – Insurance Bldg SW/Helen Sommers Bldg

Transportation Improvement Bldg – Republic Bldg

WA Commission for National & Comm Srvc – Insurance Bldg

WAPA – Forum Bldg

WaTech contacts:

If you have additional questions or would like more information, please contact Eric Talberg at 360-407-8736 or eric.talberg@watech.wa.gov or the WaTech Support Center at 360-586-1000 or 888-241-7597 or Servicedesk@watech.wa.gov