

DRAFT BadgerNet Converged Network

User Group Meeting

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Agenda

- Introductions – AT&T account team & partners
- BCN Video Scheduling Office
- BCN Video Services & Feature Packages
- Seasonal Critical Service (DNR)
- Norlight (AT&T) BCN Portal
- Network Utilization Report/Monthly Health Report
- Policing/Shaping/Adding Bandwidth
- Access Layer (ugly/bad/good)
- Order intervals
- New Options for Schools
- Billing Cycles
- DET/ AT&T - WBAA Relationship
- Q&A- BCN Hard-line

Introductions

- BCN Customers
- AT&T WBAA Account Team
- DET BCN Team
- Special Guests From AFAR

BCN Scheduling Office

- Lisa Jewell. Director
- Wayne Erdman
- Holly Scharf

BCN & Video

- 365 Vendor Managed Sites
 - Vendor provides codec(s)
 - Turnkey application (includes Renovo and MCU Scheduling Office)
 - \$750/\$2442/mo
- BCN WAN and HPLL (WAN) Video
 - \$390/\$450/mo or ride current service
 - Customer purchases codec
 - Silver-Gold-Platinum service*
 - Service waiting for Sr. Leadership approval
 - * Renovo and MCU Scheduling Office

DNR

- Ms. Diane LaCrosse
- 39 sites
- Seasonal Critical Service
- 24X7X365
- 2hr. Dispatch when site has access

Norlight

- AT&T BCN Portal

Monthly Network Health Report

- Mr. Ben Banks – BCN Lead Engineer

Managing Network Issues

- Mr. Banks
- Policing
- Shaping
- Real time usage reports
- Considering additional bandwidth

Access Layer

- “The Ugly”
 - Very large – Many miles of fiber
- “The Bad”
 - 12 month cable cut season
 - Commercial Power Outages
- “The Good” actually great
 - Some access is self healing SONET
 - Cuts are managed well by WBAA

Access Layer March

- 144 SLA eligible tickets
- Average time to close 2hrs
- 98 opened proactively
- 41 individual agency tickets
- 15 tickets exceeded 4hr. Service SLA
 - However of these the:
 - MTTR 7.2 hours
 - Beat the MTTR objective of 8 hours

BCN ORDER DUE DATE INTERVAL GUIDE

BCN Order Type	Interval
WBAA will provide confirmation of due date	Within 10 Business Days
New Installation of WAN or Internet Service with Existing Facilities	45 Business Days
New Installation of Video Service with Existing Facilities	60 Business Days
New Installation of a combination of any service, WAN or Internet, along with Video with Existing Facilities	60 Business Days
New Installation of Service (Internet, Video, or WAN) without Exist Facilities	TBD by Local Telco Provider
Change or upgrade to existing service	<ul style="list-style-type: none"> ▪ 10 Business Days if no dispatch is required ▪ 45 Business Days if dispatch or network is required
Disconnect	5 Business Days

Options for Schools

- TEACH Wisconsin Program
 - gordon.hanson@wisconsin.gov
 - 261-5054
- BCN Service at cost
- AT&T direct bill
- School applies for e-rate discount

Billing Cycles

- Paul Boyle AT&T
- Why charges show up when they do after work is completed. One or 2 bills later.
- Calling the number on your bill with questions. What you can expect.
- When you should call me.
- Questions.

DET& the AT&T/WBAA Relationship

- Reliable & Solid
- Challenging
- Intense
- Unified in serving the Customer
- Good days & bad days
- Agree we can disagree
- They try very hard to do what asked
- Have solid network, bright future

DET HARD LINE

- Now is the time to ask any question you want.