



Technical Capacity Statement: Applicants must include a statement relating to their experience providing broadband, whether they currently provide broadband at the minimum 100/100 Mbps speeds, and how the project will be resilient and sustainable in the long-term. This statement should also include the number of technical staff that will be dedicated to serving the project area once the project is complete, a description of how the service area will be maintained throughout the useful life of the facilities, and any other relevant technical experience of the applicant.

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

ALLO provides broadband service through an all Fiber-to-the-Premise (FTTP) network. ALLO's pure fiber-optic service connects directly to home or businesses. Dedicated fiber-optic cables, rather than copper, deploy symmetrically to provide faster and more reliable services, even during peak usage times.

ALLO provides more than 100,000 lines of service all through FTTP. ALLO's offerings provide service to government entities, businesses, schools, and residents creating gigabit societies.

ALLO has engineered, designed, constructed, maintained, and provided services for ubiquitous FTTP networks since 2004 and continues to operate in markets totaling approximately 670,000 in population. Cities with populations of 1,400 to 290,000 are included in this total, representing the depth of ALLO's model.

ALLO is very knowledgeable regarding the cost-efficient construction and professional operation of FTTP networks. Possibly the most unique feature offered by ALLO is our 700-person operation, which has proven success throughout numerous cities and public/private models.

ALLO provides (or is in the process of providing) ubiquitous gigabit services in the following communities:



City/State	Date	Population ¹
Lincoln, NE	2015	289,102
Greeley, CO	2021	108,649
Grand Island, NE	2021	51,267
Kearney, NE	2021	33,867
Fremont, NE	2021	26,383
Hastings, NE	2018	24,692
Norfolk, NE	2020	24,449
North Platte, NE	2011	23,639
Columbus, NE	2021	23,468
Scottsbluff, NE	2005	14,556
Fort Morgan, CO	2018	11,463
Gering, NE	2006	8,128
Alliance, NE	2007	8,092
Wayne, NE	2021	5,660
Breckenridge, CO	2019	4,945
Ogallala, NE	2010	4,497
Hudson, CO	2021	2,767
Valentine, NE	2021	2,706
Imperial, NE	2019	2,055
Bridgeport, NE	2010	1,472

In each community and region, ALLO designed and built a competitive network and became the preferred solution for residents, businesses, and governments, while maintaining ownership and operation of the network. Gigabit service is available to homes and small businesses in all markets, and large and governmental entities are provided with solutions to meet their needs (often more than 1 Gbps). ALLO is in the process of deploying NGPON2 (next generation PON) architecture capable of providing 10 Gbps service in ALLO's markets.

Residential and Commercial Gigabit Service

ALLO provides ubiquitous 1 Gbps service with symmetrical speeds (delivering the same download and upload speeds) to all entities including businesses, government offices, and residences. All speeds referenced below are for symmetrical services.

The network model is GPON-based with active availability. Our GPON network is designed to be upgradeable for faster broadband speeds as demanded by the community and technological advances.

ALLO's network is designed to provide 1 Gbps service to all homes; 10 Gbps to the home is standard in new markets and previous markets are also being upgraded. ALLO currently offers and supports broadband services to commercial entities up to 100 Gbps.

An important component of speeds is Wi-Fi. In October 2020, ALLO began installing new communities with Wi-Fi6 routers, being one of the first carriers in the country to move to the

¹ Population totals via 2019 U.S. Census Bureau



new technology. ALLO spent the previous year working with vendors to operationalize the solution. With 3 Gbps symmetric capabilities and substantially improved propagation, the new devices are performing in a world-class level. All of ALLO's residential service offerings include hosted Wi-Fi, creating industry-leading customer experiences.

ALLO's all-fiber network capable of GPON, NGPON2, 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.

Residential services include:

- Symmetric internet (50 Mbps, 500 Mbps, 1 Gbps, 10 Gbps)
- Hosted WiFi6 - Provided with all services to ensure a consistent experience for all customers
- Voice (POTs, features, and long distance)
- Video (200+ channels, DVR, set-top boxes, VOD, over-the-top)

Business services include:

- Symmetric internet (50 Mbps and up as needed by customer)
- Inter and Intra-city broadband (Layer2, MPLS, dark fiber, and cloud connections including AWS, Azure, and others)
- Voice (POTS, PRI, SIP, features, hostedPBX telephone systems, long distance-domestic, international, toll free)
- Video (Services for bars, restaurants, general businesses)

During the COVID-19 pandemic, ALLO has been on the cutting edge of helping our communities stay connected. ALLO's service has been in very high demand for learning and working from home services with a specific need for quality internet (symmetrical download and upload speeds, low latency) as employees and students are video conferencing, uploading school assignments, and utilizing cloud storage.

Additionally, businesses have utilized hostedPBX, soft phones, and additional bandwidth solutions in order to support their businesses and employees during this unique time.

ALLO's network has performed in a world class fashion - just as it was designed.

[Network Operations](#)

ALLO operates all of our network 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 will utilize our proven products and service model to support customers. With an experienced team of more than 700 customer support personnel, ALLO's solution provides customer service excellence and is extremely scalable.

ALLO maintains employment levels in our communities in order to provide a strong local experience. Technicians, customer service 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's scalable Operations Support Systems and Billing Support Systems, along with other technical and analytical tools, work together to provide the efficient operation of the world-class network.

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 sparing 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.

Additionally, ALLO will support in-home or in-building services primarily with future ALLO employees located in the area. The network will be managed and operated using traditional service and support methods, which has 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.