A user’s life today involves a great deal of information, computing and telecommunications complexity. Network transformation and convergence are essential for enhancing the user experience, and are driven by user demand. Mobility is an integral capability of the Next Generation Network. This presentation addresses how user value is supported through providing the right kinds of services based on a packetized, access independent common core infrastructure. Shifting “demographics” indicate the nature of what is driving network evolution. Convergence is a key part of the network transformation that will realize the vision of both enhancing and simplifying the user’s life.