

# What's New – Highlights of Key Items

## Equipment swap projects

- Description: AT&T swapping out (31 sites) of Juniper 2200 to Juniper 2300, includes (2) Juniper 4300 at DOA. Project goal was improve topology consistency

## Operations Joint Collaboration Meetings ( TEACH/Authorized User )

- Description: Aug 9<sup>th</sup> - Quarterly round table AT&T, State of Wisconsin, WIN, WiscNet meet to discuss state of the business and discuss any potential CSI ( continual service improvements)

## Operations Reporting

- Description: Starting Sept 1<sup>st</sup>, Revised daily and weekly reporting change as part of CSI

## Fiber Cuts

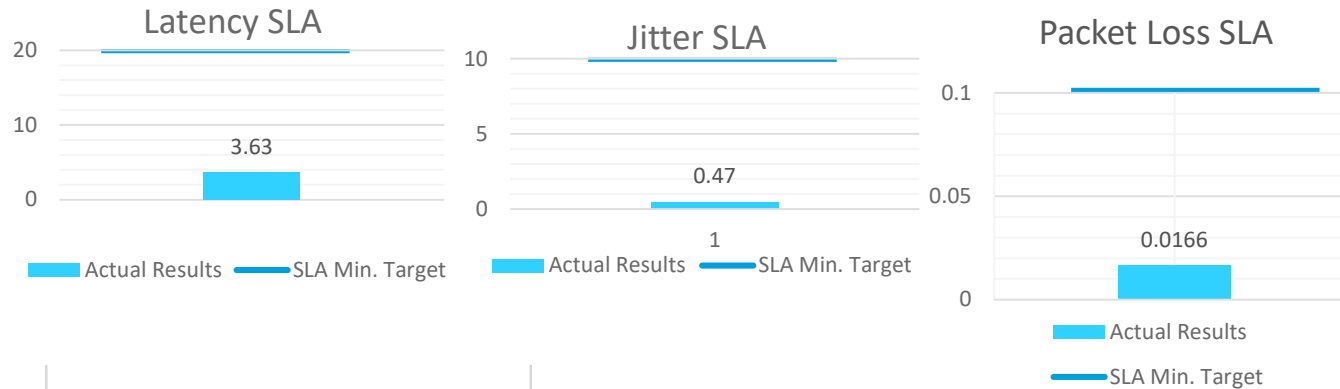
- Description: July (16) fiber cuts

# State of Wisconsin Executive Summary – July 2019

## 1,213 BadgerNet Circuits



### SLA Network CORE Performance



### Service Assurance Incidents

Total # Tickets	789
Service Impacting	90
Non Service Impacting	699

### Service Availability

	CAT A	CAT B	CAT D
Availability (Minutes)	40,979,520	11,517,120	1,919,520
Lost Time (Minutes)	4876	1690	0
Percentage Lost Time	0.012%	0.015%	0
Percentage Uptime	99.988%	99.985%	100%

### Service Delivery Activity

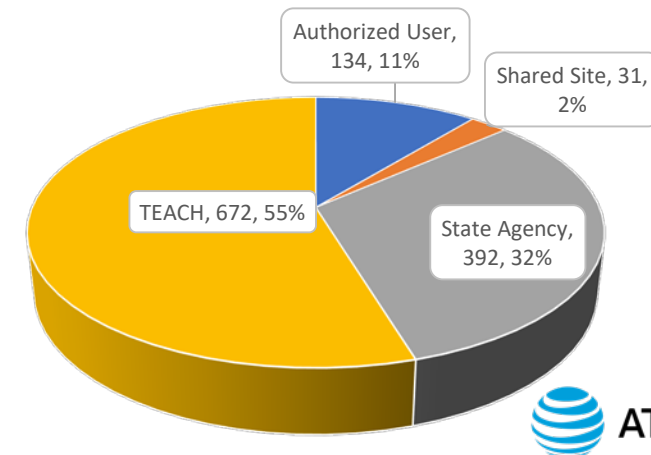
Work In Progress	
New Projects	16
MACD	16

### Capacity – WAN Utilization Thresholds

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

### BadgerNet by Customer Type

\* Includes WIP



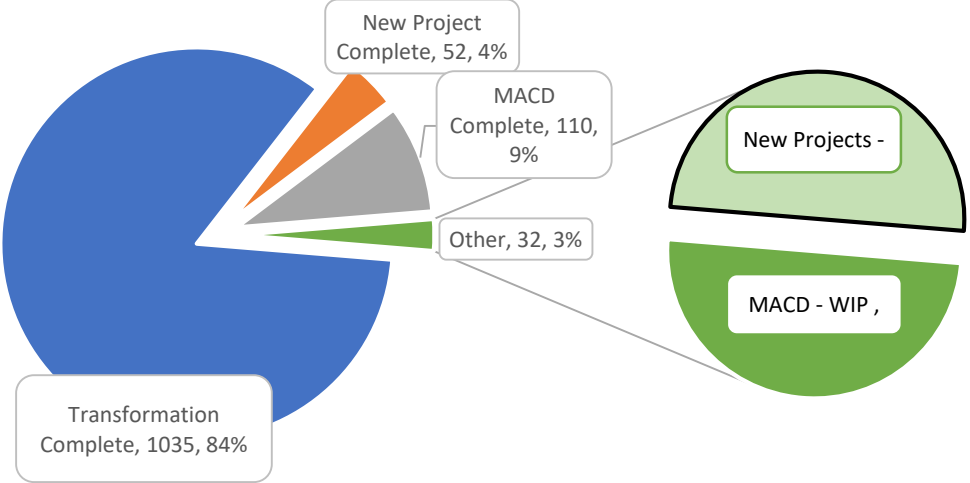
Customer Information Portal



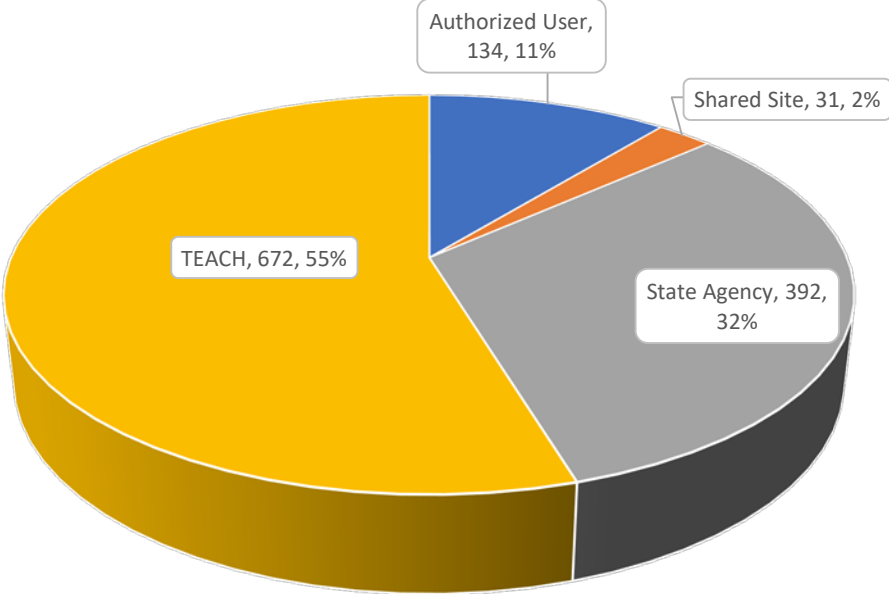
# BadgerNet by: Site Type & Activity Type – July 2019

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	17	1	131	3	134
Shared Site	27	0	4	0	31	0	31
State Agency	338	19	29	5	391	1	392
TEACH	568	22	60	10	660	12	672
<b>Total</b>	<b>1035</b>	<b>52</b>	<b>110</b>	<b>16</b>	<b>1213</b>	<b>16</b>	<b>1229</b>

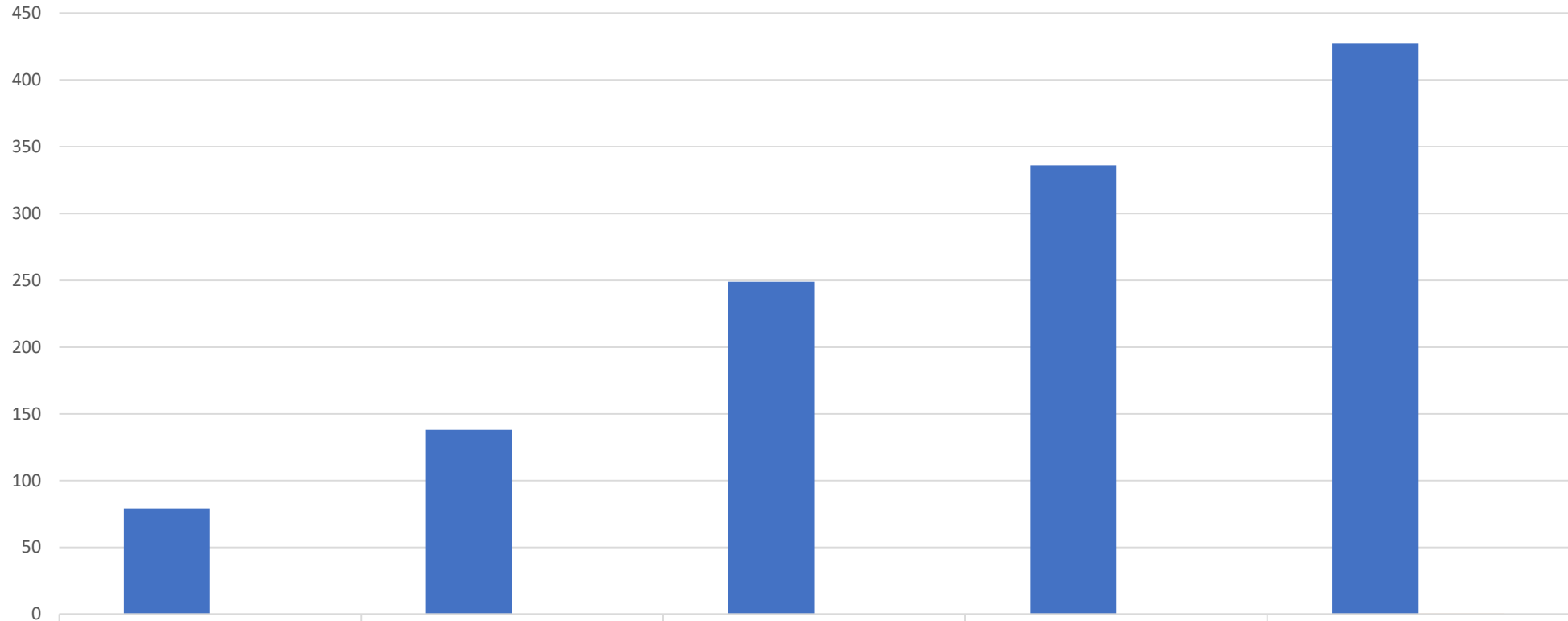
BadgerNet by Activity Type



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

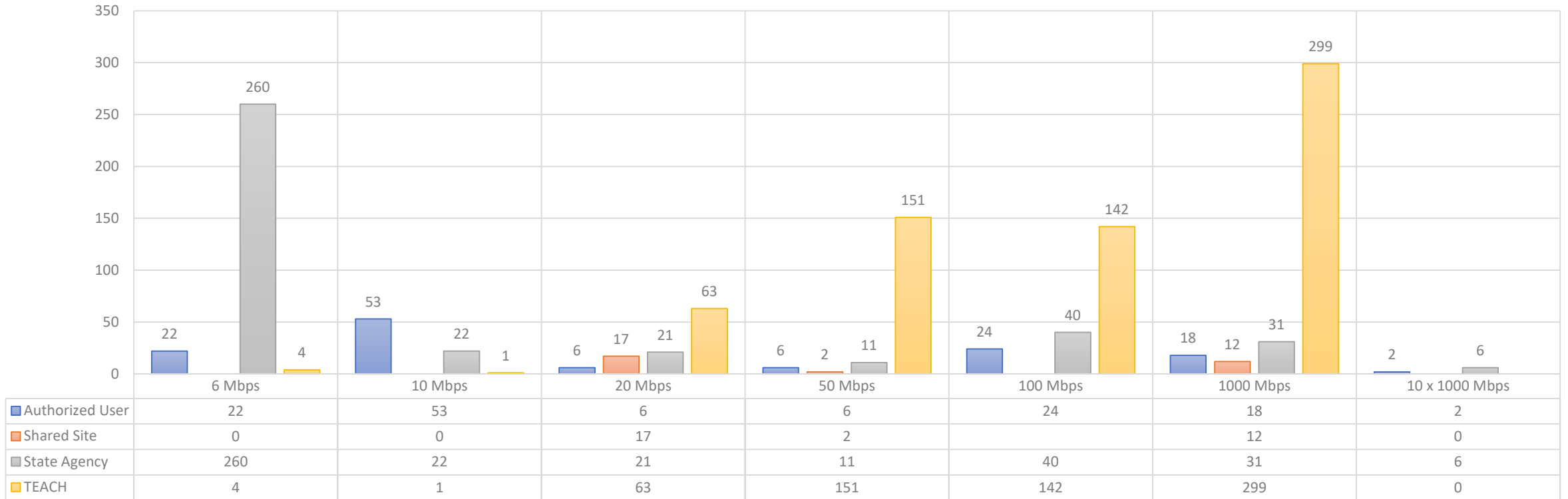


# BadgerNet by Local Carrier – July 2019



	Frontier	Charter	Access Wisconsin	CenturyLink	AT&T
# of Sites by Local Carrier	79	138	249	336	427
Percentage	6%	11%	20%	27%	35%

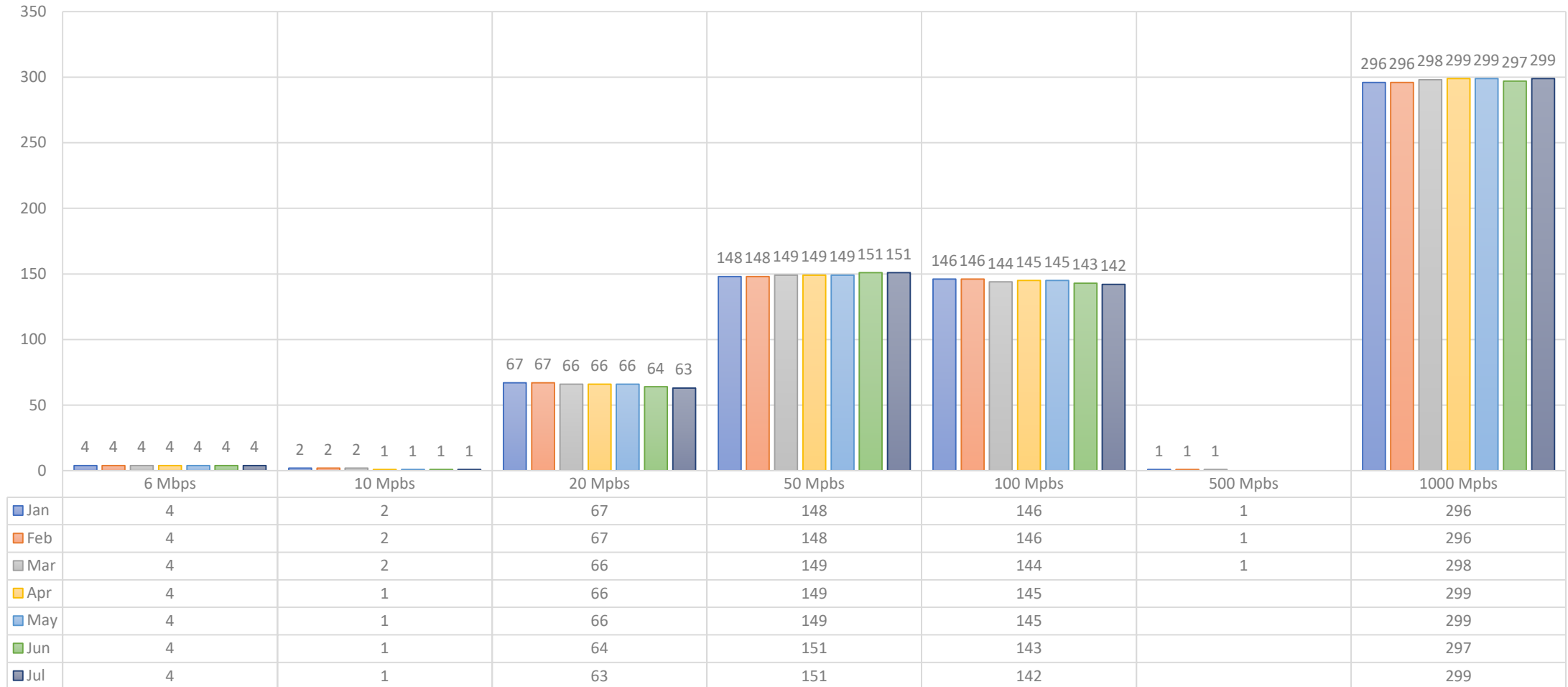
# BadgerNet by: Bandwidth & Site Type : July 2019



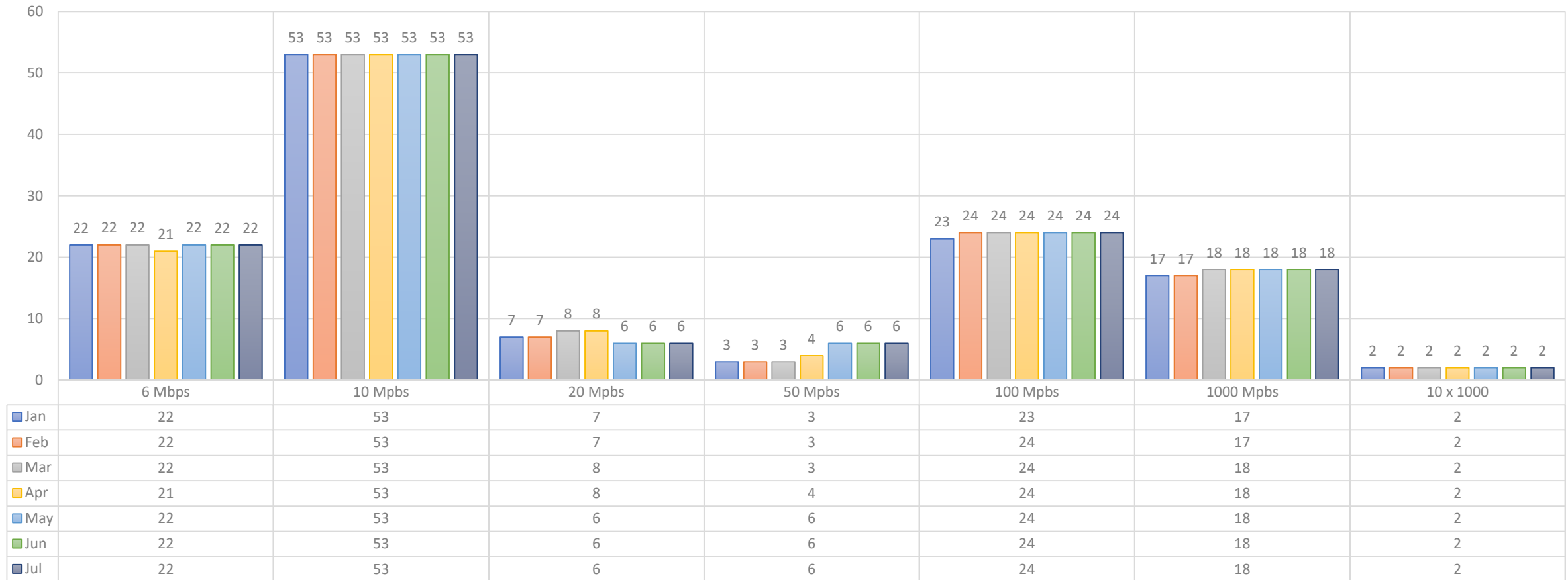
## Disconnected Sites in July

Holcombe High School  
 River Falls School District  
 Mid-State Technical College Adams Campus  
 Mid-State Tech College Wisconsin Rapids  
 Merrill Adult

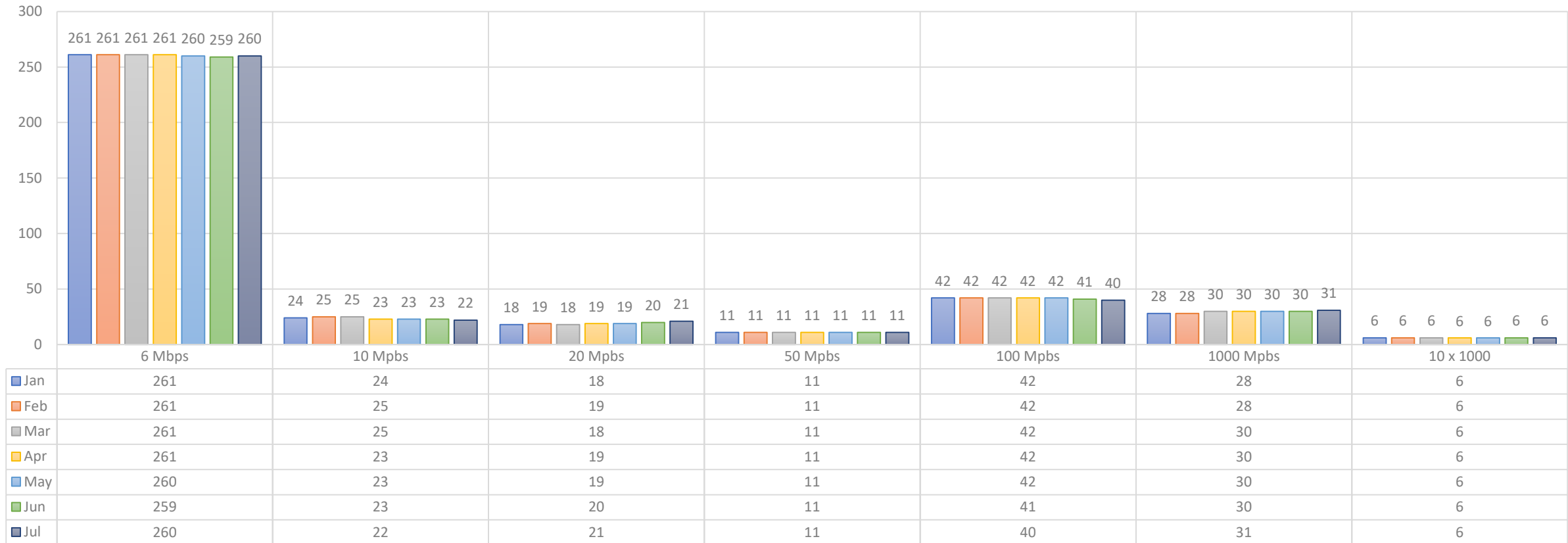
# BadgerNet TEACH Bandwidth: 2019



# BadgerNet Authorized User Bandwidth: 2019



# BadgerNet State Agency Bandwidth: 2019





# BadgerNet Shared Sites Bandwidth: 2019

