

BadgerNet Customers,

The summer of 2019 has proven to be a challenging one for many in the State of Wisconsin with regards to access to services provided by BadgerNet transport. We have experienced a high number of fiber cuts to the infrastructure which runs throughout Wisconsin, and even our neighboring states.

BadgerNet is a commoditized network, leveraging commercially available infrastructure to the fullest extent possible. This means that we share common fiber connectivity, which allows for the cost of service to be more economical, yet we also are subject to the same vulnerabilities, such as a fiber cut.

When a fiber cut occurs, it is difficult to provide an estimated time of repair. This is because the location of the cut and the extent of the damage can vary greatly. One cut can damage cable in multiple points. While technicians strive to restore as quickly as possible, this can take hours to complete. They encounter conditions where the damage is buried or high up a tower, in a swamp, or in locations which must first be cleared for safety reasons. All these factors impact the time to restore. Generally, repair timelines range from 4-12 hours, depending upon environmental conditions and technician travel times.

Many of you have expressed your concerns and frustrations with the service disruptions. This has not gone unheard. Personnel at the Department of Administration (DOA) have been working with AT&T, the primary vendor of the BadgerNet Managed Service Provider contract, to address not only the lack of service availability, but to also identify potential additional vulnerabilities to mitigate.

There are mitigation strategies within the network design we are trying to leverage to address reducing the service disruptions when fiber cuts occur.

Once AT&T brings those strategies and changes to DOA, DOA's goal is to implement changes as quickly and economically as possible. DOA wants to ensure there is the least amount of service impacts to the customers. Whenever possible, the intent is to have these changes occur afterhours.

We will continue to post progress of the outlined changes above. If you have any questions regarding your service, please contact me. Your feedback is greatly appreciated.

Thank you,

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