

# TEACH CUSTOMER INFORMATION PACKAGE

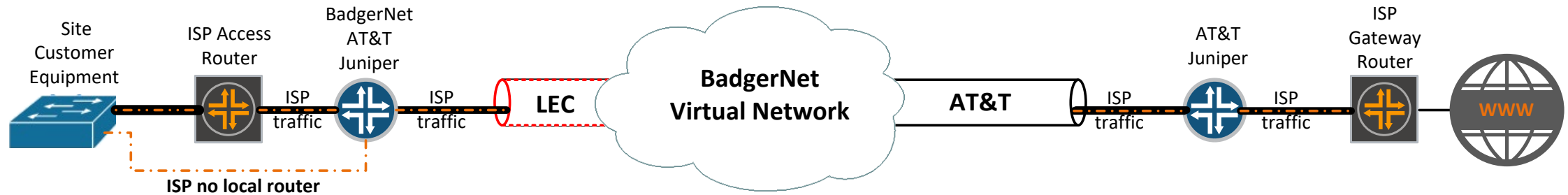
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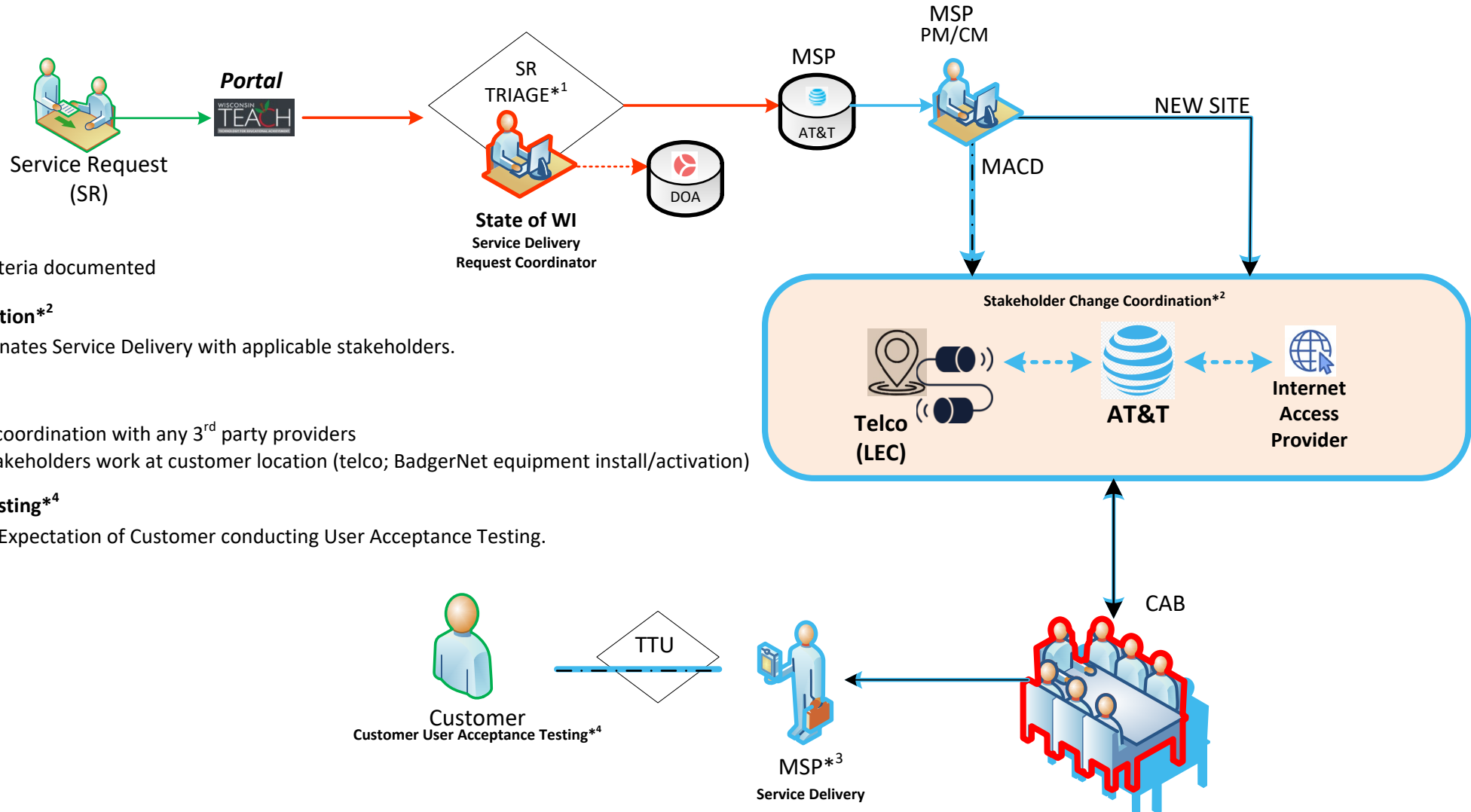
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  - Operational Support Service Desk
  - What to do / expect for service issues
    - You the customer
    - AT&T and 3<sup>rd</sup> party BadgerNet support personnel

# What is BadgerNet?



- State of Wisconsin, Department of Administration administered Information Technology Contract for transport connectivity.
- The BadgerNet Contract provides an optional service for Internet Access for data transit to the internet.
- It leverages commoditized provider infrastructure, rather than a dedicated and expensive custom network.
- BadgerNet consists of a team of providers and resources, with an overall Managed Service Provider (MSP), AT&T.
  - BadgerNet NOC – BadgerNet Customer ticketing submission and resource coordination.
- There are multiple 3<sup>rd</sup> party contracted telco providers partnering throughout Wisconsin, availability will vary based upon geographical location (LEC)
- Transport layer (pipe) is CAT 1 – E-Rate TEACH program eligible; Transit layer (ISP access) is CAT 1- E-Rate customer responsibility.

# Service Request Workflow



## SR TRIAGE\*1

- Identify existing triage criteria documented

## Stakeholder Change Coordination\*2

- AT&T as the MSP coordinates Service Delivery with applicable stakeholders.

## MSP\*3 Service Delivery

- MSP responsible for all coordination with any 3<sup>rd</sup> party providers
- May require multiple stakeholders work at customer location (telco; BadgerNet equipment install/activation)

## Customer User Acceptance Testing\*4

- AT&T test and turn up. Expectation of Customer conducting User Acceptance Testing.



# TEACH WI

Technology for Educational Achievement

Matt Yeakey-TEACH Administrator (option 2)

Lori Neumaier-TEACH Technology Specialist (option 2)

Kerry Hawkins-TEACH Grant Specialist (option 1)

TEACH website: [www.teach.wi.gov](http://www.teach.wi.gov)

TEACH email: [teach@wisconsin.gov](mailto:teach@wisconsin.gov)

TEACH phone: 608-261-5054



# TEACH Wisconsin-Overview

Presenter: Matt Yeakey  
TEACH Administrator

- Wisconsin Department of Administration (DOA)
  - Division of Enterprise Technology (DET)
    - DET manages the TEACH program
      - Subsidizes Cat 1 circuit through BadgerNet contract
      - BadgerNet is Wisconsin's state-wide network serving all 72 counties
    - TEACH Grants-Infrastructure

## TEACH – BadgerNet E-rate

- TEACH files 470 for BadgerNet-CAT 1 circuit only
- TEACH files 471 every year for TEACH Customers-CAT 1 circuit only



# TEACH – BadgerNet Rates

- CAT 1 Transport – Portion of cost paid by Customer
  - \$100 per month- 6, 10, 20, 50, 100, 200, 300, and 500mbps
  - \$250 per month- 1Gb to 10Gb (requested, increments vary)
  - TEACH invoices CAT 1 service to Customers in June and December
- Bandwidth increases generally granted when site hits 80% on usage graphs
- BlueJeans license
  - \$45 per month, subsidized by TEACH based on need



# TEACH – BadgerNet Rates

- Customers may select the choice of Internet Access Providers
  - Available partners via the contract:
    - AT&T
    - WiscNet
    - Other (you may opt to bring your own)
- If Customer opts for WiscNet or AT&T as their ISP:
  - ISP fees are invoiced to the customer monthly by AT&T.
  - All other ISP invoices are via that external provider.



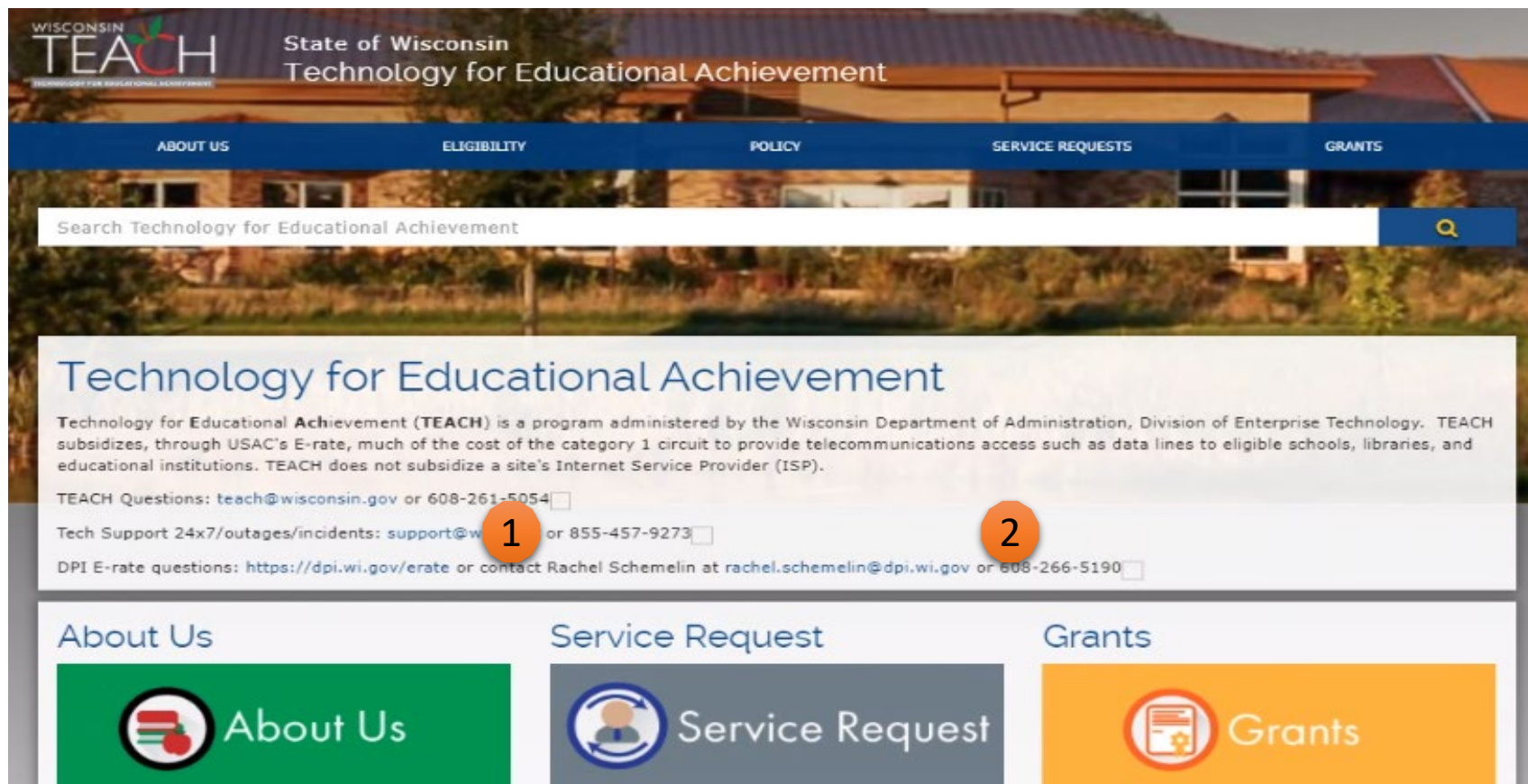


# TEACH – BadgerNet Customer Responsibility

- Place order via Service Request through [portal](#)
  - Any questions regarding services contact [TEACH@wisconsin.gov](mailto:TEACH@wisconsin.gov)
- Provide and maintain accurate site and contact information with:
  - TEACH, USAC and your ISP (Customer information must match USAC identification info EXACTLY)
  - Update BEN with USAC and TEACH
  - Update EPC with your profile data during open window
    - [http://www.sl.universalservice.org/Utilities/BilledEntitySearch\\_Public.asp](http://www.sl.universalservice.org/Utilities/BilledEntitySearch_Public.asp)
- **Choose** ISP and **pay** ISP charges separately
- File 471 for ISP
- Sign LOA through TEACH portal on TEACH website-once every 5 years



# Service Requests & Grants Links



## TEACH WEB SITE

[TEACH Home \(wi.gov\)](https://www.wisconsin.gov/teach)

1 BadgerNet Service Requests

2 Grants Request



# TEACH - Service Requests

WISCONSIN TEACH State of Wisconsin Technology for Educational Achievement

ABOUT US ELIGIBILITY POLICY SERVICE REQUESTS GRANTS

Search Technology for Educational Achievement

TEACH > Orders and Requests

## Orders and Requests

Whether you are looking to start a new service with TEACH, or you need to modify an existing service, please on the TEACH Portal below to fulfill your request. Most orders without special construction are completed in the months. Orders can not be accepted with a due date of more than six months of the order submission date.

TEACH invoices our sites every June and December for the subsidized cat 1 circuit only. TEACH sites choose the ISP and are invoiced monthly by the ISP for ISP costs. TEACH sites are fully responsible for ISP costs as these are not subsidized by TEACH. TEACH customers must remain with TEACH for 12 months from the delivery date of the circuit. Early termination charges will apply. By placing an order with TEACH, you agree to these terms.

You must have a circuit with TEACH to be eligible for BlueJeans licenses. BlueJeans orders are placed through the TEACH Portal below.

Existing TEACH customers who want to place a service change order should login to our portal below. A login ID is required and a link "What's this?" is provided in the portal to create a login ID if you do not have one.

**TEACH Portal**

WISCONSIN TEACH Home About Us Eligibility Policy Grants

### Login

TEACH uses your Register Wisconsin account. If you need an account please click [here](#) and select "TEACH" when you register a new account.

**User Name**

**Password**

[Log In](#)

### Contact Information

101 E. Wilson St.  
Madison, WI 53703  
(608) 261-5054  
[teach@wisconsin.gov](mailto:teach@wisconsin.gov)



# TEACH – Customer Portal View

DOA Test School - TEACH ID: 0000 ADMIN Request BlueJeans View Requests <sup>6</sup>

**Address** <sup>4</sup> BEN Full Name DOA TEACH  
101 E Wilson St <sup>5</sup> LOA Current False Email Address doateach@wisconsin.gov  
Madison, WI Telephone Number 608-261-5054

**County** Dane

WAN Service STOJADIWI04 0001 Request Change Request Disconnection <sup>1</sup>  
Vendor ID: STOJADIWI04 0001 Customer Site ID: 2090A1W-TCH

**Service Status** In Service <sup>2</sup> **In Service Date** 3/17/2020 **ISP** <sup>3</sup> **Bandwidth** 50 Mbps

1. Select type of request
2. Date existing service went into effect (early termination fees imposed for less than 12 months, customer paid)
3. Current bandwidth rate
4. BEN = USAC requirement
5. LOA = Indicates if required LOA is current
6. Portal customer may view details status of request



# TEACH – Special Construction Costs

- TEACH typically pays special construction
  - Up to \$80,000 per mile per fiber infrastructure
  - Can include telco infrastructure, Central Office equipment, etc
  - Service provided to the Customer property line
- Conveyance from property line into customer Demarcation Point of Presence, is Customer responsibility to fund and install.
- All internal infrastructure (USAC CAT 2) are responsibility of Customer

# BadgerNet Network Operations Center (NOC)

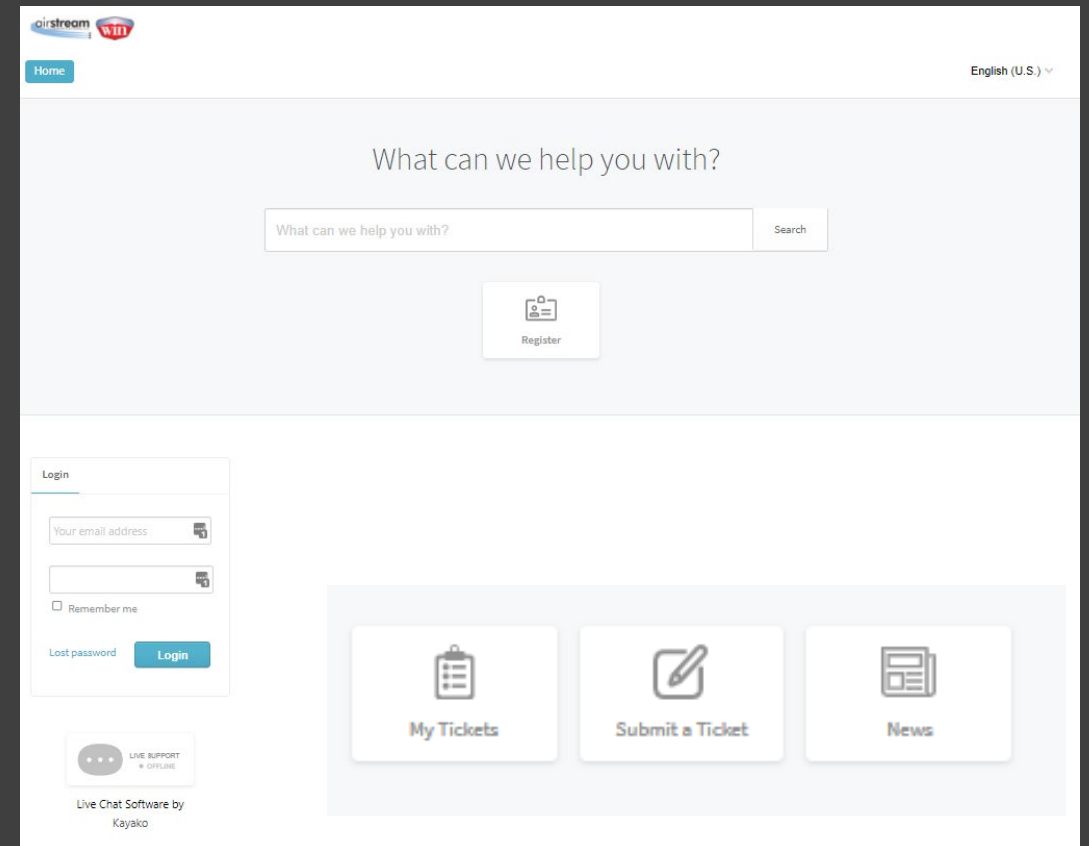
**Dedicated 24/7/365 Service Desk for BadgerNet TEACH customers**



- Email: [BadgerNet-noc@wintechtechnology.com](mailto:BadgerNet-noc@wintechtechnology.com)
- Call: 1.855.457.9273
- WEB Portal: **support.wins.net.**

# Our Portal – support.wins.net

- First time visitor
  - You will need to register
  - Confirmation email
- Once you login:
  - Submit trouble tickets
  - View your tickets
  - See status on trouble tickets



## Opening Trouble tickets:



No Connection/Hard Down

Slow Service/Speed





# Auto-Generated Tickets



ATT will generate a ticket with the BadgerNet NOC



Call site



## No connection/ Hard down

- Juniper will autogenerate a ticket
- BadgerNet NOC will call listed contact to verify power
  - No answer – we will leave voicemail and then send email
  - Site verifies power –
    - Power outage: We wait for power to restore
    - Power is on- we escalate with ATT to get local internet provider engage
- Notification to site

## Email notifications for updates:



# 1

Hello,

The BadgerNet NOC received an alert indicating that the internet connection was down at the **<site name>** at approximately **<time>** on **<date>**.

Please verify power to the network equipment and at the building and then call 1.855.457.9273 or simply reply to this email to continue to troubleshoot this outage.

Thank you,

BadgerNet NOC

1.855.457.9273 | BadgerNet-NOC@wintechology.com

# 2

Update:

**[most recent update here.]**

We will escalate the ticket again in an hour and send an update once one becomes available.

If you have any questions or concerns, please call us at 1.855.457.9273.

Thank you,

BadgerNet NOC

# 3

Hello,

The outage at **<site name>** has since cleared and the connection has remained stable. All associated tickets have now been closed.

If you are still experiencing connection issues, please call the BadgerNet NOC at 1.855.457.9273 and we can further assist you.

Thank you,

BadgerNet NOC

1.855.457.9273 | BadgerNet-NOC@wintechology.com

## How ATT handles the ticket:

- Each site has a Juniper Router on site that opens an auto ticket when service goes down hard.
- Once the BadgerNet NOC verifies power ATT will then:
  - Verify connection
    - No ping
      - Verify settings
      - Open ticket with appropriate carrier
    - Ping response
      - Verify power to Juniper and CPE/Lan equipment

# Escalation Process:

Call the BadgerNet NOC for escalation

1 hour escalations

Afterhours

1.855.457.9273

[Badgernet-noc@wintechnology.com](mailto:Badgernet-noc@wintechnology.com)



## Opening Trouble tickets:

No connection/Internet down



Slow Service/Speed

This is information is  
applicable for  
performance troubles.

MDS  
(minimum data set):

*Needed information:*

- Asset id; if unavailable, provide IP address:
- Users contact information (name, number, etc.):
- Summary of problem:
- Site access hours and LCON (local contact) availability:
- Users location (site name, city, state, country):
- What troubleshooting steps have already been taken (example: reset pc or phone, power)?
- Severity Level of the incident:
- How many people are impacted (no service)?
- Has this worked before? When did it stop working?
- Error message received, if applicable:

*Helpful information:*

- Source IP address (for latency issues):
- Destination IP address (server IP, URL, etc.):
- Trace route (from your source IP address to the destination IP address):



# How ATT handles performance issues:

- Once ATT receives the ticket and MDS provided
  - Verify configurations/settings
  - Request maintenance window for intrusive testing
  - Arrange for performance testing with local contact
  - Performance testing coordinated with WiscNet



# Issues Resolved/Root Cause Analysis for Major Outages:

- ATT:
  - ATT service management will provide the BadgerNet NOC with a Root Cause Analysis on any major outages.
- BadgerNet NOC:
  - The BadgerNet NOC Manager will send out an RCA-SOS once it is received from the Operations Manager.

## Maintenances:

- BadgerNet Maintenance
  - ATT notifies TEACH
  - TEACH notifies end user
- All maintenances are completed between the hours of 12-6am.
  
- Site Maintenance
  - Contact BadgerNet NOC to notify of any planned maintenance
  - Power
  - network

# Tracking Chronic Issues

POWER – Stable Power is the responsibility of the site.

1.3 or more power issues in a month

- a. If they are associated with known power company outages we note and continue to track
- b. If they are specific to the site we'll inform the site contact so they can investigate

2. Timed or recurring pattern power outages (i.e. Every Friday night at 9pm)

- a. Generally an indication of a generator test or something that disrupts power from the building
- b. Inform the site. In most cases it's resolved by having the site install a UPS

# Tracking Chronic Issues

## NETWORK OUTAGES

### Site Specific

1.3 or more outages in a month or consistent outages over any period of time (at least monthly)

- a. If associated with a known large scale network outage it's marked and monitored through restoration
- b. If specific to only the one site we work with the LEC to identify root cause of the issue

Site associated with Chronic large scale network outages.

1.3 or more outages in a month or consistent outages over any period of time

- a. Work with AT&T tech support to identify any potential core issues and take corrective action
- b. Work with the LEC to identify any potential transport issues and take corrective action