

# What's New – Highlights of Key Items

## Riverbed - Capacity

- Currently under design certification
- ETA for Beta Testing – Updated Middle July
- Full Training – Updated Late July

## Availability Project Kick-Off

## Update the MSS for Multiple Project Visualization

## Fiber Cuts

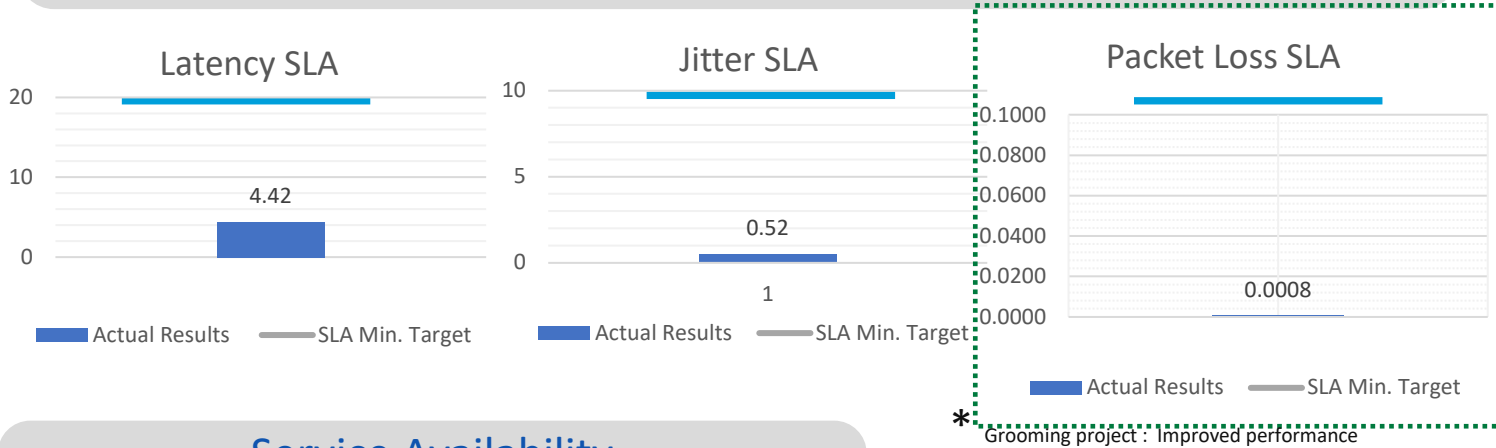
- May – (2) Fiber Cuts

# State of Wisconsin Executive Summary – May 2020

## 1,197 BadgerNet Circuits



### SLA Network CORE Performance



### Service Assurance - SLA Incidents

|                        |            |
|------------------------|------------|
| <b>Total # Tickets</b> | <b>287</b> |
| Measured               | 53         |
| Non-Measured           | 234        |

### Service Delivery Activity

|                             |    |
|-----------------------------|----|
| <b>Work In Progress</b>     |    |
| Projects ( New Activations) | 9  |
| Changes (MACD)              | 54 |

### Service Availability

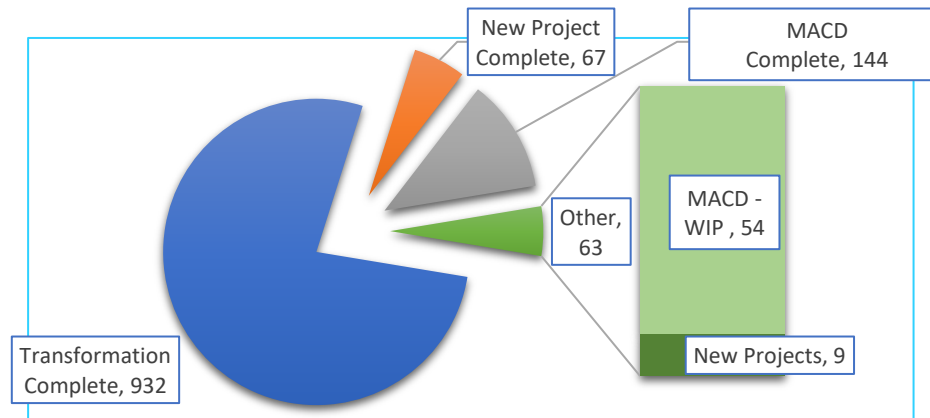
|                         | CAT A      | CAT B      | CAT D     |
|-------------------------|------------|------------|-----------|
| Up Time ( Minutes)      | 39,543,559 | 11,811,849 | 1,964,160 |
| % Availability          | 99.87%     | 99.85%     | 100%      |
| Lost Time ( Minutes)    | 52,121     | 17,751     | -         |
| % Lost Time             | 0.132%     | 0.150%     | 0.00%     |
| Total Available Minutes | 39,595,680 | 11,829,600 | 1,964,160 |

### Decommission Activity

|                                |          |
|--------------------------------|----------|
| <b>Decommission/Disconnect</b> | <b>1</b> |
|--------------------------------|----------|

### BadgerNet by Customer Type

\* Includes WIP



### Capacity – WAN Utilization Thresholds

|                 | Hot (Over) | Cold (Under) |
|-----------------|------------|--------------|
| Authorized User | 0          | 0            |
| State Agency    | 0          | 0            |
| TEACH           | 2          | 5            |

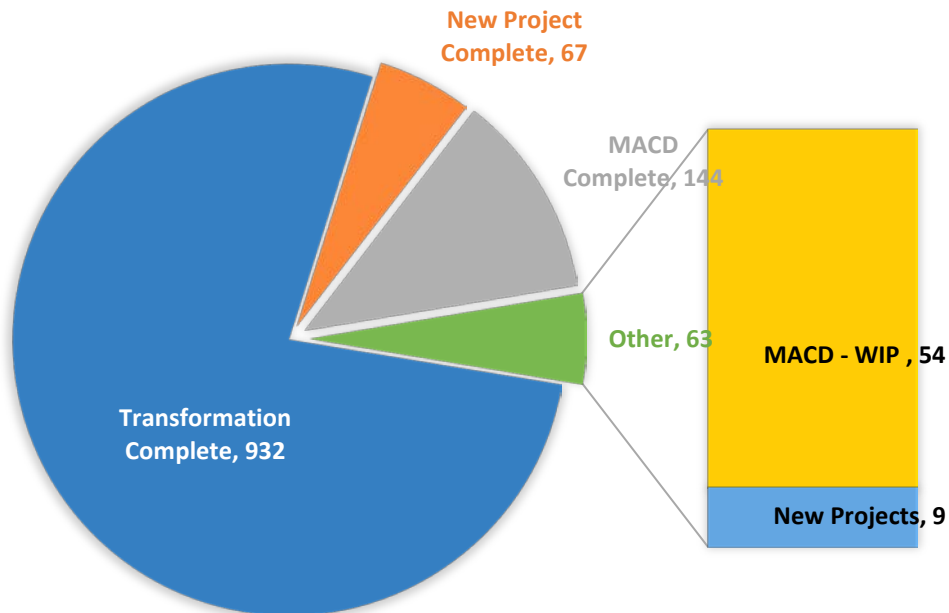


Customer Information Portal

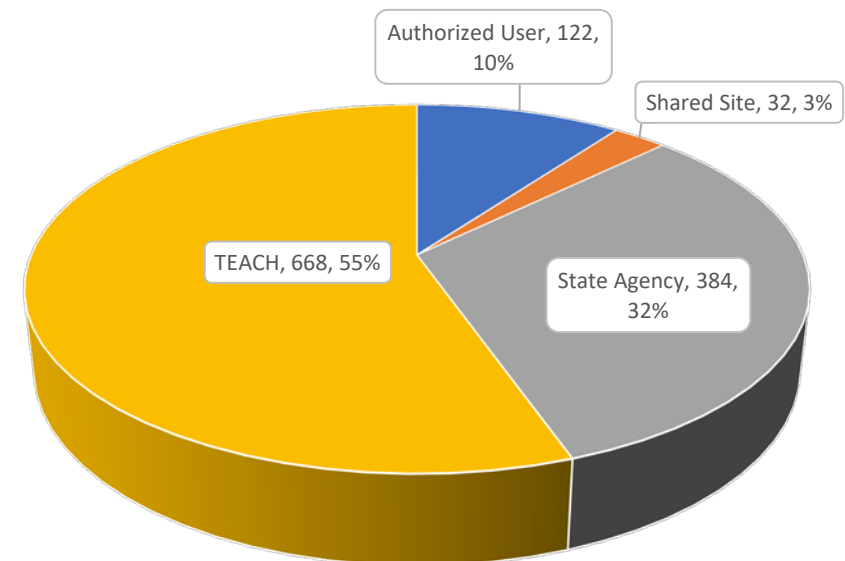
# BadgerNet by: Site Type & Activity Type – May 2020

| Site Type       | Transformation Complete | New Project Complete | MACD Complete | MACD - WIP | Sub-Total (On Network) | New Projects | Combined Total (On Network & New Projects) |
|-----------------|-------------------------|----------------------|---------------|------------|------------------------|--------------|--|
| Authorized User | 48                      | 12                   | 18            | 44         | 122                    | 0            | 122  |
| Shared Site     | 23                      | 0                    | 8             | 1          | 32                     | 0            | 32   |
| State Agency    | 316                     | 19                   | 41            | 5          | 381                    | 3            | 384  |
| TEACH           | 545                     | 36                   | 77            | 4          | 662                    | 6            | 668  |
| <b>Total</b>    | <b>932</b>              | <b>67</b>            | <b>144</b>    | <b>54</b>  | <b>1197</b>            | <b>9</b>     | <b>1206</b>                                |

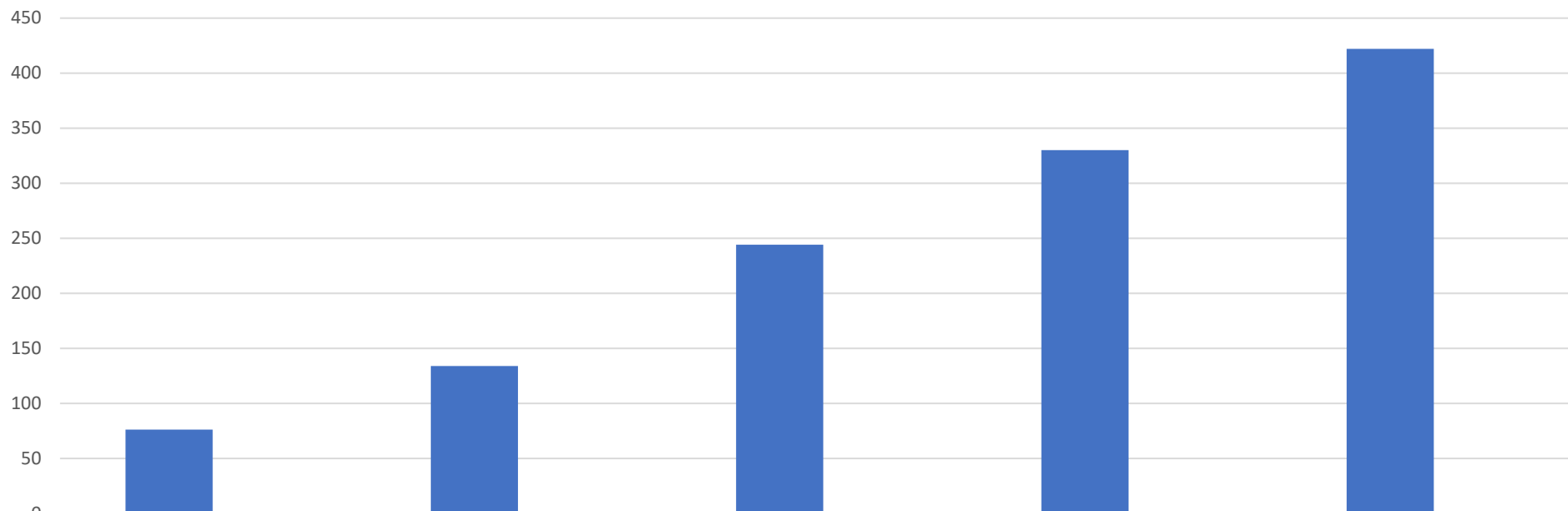
BadgerNet by Activity Type



BadgerNet by Agency Type \*\* includes (WIP-New Projects)

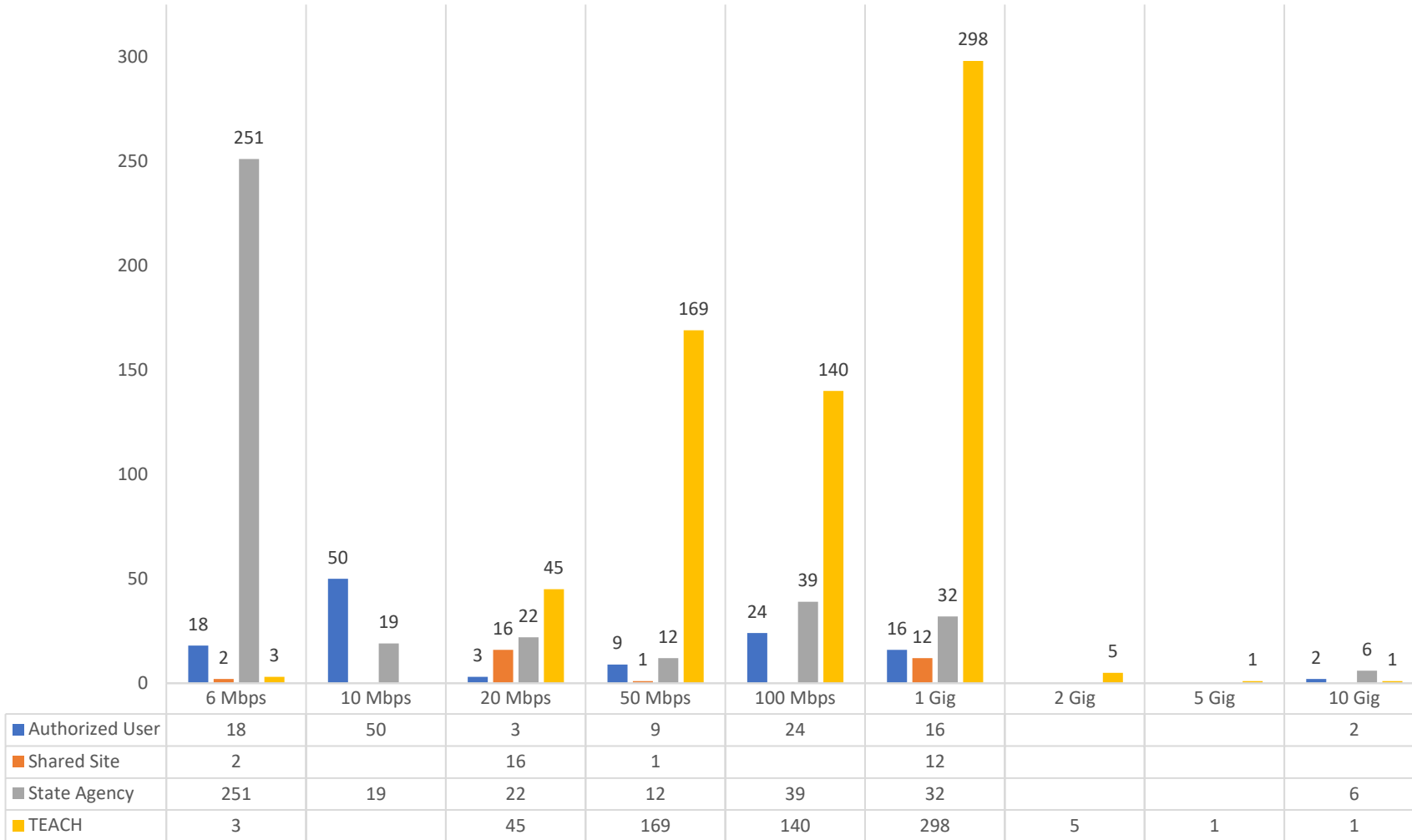


# BadgerNet by Local Carrier – May 2020 \*\* Includes WIP



|                             | Frontier | Charter | Access Wisconsin | CenturyLink | AT&T |
|-----------------------------|----------|---------|------------------|-------------|------|
| # of Sites by Local Carrier | 76       | 134     | 244              | 330         | 422  |
| Percentage                  | 6%       | 11%     | 20%              | 27%         | 35%  |

# BadgerNet by: Bandwidth & Site Type : May 2020



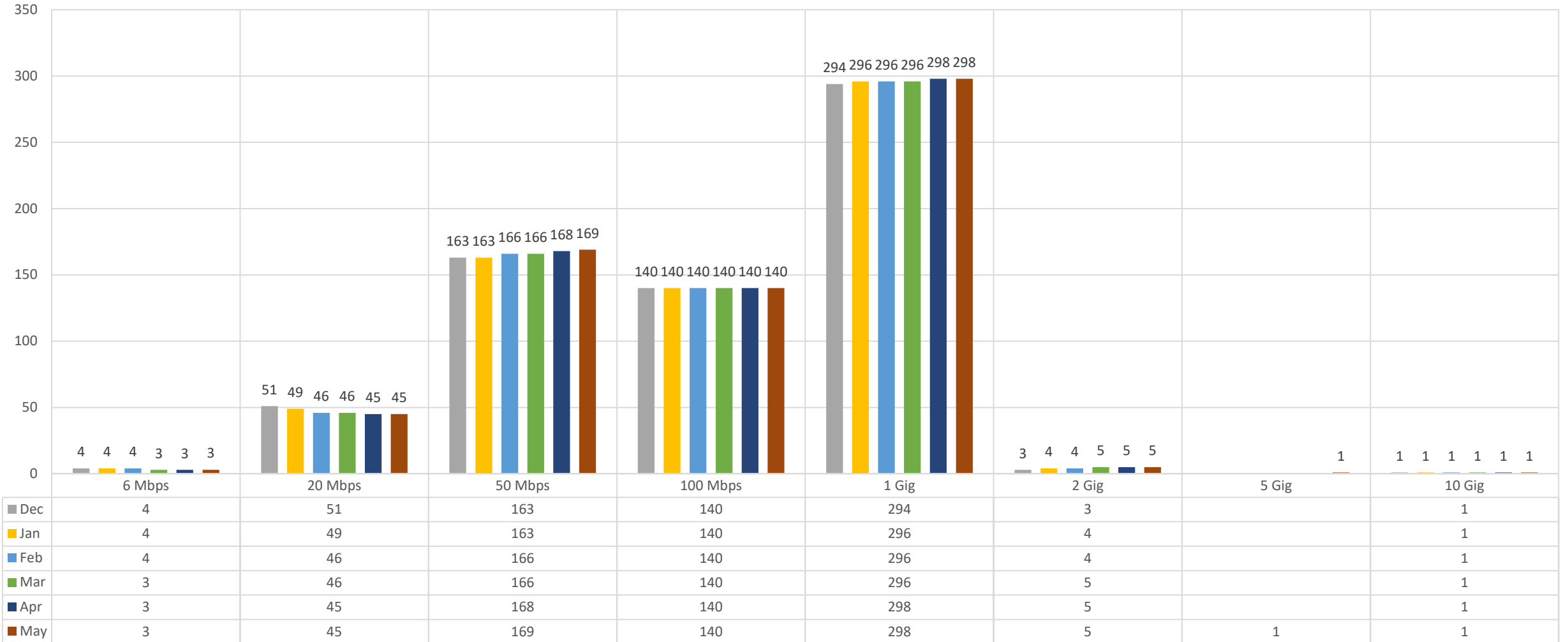
## Disconnects

| Month | Site ID     | Customer Site Name:                        |
|-------|-------------|--|
| May   | STOJADIWI02 | Arcadia Free Public Library *              |
| May   | STOJCPFWI03 | DHS - Chippewa Falls, Northern WI Center * |
| May   | STOJOMPWI01 | Somerset High School *                     |
| May   | STOJQTHWI02 | DWD - Tomah JC                             |

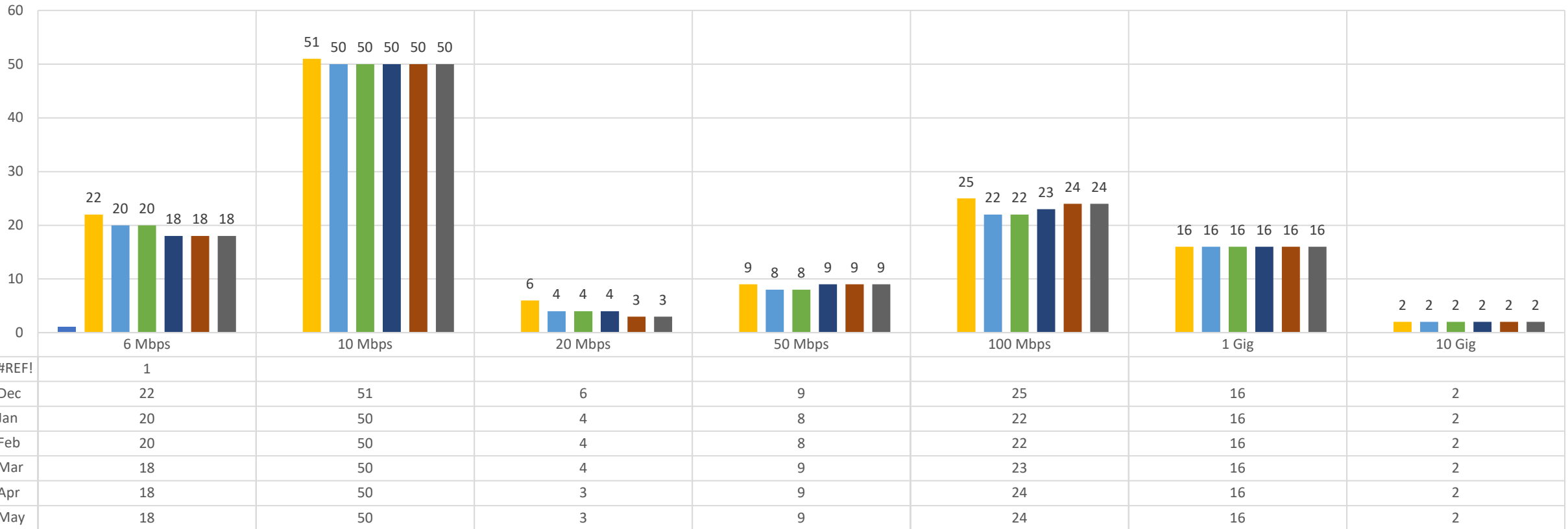
MOVE Order \*



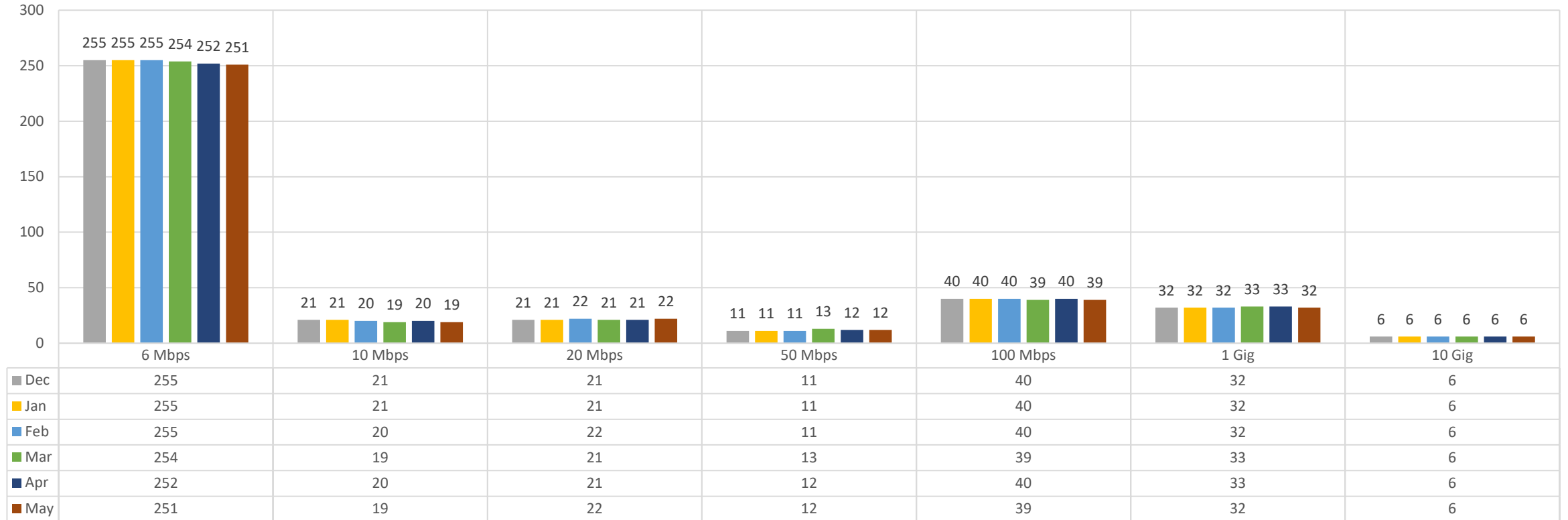
# BadgerNet TEACH Bandwidth: Dec 2019 – May 2020



# BadgerNet Authorized User Bandwidth: Dec 2019 – May 2020



# BadgerNet State Agency Bandwidth: Dec 2019 – May 2020





# BadgerNet Shared Sites Bandwidth: Dec 2019 – May 2020

