



Service Announcement

June 4, 2014

TO: CTS Customers
FROM: Lance Calisch
Electronic Messaging Service Owner
SUBJECT: Service Update:
Lync 2013 Updated Rate Announcement

What is Lync 2013?

Lync 2013 is an enterprise real-time communications software package. Lync 2013 replaces the former LCS service offering from CTS.

Updated Rate for Lync 2013

Previously, the Lync 2013 rate was communicated as follows:

Service Tiers and Features:	Rate:
Basic Provides IM, presence, mobility, and multi-party conference participation	\$3.50 per user/month
Enterprise All Basic features plus the ability to initiate multi-party conferences	\$4.75 per user/month

Beginning July 1, 2014, CTS will provide all Lync 2013 customers with Enterprise service at the lower rate of \$3.50 per user per month.

CTS will assess the adoption rate of Lync 2013 and adjust the rate if necessary to an appropriate level. Future rate adjustments, if any, will follow standard rate disclosure practices.

For questions or comments, please send an email to the CTS Service Desk (ServiceDesk@cts.wa.gov) or call 360-753-2454.

Additional information regarding this announcement will be provided to impacted customers as needed.