

## **MCU/Gateway Scheduling Trouble Numbers**

The BadgerNet Converged Network MCU/Gateway Scheduling Office should be the first point of contact if there are scheduling or related connection problems with any MCU or Gateway session. (Classroom and network trouble reporting procedures may vary based on other regional network policies.)

**In case of MCU problems, problems with MCU/Gateway programs or for general calls to the Scheduling Office, please dial:**

**(715) 234-7082 or (800) 243-9482  
Ext. 5181 or 5182**

If you are reporting an MCU or Gateway problem and there is no answer at the main extension, please call our cellular telephone number immediately:

- 1. (715) 651-9680**
- 2. (715) 651-9757**

**MCU/Gateway Scheduling Fax:  
(715) 234-1307**

**MCU/Gateway Scheduling Email:  
[bcnmcu@wisc.edu](mailto:bcnmcu@wisc.edu)**

Non-scheduling related problems should be reported to the **Windstream/ BCN Help Desk: (888) 955-2638**