

## BadgerNet Customer Bulletin ~

Dear BadgerNet customers,

Over the past few months, BadgerNet customers have experienced an increased number of service outages.

We have conducted a root cause analysis of the recent outages and determined that many of these incidents occurred as a result of construction activity which has severed fiber optic cables that provide connectivity for BadgerNet. We are having ongoing conversations with our contracted telecommunications providers who own the physical infrastructure and continue to emphasize the need to increase resiliency and diversity of the network for our customers, so the loss of a single fiber optic line doesn't result in a loss of connectivity.

The Department of Administration and our contracted partners provide 24/7/365 support to our customers. We receive automated notifications anytime connectivity is lost within the BadgerNet network and immediately follow up with the contracted BadgerNet telecommunications provider to obtain an update on the incident, identify impacted customers, and receive an estimate of the time to restore connectivity.

State agencies receive updates through the Enterprise Event communication process, while non-state agency customers, including schools and libraries, receive email notifications and can use our recently-launched [customer portal](#) to check the status of their tickets.

As we work to resolve an outage, we work closely with the contracted telecommunications provider and escalate issues as needed to quickly resolve incidents and minimize any service disruption.

Providing uninterrupted service is important to us and the customers we serve, so we will continue to work with our contracted telecommunications providers, fellow state agencies, and other partners to take definitive actions to mitigate future service disruptions, including options which we believe will minimize the future incidence of fiber cuts and possible loss of connectivity.

We want to thank you for your patience as we address this issue.

Please don't hesitate to contact BadgerNet Administrator Judy Gollaway at (608) 264-9348 or [Judy.Gollaway@wisconsin.gov](mailto:Judy.Gollaway@wisconsin.gov) with any questions.