



Consolidated Technology Services • WA

Service Announcement

June 11, 2014

TO: Telecommunications Coordinators

FROM: Dan Davis, Manager
CTS Telephone Services

SUBJECT: Frontier Centrex Service

General: CTS recently completed a competitive acquisition for the Centrex service in the Central Office serving areas listed below. Frontier Communications, the incumbent carrier has been awarded the new contract.

The new service includes the following features which were previously charged separately, but will now be included in the monthly rate.

- Long distance within the United States
- Basic voice mail
- Caller ID

Transition: CTS is transitioning users to the new service. Telephone numbers do not change. All lines have been equipped with domestic long distance and user's notified to test the service by separate correspondence. SCAN was decommissioned on all Centrex lines at the below sites effective May 30. Centrex lines that are currently equipped with voice mail and/or caller ID will be provided those services. If customers would like to add voice mail or caller ID services to a Centrex line those services may be requested by submitting an order to the CTS service desk. A one-time order charge may apply. Services for multiple lines may be requested on a single order.

Rate: The rate for Centrex service in the listed areas will be adjusted from the current \$23 per line to \$27 effective January 1, 2015 to compensate for the new contract rates and added functionality.

Central Office Serving Areas Supported by the CTS Frontier contract:

Bothell	Kennewick (Main)	Redmond
East Wenatchee	Kirkland	Richland (North)
Everett (Casino)	Lynden	Sedro Woolley
Everett (Main)	Marysville	Wenatchee
Halls Lake	Monroe	
Kennewick (Highlands)	Mount Vernon	

Please refer questions or problems to the CTS Service Desk at ServiceDesk@cts.wa.gov or call 360-753-2454 or 888-241-7597.