



Consolidated Technology Services • WA

Service Announcement

March 13, 2014

TO: Telecommunications Coordinators

FROM: Dan Davis, Manager
CTS Local Telephone Services

SUBJECT: **Sunset Announcement – Alternate voice mail access number
“1-800-49-STATE” (800-497-8283)**

SUNSET DATE: April 15, 2014. This service will no longer be available after this date

This service announcement provides notification that Consolidated Technology Services (CTS) will retire the toll free “1-800-49-STATE” service that is used as an alternate means to remotely access some voice mail systems.

With the conversion of most CTS voice mail systems to either the Avaya Aura or Integra, this application is sparsely used and usage does not warrant the ongoing cost of operation. Voice mail users can continue to remotely access their voice mail by dialing the number normally used to access their voice mail box.

The Avaya Aura system has an easy access feature that will recognize up to 3 specific numbers per mailbox that are used to frequently access an individual’s mailbox remotely. When a user calls the voice mail system from a number programmed with this feature, the system recognizes the number and routes the caller directly to the password prompt for their mailbox bypassing sub-menus.

If you would like an Aura mailbox programmed with this feature please submit a ticket to the CTS service desk with your work phone number and the numbers you frequently use to access your mailbox remotely.

For questions or comments, please contact Renate Sherrer, (360) 407-8742 or the CTS Service Desk at (360) 753-2454.