

What's New – Highlights of Key Items

AT&T ASE UNI upgrade

Project to change UNI Port on all AT&T (sub 100M) sites to increase future MACD timeframes

- Complete 24
- In-progress 108
- Total Sites 135

Service Assurance Operations Reports

- Daily and weekly service assurance reporting commenced on 9/1, improvements on trending analysis/RCA/SOS delivery timeframe
- SOS formatting modified and working to align on improved content delivery

Fiber Cuts

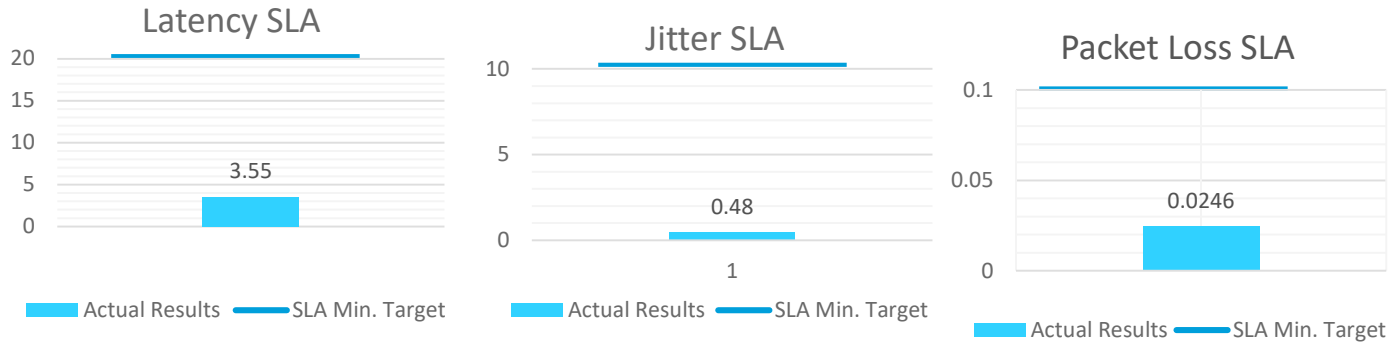
- August 5 Fiber Cuts
- June 18 CenturyLink Fiber cut category changed to Planned Maintenance/Cable Damage, Measured Ticket

State of Wisconsin Executive Summary – August 2019

1,206 BadgerNet Circuits



SLA Network CORE Performance



Service Assurance SLA Incidents

Total # Tickets	650
Measured	90
Non-Measured	565

Service Availability

	CAT A	CAT B	CAT D
Availability (Minutes)	40,800,960	11,517,120	1,919,520
Lost Time (Minutes)	8417	3178	0
Percentage Lost Time	0.021%	0.028%	0
Percentage Uptime	99.979%	99.972%	100%

Service Delivery Activity

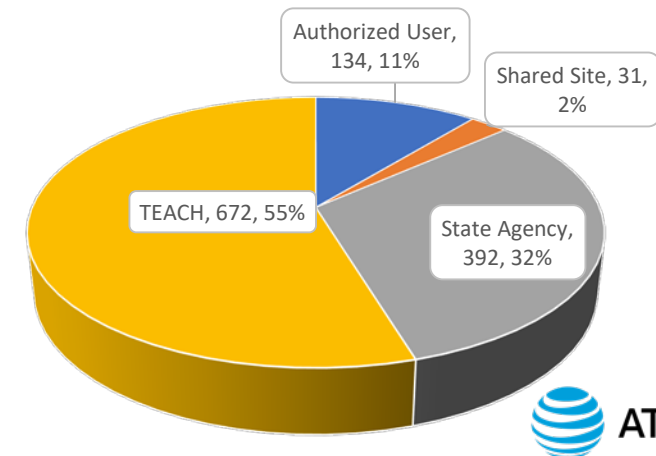
Work In Progress	
New Projects	15
MACD	13

Capacity – WAN Utilization Thresholds

	Hot (Over)	Cold (Under)
Authorized User	3	0
State Agency	2	0
TEACH	1	7

BadgerNet by Customer Type

* Includes WIP



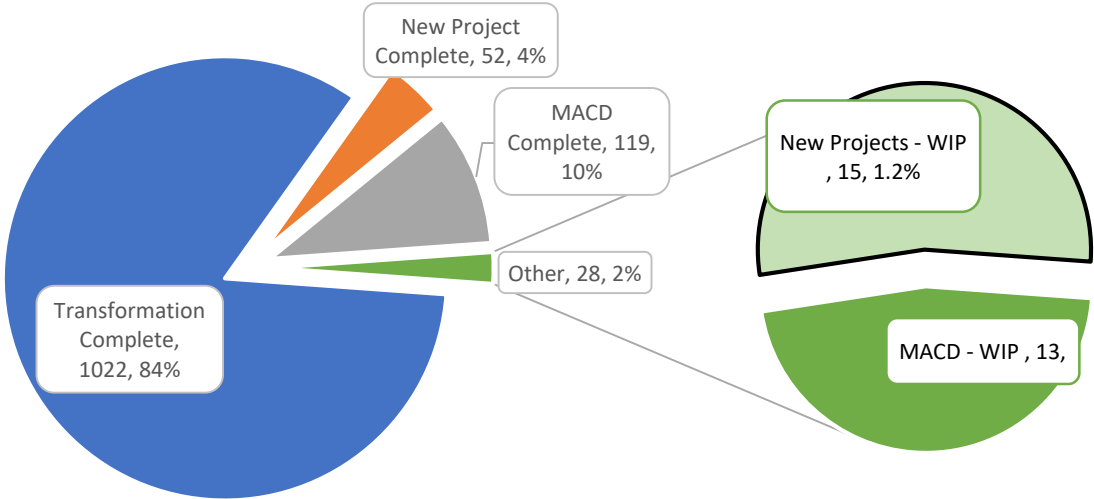
Customer Information Portal



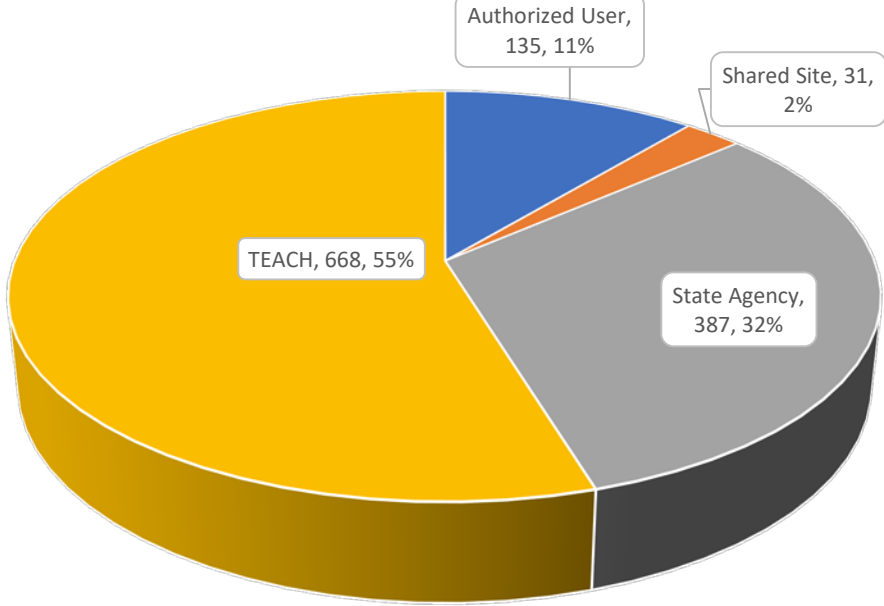
BadgerNet by: Site Type & Activity Type – August 2019

Site Type	Transformation Complete	New Project Complete	MACD Complete	MACD - WIP	Sub-Total (On BadgerNet)	New Projects - WIP	Combined Total (On-BadgerNet & New Projects-WIP)
Authorized User	102	11	18	0	131	4	135
Shared Site	27	0	4	0	31	0	31
State Agency	333	18	32	4	387	0	387
TEACH	560	23	65	9	657	11	668
Total	1022	52	119	13	1206	15	1221

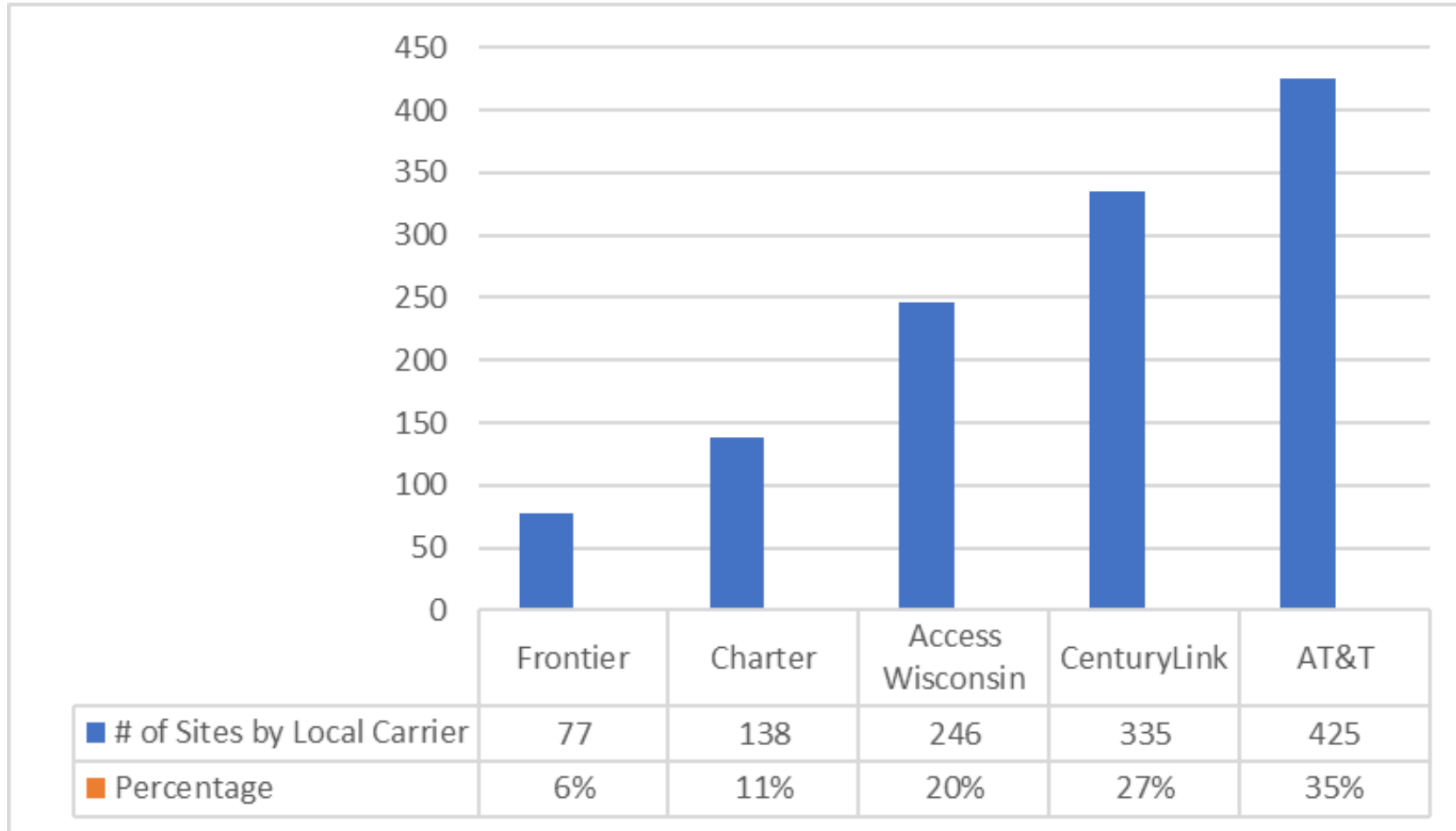
BadgerNet by Activity Type



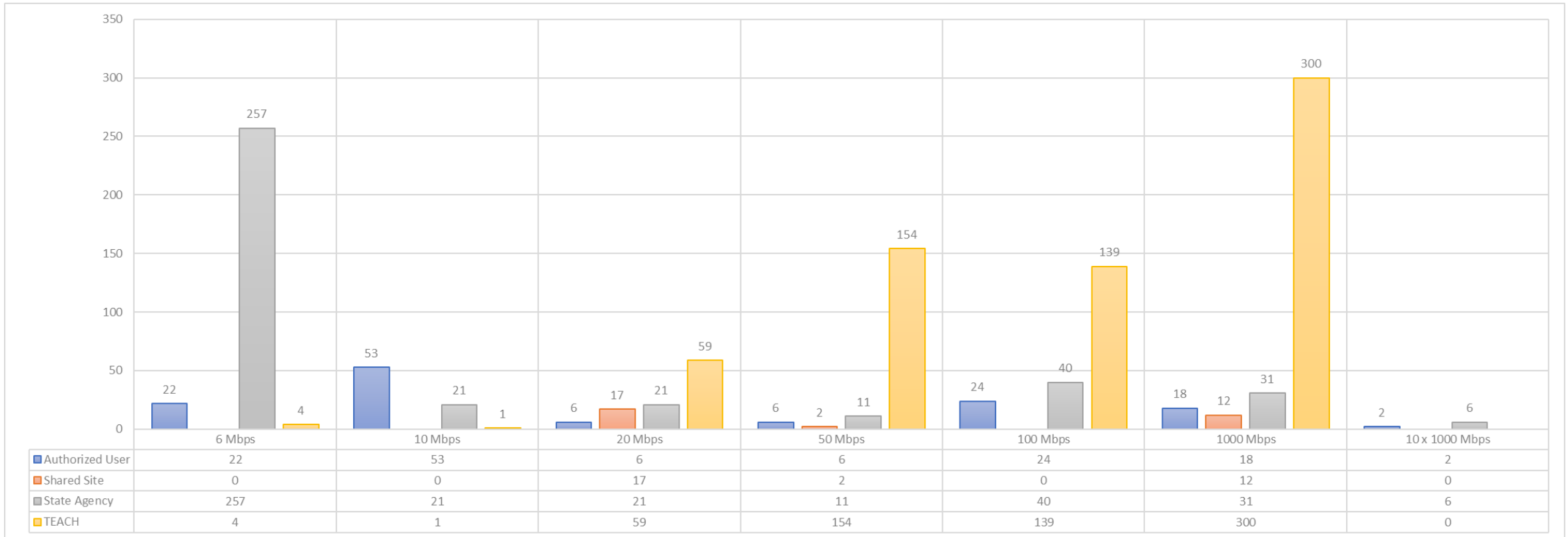
BadgerNet by Agency Type ** Includes (New Project) WIP



BadgerNet by Local Carrier – August 2019



BadgerNet by: Bandwidth & Site Type : August 2019



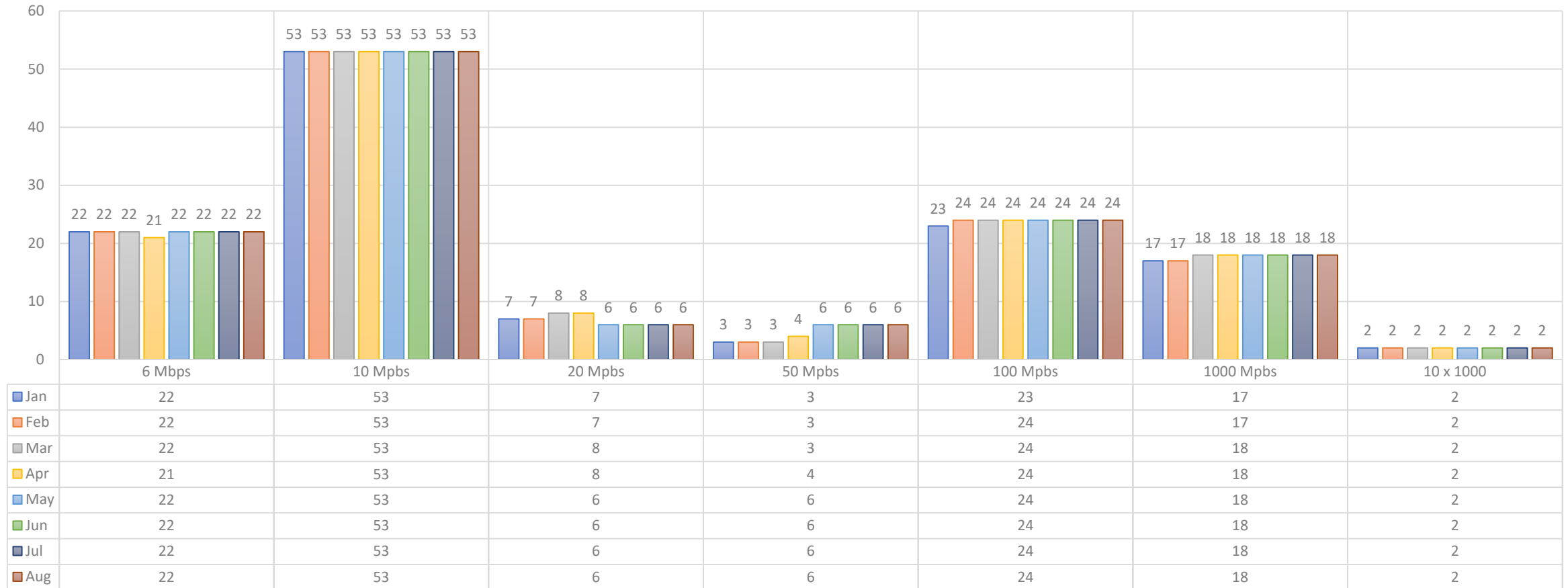
Disconnected Sites in August

STOJBRBW103	DWD - Berlin Job Center
STOJLLSW102	Land O Lakes Elm School
STOJMKEW119	DWD - Milwaukee YWCA Job Center
STOJTEYW101	St. Thomas Aquinas
STOJUSGW103	DOJ - Muskego Police Department
STOJWKWW101	Waunakee Public Library
STOJWWXW110	DWD - Wautoma, Waushara County Job Center

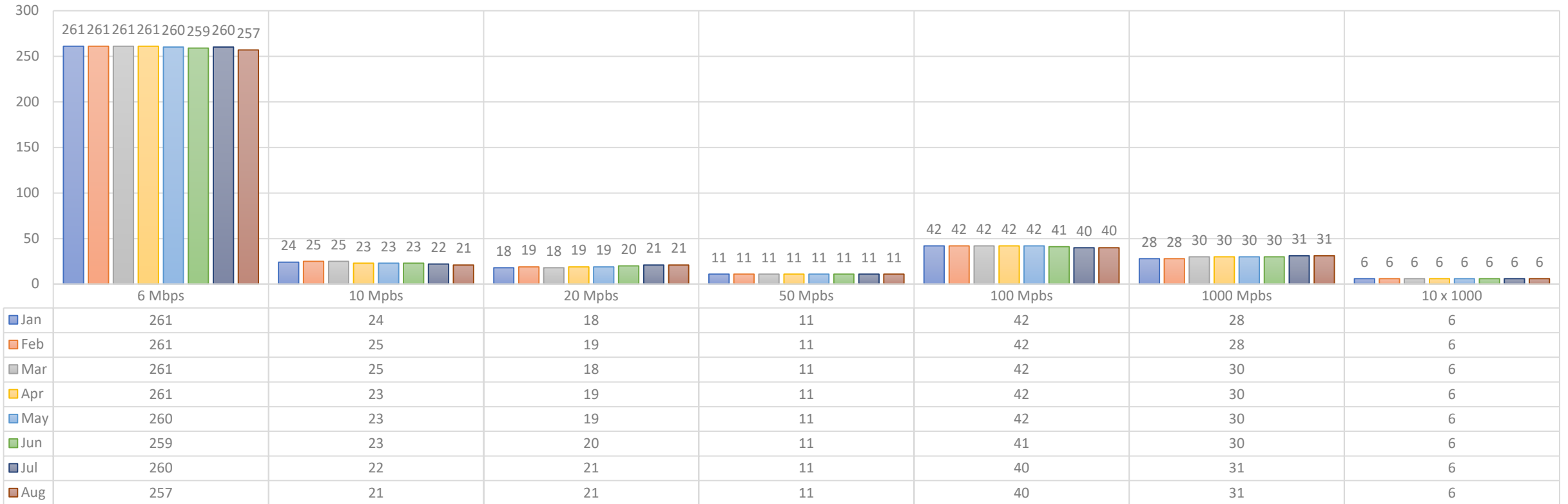
BadgerNet TEACH Bandwidth: 2019



BadgerNet Authorized User Bandwidth: 2019



BadgerNet State Agency Bandwidth: 2019



BadgerNet Shared Sites Bandwidth: 2019

