

BCN Conversion Update for WCNI
August 24, 2006

BCN Conversion Phase:

1. The phase of conversion of sites from the old network to the new network will complete on August 31, 2006.
 - a. As of today four sites remain.
 - b. We have orders to install new service (not on the old infrastructure today).
 - c. This is ongoing new BCN business.
2. The five year contractual window will begin on September 1, 2006 (per management approval).
3. 494 K/12 Customers, 34 Technical College Customers, 25 Private College Customers, 26 University of Wisconsin Customers, 409 Library Customers, 1,007 State Agency Customers, 12 Indian Tribe Customers and GLITCI have BCN service.
4. DOA has 2,030 plus customers and is growing (counties coming on and numerous inquiries from others).
5. We are providing over 4,000 BCN services.
6. Some customers are self managing IP voice and hundreds of video sites.
7. DOC has just over 100 video sites that reduce having to transport prisoners.
8. State agencies are implementing new applications based upon flexible WAN options.
9. On 8/31, 8:00am daily project management calls with AT&T will cease.

Next Conversion Phase:

1. Begins September 1, 2006
2. AT&T project management team will work with DOA to close out the conversion project relative to assessment of operational process management performance.
 - a. All operational processes will be used, conversion processes terminated.
 - i. Orders will be processed through the portal not the master spreadsheet as primary information source and tracking device.
 - ii. Trouble tickets followed through the portal.
3. DOA/AT&T will track process performance.
 - a. Make improvements as we did with conversion process.
4. Through Mid September DOA will hold a daily status call with AT&T to discuss any issues and take action where necessary.
5. When K/12 starts and then K13/20 starts Norlight will operate at a heightened state of awareness with DOA to monitor network performance for its first few full weeks of performance under a true load.

Final Conversion Phase:

1. All AT&T project management staff will be released from the project.
2. DOA will manage BCN in a total operations environment.

Remaining Issues:

1. Hone communication plans for all of the individual DOA Seven Major Customer Groups.
 - a. Each group of customers has a different need for communications.
 - b. Each group has different challenges for a path to the end user.
 - c. Each group has different service requirements.
2. Through procurement institute a new Audio Video Equipment Bulletin.
3. Visit with each agency and major customer group to review conversion and talk about future needs and requirements.
4. Review the current level of customer satisfaction and discuss expectations for the network going forward.
 - a. Some libraries need more bandwidth.
 - b. Some schools need additional WAN services (money is an issue)
5. Meet with customers to define what comprises "BCN". BCN and the legacy BadgerNet data video and data networks are not apples to apples breakdown for comparison.
 - a. Customers rightfully care about one thing, reliable, consistent performance.
 - b. BCN is comprised of several key separate components all of which comprise performance.
 - i. AT&T/WBAA network component.
 - ii. DOA 2811 router component.
 - iii. DOA GigaMadMan component
 - iv. Other components connected beyond the demark that are either managed by a customer or the state that support user applications.
6. Complete survey of sites with problematic physical environments that may create a service effecting issue in the future for example poor power at site and minimal or no HVAC which will deteriorate electronic components..
7. Work with TEACH on Education Discount BCN services.
8. For state agencies, implement billing adjustments on the BadgerNet Legacy Billing Platform.
9. Publication/awareness of installation intervals for new service or changes.
10. Update and improve BCN website.