



Technical Capability Statement: Applicants/Service Providers must include a statement including: (a) A description of the applicant’s experience providing broadband and whether they currently provide broadband at the minimum 100 Mbps/100 Mbps speeds. (b) The useful life of the facilities to be built and how the service area will be maintained throughout the useful life of the facilities. (c) How the project will be resilient and sustainable in the long-term. This statement should also include the number and skill level of technical staff that will be dedicated to serving the project area once the project is complete. (d) The expected useful life of the facilities to be built including a statement as to the technological components used, and, if applicable, which components may require more frequent repair or replacement. (e) A detailed description of the proposed network architecture including homes passed, fiber miles, and the specific technology to be used to provide service end users. (f) Describe their technical capability to meet the requirement to provide a minimum 100/100 Mbps in all locations that receive grant funding, and their plans to meet the minimum statutory technical and speed requirements in place for the NBBP throughout the 15-year period. (g) A statement attesting that the applicant takes reasonable cybersecurity measures, including whether a NIST-compliant cybersecurity plan is in place.

ALLO Communications is a telecommunications company offering internet, broadband, telephone, and television to residents and businesses through fiber-based networks.

We provide broadband service through an all Fiber-to-the-Premise (FTTP) network. ALLO has designed, constructed, maintained, and provided services for ubiquitous FTTP networks since 2004 in cities with populations ranging from under 100 to 294,000 with a total population served of 1.3 million and increasing.

ALLO has more than 173,000 lines in service all through FTTP. Our team serves government entities, businesses, schools, and residents creating gigabit societies. ALLO has invested more than \$1 billion in FTTP assets in 48 communities and generates more than \$150 million in annual revenue.

The proposed ALLO fiber network for the West Lake Maloney project will consist of 11.78 Total Project Area Fiber Miles and pass 22 addresses.

ALLO’s growth and success over the past two decades is evidence of our technical capabilities, experienced personnel, superior products, and unmatched reputation for customer service. Our modern network, expert team of engineers, operators, and technical specialists combine with the immense capacity of ALLO’s fiber network to provide unparalleled service to our partner communities.

ALLO provides (or is in the process of providing) ubiquitous gigabit services in the following communities. ALLO has more than 150,000+ customers across all of our markets, maturing to 600,000 customers.

| City/State | Date | Population ¹ |
|----------------------|------|-------------------------|
| Lincoln, NE | 2015 | 294,757 |
| Yuma County, AZ | 2022 | 213,221 |
| Greeley, CO | 2021 | 112,609 |
| Lake Havasu City, AZ | 2022 | 59,257 |
| Joplin, MO | 2024 | 53,095 |

¹ Population totals via 2023 U.S. Census Bureau



| City/State | Date | Population ¹ |
|----------------------------------|------|-------------------------|
| Grand Island, NE | 2021 | 52,622 |
| Kingman / New Kingman-Butler, AZ | 2022 | 48,241 |
| Sierra Vista, AZ | 2024 | 44,431 |
| Brighton, CO | 2022 | 42,477 |
| San Luis, AZ | 2022 | 37,966 |
| Erie, CO | 2022 | 35,269 |
| Kearney, NE | 2021 | 34,362 |
| Fremont, NE | 2021 | 27,602 |
| Norfolk, NE | 2020 | 26,147 |
| Hastings, NE | 2018 | 24,896 |
| Columbus, NE | 2021 | 24,464 |
| Papillion, NE | 2022 | 23,791 |
| North Platte, NE | 2011 | 22,523 |
| Evans, CO | 2024 | 22,326 |
| La Vista, NE | 2022 | 16,346 |
| Somerton, AZ | 2024 | 14,594 |
| Scottsbluff, NE | 2005 | 14,305 |
| Fort Morgan, CO | 2018 | 11,564 |
| Gretna, NE | 2022 | 9,054 |
| Gering, NE | 2006 | 8,531 |
| York, NE | 2022 | 8,180 |
| Alliance, NE | 2007 | 8,056 |
| Seward, NE | 2022 | 7,672 |
| Crete, NE | 2023 | 7,488 |
| Sidney, NE | 2022 | 6,440 |
| Ralston, NE | 2023 | 6,401 |
| Wayne, NE | 2021 | 6,165 |
| Eaton, CO | 2022 | 5,832 |
| Brush, CO | 2024 | 5,268 |
| Breckenridge, CO | 2019 | 5,078 |
| Ogallala, NE | 2010 | 4,878 |
| Waverly, NE | 2022 | 4,279 |
| Ashland, NE | 2022 | 3,086 |
| Valentine, NE | 2021 | 2,633 |
| Milford, NE | 2022 | 2,155 |
| Imperial, NE | 2019 | 2,068 |
| Hudson, CO | 2021 | 1,651 |
| Bridgeport, NE | 2010 | 1,454 |



| City/State | Date | Population ¹ |
|-------------|------|-------------------------|
| Hallam, NE | 2024 | 268 |
| Sprague, NE | 2023 | 136 |
| Martell, NE | 2024 | 125 |
| Kramer, NE | 2024 | 26 |
| Holland | 2024 | Unincorporated |

Residential and Commercial Gigabit Service

ALLO provides ubiquitous 1+ Gbps service with symmetrical download and upload speeds to entities including residences, businesses, and government entities. These standard residential offerings are symmetrical speeds starting at 500 Mbps and 1 Gbps.

Please note that the Monthly Customer Rate listed in ALLO's application (Section II: Project Details Question 7) is for 500 Mbps, as that is the lowest tier offered to the public (with the exception of former ACP customers).

In April 2023, Lincoln, Nebraska ranked as the 3rd fastest upload speeds, 4th fastest download speeds, and 2nd in latency of the 100 most populous cities in the U.S. ([speedtest.net](https://www.speedtest.net)).

We do not utilize data caps. Unfettered access is a key component of ALLO's FTTP networks. The ability to provide broadband and internet without data caps or other limits is essential to quality service.

ALLO's network is designed to provide 10 Gbps symmetrical service to all households with current offered speeds up to 1 Gbps. ALLO currently offers and supports broadband services to commercial entities up to 100 Gbps.

Technology

ALLO's all-fiber network capable of GPON, XGS-PON (which enables up to 10G Internet service), and active internet solutions will create a 30+-year solution. Content caching, redundancy, and evolving communications and entertainment solutions will create a competitive advantage for the community.

ALLO's network model is GPON-based with active availability. ALLO's XGS GPON network is designed (including centralized split technology) to be upgradeable for faster broadband speeds as demanded by the community and technological advances.

By utilizing world-class technology (Calix, OFS, Metaswitch, and Ericsson) and ALLO's processes, the network will be dependable and reliable, while providing technologically advanced solutions.

Connections from the easement to the home or building will be powered using a common XGS-PON solution. A homogenous network ensures a cost-efficient design with network dependability and security. ALLO utilizes a Calix XGS-PON solution from the central office to the Wi-Fi6 router. This network provides 10 Gigabit upload and download speeds to every home and business with very low latency.

Connectivity for large businesses and large governmental entities will be provided with individualized solutions (such as Calix, Adtran, and Cisco), including active Ethernet connections



and fully redundant paths and entrances, when required. The standard network design will accommodate both XGS-PON and active solutions.

ALLO chooses equipment with the ability to handle the newest devices and increased speeds. Our solutions include the Gigacenter Wi-Fi router. The Gigacenter provides for a home or SMB-based network interface device for a consistent wireless experience and is included in our installations.

The next generation router provides wireless connections, increased network capacity, and is Wi-Fi 6 certified. The Blast gives homes and small businesses an upgraded signal, stronger connections on all devices, and increased speeds for faster online activity.

Low latency and jitter are important, possibly more so than the above stated speeds. Additionally, local caching and direct connections to high-volume internet sites improve the internet experience.

ALLO fiber networks are designed to be perpetual business with appropriate upgrades for the future. Existing networks have been operational for more than 20 years and are expected to be utilized for 30+ additional years.

From a production (customer) network perspective, ALLO maintains over \$1M in annual maintenance contracts with its various hardware vendors. This includes every piece of hardware/software from our core network elements down to ALLO's Customer Premise Equipment (CPE).

In addition to hardware "sparing" in our markets, each of ALLO's agreements also provides for a Return Merchandising Authorization (RMA) process, whereby ALLO can quickly receive replacement hardware in the event that hardware is malfunctioning. Additionally, ALLO is constantly evaluating new technologies, including updated, higher performing hardware. This is all done at one expense to our customer or municipal partners.

Facilities/Reliability/Redundancy

ALLO provides broadband service through an all FTTP network. ALLO's pure fiber-optic service connects directly to homes or businesses. Fiber-optic cables, rather than copper or coaxial cables, provide faster and more reliable services, even during peak usage times.

We utilize proven methods to ensure long-term success including burying passings in conduit, protected aerial fiber, and techniques designed to support a 30+ year project.

ALLO's design includes a central office with electronics in a secure facility with redundant power solutions, connectivity, and telco-grade dependability. The central office powers the fiber, and the only other electronics exist at customer or carrier sites.

We design the fiber paths to provide fiber redundancy for the backbone and distribution network. ALLO's central offices are designed with complete redundancy between offices with two different carrier interconnection points ensuring a cable cut or carrier outage does not isolate the community or region in the community.

ALLO utilizes carrier and route redundant paths to internet providers and other carriers.

ALLO's current network solutions include numerous network-to-network interfaces, as well as connections to internet exchanges, local caching, direct connections to content providers, and utilization of three independent internet drains. This approach increases reliability and performance of the network.



Network Operations (NOC)/Customer Service

ALLO operates all of our networks with the same professionalism by utilizing consistent technology, equipment, processes, and systems. ALLO will provide incremental personnel, systems, etc. to ensure a successfully operated network.

ALLO's customer service and support are the cornerstones of the customer experience. Proven processes and service expectations have resulted in ALLO's high customer acquisition and retention record.

ALLO will utilize our proven products and customer service model to support customers. With an experienced team of 1,750 customer support personnel, ALLO's solution provides customer service excellence and is extremely scalable. Technicians, customer support representatives, sales engineers, and sales personnel hired and located in the area will be supported by ALLO's 24/7/365 Network Operations Center (NOC) and existing customer service representatives to ensure the network is performing for all customers.

Customers can contact customer service via phone, email, text, social media, or our app and communicate with live representatives located in Nebraska. We pride ourselves on our consistent customer service process which includes very short wait times, minimal transfers, and a goal of issue resolution on the first call.

ALLO has over 20 years of experience operating and expanding networks as our communities grow and have ever changing bandwidth demands.

Network Management

ALLO has proven processes for managing the local network, including evaluating data to verify bandwidth sufficiency, evaluating alarms, monitoring overall performance, and escalating issues.

ALLO maintains sparring protocols, disaster plans and recovery testing, appropriate employee staffing, and other business processes to ensure uninterrupted service. ALLO's network management provides 24/7/365 service and support.

The network will be managed and operated using traditional service and support methods, which as been standard at ALLO for more than a decade. ALLO will control upgrades, releases, and other impacts to the overall network.

ALLO maintains the appropriate systems for network deployment and maintenance to operate a 24/7/365 network and support including 99.999% service up-time. The programs utilized are substantial and appropriate for ALLO's network.

Leadership Team

ALLO's corporate leadership team follows. These individuals have extensive experience constructing and managing last-mile broadband networks and provide focus across all functions, leading more than 1,750 ALLO associates.

Brad Moline serves as President and Chief Executive Officer. Under his management, ALLO has successfully provided (or is in the process of providing) FTTP services to 48 communities throughout Nebraska, Colorado, Arizona, and Missouri.

Allison O'Neil serves as Chief Experience Officer and has been with the company for more than 18 years. Allison manages every aspect of the customer experience, ensuring we are meeting the expectations of both residential and business customers.



Kurtis Krentz serves as Chief Administrative Officer. Kurtis has three decades of leadership experience, leading large teams and driving transformative initiatives. Kurtis is responsible for acquisitions, growth initiatives, and preparing ALO for the fiber industry’s future evolution.

Nate Buhrman serves as Chief Financial Officer. Nate oversees finance and accounting functions for the company including internal controls and financial planning and analysis.

Don Schoening serves as Chief Field Services Officer and has more than 30 years of experience. Don manages the outside and inside installation technicians and leads ALLO’s safety and response teams.

Todd Heyne serves as Chief Construction Officer and is responsible for evaluating and optimizing fiber optic outside plan construction. Todd’s experience managing ALLO’s 120+ person construction team and 600+ person contractor crew provides valuable insight for the evaluation of designs for constructability and cost efficiency.

Al Schroeder serves as the Director of Outside Plant Engineering. Al has decades of experience working in and leading teams performing outside plant design and construction. Al is a registered professional civil engineer and is an expert in aerial, buried, and underground Fiber-to-the-Home designs.

His team completed and delivered the designs for our Lincoln community, allowing the project to complete two years ahead of schedule while staying on budget.

Cybersecurity

ALLO has implemented operational cybersecurity and supply chain risk management plans which reflect the latest version of the NIST Framework for Improving Critical Infrastructure Cybersecurity and Executive Order 14028.

Organizational Structure

The ALLO organizational structure is organized by function. As an example, residential technicians, drop technicians, residential customer experience, digital marketing, inbound sales, front office, and door-to-door representatives roll up to the residential function.

A general breakdown follows:

| Department | Employees |
|----------------------------------|-----------|
| Construction/OSP | 465 |
| Technicians | 337 |
| Customer Service Representatives | 246 |
| Sales/Marketing | 170 |
| Drop Crew | 157 |
| Administration | 95 |
| Inventory | 68 |
| Design | 56 |
| Network Team | 47 |
| Avid | 65 |
| Human Resources and IT | 40 |



| Department | Employees |
|--------------|-----------|
| TOTAL | 1746 |

With more than 1,000 ALLO employees in the region, including more than 50% of the senior management team, ALLO is uniquely qualified to support the project.