

## CEC Tenant Migration FAQ

- **Will the CEC be open during the tenant migration?**
  - Yes, the CEC will be open during the tenant migration.
- **How will we know when emergencies are called into the CEC?**
  - During the tenant migration, the CEC will be **calling out all P1 and P2 work orders** it receives.  
  
*Please ensure all phones have the CEC's number, so that the call is recognized easily and quickly.*
- **Who will the CEC call to relay an emergency?**
  - The CEC will follow the established escalation process, calling the contacts on the existing escalation list.  
  
*Please ensure your escalation list(s) are accurate and complete.*
- **What if our escalation list needs to be updated?**
  - If your escalation list needs to be updated, please submit your changes to the **CSC** no later than Sunday, February 18<sup>th</sup>.
- **How will the CEC track work orders during the tenant migration?**
  - The CEC will be using its contingency process to track **all** work orders it receives.  
  
*Please ensure your process(es) are in place to record any work orders your team may receive directly from customers during the tenant migration.*
- **Will the work orders created during the tenant migration be put into Field Services?**
  - Yes, the CEC will manually upload all work orders it received during the tenant migration as soon as Field Services is online and is tested. The goal is for all CEC created work orders will be entered in Field Services by close of business on Monday, February 26<sup>th</sup>.  
  
*Please ensure your process(es) are in place to enter the work orders you created during the tenant migration once access to Field Services returns.*
- **What will the CEC's customers experience during the tenant migration?**
  - The CEC will be using its contingency process as soon as the migration starts – 12:00 pm EST, Friday, February 23<sup>rd</sup>. Because this is a manual process, our customers may experience a slightly longer hold time and the length of the call may be slightly longer.
- **Will the self-service portal (SSP) be available to customers during the tenant migration?**
  - The SSP will **not** be available during the tenant migration.  
  
*During the tenant migration, our customers will be asked to:*
    - Call the CEC for all emergent work orders.
    - Call the CEC on Monday or enter their request in the SSP on Monday – post-migration – for all non-emergent work orders.