

ALLO D2D Partner

Support Guide & SOPs

Daily field execution, support resources, order changes, site surveys, and escalation procedures

Prepared for Vendor D2D Leadership | Updated June 24, 2026

Document Purpose

Purpose: Give reps, field managers, and vendor leadership a practical playbook for daily execution, issue handling, escalation paths, and standard operating procedures.

Primary audience: D2D reps, field managers, vendor leadership, and ALLO support partners.

When to use it: Use during active field operations, when submitting orders, resolving issues, requesting changes, or handling customer concerns.

1. Quick Support Resources

Need	Contact / Path	Use For
Call CX	866.481.2556	Customer support, scheduling issues, site/drop survey scheduling, or order form issues.
D2D Contractor Help	D2DCONTRACTORHELP@ALLOFIBER.COM	Order mishaps, forgotten rep name, construction free month, missing information, non-urgent questions, or general help.
Order Changes	requestrescsr@allofiber.com	Changes to orders that have already been submitted.
SalesRabbit Issues	Adam / SalesRabbit support	Access issues, missing pins, incorrect assignments, or system problems.

2. Daily Field SOP

- Only knock after launch approval and any required permit completion.
- Wear required ALLO gear or credentials.
- Stay within assigned PONs and market boundaries.
- Use SalesRabbit to document all knocks, contacts, outcomes, and follow-ups.
- Use approved Customer Buyflow or Shopping Cart process as applicable.
- Set accurate installation expectations and do not overpromise timelines.
- Use support paths when an issue comes up. Do not guess.
- Respect no-soliciting signs, customer requests, and local rules.

3. SalesRabbit SOP

Step	Rep Action	Escalate When
Review assigned area	Confirm assigned PONs are visible before knocking.	PON is missing, incorrect, or not visible.
Review pins	Understand what different pins mean and which pins to stay away from.	Rep is unsure whether a pin can be worked.
Document activity	Log every knock, contact, and outcome.	Activity is not saving or app access fails.
Use dispositions	Select accurate lead disposition and secondary reason when applicable.	Disposition options do not fit the situation.
Watch restricted pins	Avoid current customer, restricted, or other no-work pins as instructed.	Pins appear wrong or conflict with customer information.

4. Customer Buyflow SOP

Step	Required Action	Common Mistake to Avoid
1. Address Input	Enter and verify the customer service address. Confirm address is eligible and within assigned area.	Continuing when the address looks incorrect or cannot be found.
2. Build Package	Select the approved internet package, add-ons, and any eligible services.	Quoting unverified pricing or selecting unsupported items.
3. Customer Details	Collect legal name, phone, email, preferred contact method, billing info, and property/access notes.	Missing landlord info, dogs, gates, sprinklers, access notes, or phone port details.
4. Schedule Install	Select a real appointment slot when available and explain install expectations.	Selecting an incorrect callback/scheduling option instead of following site survey guidance.

Scribe overview: Use the Customer Buyflow Scribe overview as the training reference for how to input orders.

5. Shopping Cart SOP for Leased Markets

- Confirm whether the market uses Shopping Cart before launch.
- Train reps on any differences between Shopping Cart and standard Customer Buyflow.
- Use only the approved leased-market order process.
- Escalate if reps are unsure which order flow applies.

6. D2D Contractor Help SOP

Email D2DCONTRACTORHELP@ALLOFIBER.COM for any and all challenges with orders or mishaps, including forgotten rep name, construction free month, forgotten information, non-urgent questions, or order help.

Include as Much Detail as Possible

- Customer name
- Service address
- Phone number if necessary
- SO number if available
- Rep name
- Description of the issue
- What needs changed, reviewed, or corrected

7. Order Change SOP

For any changes to orders that have already been submitted, email requestrescsr@allofiber.com.

Email Field	Required Content
To	requestrescsr@allofiber.com
Subject	Order Change Request
Customer Name	[Enter customer name]
Service Address	[Enter service address]
Phone Number	[Enter customer phone number]
Change Requested	[Describe the requested change]
Is the Customer Aware of Billing Changes?	Yes / No
Additional Notes	[Include context, dates, services, or scheduling concerns]

Disclaimer: Depending on the nature of the customer's request, the Customer Experience team may need to contact the customer to reschedule. Examples include adding a phone port or adding services that require more time than was allotted for the original request.

8. Site Survey / Drop Survey SOP

Sometimes customers request a site survey or drop survey before they will commit to signing up for service.

Process

1. Submit the order.
2. Call Customer Service and explain that the customer would like to schedule a site survey.
3. When possible, call while the customer is present so they can confirm a day and time that works best.
4. After the site survey is complete, advise the customer to reach out to Customer Support to get on the schedule.
5. Do not promise install timing before the site survey is complete.

9. Buried No Temp SOP

Buried No Temp means no temporary line will be laid and ALLO will move directly into burying the fiber conduit as soon as possible.

This May Occur When

- The temporary line would cross an alley.
- The temporary line would cross a driveway.
- The temporary line would cross a walkway causing a hazard.
- The customer chooses not to have a temporary line run.

Rep Action

- Explain that no temporary line will be placed.
- Do not promise an exact bury timeline.
- Call CX at 866.481.2556 if the order form does not allow scheduling.
- Document customer expectations and any access notes clearly.

10. Scheduling Issue SOP

6. Stop before selecting an incorrect option.
7. Call CX at 866.481.2556.
8. Explain what the order form is showing and what the customer is requesting.
9. Stay with the customer when possible so the customer can confirm details.
10. Follow CX guidance and document notes as needed.

11. Product Handoff SOP

Product / Need	Action	Information to Collect
DIRECTV	Use approved SPOC/RFI handoff resources.	Customer name, address, phone, email, product interest, best time to contact.
ALLO Mobile	Handoff to storefront, call-in, or D2DCONTRACTORHELP@ALLOFIBER.COM.	Customer name, address, phone, email, mobile interest, best time to contact.
Beyond-scope product question	Escalate or hand off.	Customer question, service address, contact info, and any relevant notes.

12. Escalation Matrix

Situation	First Step	Contact / Path
Customer support issue	Call CX	866.481.2556
Non-urgent order issue	Email D2D Contractor Help	D2DCONTRACTORHELP@ALLOFIBER.COM
Submitted order change	Send order change request	requestrescsr@allofiber.com
Order form will not allow scheduling	Call CX	866.481.2556
Site survey/drop survey request	Submit order, then call CX	866.481.2556
DIRECTV question or sale interest	Use SPOC/RFI resources	Approved DIRECTV handoff path

Situation	First Step	Contact / Path
ALLO Mobile interest	Handoff	Storefront / call-in / D2DContractorHelp
SalesRabbit issue	Escalate access or pin issue	Adam / SalesRabbit support
Invoice discrepancy	Review with Adam before AP approval	Adam / AP / Vendor invoice contact

13. Weekly Reporting and Invoice SOP

Deadline	Owner	Action
Friday before 10:00 PM MST	Adam	Shares sales report with Sales Agent.
Monday before 5:00 PM MST	Sales Agent	Sends invoice for previous week's installations to Adam for review.
Tuesday before 12:00 PM MST	Adam	Provides approval of invoice to AP for payment.
Friday by 8:00 AM MST	ALLO AP	Invoice paid to Sales Agent via ACH.

Invoice reminder: Invoices should match the previous week's completed installations and should account for applicable chargebacks and DIRECTV activations shown in the Friday report.