Solicitation for Citywide Fiber Optic Network Partnership

REQUEST FOR PROPOSAL

JANUARY 31, 2023

PREPARED FOR:

City of Joplin
Attn: Johan Bullington, CDBG Project Manager
602 S. Main Street
Joplin, MO 64801

Section 1 - Letter of Transmittal

January 31, 2023

Johan Bullington
CDBG Project Manager
City of Joplin
602 S. Main Street
Joplin, MO 648014

Johan,

Thank you for the opportunity to respond to the City of Joplin's Request for Proposal for a Citywide Fiber Optic Network Partnership. ALLO Communications ("ALLO") is interested in partnering with the City to meets its connectivity goals and further progress towards a Smarter Joplin by bringing fiber-optic broadband to every home and business in the community.

ALLO is a telecommunications company offering world-class Fiber-to-the-Premise networks for superior broadband, internet, television, and telephone to residents, businesses, and government entities. ALLO's fiber networks expand business opportunities, create jobs, and improve the quality of life for our customers.

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 has recently won numerous national and local awards for our service. It is our goal to change the standards for the industry and help move communities forward by bringing the benefits of a fiber optic network.

With a deep fiber experience serving cities totaling 1 million in population, ALLO has the experience, expertise, and current solutions to partner with the City of Joplin to deploy a successful network.

Sincerely,



Bradley A. Moline
President, ALLO Communications
330 South 21st Street| Lincoln, NE 68510
brad.moline@allofiber.com | 308.633.7802

Section 2 - Executive Summary

ALLO Communications is interested in partnering with the City of Joplin to bring fiber-optic broadband to the community. The project will establish and accelerate the enhancement of broadband infrastructure in the area by providing reliable high-speed broadband service through an all Fiber-to-the-Premise (FTTP) network.

The business approach ALLO intends to use for the Joplin project will mirror the approach used in our other markets. In many of ALLO's markets, the business model includes all stages of the project, from design through construction to sales, installation, and ongoing support. ALLO's process often reduces the overall cost of construction by more than 30%.

ALLO will work with Joplin to ensure the viability of the project. An agreement will be structured based on this determination, including clear roles, responsibilities, and financial commitments.

ALLO Preferred Option – A Full-Service Solution

Design & Feasibility – ALLO will design the network using our playbook, auto-design programs, and available GIS information for the community and existing utilities to provide an optimized plan for ubiquitous fiber coverage in Joplin with a specific focus on utilizing the City's current infrastructure.

An integral part of this process includes collaboration with Joplin to gain local knowledge and expertise, including detailed knowledge of city-owned assets, construction requirements, upcoming capital projects, and permitting processes.

The City's willingness to offer a streamlined permitting process and ROW options will be very helpful in the process.

The network construction cost will continue to be refined with a reasonable, safe build interval. Once the project and financial arrangement are approved by all parties, ALLO's proven construction management processes will be utilized in order to minimize construction and operational risk as well as reduce overall costs.

The current GIS design will be finalized with inputs from local utility experts and the ALLO construction team, resulting in a final comprehensive design for the defined area.

Construction Process – The construction process will be managed by ALLO with ALLO construction personnel supported by a third-party construction contractor. The construction vendor selection process will focus on contractors and managers that are familiar with the region and ALLO's construction and safety expectations. ALLO will provide oversight of these contractors to ensure the network is built to the designed specifications.

Quality will be checked by the City, ALLO, and others to verify appropriate construction standards, meet budget expectations, and ensure completion timeliness. The construction of a highly dependable network in a cost and time-efficient manner is the goal for all involved. Safety is a focus throughout the project.

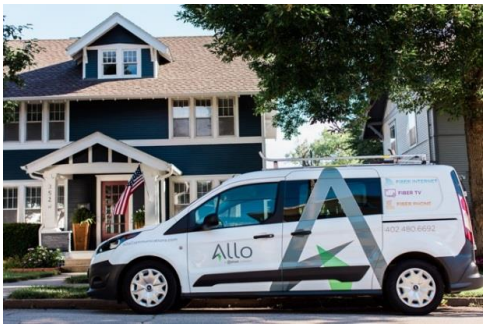
Connection to ALLO's Service Platform and Network Operations Center – Concurrent with the construction effort, redundant connections to ALLO's service platform and Network Operations Center (NOC) will be completed. The connections will enable ALLO's NOC and service platform for the City.

Service Launch – Approximately six months after the start of construction, customers located in the initial service areas will be connected to the network. ALLO will provide a full suite of products and services using our existing service model.

Customer Connections – Connections from the easement to the home or building will be powered using a common GPON solution. A homogenous network ensures a cost-efficient design with network dependability and security. ALLO utilizes a Calix GPON solution from the central office to the Wi-Fi6 router.

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 GPON and active solutions.

Installation - Operating inside of a customer's home or business is a unique challenge. ALLO has proven business processes and cultural norms that ensure a positive experience for the community.



ALLO will be responsible for the installation of equipment and services to the customer premises.

ALLO installs a full suite of residential, business, and governmental products including internet, broadband transport, video, voice services, and voice equipment over fiber transport. Our systems are proven, cost-efficient, and drive high customer satisfaction results.

Customer Service – With more than 1,300 existing 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.

ALLO's 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.

Summary

ALLO's proven business model and experience provide the lowest risk and greatest benefit to Joplin and the community. The solution involves minimal technical, operational, and execution risk, and is proven through successful implementations and operations in ALLO's existing communities.

ALLO requires that design, network technology, construction oversight, and network operations be led by our experienced, professional team. A consistent operational model will result in ALLO's award-winning service, consistency, and excellence for the City of Joplin.

Section 3 – General Proposal Requirements

The City is seeking innovative partners to deploy a citywide fiber network and requires Respondents to provide the following information:

3.1 Company Profile

3.1.1 Provide a brief executive summary of Respondents proposal.

Please refer to the Executive Summary section at the beginning of the response.

3.1.2 Provide the name(s), address, email address, and telephone numbers (office and cell) for the person(s) at Respondent that can answer questions regarding responses to RFP and will be involved in potential interviews/negotiations.

Jody Hoops
New Markets Administrator
330 South 21st Street
Lincoln, NE 68510
Email: jody.hoops@allofiber.com
Phone: 402.770.5280

Brad Moline
President
330 South 21st Street
Lincoln, NE 68510
Email: brad.moline@allofiber.com
Phone: 308.633.7802

3.1.3 Provide detailed information about the business structure of the Respondent. If the RFP response involves a partnership between multiple parties, provide the information for each partner, including:

3.1.3.1 Which entity will serve as Prime? The Prime will need to provide the following information and only list the subordinate partners.

ALLO Communications will serve as Prime on this project.

3.1.3.2 The legal name of the respondent as is specified in its charter or other organizing/creation document, as well as the state in which the respondent business is organized (including DUNS number).

ALLO Communications LLC (DUNS: 14-452-5420) is a certificated telecommunications provider organized in the State of Nebraska.

3.1.3.3 Detailed organizational structure of Respondent (e.g., executive, project management, construction, subcontractors). How many people do you employ? How many of these employees work in areas related to telecom or broadband?

ALLO employs more than 1,300 associates located throughout our corporate offices in Lincoln and Imperial Nebraska; as well as business locations in our communities in Missouri, Nebraska, Colorado, and Arizona. As ALLO is a telecommunications company, all employees work in areas related to telecom/broadband.

See **Appendix A** for a high-level ALLO Organizational Chart.

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	306
Technicians	290
Customer Service Representatives	228
Sales/Marketing	123
Drop Crew	102
Administration	64
Inventory	50
Design	45
Network Team	44
Avid	38
Human Resources and IT	31
TOTAL	**1,321**

Leadership Team

ALLO's corporate leadership team follows. These individuals provide focus across all functions and lead more than 1,300 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 38 communities throughout Nebraska, Colorado, and Arizona.

Allison O'Neil serves as Chief Experience Officer for ALLO 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.

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 for ALLO and has more than 30 years of experience. Don manages the outside and inside installation technicians and leads ALLO's safety and COVID-19 response teams.

Todd Heyne serves as Chief Construction Officer and is responsible for evaluating and optimizing fiber optic outside plant construction. Todd's experience managing ALLO's 300+ person construction team and 600+ person contractor crew provides valuable insight for the evaluation of designs for constructability and cost efficiency.

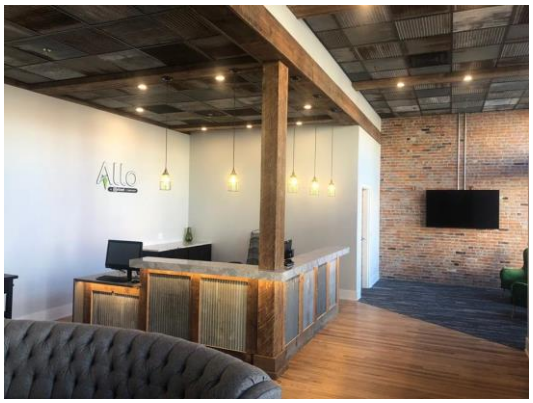
Al Schroeder serves as the Director of Outside Plant Engineering. Al has decades of experience working in and leading teams performing outside plant design and

construction. Al is a registered professional civil engineer and is an expert in aerial, buried, and underground Fiber-to-the-Home designs.

Al oversees the design, permitting, and as-built records for our projects. 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.

Wade Hartel is the head of ALLO's Project Management Office (PMO), which oversees all new market launch projects for the company. Prior to forming the PMO, Wade served as a Construction Manager for ALLO, leading a team of 40+ associates.

3.1.3.4 Discussion of future local presence in City of Joplin.



One of ALLO's four core values is to be "local". To support this core value, we will open an office in Joplin, as we have done in our other communities. ALLO's decentralized model focuses on local support. The organizational structure that is specific to Joplin will be developed to have the appropriate number of personnel and management for the project.

ALLO will employ local teammates in the Joplin region in the areas of customer service, fiber splicing, technicians, sales, and related management. We expect to employ approximately 45 people on a permanent basis. During construction, the employment levels will be higher especially when accounting for the construction contractors.

Our local sales and marketing model includes sales offices, salespeople, and community involvement. We find it valuable to operate local and approachable sales offices where customers can test-drive services, ask questions, or have experts design tailored solutions to meet unique needs.

ALLO maintains employment levels in our communities to provide a strong local experience. Sales and marketing become more important as the operation matures. The best way to compete long-term and to keep and grow our customer base is through local sales and service backed by industry-leading customer service, as proven in the markets that ALLO serves today.

3.1.3.5 The names and mailing addresses of any parent or subsidiary of the respondent (namely, any other business entity owning or controlling the Respondent, in whole or in part) and a statement describing the nature of any such parent or subsidiary business entity.

ALLO's ownership includes SDC Capital and Nelnet (NYSE: NNI). The collaboration provides ALLO with access to additional capital from SDC and Nelnet to continue expanding its all-fiber-optic network and superior service offerings.

SDC Capital
810 Broadway, 10th Floor
New York, NE 10003

Nelnet
121 S. 13th Street, Suite 100
Lincoln, NE 68505

3.1.3.6 Please describe any partnership arrangements or other significant business arrangements that are integral to the proposed solution. If proposal includes group of ISPs and/or companies, please explain partnership structure.

Please see the response for Question 3.1.3.5.

3.2 Company Experience

3.2.1 Provide a brief company history, particularly as related to telecom and broadband.

3.2.2 Provide any statistics related to Respondents current broadband-business that would be relevant and of interest to the City. This might include such things as the number of retail customers currently served or the number of miles of fiber owned.

The below response answers Questions 3.2.1 and 3.2.2.

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



ALLO has 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 our model.

We began expanding our network throughout Nebraska, Colorado, and Arizona with a passion for providing greater access and a goal to close the digital divide. We are making a substantial economic impact in our communities with our fiber network, helping to meet the technology needs of businesses and residents.

ALLO has more than 130,000 lines of service all through FTTP. ALLO's offerings provide service to government entities, businesses, schools, and residents creating gigabit societies. ALLO has invested more than $400 million in FTTP assets in 38 communities and generates more than $100 million in annual revenue.

Our growth and success are reinforced by a stellar reputation for customer service, technical capabilities, experienced personnel, and superior products. We provide customers with the most modern network while employing a team of engineers, operators, and technical experts who are constantly working with customers to develop creative ways to utilize the immense capacity on ALLO's fiber network and better serve our customers.

3.2.3 Provide the same statistics as item 3.2.2 for operations currently in Missouri.

ALLO recently purchased Avid Communications based in Kansas City, Missouri. Avid provides advanced business services to customers in Kansas City, Des Moines, and soon ALLO's Nebraska, Colorado, and Arizona markets. Avid, a subsidiary of ALLO, has 30 employees located in the Kansas City metro area.

ALLO is willing to develop an operation in Joplin, as we have done in our other markets. As an example, we recently entered Arizona and are in the process of building several communities.

ALLO is currently in the process of filing an application with the Missouri Public Service Commission for authority to operate as a CLEC in Missouri.

3.2.4 List all the states where Respondent has retail broadband customers and/or open-access customers.

3.2.5 Description of existing customers and any relevant past performance. If the RFP response involves a partnership between multiple parties, please provide this information for each partner.

The below response addresses Questions 3.2.4 and 3.2.5.

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
Bellevue, NE	2022	63,737
Lake Havasu City, AZ	2021	58,284
Grand Island, NE	2021	52,335
Kingman / New Kingman-Butler, AZ	2022	46,729
Brighton, CO	2022	40,693
San Luis, AZ	2022	37,333
Kearney, NE	2021	33,959
Erie, CO	2022	31,686
Fremont, NE	2021	27,373
Hastings, NE	2018	25,037
Norfolk, NE	2020	24,967
Columbus, NE	2021	24,123
Papillion, NE	2022	24,105
North Platte, NE	2011	22,978
La Vista, NE	2022	16,648

[1] Population totals via 2021 U.S. Census Bureau

City/State	Date	Population[1]
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
Eaton, CO	2022	5,868
Breckenridge, CO	2019	5,024
Gretna, NE	2022	5,088
Ogallala, NE	2010	4,878
Waverly, NE	2022	4,279
Ashland, NE	2022	3,086
Hudson, CO	2021	1,651
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 builds 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 deploying NGPON2 (next-generation PON) architecture capable of providing 10 Gbps service in ALLO's existing and future markets.

Additional customer information is provided earlier in this section.

Summaries for two of ALLO's most successful projects in Lincoln, NE and Fort Morgan, CO are provided below.

Lincoln, Nebraska

In November 2015, the City of Lincoln announced its partnership with ALLO to build a 100 percent fiber optics-based infrastructure. With a population of almost 290,000, Lincoln is ALLO's largest project to date, and is one of the most significant fiber builds in the United States.



The Lincoln fiber network is an all-underground ubiquitous build. ALLO is utilizing the City's 300+ miles of conduit in major arterials and is leasing them from the city, providing a cost-effective solution to customers. Without the use of the conduits, the project would not be financially possible. By working together to meet the unique needs of the city, the project was substantially completed in less than three years.

The city was constructed with ubiquitous passings between May 2016 and April 2019. Today, Lincoln has more than 70,000 customer units on fiber serving households, businesses, and governmental entities.

Ongoing operations are ALLO's strength as Lincoln has recently been ranked as the 3rd fastest upload speeds and 10th fastest download speeds of the largest 100 cities in the nation (speedtest.net).

ALLO's customer service record and sales rates have been outstanding in Lincoln, exceeding our expectations.

Fort Morgan, Colorado



In late 2017, ALLO announced a public-private partnership with the City of Fort Morgan and began building the city's ubiquitous fiber network in April 2018. The electric utility (Fort Morgan Utilities) constructed its fiber network based on ALLO's design, engineering, construction process, and quality assurance.

Fort Morgan funded and managed the construction of the network. ALLO is leasing the network from Fort Morgan and assisted with the design and contractor selection, managed the completion of the network with fiber drops to homes and businesses, and provided installation services. ALLO is operating Fort Morgan similar to our wholly owned communities and is responsible for marketing and customer service.

The Fort Morgan buildout was completed in eight months.

3.2.6 Detailed description of Respondent's safety culture and safety record. If the RFP response involves a partnership between multiple parties, please provide this information for each partner.

ALLO promotes an Exceptional and Hassle-Free outcome-oriented safety culture. ALLO maintains quality control audits ensuring organization compliance with OSHA, Department of Transportation, and other local, state, and federal safety requirements.

To ensure compliance with all OSHA requirements ALLO has a dedicated Safety Manager as well as local safety team members on job sites to oversee safe working conditions. The safety team delivers preemptive and prescriptive training at a corporate and local level on a weekly basis. All specialized workers are properly credentialed including lift training, ladder certification, compliance with DOT requirements, forklift certification, and underground locator certification.

Our safety culture also includes a Safe Driver Program and investigation of near miss and reportable accidents, injuries, and job damages.

ALLO has no recorded OSHA or other workplace safety violations over the past three (3) years.

3.2.7 Provide three (3) references (at a minimum) including entity, name of POC, phone number, email address, and location. If the RFP response involves a partnership between multiple parties, provide this information for the leading partner.

ALLO certifies that it is empowered to use the names of the references provided and agrees that the City of Joplin may contact these references.

Municipality	City of Lincoln
Contact Information	Abigal Eccher, Chief Information Officer 949 W. Bond St., Ste. 100B Lincoln, NE 68521 aeccher@lincoln.ne.gov | 531-530-9364
Project/Services	Voice, internet, television, and metroEthernet services
Length of Project	2015 – Present

Municipality	City of Fort Morgan
Contact Information	Brent Nation, City Manager 110 Main Street Fort Morgan, CO 80701 brent.nation@cityoffortmorgan.com | 970-542-3973
Project/Services	Voice, internet, television, and metroEthernet services
Length of Project	2018 – Present

Municipality	City of Fremont
Contact Information	Joey Spellerberg, Mayor 400 E. Military Ave. Fremont, NE 68025 Joey.Spellerberg@fremontne.gov| 402-919-1805
Project/Services	Voice, internet, television, and metroEthernet services
Length of Project	2021 – Present

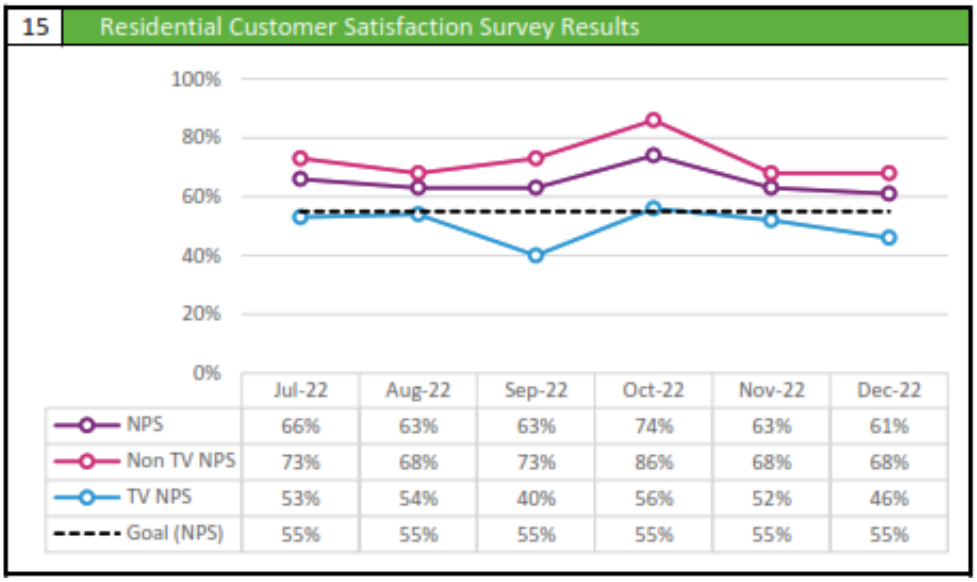
3.3 Project Execution

3.3.1 Provide customer service ratings and description of how Respondent will provide customer service as part of future partnerships.

The success of a support and customer service organization can be objectively viewed by churn statistics and Net Promoter Score (NPS). With our telecom background, service levels are generally far superior to other providers due to our culture, training, systems, redundancy, experience, and scale.

Annual competitor churn is traditionally less than 5.0% residential and 2.0% business. Churn refers to the loss of an ALLO customer to one of our competitors. In addition,

ALLO's NPS score is consistently over 60. In recent months, ALLO's **NPS score has been between 61 and 74** - almost unheard of in the telecom industry.



	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22
NPS	66%	63%	63%	74%	63%	61%
Non TV NPS	73%	68%	73%	86%	68%	68%
TV NPS	53%	54%	40%	56%	52%	46%
Goal (NPS)	55%	55%	55%	55%	55%	55%

Figure 1 – ALLO's outstanding NPS Score is a benchmark in the telecommunications industry.

ALLO's low churn rate and high NPS score reflects all aspects of our company, including product and customer service, as our customers choose ALLO over our competitors. These industry-leading metrics are ALLO's most valued Key Performance Indicators and illustrate our ability to provide exceptional customer experiences and the loyalty of our customer base.

Customer satisfaction surveys are conducted via an online form. The NPS is calculated after several touch points, as shown below. The surveys include customer metrics with ratings scales and comments areas to allow the customer to elaborate on any areas of concern.

ALLO documents and conducts reviews of the customer metrics and comments, including complaints, to ensure that issues are handled in a timely manner. The results help us determine areas that need improvement; service levels are adjusted accordingly to meet service commitments and maintain quality of service.

Survey	Trigger	Frequency
Installation Survey	48 hours from install	Daily
First Bill Survey	5 days after first bill	Twice Monthly
Tech Support Survey	7 days post resolution date	Daily
Customer Satisfaction Survey	One year service anniversary; Annually thereafter	Monthly

Online links to the surveys follow:

Installation Survey:

https://www.surveymonkey.com/r/Preview/?sm=qBDb5dSqJo6lDlER_2FpGe20x3kYoDJBkIQWpQVVL0nml0eUMstNC0MShfmAwHoJzu

First Bill Survey:

https://www.surveymonkey.com/r/Preview/?sm=MT3ETN3P2Q0TcgiHr5DKxi7tcHXDAWgVnOp2lpBfwpYlzUZSoPJO93lljdZNK9Ze

Tech Support Survey:

https://www.surveymonkey.com/r/Preview/?sm=FApZkeF6tVFCYxThS7xp1ViZGFwhaah0PRKEIM80Ts5DZc4omNOmvFn9BTnk0NTR

Customer Satisfaction Survey:

https://www.surveymonkey.com/r/Preview/?sm=WGUIY6HH_2F0IqnUpBSzqsd_2BWVHLhtoTR20f17o5r5F0YopGL5Sq4eEkdj75hR5W7O

Customer Service/NOC

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

ALLO will utilize our proven products and service model to support customers. With an experienced team of 1,300+ 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. 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.

3.3.2 Provide detailed description of future pricing and guarantees (all rates and products) to City customers (e.g., business, residential, and City government).

ALLO provides customers with a fair and honest price for world-class services. Over the last 20 years, the product value and cost structure has increased as with most industries.

We understand that price is an important consideration. It is ALLO's mission to keep costs as low as possible while delivering world class services. Our internet and telephone pricing is fair and consistent as compared to other providers.

For television services, local and national programmers control pricing. ALLO utilizes cooperative purchasing to minimize rate increases. Historically, local networks and

sports programming have the most significant price increases. ALLO's goal is to break even on television services in order to supply a necessary, but expensive service.

ALLO provides industry-leading service and support as is evidenced by our consistently high NPS, discussed in the prior response. Our fiber optic network, crystal clear telephone service, Wi-Fi 6 certified blast router, and free ALLOIQ Wi-Fi app continue to provide our customers with consistently exceptional experience. For example, in 2022 ALLO added ProtectIQ to all internet customer's ALLOIQ apps for free, adding additional security and peace of mind.

ALLO ensures that business, governmental and consumer pricing across Nebraska is competitive.

Products/Services

ALLO's FTTP network will provide key services to Joplin including world-class internet, fiber broadband connectivity, video/television, and voice services. The solutions offer a customer experience superior in capabilities and price.

ALLO specifically provides ubiquitous 1+ Gbps service with symmetrical speeds (delivering the same download and upload speeds) to entities including residences, businesses, and government entities. The standard residential offerings are symmetrical speeds at 500Mbps, 1G, and 2.3G.

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.

Our service platform also includes a private (not internet-based) local telephone solution, and a world-class IPTV video solution. We offer several bundling options for combining services, which provides cost savings to customers.

A summary of all services is shown below.

Residential Services:	
Internet	ALLO's standard symmetric internet speed is 500 Mbps. We also offer internet bandwidth options of 1 Gbps, and 2.5 Gbps.
Television	Mediaroom with 200+ channels. Features such as Start-Over TV, Instant Channel Change, Whole Home HD, Whole Home DVR, Video on Demand, Watch TV Everywhere, wireless set-top boxes, and more are available. Channel packages include: • Local (20+ channels) • Basic (100+ channels) • Expanded (200+ channels) • The Works • Premium Channels (HBO/Cinemax, Showtime, Starz, etc.)

	ALLO also offers Sling TV as a wholesale over-the-top offering.
Voice	Network-based solution with full features and unlimited long distance. Features include: Caller ID, call waiting, 3-way calling, voicemail, call forwarding, speed calling, anonymous call rejection, collect/third-party blocking, robocall blocking, hunting, simultaneous ring, last call return, do not disturb, busy call forward, and more.
Business Services:	
Internet	Symmetric speeds of 500 Mbps to 10 Gbps.
Broadband	Symmetric speeds of 10 Mbps to 100 Gbps metroEthernet and MPLS. Connection to Microsoft Azure, AWS, and other content providers (Individual case basis).
Television	Ericsson Mediaroom with 200+ channels. Services include features such as Start-Over TV, Instant Channel Change, Whole Home HD, Video on Demand, Watch TV Everywhere, wireless set-top boxes, and more. Channel packages include: • Economy (20+ channels) • Basic (100+ channels) • Expanded (200+ channels)
Voice Services	POTs, PRI, SIP, and full features
Voice Equipment	HostedPBX with Mitel, Polycomm, and others. ($20-$40/station/month, ICB)

ALLO does not typically require business or residential contracts for services. We provide straightforward and fair pricing and before/after-tax pricing, so customers know the exact cost of ALLO's services.

Additionally, unlike many of our competitors, long-term customers pay the same rates as new customers. We don't use teaser rates that are low in the first year and then escalate in subsequent years.

See ALLO's website for sample residential pricing and packages in other ALLO markets, channel guides, and additional information on our business services, including customer testimonials.

3.3.3 Provide the anticipated timeline of execution and connecting the City of Joplin.

An implementation schedule at this stage is theoretical at best. Many decisions will impact the plan outside of ALLO's control including City funding, grant funding, RFP vendor selection process and timing, contract finalization, permitting, pole approval, easement issues and verification, City right-of-way agreements, building rights of entry, and final project scope, to list a few underpinnings.

Tasks within ALLO's direct control including safety, design, construction, material acquisition, splicing, restoration, and other processes will be developed within our Project Management Office.

ALLO has a defined implementation process that has been refined through more than 20 years of experience providing services in markets both larger and smaller than Joplin. Our current networks have a total population of approximately 1 million.

For a market of Joplin's size, the network is expected to be constructed over a period of 24 months and will pass substantially all homes and businesses within Joplin city limits. Design, authorities, and material purchases will occur in the first 4 months before beginning construction. The first service areas will be active approximately 6 months after the onset of construction.

ALLO's defined and predictable process relies on collaboration and cooperation with the City and electric utility for effective construction processes for the launch of the service areas. Joplin will control the speed of the project.

From a planning viewpoint, the design and construction stages are the most complicated part of the deployment. Construction communication will begin approximately 60 days before a serving area has started construction. Direct mail, door hangers, websites, yard signs, and other communication will inform the public about construction in the area.

While ALLO will start and finish in certain areas, the order is not defined by take rate or opportunity, but rather by construction efficiency. It is vitally important that the construction process occurs in a safe, but expeditious, manner. Planning to pass all entities as quickly as possible has a direct impact on the ultimate adoption by the community.

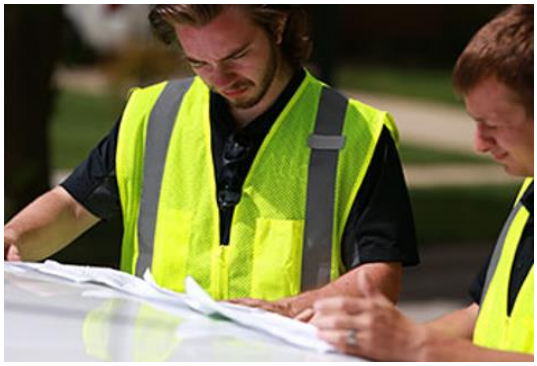
In ALLO's previous communities, ease of design and construction dictate which areas are constructed first, with more complicated areas completed later. The latter often take much longer to design and evaluate cost-efficient construction solutions.

A mix of aerial and underground will reduce the cost of construction of the City. With an all-underground construction, the City (or other government grants) may have to subsidize the cost of the project.

Timeline

Following is a sample project timeline with key milestones. Dates are subject to change based on contract award and other issues listed above.

Event	Date
Logistical Pre-Planning	Upon Award/ Q2 2023
State and Local Agreements Executed	TBD
Preliminary Design	Q3 2023
Permitting Approved	Q1 2024
Communication of Construction	Q1 2024
Materials On-Site	Q1 2024
Construction Starts	Q1 2024
Pre-Sale Marketing Ramp-Up	Q2 2024
Customer Operations Ready for Launch	Q2 2024
Fiber Huts Commissioned	Q3 2024
Retail Sales Begin	Q2 2024
Initial Customer Drops Complete	Q3 2024
Network Testing	Q3 2024
Go Live to First Customers	Q3 2024
Fully Constructed	Q1 2026
Project Close Out	Q1 2026



Design/Construction - ALLO will design our network using our playbook, auto-design programs, and available GIS information for the community and existing utilities to provide an optimized plan for the City including aerial, trench, bore, and other construction methods. A combination of construction methods and available routes will be considered in developing an optimum design.

ALLO utilizes a wide variety of construction techniques that have proven successful in other communities. Typically, ALLO will use directional boring, trenching, plowing, or aerial placement construction methods to serve existing neighborhoods to match and maintain the current character of the neighborhood.

We attempt to utilize existing infrastructure as much as possible in our design process, both for established homes and neighborhoods and neighborhoods that are in the process of being built.

ALLO partners with the local power company, local municipalities, and other utility providers whenever possible to utilize joint trenching and placement in new neighborhoods being developed to minimize ROW and utility easement impact.

The primary strategy is to work with local municipal experts to determine the safest, lowest impact locations for conduit in the ROW's. Utilizing proper planning and

experienced boring contractors, combined with proper ALLO design and oversite, provides the best solution for all.

Installation/Customer Connections – ALLO will be responsible for the installation of equipment and services to the customer premises. ALLO prefers to utilize company employees when entering a home or business. The installation crews will include technicians that will transfer from ALLO's other markets. ALLO's proven processes and procedures ensure a quality experience for the customers.

Connections from the easement to the home or building will be powered using a common GPON solution. A homogenous network ensures a cost-efficient design with network dependability and security. ALLO utilizes a Calix GPON solution from the central office to the Wi-Fi6 router.

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 GPON and active solutions.

An important component of speed 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 new technology. We 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 at a world-class level. All of ALLO's residential service offerings include hosted Wi-Fi within the basic local service rate, creating industry-leading customer experiences.

3.3.4 Does the Respondent anticipate opening a local business office or does the Respondent have a local business office in place? If Respondent plans to open local business office, please provide its approach.

Yes, ALLO will open a local business office in Joplin. Please refer to the response to 3.1.3.4 for information.

Section 4 – Technical Approach

4. Technical Requirements

The Respondent must meet the following technical parameters. Any details of the engineering design beyond these parameters are at the discretion of the Respondent. Respondent should note in the RFP response if it intends to deviate from any of the following requirements. If Respondent deviates from the requirements, the Respondent shall include a description for the alternate approach and explain briefly why the alternative approach will be adequate.

4.1 A fiber network should be designed to pass every home, business, underserved areas, and governmental location within Joplin's City Limits.

The fiber network will pass substantially all homes and businesses within Joplin city limits. Occasionally we will come across a home/area that is extremely expensive to serve (large acreage, etc.) which makes it cost-prohibitive to provide coverage. ALLO will agree to standard franchise wording for coverage and will evaluate other solutions to

provide coverage while not committing to supply service to locations that are not economical.

Joplin is substantially more expensive to pass compared to other communities that ALLO serves. Adding unique costs or requirements could adversely impact the viability of the project.

4.2 The network should be capable of delivering gigabit download speeds and denote upload speeds capable of meeting federal guideline minimums. Respondent must document how technology will be scalable to meet future bandwidth needs to every subscribed customer in Joplin's City Limits.

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.

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

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.

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 500 Mbps, 1 Gbps, and 2.3 Gbps.

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 Joplin area.

4.2.1 The design will incorporate a drop network access point (NAP) design that will enable the easy placement of a fiber drop to premises that take service.

ALLO uses Multi Service Terminals (MSTs) to provide a light tested Optitap port to serve each home and business as part of our network design and construction.

4.2.2 The network should be designed so that it will continue to provide the promised broadband speeds at the expected busy hour when the network carries the most local broadband traffic.

ALLO provides the full symmetrical upload and download speeds to every customer (500 Mbps, 1 Gbps, 2.3 Gbps) regardless of network demand over an individual fiber to the home or business. We do not oversubscribe links or share services between customers. Because of this, our network latency remains very low regardless of customer demands or peak usage times.

4.2.3 The design should include all huts, cabinets, and other network elements needed to make the fiber network functional and ready to accept electronics.

ALLO's design will include a central office design where all active equipment will be located. It will have a generator for backup power. The ALLO network design from the central office out to the individual homes and businesses is passive.

4.3 The City's preference is to use buried fiber. Describe the number of miles of proposed aerial and buried fiber in the Respondent plan.

The total of proposed buried fiber is 651 miles (100% underground). Due to being unable to obtain electrical GIS data from the local utility, a preliminary network design incorporating aerial footage was not possible.

See **Appendix B** for a network design.

4.4 For buried infrastructure, locating wire must be installed with all buried fiber. All conduits shall be placed at a minimum depth of 36".

ALLO uses armored fiber cables to aid in locating the buried fiber network. All cables are enclosed in conduits that are placed at a minimum of 36" of depth usually by directional boring methods. Vacant conduits contain locatable mule tape.

4.5 For aerial fiber, Respondent will execute a pole attachment agreement with the owner of any utility or light poles to be used for aerial construction and will adhere to the requirements of such agreements for purposes of performing make-ready work or in placing fiber on aerial poles.

ALLO will work with Liberty Power to obtain the needed pole attachment agreement and obtain the needed pole attachment permits for all aerial construction. All aerial fiber will be placed by following the NESC and NEC requirements to insure a safe aerial network.

4.6 Respondent shall obtain all needed permits, right-of-way, and easements from the appropriate government entity for public rights-of-way and from private landowners for private rights-of-way. These shall include, but are not limited to, all authorities having jurisdiction (local, state, and federal), railroad crossings, water crossings, wetland crossings, and road crossings.

ALLO will obtain all needed permits for underground construction. We routinely work with all the listed entities as well as the department of roads for permitting and easements. ALLO also most likely would obtain a Video Franchise to provide linear tv services.

4.6.1 Respondent should provide independent inspection of the construction process (meaning the inspectors are independent from, and not employed by the Respondent) so that the constructed network meets the design specification of the network.

This would not be ALLO's normal approach. ALLO believes oversight by ALLO field engineers and quality control teams overseeing contract construction forces in the field produces better results. However, ALLO would be open to bringing on independent inspectors who would meet the City's requirements for the term of this project to meet this contract requirement.

4.6.2 Describe proposed process for construction inspection and describe the functional independence of the inspectors.

ALLO typically uses directional bore contractors to place underground facilities and also for some aerial placement. ALLO field engineers and QC staff verify the contractor's work, restoration, and to verify billing qualities. The independent inspectors have free access to observe, inspect, and report on any construction deficiencies observed.

4.7 Post construction, Respondent shall provide a copy of the final construction/as-built drawings to the City in shapefile format to the City.

ALLO will provide Shapefiles of the final construction/as-built to the City. ALLO uses GIS in both the design and QC processes and uses 3GIS to document the fiber construction, structure locations, and running lines.

4.8 Respondent shall adhere to all national standards related to fiber construction and fiber electronics (Appendix A).

ALLO's design, materials, electronics, and construction practices are compliant with all standards listed in Appendix A in the original RFP.

Section 5 – Financial Approach

Please see the separate confidential document which contains the Financial Requirements section.

Section 6 – Additional Information

Please see the following appendices:

Appendix A: ALLO Organizational Chart

Appendix B: ALLO Network Design

Appendix C: ALLO Financial Statements (provided in separate Appendix C Confidential Financial Information document)

Appendix D: Signed Addendums 1 & 2

Appendix A – ALLO Organizational Chart

ALLO Fiber Organizational Chart

Brad Moline
President & CEO

Sales Team

Kathy Carstenson
Director of Business Sales

Mark Caniglia
Director of Residential Sales

Allison O'Neil
Chief Experience Officer

Residential & Business Customer Experience

NTAC

Nick Colton
Director of Technical Support

Clint Schleicher
Director of Video Operations

Don Schoening
Chief Field Services Officer

Field Services

Safety and Fleet

Residential Installation

Business Installation

MDU

Inventory

Joshlyn Mangan
Director of Human Resources

Recruiting

HR Operations

Benefits

Tanna Hanna
Director of Marketing

Marketing & Advertising

Inside Sales

Digital Experience

Events & PR

First Impression Specialists

Tyler Pearson
Director of Product Development

New Products

Network Engineering

Todd Heyne
Chief Construction Officer

Design

Plant Operations

Learning & Development

Al Schroeder
Director of OSP Engineering

Nate Buhrman
Chief Financial Officer

Finance

Accounting

Data Analytics

Software Engineering

Project Management

Mike Borst
Director Finance

Avid Team

Dave Scott
Avid Director

T.J. Sauder
Avid Director

David Hollingsworth
Avid Director

Regional Support

Bob Beiersdorf
Regional General Manager – CO

Mike Horton
Regional General Manager – AZ

Dave Miller
Regional General Manager – Eastern Nebraska

Clint Schleicher
Regional General Manager – Western Nebraska

Additional Directors

Doc Wininger
Director of External Relations

Shawn Traudt
Director of Public and Private Partnerships

Appendix B – ALLO Network Design

Joplin MO
01/20/2023

Service Locations
UG Route
City Boundary
GoogleEarth

N

0 2.5 5 mi

Appendix D – Signed Addendums

CITY OF JOPLIN
RFP Solicitation for Citywide Fiber Optic Network Partnership

Addendum No. 1

Replace page 5 in its entirety and replace with the attached page 5.

The sentence: *"The City is seeking innovative partners to deploy a citywide open-access fiber network. and requires Respondents to provide the following information:"*

Is replaced with: *"The City is seeking innovative partners to deploy a citywide fiber network and requires Respondents to provide the following information:"*

The undersigned hereby acknowledges receipt of this addendum, which by this reference is hereby incorporated in and becomes a part of the Contract Documents for the above referenced project.

ALLO Communications LLC
Company Name

Signature

Brad Moline, President
Printed Name, Title

CITY OF JOPLIN
RFP Solicitation for Citywide Fiber Optic Network Partnership

Addendum No. 2

Addendum 2: Responses to Questions

The undersigned hereby acknowledges receipt of this addendum, which by this reference is hereby incorporated in and becomes a part of the Contract Documents for the above referenced project.

ALLO Communictions LLC
Company Name

Signature

Brad Moline, President
Printed Name, Title