Switched Long Distance

Last updated 10-1-23

WaTech offers reduced-rate long-distance telephone service for state and local government agencies in Washington through the Switched Long Distance (SLD) service. SLD is an alternative to commercial long distance that adds access security by using a seven-digit authorization code. SLD also provides detailed billing of long-distance calls to a program or an individual. Customers who purchase Centrex and PBX local telephone services through WaTech currently receive SLD service.

Features of this service

- Customers use WaTech-provided seven-digit authorization numbers.
- Traveling authorization code allows long distance calls to be placed from other WaTech-connected sites and billed to the code holder.
- International calls can be allowed or blocked on an individual authorization code basis.
- Fraud protection.
- Service is month-to-month and does not require time, dollar or volume commitments.

Intended customers

The primary customers of this service are subscribers to other WaTech voice services such as Private Branch Exchange (PBX) and Centrex. Other publicly funded entities can utilize switched long distance by changing the Preferred Interstate Common Carrier (PICC) on their phone service to the code associated with SLD as provided by the carrier. Customers who wish to connect an on premise-based phone system to use SLD may be able to do so with dedicated circuits at a lower per-minute cost.

Optional services

Dedicated connections to customer-managed phone systems providing lower per-minute costs.

Customer engagement

- Semi-annual customer Town Hall with all Networking Services teams providing updates and gathering customer feedback.
- Monthly Technology Management Council (TMC) and Business Management Council (BMC) meetings for agency CIOs and IT leaders to inform and sponsor enterprise strategy, policy and investments.
- Regularly scheduled meetings between customers and Business Relationship Managers (BRM) to connect, advise, address concerns and provide solutions.
- Weekly group calls for state CIOs and CISOs to provide updates on important and immediate issues and actions.
- Regular outreach to solicit feedback, provide updates and inform agencies on emerging projects, initiatives, and services.
- Requests for new consultations and modifications to existing applications.

Helpful information

Service category
Communications & Collaboration

Service availability
24/7/365

Planned maintenance
Planned maintenance is performed after hours and coordinated with agency representatives.

Related services
- Private Branch Exchange (PBX)
- Centrex Services
- Teams Telephony

How to request service
Submit a request for service through our Customer Portal.

Service owner
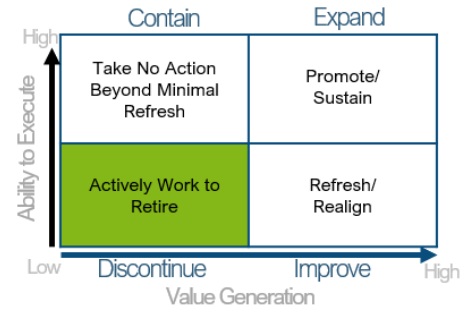Eric Talberg

Action plan

Current activity

We recently concluded a bid for the service, the successful vendor was Go2Uno. The transition process is underway with all services due to move by February 2024. The change in providers will not change the current service.

One- to two-year goals

WaTech will evaluate the long-distance service to see if changes are warranted. The terms of service of the service and customer demand will determine if there are any changes to the functionality or to the pricing of the services.

Three- to five-year goals

The three-to-five-year goal is to offer the SLD services via our preferred Microsoft Teams solution. WaTech will work to retire the stand-alone service and make it an option to the PBX and Centrex services as a passthrough cost to customers.

	2023	Dec	Jan	2024	Dec	Jan	2025	Dec
Switched Long Distance	Migration of users to new Long D Distance service			◆				
		Evaluate Service for potential changes						

Service review and fully loaded service budget projection

Revenue source

The Switched Long-Distance service operates on a pay-per-use rate structure. Revenue received from this rate structure goes directly against the cost incurred to provide the service.

Net income over time:

WaTech is seeing a decrease in revenue as agencies move from legacy services to Teams and SIP telephony services. Both products include domestic long-distance usage as part of the service. Also, dial in traffic to the on-prem Skype for Business conferencing was carried by Ringsquared with margin credited to SLD. When this service was discontinued, the revenue ceased.