



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 through fiber-based networks.

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

ALLO has more than 120,000 lines in service all through FTTP. ALLO's offerings provide service to residents, businesses, schools (including colleges), and government entities, 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 1 million in population. Cities with populations of 1,400 to 290,000 are included in this total, representing the depth of ALLO's model.

Our expertise is in cost-efficient design, engineering, construction, and professional operation of FTTP networks. Our experienced 1,100+ person operation has proven successful throughout numerous cities and public-private partnership models. ALLO has over 100,000 customers and generates more than \$100 million in annual revenue.

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

| City/State | Date | Population ¹ |
|----------------------------------|------|-------------------------|
| Lincoln, NE | 2015 | 292,657 |
| Yuma County, AZ | 2022 | 206,990 |
| Greeley, CO | 2021 | 109,323 |
| Lake Havasu City, AZ | 2021 | 58,284 |
| Grand Island, NE | 2021 | 52,335 |
| Kingman / New Kingman-Butler, AZ | 2022 | 46,729 |
| Kearney, NE | 2021 | 33,959 |
| Erie, CO | 2022 | 31,686 |
| Fremont, NE | 2021 | 27,373 |
| Hastings, NE | 2018 | 25,037 |

¹ Population totals via 2021 U.S. Census Bureau



| City/State | Date | Population ¹ |
|------------------|------|-------------------------|
| Norfolk, NE | 2020 | 24,967 |
| Columbus, NE | 2021 | 24,123 |
| North Platte, NE | 2011 | 22,978 |
| Scottsbluff, NE | 2005 | 14,282 |
| Fort Morgan, CO | 2018 | 11,439 |
| York, NE | 2022 | 8,133 |
| Seward, NE | 2022 | 7,693 |
| Gering, NE | 2006 | 8,435 |
| Alliance, NE | 2007 | 7,971 |
| Sidney, NE | 2022 | 6,439 |
| Wayne, NE | 2021 | 5,990 |
| Breckenridge, CO | 2019 | 5,024 |
| Ogallala, NE | 2010 | 4,878 |
| Ashland, NE | 2022 | 3,086 |
| Hudson, CO | 2021 | 2,767 |
| Valentine, NE | 2021 | 2,633 |
| Milford, NE | 2022 | 2,155 |
| Imperial, NE | 2019 | 2,068 |
| Bridgeport, NE | 2010 | 1,454 |

In each community and region, ALLO designs and built a competitive network becoming the preferred solution for residents, businesses, and governments, while typically maintaining ownership and always operating 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 (100 Gbps+ capability). ALLO is in the process of deploying NGPON2 (next-generation PON) architecture capable of providing 10 Gbps service in ALLO's existing and future markets.

Independently, in June 2022, PCMag listed ALLO as the [5th fastest ISP in the United States and 2nd fastest in the North Central Region](#) with a 289 upload and 309 download average (Nebraska communities). The speeds were derived from customers visiting speedtest.net. ALLO has been listed in the Top 5 for each of the past 4 years.

[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 residences, businesses, government offices, and government entities.

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



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.

In 2020, ALLO introduced the next major benchmark in Wi-Fi technology, the ALLO Blast U6 router. The newest powerhouse 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.

The network is designed to provide 10 Gbps symmetrical service to all households with currently offered speeds up to 2.3 Gbps. Products include symmetrical download/upload internet speeds of 2.3 Gbps, 1.0 Gbps, 500 Mbps, and 50 Mbps. Residents can choose the speed that best fits their needs.

ALLO offers and supports broadband services to commercial entities up to 100 Gbps. The network is scalable for enterprise users. While standard speeds of 100Gbps are offered to businesses, higher speeds are available to meet specific needs. Low latency and jitter are important, possibly more so than stated speeds. Additionally, local caching and direct connections to high-volume internet sites improve the internet experience.

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.

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

Businesses have utilized ALLO services including hosted PBX, 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 \(NOC\) /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 service model to support customers. With an experienced team of 1,100+ customer support personnel, ALLO's solution provides customer service excellence and is extremely scalable. Technicians, customer service representatives, sales engineers, and sales personnel hired and located in the area will be supported by ALLO's 24/7/365 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.

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.