The WiscNet Difference

Who are we?

WiscNet is a membership organization that provides research and education networking services to public and private higher education, K12 school districts, libraries, municipalities, and hospitals throughout Wisconsin.

We connect people and strategies to solve common technology challenges and develop innovative solutions in support of educational, research, and community service missions.

When it comes to Internet Services, we are the transit portion of your connection to the internet.

Wait. What? What do you mean transit portion of my connection to the Internet?

In a nutshell, and in a very basic way to explain:

Transit	Transport
Transit is the service over the physical circuit of your connection or the **WiscNet Network Access Service.** It includes (but is not limited to): • Un-metered Capacity (no limits/caps on the amount of data usage - just an annual fixed fee). • High-speed, scalable, robust backbone • Your Public IP addresses • The monitoring of your point-to-point connection by our 24x7 Network Operating Center. Having your point-to-point connection to the WiscNet backbone comes with a number of benefits. Contact us at membersuccess@wiscnet.net to learn more.	Transport is the physical wire that enables the point-to-point connection between your building and the WiscNet backbone. A number of commercial transport providers have a presence in the WiscNet network, and members contract with such providers directly. WiscNet then works with the providers to maintain the connection via the WiscNet Network Access services.

Your DNS Zone

WiscNet offers DNS hosting, see DNS Services. Contact support@wiscnet.net for assistance, or to get signed up for self service DNS portal to make changes yourself.

WiscNet Status Page

Receive Service Connectivity Status from WiscNet by subscribing to to the WiscNet Status Page

Subscribe to receive status notifications via email and/or SMS from us so that you never miss important scheduled or unplanned events.

• Go to http://status.wiscnet.net/ and click [**SUBSCRIBE TO UPDATES**]
• Follow the directions
• You may subscribe to receive notifications about all, some, or just your institutions.

WiscNet Tools

Browse our Support page to find tools and knowledge base articles available to you. Go to our Public Knowledge Base for helpful tools such as:

• Router Proxy/Looking Glass
• Bandwidth Testing
• Bandwidth graphs
• Technical Support

Find out about more WiscNet and our Services

Browse the WiscNet Services website at and request a call with any of our Member Fulfillment team members to learn what we do and what we offer.

WiscNet Teams Availability and Contact Information - https://www.wiscnet.net/staff

Member Success Team

- Member Fulfillment Team
  - Mikayla Kucken & Aivars Margevics
    memberfulfillment@wiscnet.net
- Maggie Richardson (Executive Assistant)
- Heidi Genthner (Member Success Facilitator)
- Megan Parsons (WiscNet Assistant)
- Andriy Apetrey (Contract and Financial Service Specialist)
- Aneta Kosturova (Comptroller)

You can reach out to the Member Success Team at membersuccess@wiscnet.net. If you have billing or contract-related questions, please get in touch with our Finance Team at:
billing@wiscnet.net or (608) 442-6761, option 4.

Member Platform Team

- Ibrahim Hassen (Secure Platform Consultant)
- Margarita Dobrynina (Secure Platform Consultant)
- Chris Wopat (Sr. Network Engineer)
- Josh Gorton (Network Engineer)
- Eric Hammons (Jr. Platform Engineer)
- Alex Elliot (Platform Support Technician)
- Kossi Ezou (Platform Support Technician)
- Matthew Starr (Platform Support Technician)

support@wiscnet.net
(608) 442-6761, option 2
Monday-Fridays from 7:45 am to 4:45 pm
To report a network outage after-hours, call our Network Operations Center at:
(608) 442-6761, option 1

Member Engagement Team

- Sarah Miller (Member Engagement Specialist)

You can reach her at sarahmiller@wiscnet.net

Leadership Team

Kika Barr
Chief Operating Officer and Member Success Director
kbarr@wiscnet.net
(608) 210-3955

Brian Remer
Chief Technology Officer and Member Platform Director
brian.remer@wiscnet.net
608-210-3943

John Pederson
Member Engagement Director
johnpederson@wiscnet.net
608-210-3954