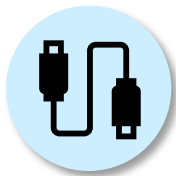


NGN Migration Expectations Guide

NGN Migration Phases & Expected Outages

NGN migration will happen in three phases: wired, wireless, and facilities migration:



1. During wired migration, NGN technicians will be working in network closets moving wired connections; ***all networks will experience an outage*** during the wired migration window. Please consult the [Community Experience Matrix](#) for additional information.



2. During wireless migration, NGN wireless technicians will be walking the building, upgrading all wireless access points to support enhanced WiFi; there will be a ***rolling wireless outage of less than 15 minutes*** per area as access points are upgraded.



3. During facilities migration, building engineers will be upgrading building management devices to NGN and only specific facilities devices will be impacted; there will be ***no wired or wireless outages*** during the facilities migration window.