JOPLIN CITY COUNCIL
INFORMAL MEETING
MONDAY, NOVEMBER 11, 2024
5TH FLOOR COUNCIL CHAMBERS
602 S. MAIN ST.
5:30 PM

This meeting can be livestreamed at http://www.joplinmo.org/182/Video-Multimedia

AGENDA

1. Allo Update

Notice posted at 12:00 p.m. on this 7th day of November 2024. (RSMo 610.020)

The City of Joplin is committed to comply with the Americans with Disabilities Act. The Joplin City Council Chambers is wheelchair accessible. Request for reasonable special accommodations must be made 48 hours prior to the meeting. Please email the City Clerk's office at hnagy@joplinmo.org or call (417) 624-0820 ext. 1220 for assistance.

Ad Omnia Parata

Welcome to the Fiber Future



Who Is ALLO

- Competitive Fiber-to-the-Premise Provider
- Ubiquitous City-Wide Fiber Networks
- Founded in 2003
- Nelnet, Inc. / SDC Capital Partners
- Pass 1 Million+ Population







Who Is ALLO



HONEST
- Customers, Vendors, Associates
- Fair, No Pricing Gimmicks

LOCAL
- Close Relationship with Communities
- Local Employees and Presence

EXCEPTIONAL
- Service Platform
- Implementation of Technology
- Net Promoter Score = 70+

HASSLE-FREE
- Efficient Construction Interval
- Easy to Do Business

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Who Is ALLO

Employees:

- 1,800 and growing

Customers:

- 185,000+ (weekly adds 700)

Current Communities:

- 1,500 to 290,000 in population

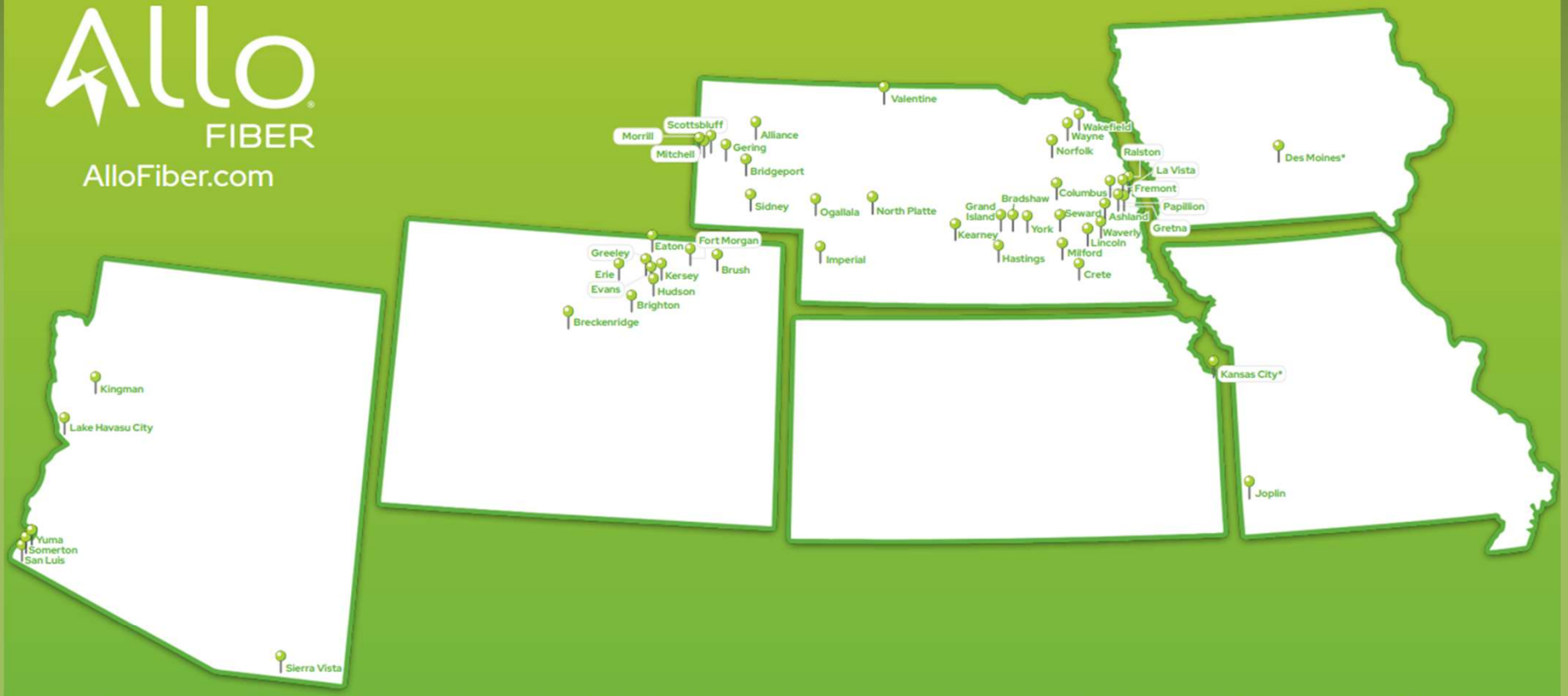
Recognition / Awards:

- 2023 - #1 ISP Midwest (Opensignal)
- 2022 - #5 Fastest ISP (PCMag)
- 2022 - #2 Fastest ISP Regional (PCMag)

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Arizona

- Kingman
- Lake Havasu City
- San Luis
- Sierra Vista
- Somerton
- Yuma

Colorado

- Breckenridge
- Brighton
- Brush
- Eaton
- Erie
- Evans
- Fort Morgan
- Greeley
- Hudson
- Kersey

Nebraska

- Alliance
- Ashland
- Bradshaw
- Bridgeport
- Columbus
- Crete
- Fremont
- Gering
- Grand Island
- Gretna
- Hastings
- Imperial
- Kearney
- La Vista
- Lincoln *and Lancaster County*
- Milford
- Morrill
- Norfolk
- North Platte
- Ogallala
- Papillion
- Ralston
- Scottsbluff
- Seward *and Seward County*
- Sidney
- Valentine
- Wakefield
- Waverly
- Wayne
- York

Iowa

- Des Moines*

Kansas

- Kansas City*

Missouri

- Joplin
- Kansas City*

*Serviceable by Off-Net ALLO Business Products and Services

Residential Solutions



ALLO Fiber Internet

- Wi-Fi 6 Wireless Router Included
- 500 Mbps, 1 GIG, 2.5 GIG Download and Upload Options (10 GIG to Home)
- Eliminate Buffering
- Connect 250+ Devices Simultaneously



ALLO Fiber TV

- Full Channel Lineup
- Local Stations
- Wireless Set-Top Boxes
- Award-Winning User Interface



ALLO Fiber Phone

- Keep Existing Number
- Unlimited Long Distance
- Voicemail
- Call Waiting

Business Solutions



Business Internet and MetroEthernet

- Synchronous Internet Speeds of 500 Mbps to 1 GIG+
- Dependable, Redundant Connections Minimize Latency and Jitter
- Layer 2 Connections Up to 100 GIG
- NextGen Firewalls
- Remote Work Solutions



Business Phone and Hosted PBX

- SIP, PRI, POTs, and Full Features at Competitive Prices
- Hosted PBX systems with Feature-Rich Solutions
- Teams Voice

aws

Azure



Business TV

- Tangerine Global with 200+ Channels
- Customizable Packages

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Fastest Broadband Providers

Midwest Broadband Provider Summary

OPENSIGNAL

Broadband Provider	Type	Broadband Download Speed Rank	Broadband Upload Speed Rank	Broadband Consistent Quality Rank	Broadband Video Experience Rank
Airstream Communications	Telco	27	10	10	18
Allo Fiber	Overbuilder	1	1	1	1
altafiber, FTTH	Telco	15	8	10	14
Armstrong	Cable	2	16	10	3
Arvig	Cable	31	21	26	21
Astound Broadband	Overbuilder	15	18	8	18
AT&T, FTTH	Telco	2	3	26	11
AT&T, non-FTTH	Telco	29	15	35	30
Bluepeak	Cable	15	23	10	29
Breezeline	Cable	11	16	5	3
Brightspeed, FTTH	Telco	29	12	29	32
Brightspeed, non-FTTH	Telco	36	37	36	37
Buckeye Broadband	Cable	21	35	10	21
Cable One	Cable	20	23	10	21
CenturyLink, FTTH	Telco	24	9	10	21
CenturyLink, non-FTTH	Telco	33	28	34	34
Consolidated, FTTH	Telco	27	10	10	21
Consolidated, non-FTTH	Telco	34	30	31	32
Cox	Cable	9	32	10	11
Frontier, FTTH	Telco	21	6	5	14
Frontier, non-FTTH	Telco	36	36	36	36
Google Fiber	Overbuilder	2	2	1	1
Kinetic, FTTH	Telco	18	6	10	18
Kinetic, non-FTTH	Telco	32	26	29	30
MCTV	Cable	25	18	10	14
Metronet	Overbuilder	2	3	1	3
Midco	Cable	2	12	8	10
Optimum	Cable	11	23	24	21
Spectrum	Cable	2	30	10	11
Starlink	Satellite	25	33	31	28
T-Mobile FWA	FWA	21	21	28	21
TDS, FTTH	Telco	2	3	1	3
TDS, non-FTTH	Telco	34	34	31	35
Verizon FWA	FWA	18	28	24	7
WOW!	Overbuilder	11	18	5	7
Xfinity	Cable	10	27	23	9
Xtream	Cable	11	14	10	14

Data collection period: 1 October 2022 – 29 March 2023 | © Opensignal Ltd

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2024 Best of Awards

Best Internet Provider:

Best of Northeast Nebraska

Best of Kearney

Best of Fremont

Best of the West

Best of The Region/North Platte

Best of Grand Island

Best of Greeley, Colorado

Best of Wayne

Best of Lincoln

Best of York

Net Promoter Scores

74 Allo

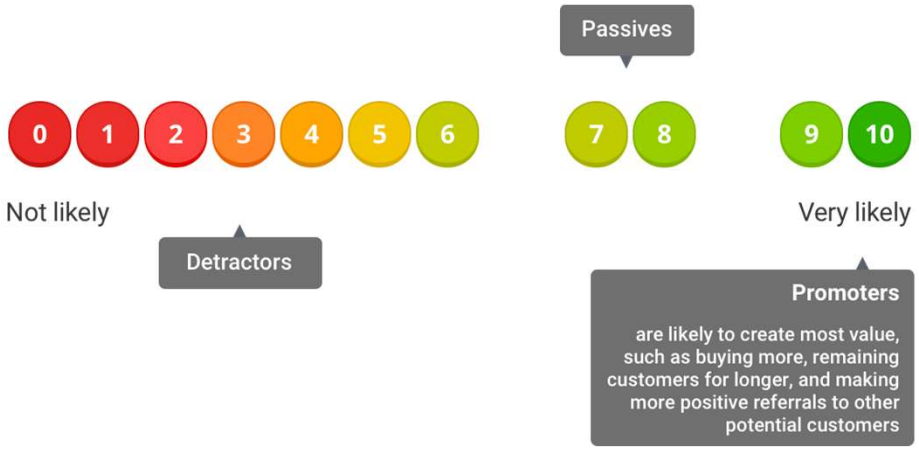
-8 Charter Spectrum

-7 Comcast Xfinity

-60 optimum.

How likely are you to recommend us to a friend?

https://customer.guru/net-promoter-score



NPS range of -100 to +100, a positive score above 0 is considered “good,” +50 is considered “excellent,” and 70 and above is considered “world-class.”

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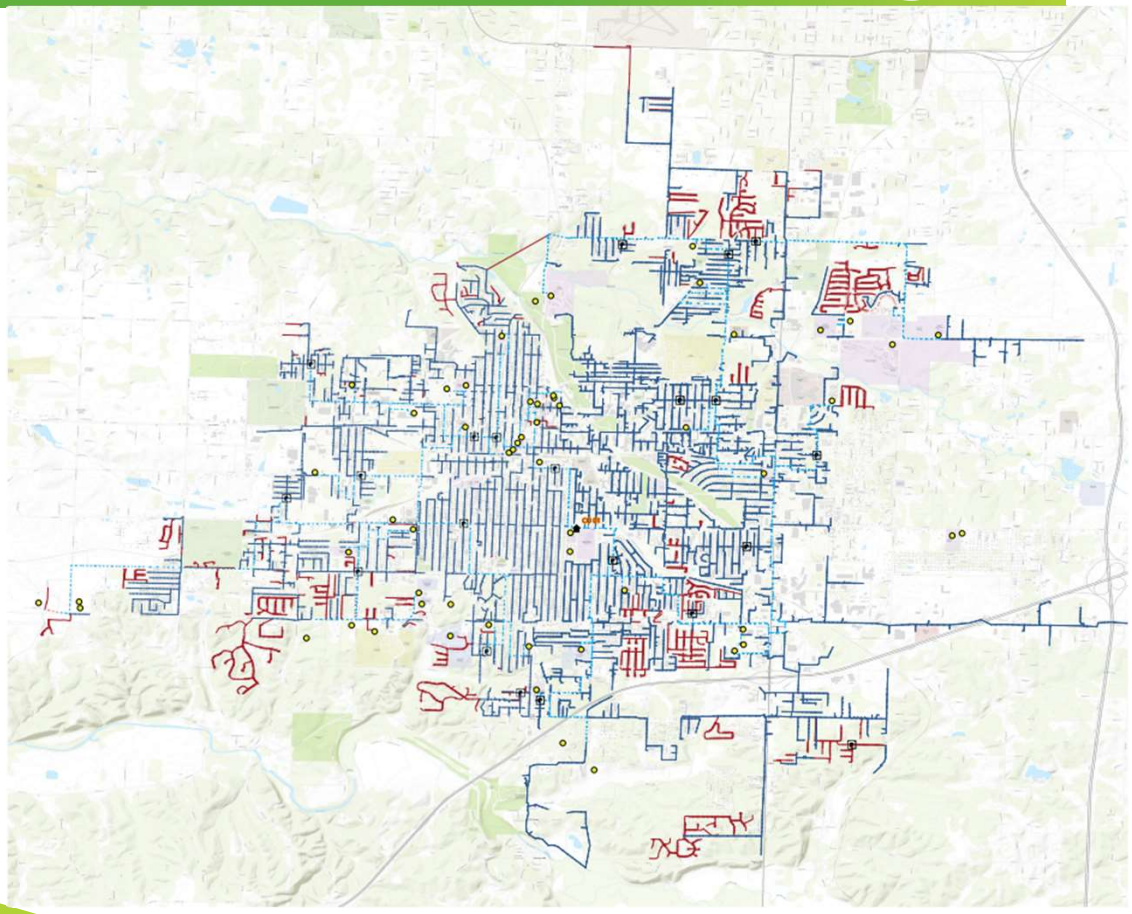
ALLO Case Study

- **Lincoln, NE** in 2016
- 300 miles of conduit
- 8 million linear feet of fiber
- 3-year ubiquitous project build
- 70,000 customer units on fiber
- Lincoln 28th fastest in Nebraska in 2015
- 2023 - 4th fastest download in US (Top 100 cities)
  - 2nd lowest latency
  - 3rd fastest upload
  - Overall fastest internet provider



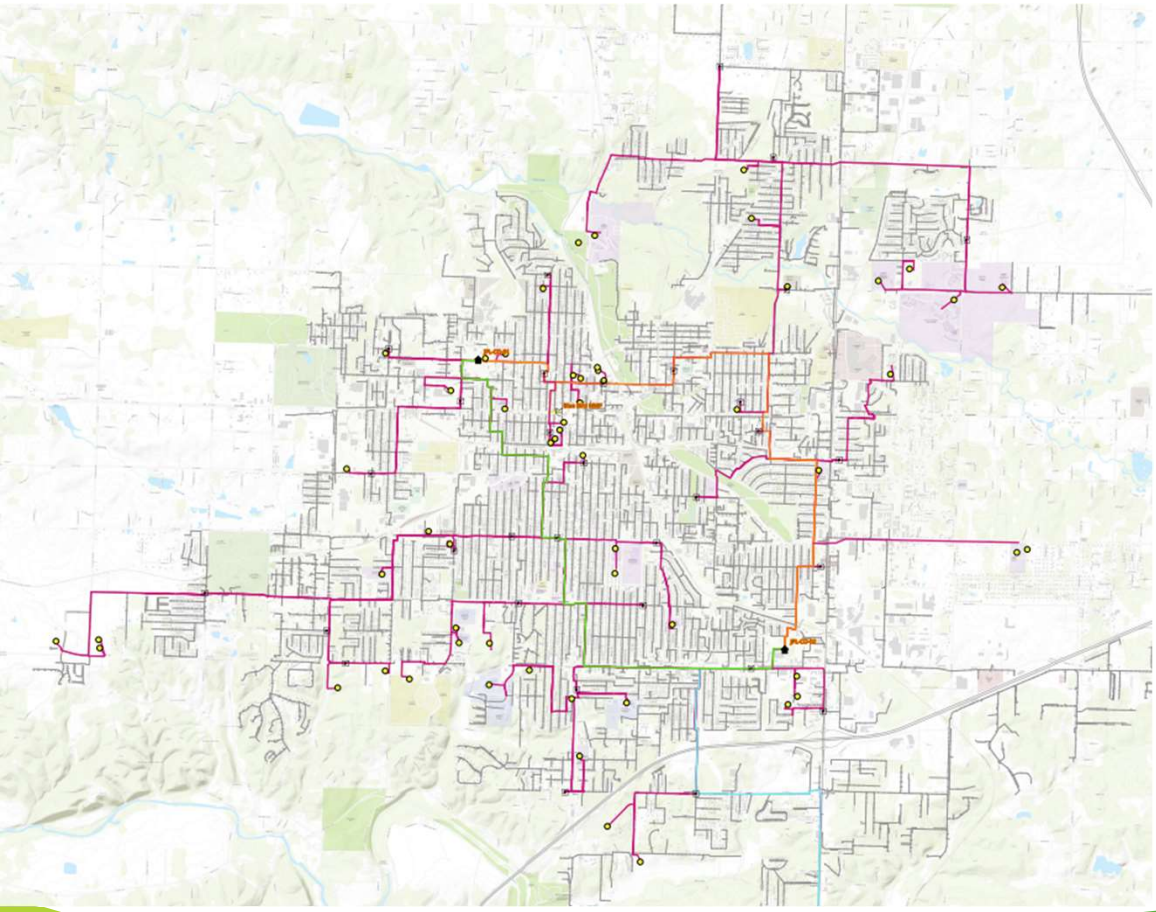
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Joplin Network Design



- Joplin Anchor Institutions Original Route

Joplin Network Design



- Joplin Anchor Institutions Underground Route

A Proven Partner



Brad Moline, Founder, President & CEO
Brad.Moline@allofiber.com
Al Schroeder, Director of Outside Plant Engineering
Al.Schroeder@allofiber.com
Andrew Vinton, Legal Counsel & Government Affairs
Andrew.Vinton@allofiber.com

NEW MARKET CONSTRUCTION

Allo FIBER

LOCAL

New construction in local communities is disruptive. Our goal is to offer exceptional communication and local support while your community is undergoing construction.

HONEST

Communication is designed to offer residents clear and consistent updates on project timelines, changes, and any potential disruptions.

HASSLE-FREE

Our mission is to minimize disruption during our construction process and provide clean and concise communication throughout the construction process.

EXCEPTIONAL

Respectful interactions with residents, transparent communication, and support to reduce resident stress and address concerns.

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New market Timeline

MARKET IS IDENTIFIED

MARKET IS DESIGNED

CONSTRUCTION RIDE OUTS

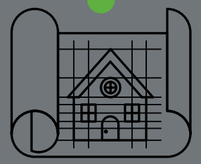
PRESS RELEASE

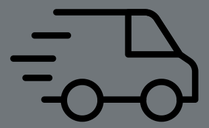
GROUND BREAKING

PON CONSTRUCTION BEGINS

CONSTRUCTION COMPLETE















Allo FIBER

Communication with Residents

Dear Joplin Neighbor,

Since 2003, ALLO Fiber has provided homes and businesses with communication services over a 100% fiber-optic network. Over the past 21 years, we've become the preferred provider in our ALLO communities across Nebraska, Colorado, Arizona, and Missouri and we're happy to soon be serving Wakefield!

ALLO has two significant advantages: a better product and better service. Construction for our fiber-optic network has started. If you haven't already, you'll soon see our trucks around town. A local construction team has also been hired to help us do some of the heavy lifting.

Here's what you can expect:

Step 1: Our engineering team has designed the best route to install our fiber-optic network throughout town.

Step 2: We'll start laying the fiber lines along existing utility poles or underground utility lines that will bring ALLO's internet, TV, and phone services to your neighborhood.

Step 3: After the splice vaults and pedestals are installed, we'll start testing the connection to ensure you'll get the fastest and most reliable internet.

Step 4: Before your service installation appointment, the network construction crew will make the final fiber connection from the pedestal directly to your home or business.

Step 5: During your installation appointment, our friendly technicians will make sure your ALLO services and equipment are working properly.

ALLO Fiber Services:

→Lightning-Fast, Reliable Internet
→Crystal-Clear TV
→Dependable, Drop-Free Phone

- No contract required
- FREE ALLO Blast router, powered by Wi-Fi 6 technology
- FREE standard installation
- Transparent pricing (no games or gimmicks)
- Unparalleled customer service, backed by our same-day dispatch promise

Most importantly, we offer a commitment to customer service that other providers do not match. At ALLO, we live out our core values with everything we do and always strive to be Exceptional, Local, Hassle-Free and Honest.

To sign up for our Stay in the Know email updates and find out more about ALLO, go to:
AlloFiber.com/Joplin
417.417.6855

Welcome to the Fiberhood!

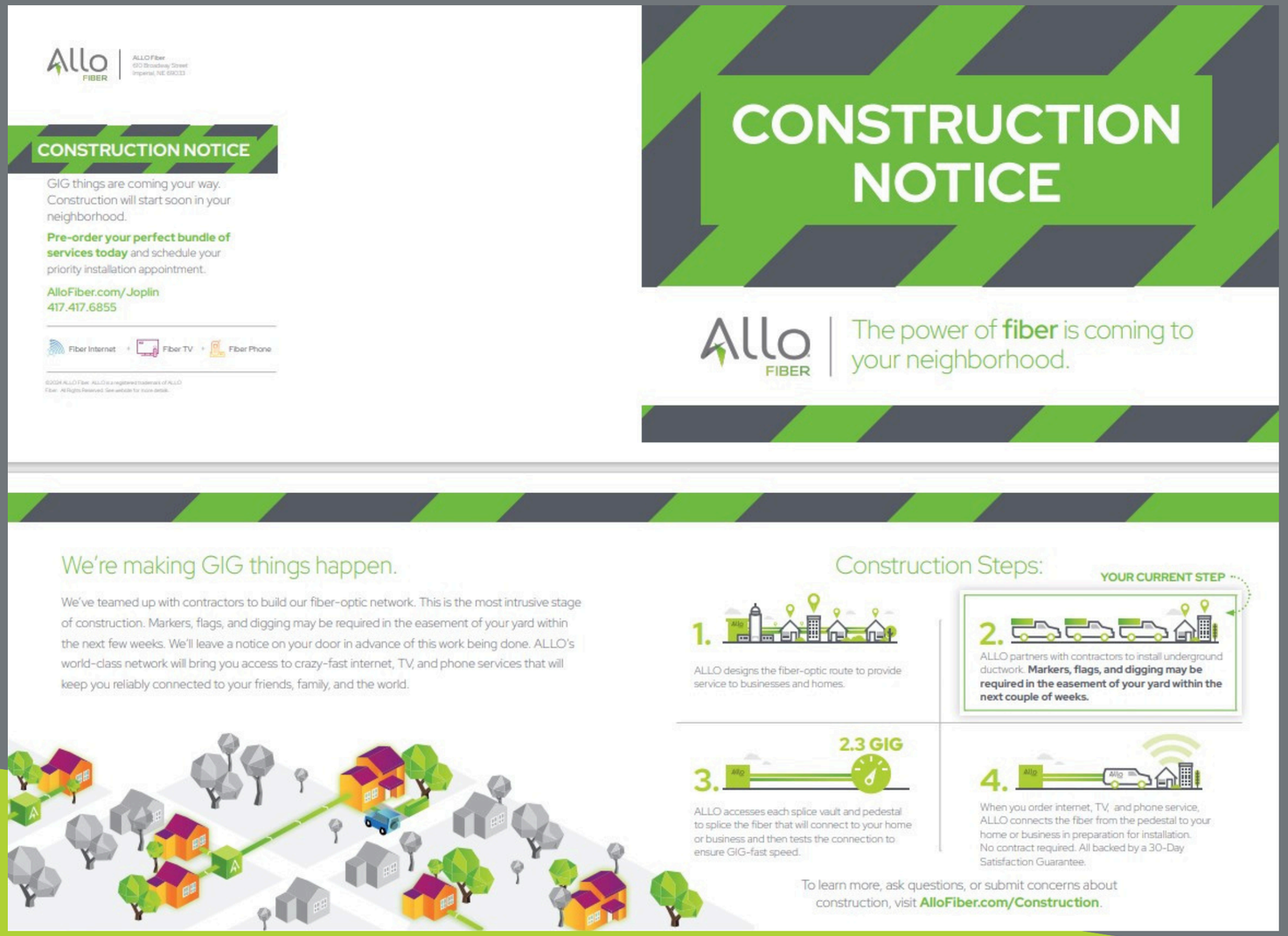
The Construction letter is sent to all residents before construction begins, timed closely with the announcement press release.

Why The Construction Letter is Important:

- **Informs residents about construction**: Clearly outlines the steps of the fiber-optic installation process, reducing confusion and managing expectations.
- **Explains what to expect**: Provides a timeline for when and how the work will be done, from planning to final service connection.
- **Highlights benefits of ALLO's services**: Emphasizes fast, reliable internet, crystal-clear TV, and dependable phone service.
- **Builds trust with the community**: Reinforces ALLO's commitment to customer service and transparency, while ensuring residents are updated with progress.
- **Provides a local point of contact**: Offers easy access to updates and assistance via email or phone.

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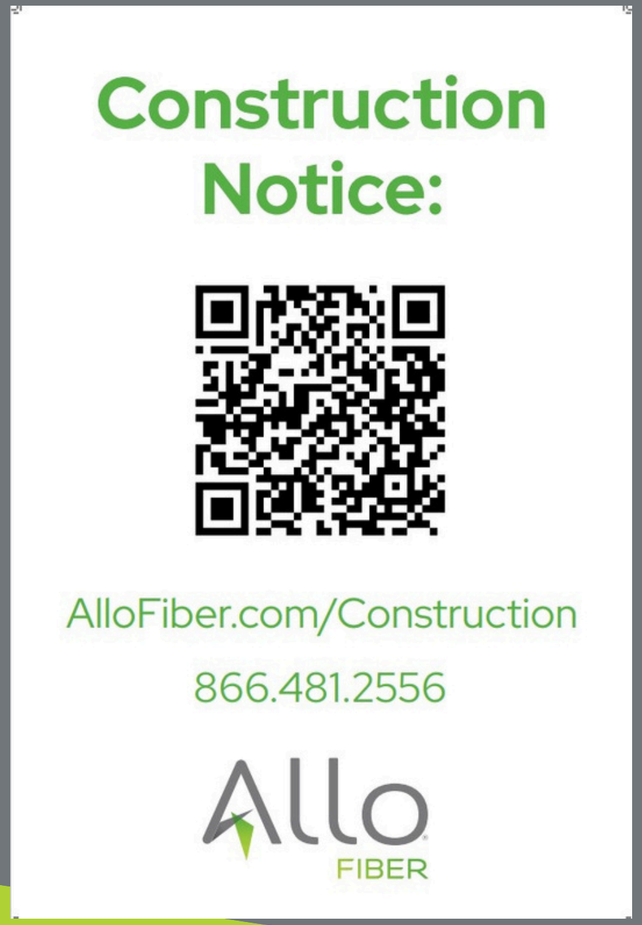
Communication with Residents



Construction Notice postcards are sent out approximately two weeks before PON construction begins.

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New Construction: Active Construction Areas

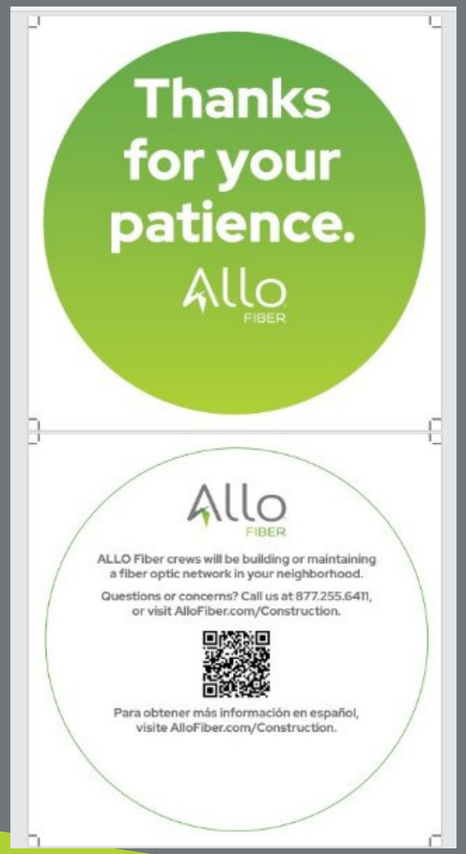




Construction Notice Posters will be placed outside of active construction areas.

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New Construction: Yard Material



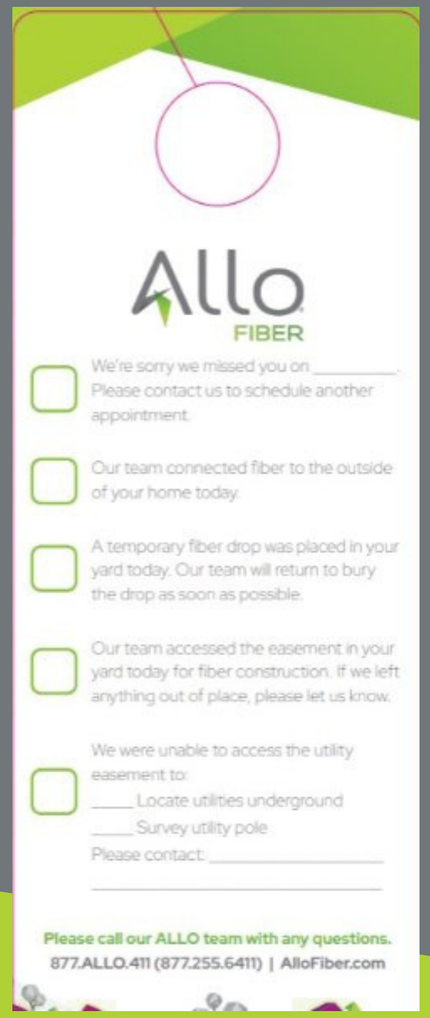


Construction yard material is placed in neighborhoods that are currently under construction to notify residents that our contractors will be in the area.

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New Construction: Notice

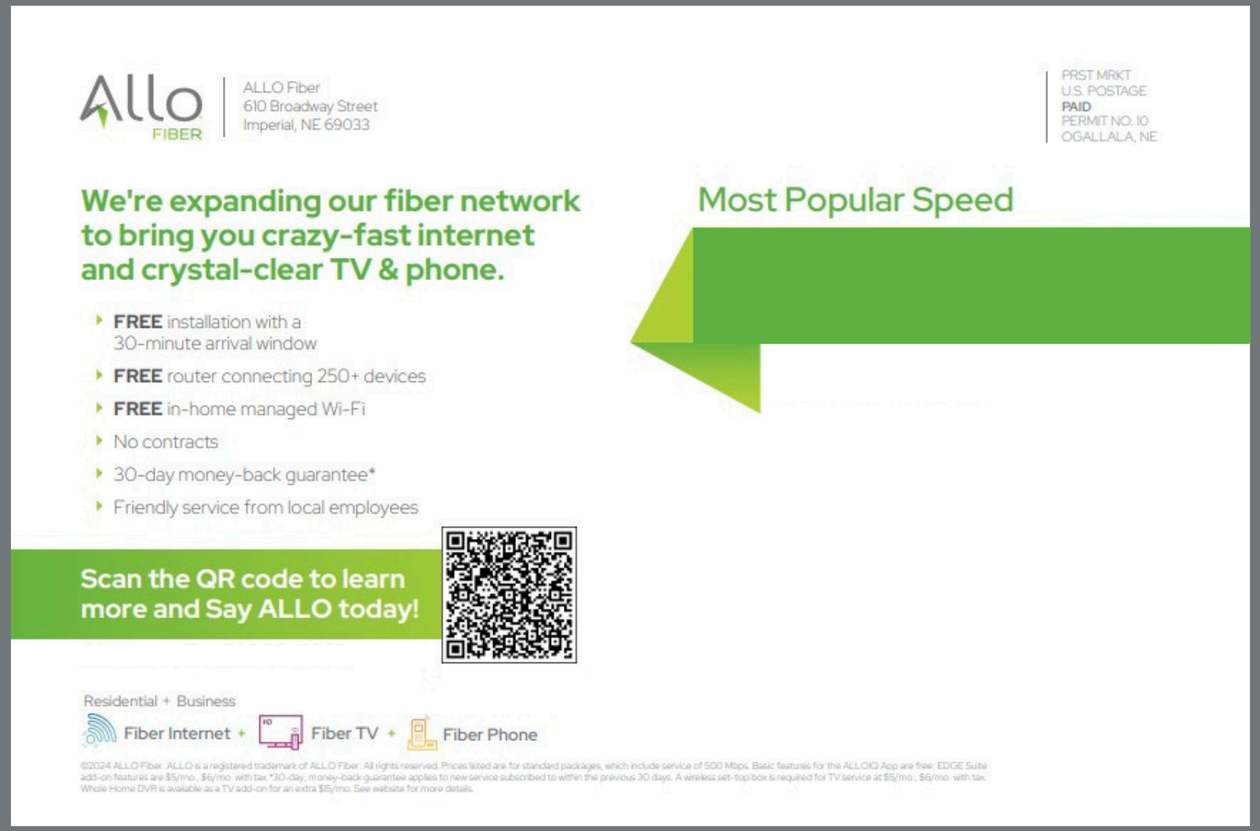




Door hangers or sticky notes will be placed on residences that will be directly impacted by construction, to notify them that work will be done.

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Post Construction Communication



In the weeks leading to construction being completed in a neighborhood, residents will receive postcards notifying them that their area is live, and ready for service.

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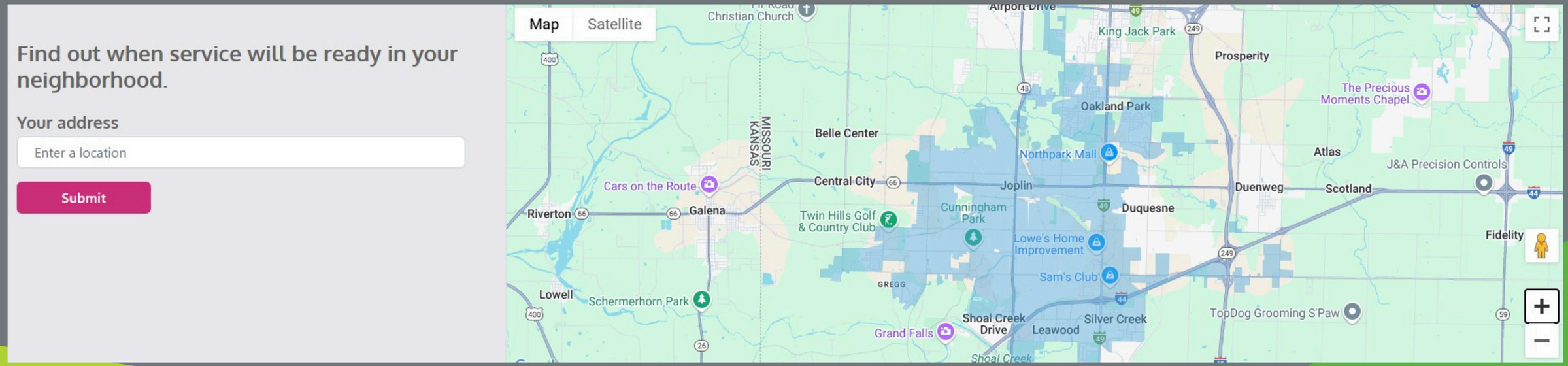
New Market Construction: Resources

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Joplin Website

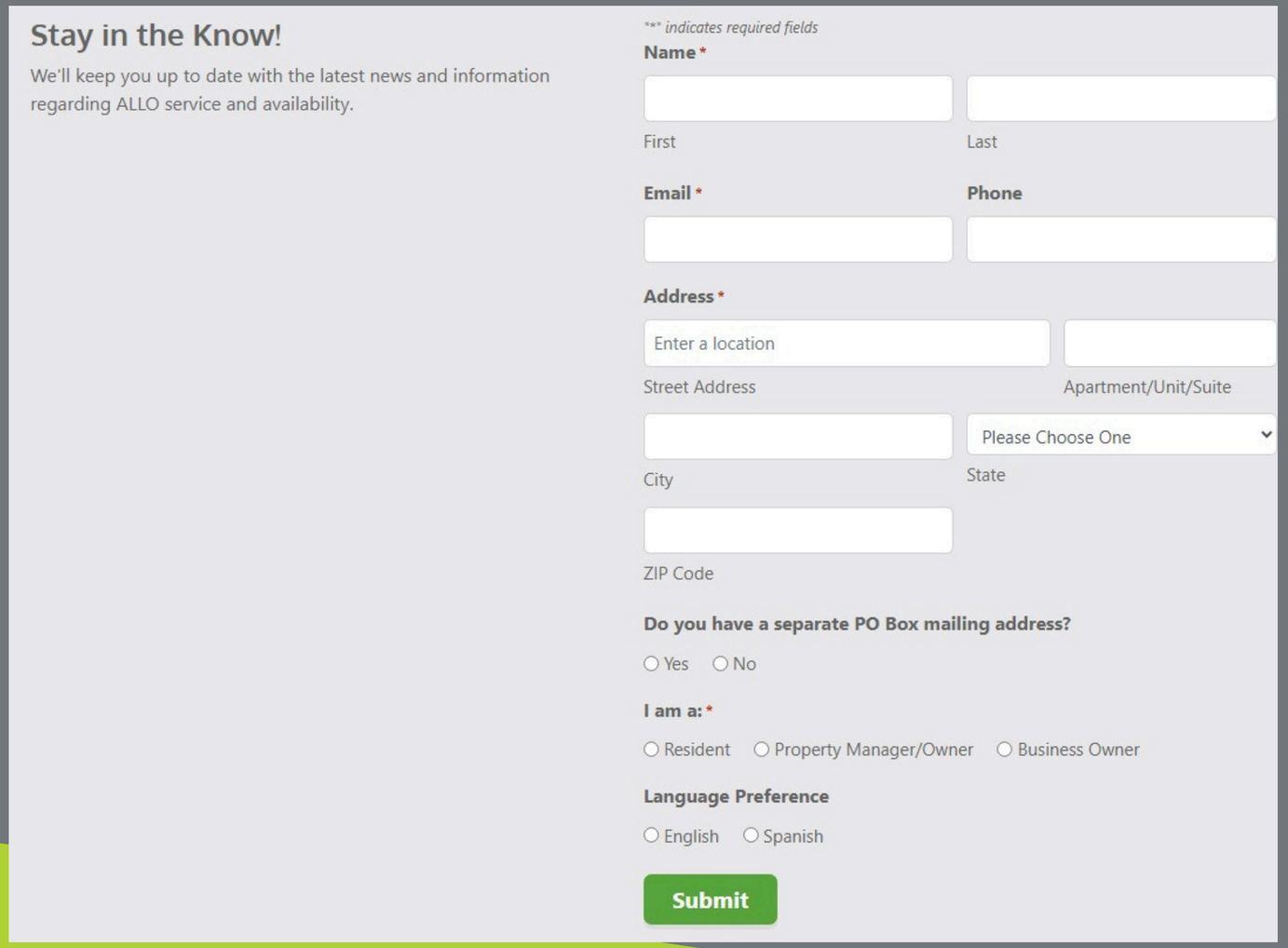
allofiber.com/Joplin

Residents can check on the progress of construction in their neighborhood, by entering their address. Construction stages include design, under construction, and live when sevices are available.



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Stay in the Know



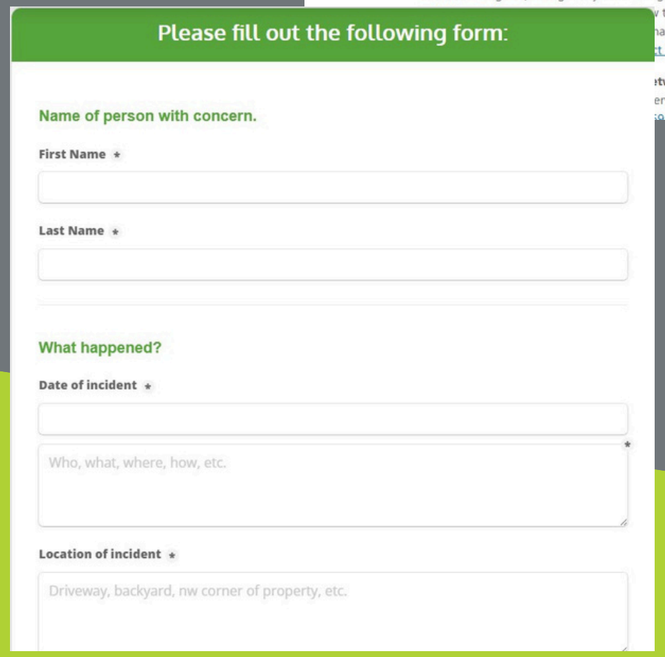
allofiber.com/Joplin

If a resident would like to be notified with the status of construction in their neighborhood, they can submit their information to Stay in the Know.

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Construction Landing Page





allofiber.com/construction

More information can be found about the construction process including what to expect, FAQs, and a construction concern form.

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Contact Us:

Do you have more questions about ALLO or our communication process?



Residential
Sales: 417.417.6855 | Support: 417.417.6850
Business
Sales: 417.417.6810 | Support: 417.417.6820



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New Market Construction: Events

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Local Events

Groundbreaking

A groundbreaking ceremony is planned for ALLO Leadership and the Construction team to meet with City Officials/Admin, The Chamber, and other key stakeholders to celebrate the start of construction. The press is invited to ask questions about ALLO and the construction process.



Grand Opening

A Grand Opening is an event ALLO hosts when the storefront opens in a new market. This event is open to the public and community members are encouraged to attend. Typically, we provide food and/or drinks, and have various giveaways throughout the day.



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ALLO Store

512 S Main Ave, Joplin, MO, 64801



Our ALLO store will be opening before our first area of Joplin goes live. Our local representatives will be able to answer all questions, manage customer accounts, and explain the benefits of our fiber service.

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Thank you!

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Broadband Deployment Status Update

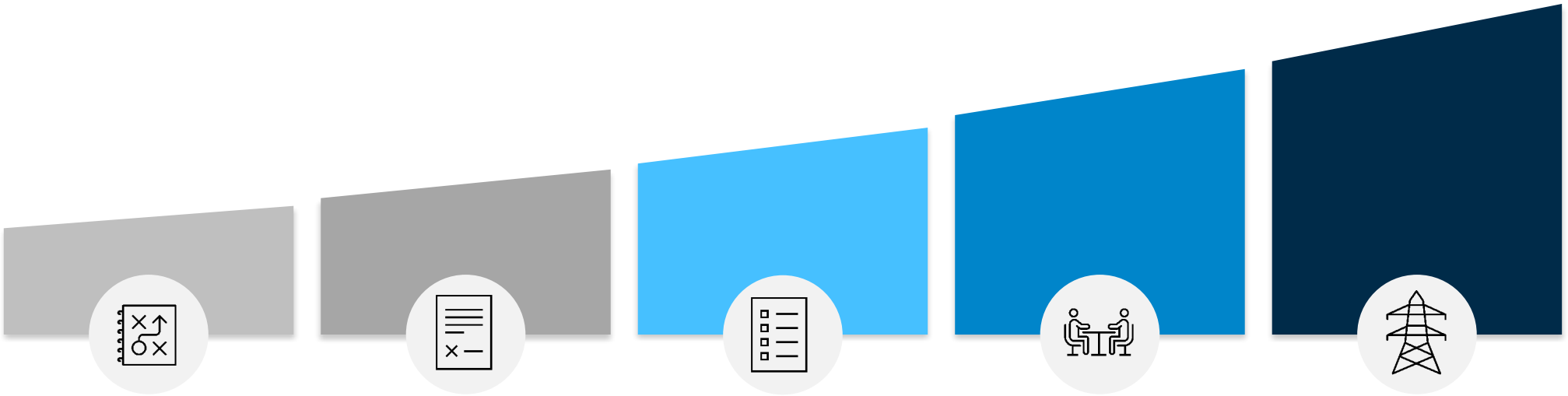
City of Joplin



November 11, 2024

Increasing Connectivity Across Joplin

Over the past two years, the City of Joplin has secured a viable partnership through extensive strategy planning and solicitation to deploy a resilient, citywide fiber optic network and improve connectivity for residents and businesses.



Develop Strategy

Developed an actionable plan which guides the City towards strategic broadband deployment. Perform Gap Study to **identify underserved and unserved areas** of the City.

Release RFI

Gathered essential information from Internet Service Providers (ISPs) to **help better understand current market conditions, emerging technologies, and industry trends.**

Publish RFP

Approached the broadband market aggressively and effectively to secure partnership to further progress the City's connectivity goals.

Select Partner

Evaluated and selected **ALLO as the ideal partner** to deliver high-speed internet services to the City and further its Smarter Joplin vision.

Deploy Fiber

ALLO is now deploying fiber following initial design and planning to improve connectivity across the City of Joplin.

Leading the Way in Regional Connectivity

The progress over the past two years in Joplin has served as an influence for neighboring counties to develop similar broadband strategies and expand connectivity across the region.

Expanding Regional Broadband Access

Joplin's connectivity journey has **gained attention of neighboring counties**, many of which have initiated similar efforts leveraging the successful process the City has memorialized.

