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## **Frequently Asked Questions (FAQs)**

### **FOR**

- **State Agency Video and Data Services Customers**
- **State Authorized User Video and Data Services Customers**
- **TEACH Video and Data Services Customers**

**Version 1.0**

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## Disclaimer

These are initial FAQs and this document will continue to be updated as more FAQs are developed. Please continue to send any questions to [DOADETBadgerNet@wisconsin.gov](mailto:DOADETBadgerNet@wisconsin.gov).

## General FAQs

	Question	Response	Last Updated
G1	Today my BadgerNet site has Internet Transport (ITp) bandwidth for ISP transport along with a contract with one of the seven ISP transit providers on DOA contract 505ENT-O13-BADGERNET (Airstream, Charter, Infinity, Solarus, SupraNet, Time Warner, and WiscNet). Are these ISP transit providers available on BadgerNet? If not, why and what are my alternatives?	AT&T proposed Category B Service with a Managed Internet Service port. AT&T is currently reviewing options to possibly consider adding other ISPs for DOA to consider.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G2	My site is located in region 3, 4, 5, 8 or 9 where Ethernet Service is available. What is the process to determine if my site is eligible for the lower cost Ethernet Service? If I place an order for one of the WAN services for my site, could the order be changed to Ethernet services if eligible?	Category D is a multi-site service between your sites only. It is only available within Metro areas; it does not connect to the greater BadgerNet Network or Service. Metro areas include the cities of: Algoma, Appleton, Bayside, Beaver Dam, Beloit, Big Bend, Brookfield, Burlington, Butler, Cedarburg, Chippewa Falls, Columbus, Cottage Grove, Cudahy, Delavan, DePere, Hortonville, Houlton, Hudson, Iron Ridge, Ixonia, Jackson, Jamestown/Hazel Green, Janesville, Jefferson, Juneau, Kansasville, Kaukauna, Kenosha, Kewaunee, Kimberly, King, Omro, Oshkosh, Pewaukee, Port Washington, Racine, Red Cedar, River Falls, River Hills, Roberts, Rosholt, Rubicon, Saint Francis, Saukville, Sheboygan, Sheboygan Falls, Shorewood, Eau Claire, Ellsworth, Elm Grove, Evansville, Fitchburg, Fond du Lac, Fort Atkinson, Fox Point, Franklin, Franksville, freedom, Genoa City, Germantown, Glendale, Grafton, Green Bay, Greendale, Greenfield, Hales Corners, Hartford, Hartland, Horicon, Kohler, Lake Geneva, Lannon, Little Chute, Madison, Malone, Manitowoc, Mayville, Menasha, Menomonee Falls, Menomonie, Mequon, Merton, Milwaukee, Muskego, Neenah, New Berlin, New London, North Fond du Lac, North Lake, Oak Creek, Oconomowoc, Somers, South Milwaukee,	01/02/2019

	Question	Response	Last Updated
		<p>Stevens Point, Stoughton, Sturgeon Bay, Sturtevant, Sussex, Union Grove, Watertown, Waukesha, Waupaca, Waupun, Wauwatosa, West Allis, West Bend, West Milwaukee, Whitefish Bay, Whitewater, Williams Bay, Winnebago, Winneconne, and Wrightstown.</p> <p>To determine if your site is eligible for the lower cost Ethernet Service option, please submit a Service Request through Cherwell.</p>	
G3	My BadgerNet order will require one time fiber construction to my site. What is the process and where in the timeline will AT&T notify the customer of one time construction cost estimate?	The local telco provider will validate their existing infrastructure and determine if the site requires special fiber construction. AT&T will notify DET if any special fiber construction costs are required via rate letter. DET will forward the rate letter to the customer for review. The customer will approve cost before order will be processed.	01/02/2019
G4	We are concerned with the potential one time cost for fiber installation. What bandwidth increments can be provisioned on copper?	6 Mbps is the only bandwidth increment that may be provisioned on copper.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G5	Will the telco technician uninstall and take the old telco equipment if I disconnect my service?	No, AT&T will send a box with a return label to the SPOC. The SPOC is then responsible for packaging the equipment in the box and returning as quickly as possible.	01/02/2019
G6	I'm the on-site contact. How many times will the telco technician be on-site to prepare/install BadgerNet service? Will I also need to be on-site for the Test and Turn Up (TTU)?	The number of site visits varies upon regions and requirements. An on-site person is required on the day of TTU so they may run their User Acceptance Test (UAT).	01/02/2019
G7	At transformation, how will the site be assured that they are receiving the correct amount of bandwidth? Will AT&T perform an iPerf test and present results to the on-site contact? Does AT&T have a high level script for the on-site to complete as part of User Acceptance Testing?	AT&T will work with you to ensure delivered bandwidth matches what was ordered. Prior to closing the TTU, the speeds will be tested and the data saved by AT&T as a reference for future use if necessary.	01/02/2019
G8	What is the process to request 10 Gbps Individual Case Basis (ICB) quotes for service at a site? How many business days will it take to receive the ICB quote?	Customers should complete the BadgerNet Service Request Template located at <a href="https://det.wi.gov/Pages/BadgerNet.aspx">https://det.wi.gov/Pages/BadgerNet.aspx</a> and open a Service Request (SR) in Cherwell with the Service Request Template uploaded. The BadgerNet team will receive your request and they will work with AT&T to obtain pricing. This could take 4 to 6 weeks.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G9	What is the process to change either the bandwidth increment or the WAN/Ethernet service offering from my initial BadgerNet order?	Customers should complete the BadgerNet Service Request Template located at <a href="https://det.wi.gov/Pages/BadgerNet.aspx">https://det.wi.gov/Pages/BadgerNet.aspx</a> and open a Service Request (SR) in Cherwell with the Service Request Tempalte uploaded. The BadgerNet team will receive your request and work with AT&T to implement your change request.	01/02/2019
G10	What is the process to cancel a BadgerNet order already submitted or BadgerNet service that has already been implemented? Is there a penalty?	<p>Customers should complete the BadgerNet Service Request Template located at <a href="https://det.wi.gov/Pages/BadgerNet.aspx">https://det.wi.gov/Pages/BadgerNet.aspx</a> and open a Service Request (SR) in Cherwell with the Service Request Tempalte uploaded. The BadgerNet team will receive your request and work with AT&amp;T to implement your request.</p> <p>Yes, a penalty may be incurred. A twelve (12) month minimum commitment is required for any circuit or termination penalty will apply which will be calculated at 50% of the price over the remaining Term.</p>	01/02/2019
G11	All telco equipment will be shipped directly to the site address. Will AT&T clearly label and identify the equipment for each site?	Yes, the equipment will be labeled and the customer can set aside for the telco technician until they arrive to install the Juniper switch.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G12	When can services be ordered/implemented?	<p>Services may be ordered at any time during the life of the contract between DET and AT&amp;T.</p> <p>Customers wanting new service should complete the BadgerNet Service Request Template located at <a href="https://det.wi.gov/Pages/BadgerNet.aspx">https://det.wi.gov/Pages/BadgerNet.aspx</a> and open a Service Request (SR) in Cherwell with the Service Request Template uploaded. The BadgerNet team will receive your request and work with AT&amp;T to implement your service.</p>	01/02/2019
G13	The customers will be responsible for their own routing and tunneling. At their site, if a customer requests a single 100MB or 1GB handoff from the provider when choosing Category A. What exactly do customers receive from a network standpoint?	The cable and connector type will be determined as part of the circuit and equipment survey process.	01/02/2019
G14	If we request a Category D and a Category A circuit at the same location, am I correct to assume they will be on different subnets?	In order to route between the category D Private Network and the Category A BadgerNet WAN, they must be on different subnets. Note: AT&T will only provide routing and IP Address Management for the Category A circuit.	01/02/2019



	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G15	After my site has been upgraded, if we need a bandwidth increase, what will be the process for requesting and receiving it?	Customers wanting a change to their existing service should complete the BadgerNet Service Request Template located at <a href="https://det.wi.gov/Pages/BadgerNet.aspx">https://det.wi.gov/Pages/BadgerNet.aspx</a> and open a Service Request (SR) in Cherwell with the Service Request Tempalte uploaded. The BadgerNet team will receive your request and work with AT&T to implement your service.	01/02/2019
G16	What is the AT&T Managed Services Provider (MSP) Fee and what does it cover?	DOA is invoiced \$342,150 a month for the MSP starting February 1, 2017. The Service Provider includes the following: The Backbone Network, including Equipment and Co-location Fees, to Connect to the Other Suppliers, Network Monitoring and Maintenance, Portal and Management Tools, Equipment Maintenance, Transition and Transformation, The Lifecycle Management Team as proposed, Network Management Center and all Associated Tools, Billing, and Tier 1 Help Desk Support.	01/02/2019
G17	Is the new BadgerNet IPv6 capable?	BadgerNet is IPv6 capable.	01/02/2019
G18	What is the usual timeframe between circuit site survey and equipment site visit?	The circuit site survey will be completed by the local telco. The equipment site survey will always be completed by an AT&T technician. Since the surveys are completed by different telco groups, the timeframe between visits cannot be determined.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G19	Does the Circuit Site survey require the presence of an onsite customer representative?	Yes, an onsite contact is required for full facilities access.	01/02/2019
G20	Will AT&T or the local telco need access inside any of the buildings during site visits?	Yes, technicians may need access to locked Telco closets.	01/02/2019
G21	What are customers responsible for during the site visits?	Customers need to have an onsite contact available during the pre-determined schedule and arrange to provide full access to the telco and AT&T technician if needed.	01/02/2019
G22	Where a site has more than one customer type (i.e. State Agency and Authorized User), will AT&T be visiting each of the customer's separately or making one site visit and only needing one onsite contact present?	Customers should expect one site visit per building during the Circuit and Equipment site surveys.	01/02/2019
G23	Will multiple Juniper and NTE devices be installed at sites with more than one customer type?	NTE device engineering takes place during the Circuit Site survey (first visit) which will identify if it is possible to utilize existing NTE devices. A Juniper switch will be installed for each customer type at a site.	01/02/2019
G24	Will survey technicians determine any remediation (construction/costs) the customer will need to fulfill?	Yes, the site survey engineering will include checking facilities, conduit, and fiber, all of which will determine any remediation.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G25	What are the remediation types?	<p>AT&amp;T Remediation – a one-time charge or no charge based on identified requirements.</p> <p>Customer Remediation – Will be identified during circuit and equipment site visits.</p>	01/02/2019
G26	Does the remediation response include cost information?	<p>An AT&amp;T remediation will advise if a cost is required via a rate letter</p> <p>Customer is responsible for following their procurement processes for their remediation.</p> <p>Equipment/Environment Survey Remediation is the responsibility of the customer and includes but not limited to:</p> <ul style="list-style-type: none"> <li>• A/C (Temperature)</li> <li>• Power (Electricity)</li> <li>• Rack Space</li> <li>• Back Boards</li> </ul> <p>Inside Wiring</p>	01/02/2019
G27	Will AT&T need to schedule engineering design meetings with the eligible customers?	This is done on a case by case basis if the customer requests an engineering call.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G28	Is it possible to identify a site that is currently on copper and needs to be converted to fiber based on the bandwidth requirements?	All BadgerNet circuit orders will be issued on fiber. For 6 Mbps of service, the customer may request a copper survey.	01/02/2019
G29	What are the remediation requirements from the telco circuit and AT&T equipment survey?	<ul style="list-style-type: none"> <li>• Back Boards: minimum 4' x 4' x ¾" fire-rated plywood backboard.</li> <li>• Power (Electricity): 110V dedicated outlet with a dedicated 15A circuit breaker. Single standard 3 prong 120V, 15A dedicated receptacle.</li> <li>• Ground: A Busbar can be used when ground is a remediation requirement, not a requirement. (Ground #6 is the standard).</li> <li>• Ground requirements are based on Telco Network Termination Unit (NTU) models or when new fiber is being placed.</li> </ul> <p>Examples: Ciena 3903x model do not require Ground. Ciena 3903, 3960, and New Fiber Terminal will require Ground #6.</p>	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
G30	How are Site Walk's conducted?	If AT&T cannot assist with minor remediation during TTU, the technicians will provide a detailed list of requirements and the TTU will be rescheduled upon remediation completion.	01/02/2019
G31	What are the CenturyLink Clear Path Requirements defined as?	<p>Clear path requirements have been identified based upon information reviewed during the Circuits Site Survey. CenturyLink's Minimum Point of Entry (MPOE) and the Designated Equipment Room were defined as not Co-located. Therefore, Either Conduit or CAT cabling is required to facilitate the circuit installation.</p> <p><u>Remedy Options 1:</u> Provide 1'-2" plastic non-corrugated innerduct (Conduit) with pull string from the CenturyLink's Minimum Point of Entry (MPOE) to the interior location within the building as identified by the Local Site Contact during the Circuit Site Survey. In this Scenario, the CenturyLink RAD device and your equipment would be co-located.</p> <p><u>Remedy Options 2:</u> Provide CAT cabling from the CenturyLink's Minimum Point of Entry (MPOE) to the interior location within the</p>	01/02/2019

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Question	Response	Last Updated
	building as identified by the Local Site Contact during the Circuit Site Survey. In this Scenario, the CenturyLink RAD device and your equipment would not be co-located. Providing there is adequate space and power to mount the CenturyLink RAD/NTE.	

## TEACH FAQs

	Question	Response	Last Updated
T1	My school district is interested in Category C MIS Service. Where can I find additional information about this option?	AT&T will provide a white paper description of the service; additional questions will be addressed with the sales team.	01/02/2019
T2	I am a school district with a population of over 2,000 students. Can I receive 2 Gbps of bandwidth at my site?	This is currently not a TEACH supported configuration. For more information please contact <a href="mailto:TEACH@wisconsin.gov">TEACH@wisconsin.gov</a> .	01/02/2019
T3	On my scheduled TTU date should I expect the network to be completely unavailable to students and staff? How much notice do you anticipate giving schools when scheduling?	Outages will be communicated to you upon scheduling your TTU and are expected to be minimal.	01/02/2019
T4	Will I still need internet access from WiscNet or another provider?	Yes. You will need Internet access.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
T5	Will I be able to provide times when the TTU should or should *not* be done at my site? For example, if we want to avoid interrupting instructional time, may we request that?	Yes, customers are able to request times and every effort will be made to honor the request.	01/02/2019
T6	Will the technician who is doing the TTU contact us a day before the TTU to provide us with a more exact time they will be at our school or library?	TTU processes will identify timeframes and communication lead time prior to your actual TTU date.	01/02/2019
T7	How long will my site be down while the TTU is being done?	TTU processes will identify timeframes and communication lead time. Outages are expected to be less than 30 minutes in normal circumstances and additional details will be provided in transformation plan.	01/02/2019
T8	What are the network requirements for my site to be ready for an upgrade to 1 Gbps of service?	Check with your local IT staff to ensure your network infrastructure is capable of 1 Gbps.	01/02/2019



	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
T9	Is it my responsibility to notify my Internet provider if our school/library gets an increase in the BadgerNet bandwidth?	Yes, follow the same process you have today.	01/02/2019
T10	Will Internet Transit Providers who provide service on BadgerNet have the ability to determine their own pricing for Internet access?	WiscNet and AT&T are the current transit providers providing ISP services through the BadgerNet contract. Rates can be found here: <a href="#">BadgerNet Rate Sheet</a> .	01/02/2019
T11	After my site has been upgraded, if we need a bandwidth increase, what will be the process for requesting and receiving it?	Service Change Request form located on the TEACH website and emailed to <a href="mailto:TEACH@wisconsin.gov">TEACH@wisconsin.gov</a> .	01/02/2019
T12	Internet Transit Providers	TEACH will not offer discounts on this service but schools and libraries can apply for E-rate on the cost of this Internet access.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
T13	For Category C: Broadband Internet Services (Symmetrical and Asymmetrical), will the schools/libraries who select one of these services be billed directly by the provider, or will they be billed directly by AT&T even if AT&T is not the real Internet provider?	AT&T will bill for all services covered by the RFP and contract.	01/02/2019
T14	Since receiving BadgerNet service my internet speeds do not seem as fast as I thought they would be. What is the best way for me to test the speeds and determine if there is a problem or not?	Not all speed tests are accurate therefore we recommend using the iPerf software. Follow the instructions in this document <a href="https://teach.wi.gov/Documents/NewsReleases/TEACH%20Speed%20Test%20v1.pdf">https://teach.wi.gov/Documents/NewsReleases/TEACH%20Speed%20Test%20v1.pdf</a> to download the iPerf software and conduct your speed tests. If you have further questions you may email <a href="mailto:TEACH@wisconsin.gov">TEACH@wisconsin.gov</a> .	01/02/2019

## Video FAQs

	Question	Response	Last Updated
V1	How do I order video service?	<p>State Agencies and Authroized Users should open an SR in Cherwell requesting BlueJeans video service. The BadgerNet team will receive your request and work to have your service implemented.</p> <p>TEACH customers need to visit <a href="https://teach.wi.gov/Pages/PlaceAnOrder/OrdersandRequests.aspx">https://teach.wi.gov/Pages/PlaceAnOrder/OrdersandRequests.aspx</a> and complete the BlueJeans Order Information Form in full and email it to <a href="mailto:TEACH@wisconsin.gov">TEACH@wisconsin.gov</a>. The TEACH team will receive your request and work to have your service implemented.</p>	01/02/2019

## Fiber Construction FAQs

	Question	Response	Last Updated
FC1	My site will require fiber construction. Who is financially responsible if the costs are over \$80,000 per mile?	Customer is responsible for any special construction charges if required. Up to \$80,000.00 per mile. The AT&T definition of special construction is: The not-to-exceed price per mile includes entrance facilities to the minimum point of penetration, non-reusable fiber construction, and non-reusable equipment necessary to provide the bandwidth requested at any individual site. Any fraction of a mile can be rounded up to the next full mile.	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
FC2	My site will require one time fiber construction. Will the telco require payment in advance? Or will the one time cost be included on my first invoice?	No prepayment is required. One-time charges will be invoiced after installation.	01/02/2019
FC3	What does non-reusable fiber construction and equipment mean?	Equipment and materials determined by the carrier that are unable to be used by other customers within a reasonable timeframe. This results in a single customer use construction cost.	01/02/2019
FC4	What is included in the fiber construction cost?	<p>Special Construction includes everything necessary to deliver the service to the property line, along with the fiber and equipment needed to deliver the service to the minimum point of entry using an existing pathway.</p> <p>If needed, Entrance Facilities Construction includes building a new pathway from the property line to the minimum point of entry. This pathway could be constructed in multiple ways; some examples are conduit, aerial or direct burial.</p>	01/02/2019

	<b>Question</b>	<b>Response</b>	<b>Last Updated</b>
FC5	Can I get my own contractor if the cost is too high?	Special Construction: No  Entrance Facilities Construction: If needed, yes, you may choose an alternate vendor to provide the pathway from the property line to the minimum point of entry.	01/02/2019
FC6	Does this mean the fiber will not be used by any other customers besides the school/library?	Fiber on your premise will only be shared if you are in a multi-tenant building. Fiber outside your premise is always reused to the greatest extent possible.	01/02/2019
FC7	If there are other customers will that lower the \$80,000 per mile?	Yes, it is possible. When doing special constructions, carriers always look for potential customers and other uses when determining costs.	01/02/2019
FC8	Could you please elaborate why the \$80,000 per mile delineation is important?	The carriers are not charging \$80,000 per mile per site. This is a not-to-exceed amount. The Special Construction charges are those costs which are above and beyond normal installation amounts.	01/02/2019

	Question	Response	Last Updated
FC9	What is the cost responsibility difference if there is a \$75,000 per mile cost versus an \$85,000 per mile cost?	The \$80,000 per mile cost is not a fixed rate. For any amount up to \$80,000 per mile, you will be charged the exact cost. For example, if the cost is \$75,000 per mile, you will be charged \$75,000. If the cost would be \$85,000 per mile, your charge would be \$80,000 based on the not-to-exceed amount.	01/02/2019
FC10	AT&T is responsible for all inherent costs to provide service to the BadgerNet customer property line. What is the definition of the property line?	Property line is determined by legal site survey. Special construction cost may be applicable beyond property line.	01/02/2019

## Billing FAQs

	Question	Response	Last Updated
B1	My accounts payable requires a paper invoice. Can I print one from Business Direct?	Yes	01/02/2019
B2	<del>Does the GigaMadMAN (GMM) rate get a 7% discount?</del>	<del>The 7% does not apply to the GMM rate. Visit the <a href="#">Rate Sheet</a> to determine what your costs would be.</del>	01/02/2019
B2	Does AT&T offer entrance facility construction to customer's?	Yes, AT&T offers entrance facility construction (EFC) for a fee to eligible customers purchasing AT&T Switched Ethernet (ASE) Service. Entrance Facility Construction (EFC) may include: conduit from property line to demark location, room preparation including backboard placement, power/grounding arrangement, etc. as required for a particular site, subject to the limitations listed below.	01/02/2019

EFC provides the conduit, other support structures or physical pathway needed to support the installation of ASE, from the property line to the NTE located in a common area at the customer's building, and includes the following:

- Entrance Facility required to provision AT&T Switched Ethernet Service from the property line of the premises to the MPOE, the route length of which shall not exceed 1,000 feet
- Core drilling and weatherproofing of the Entrance Facility
- Interior Raceway/support structure if required for placement of AT&T-provided NTE
- Backboard for mounting NTE
- Dedicated power outlet and ground for NTE

The EFC offer is available:

- Within AT&T footprint only
- New AT&T Switched Ethernet orders (does not apply to Move or Change orders)

AT&T will perform EFC for a standard fee of \$3,000 per customer premises with the exception of where this offer does not apply:

- Sites with non-standard access designs (for example, diversity or dual entrance facilities)
- Sites that are collocation or Point Of Presence (POP) locations
- Sites that are residential locations
- Sites where the Building or the Premises is still under construction
- Sites where the AT&T Switched Ethernet Service is ordered through the Network on Demand process

		<ul style="list-style-type: none"> <li>• Sites for which AT&amp;T determines that EFC that would be unduly expensive or not feasible</li> <li>• Outside of AT&amp;T Serving Territory</li> </ul> <p>***Note that sites in a leased building will need the landlord/building owner to sign a System Permission Form which will be provided to you by AT&amp;T.</p>	
B3	I have a question on my bill from AT&T, who should I contact?	<p>Tim Baran  AT&amp;T Lead Billing Operations Manager  <a href="mailto:Tb1597@att.com">Tb1597@att.com</a></p>	01/02/2019
B4	I would like to dispute my bill, what should I do?	<p>There is a Job Aid on the BadgerNet Portal that will provide you with detailed instructions on how to dispute your bill. It is located  <a href="https://det.wi.gov/Documents/BillInquiryDisputeProcess.pdf">https://det.wi.gov/Documents/BillInquiryDisputeProcess.pdf</a>.</p>	01/02/2019