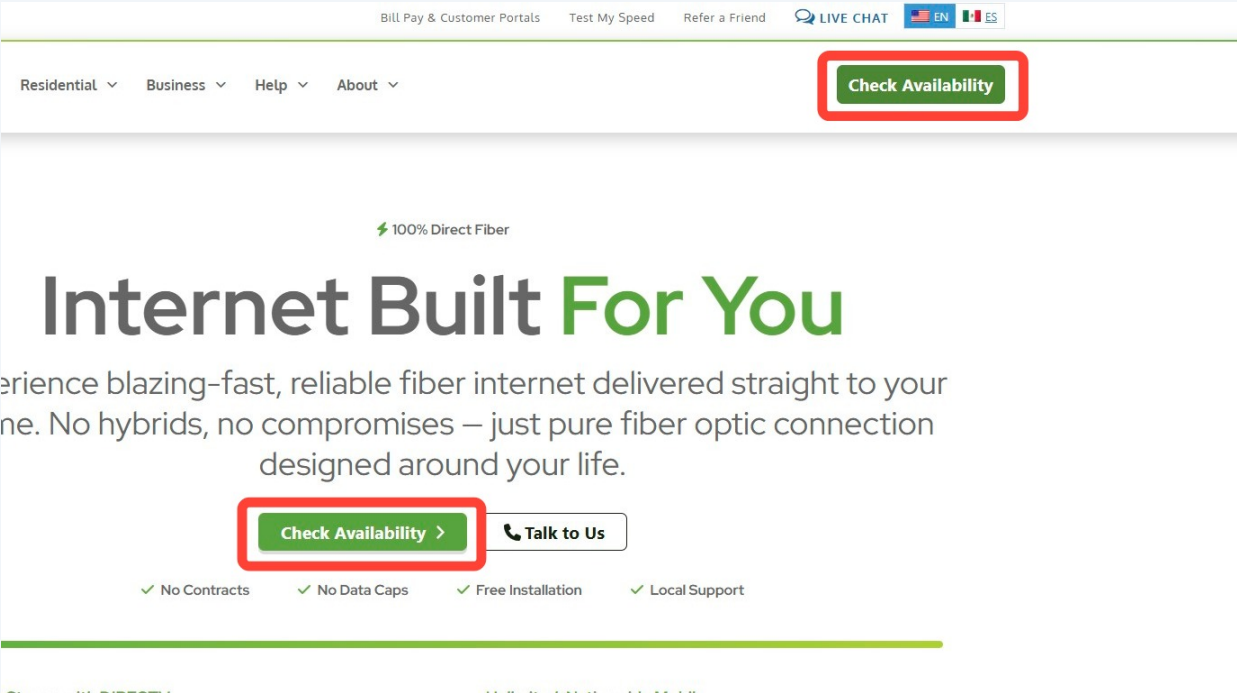


# Vendor D2D Order Entry - ALLO Fiber

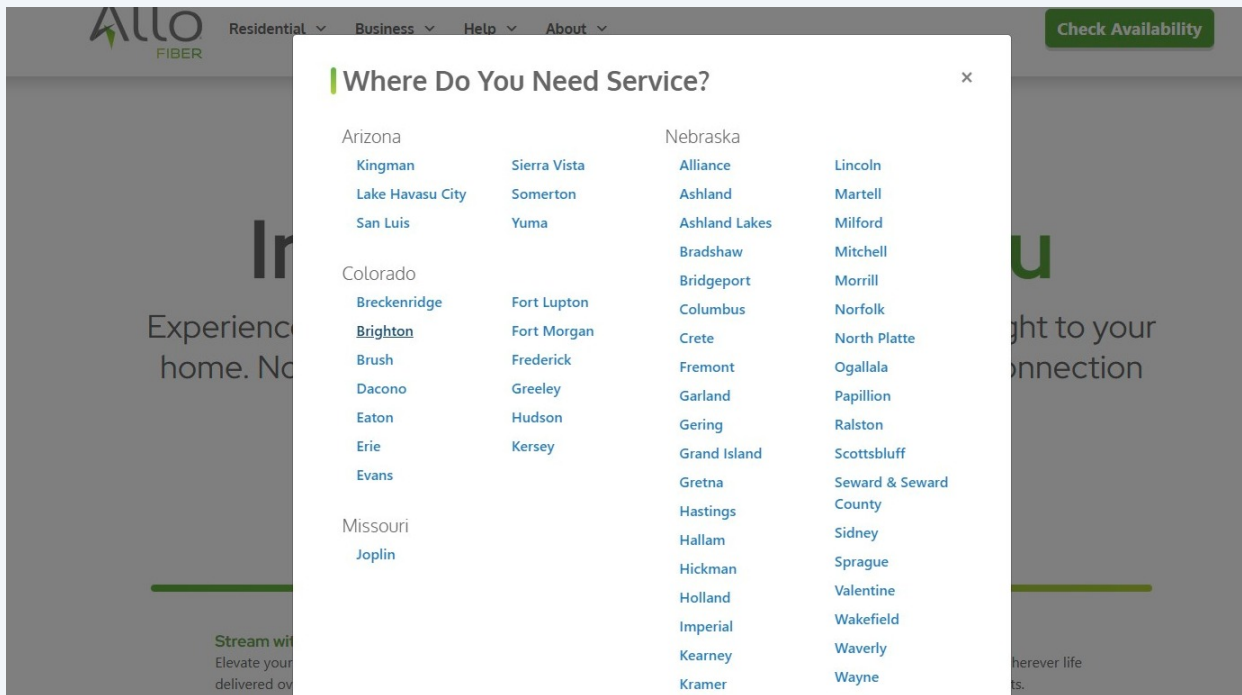


1 Navigate to <https://www.allocommunications.com>

Select Check Availability



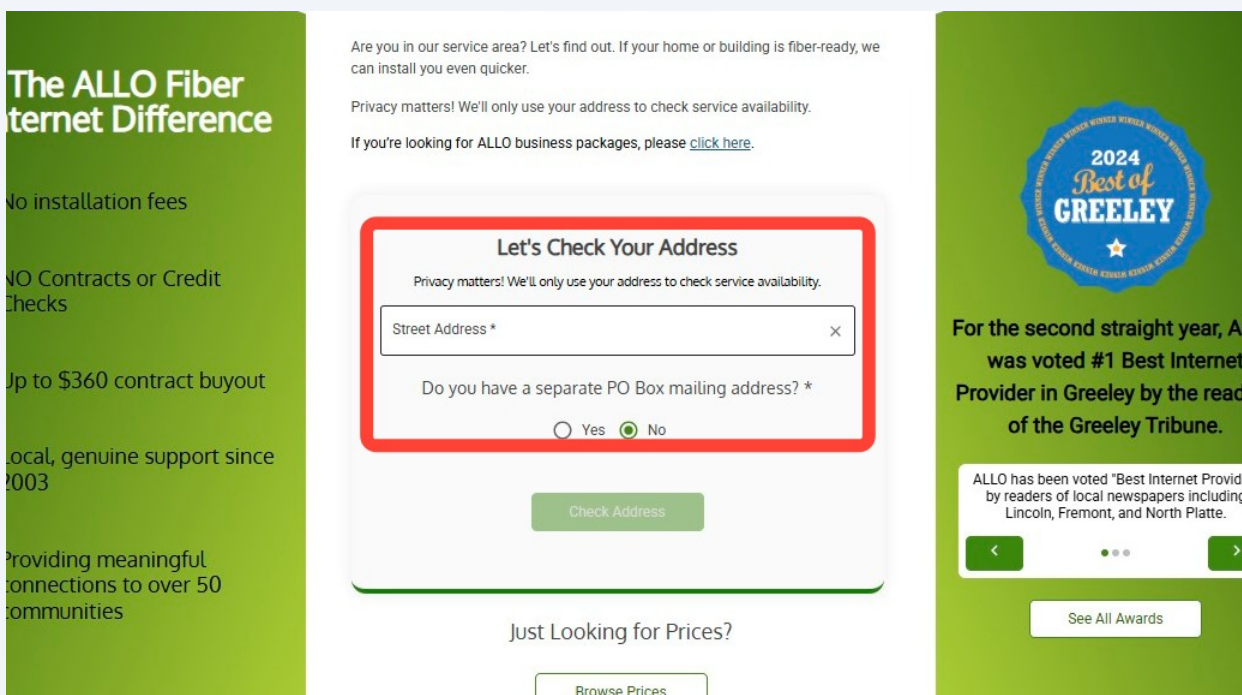
2 Click the market you are submitting the order for.



3 Click the "Street Address \*" field.

Input the address.

If there is an option to select the auto-populated address matching the address, select that.



4 Once the full address is provided, click the "Check Address" button.

Let's Check Your Address

Privacy matters! We'll only use your address to check service availability.

Street Address \*  
3912 Santa Fe Ct

Brighton, CO, 80601

Do you have a separate PO Box mailing address? \*

Yes  No

Check Address



Alert!

Explaining the Installation process:

Approximately **TWO DAYS** before their installation, a temp line will be dropped (unless the website at the top in blue says it's aerial or something else) and will need to remain there until the ground is no longer frozen and we can come back in the Spring when the ground has thawed out.

Ask about dogs, locked gates, and communicate with customer that we will be there 2 days before the installation to run said temp line. No one needs to be present for that, but to expect it.

Their service will not be turned ON and LIVE until their scheduled installation date and time.

5

The next page will provide key details regarding the drop type of the address. The address in this example, we are able to install a temporary fiber line to the customers home.

The screenshot shows the Allo Fiber website interface. At the top, there is a progress bar with four steps: 1. Address (checked), 2. Build Your Package (active), 3. Your Details, and 4. Schedule Installation. Below the progress bar, a blue banner displays 'Selected Services:' on the left, 'Monthly Package Price: \$0' in the middle, and 'Price with options and taxes: \$0' on the right. A red box highlights a 'Heads up!' notification: 'Our team will install a temporary fiber line at your home. We'll provide more details about this after confirming your services.' Below this is another notification: 'Stuck in a contract? We can help with that. ALLO will buy out your current residential contract for up to \$360 so you can have better, faster service without the hefty fee. [Learn More](#)'. The main section is titled 'Pick Your Package' and features three package options: 'ALLO Extreme' (Built for Gamers, Streamers, and Power Users), 'Connected Family' (Keep The Whole Family Safely Connected), and 'Home Office' (Where Productivity Meets Reliability). A 'College Students! [Learn how](#) to Get More Speed for FREE.' banner is also visible.



### Tip!

A temporary line will run from the MST to the house on the ground or sometime along the fence, it all depends on the layout of the property.

When talking to customers, it is important to clarify whether a temp line is okay with the customer in the event could not be buried for any given reason. A team goes back out after the install to start burying the line – NEVER PROVIDE A TIMELINE!

These are worked in the order they were installed. Customers are installed quicker with fewer inconveniences.

6 The address in this example of the verbiage for aerial drops.

FIBER

Address Build Your Package

Selected Services: Monthly Package Price: \$

Stuck in a contract? We can help with that.  
ALLO will buy out your current residential contract for up to \$360 so you can have better, faster s

**Heads up!**  
Our team will follow existing aerial utilities to bring fiber to your home.

Pick You

College Students! [Lear](#)

ALLO Extreme Connected Family

**i** Tip!

Lines run from the pole to the anchor on the house.

DOES NOT require a temp drop.

7

This address in this example of the verbiage for buried no temp addresses.

The screenshot shows the Allo Fiber website interface. At the top, there is a progress bar with four steps: 1. Address (checked), 2. Build Your Package (active), 3. Your Details, and 4. Schedule Installation. Below the progress bar, there is a blue bar with a shopping cart icon, 'Selected Services:', 'Monthly Package Price: \$0', and 'Price with options and taxes: \$'. Below this, there are two informational boxes. The first box says 'Stuck in a contract? We can help with that. ALLO will buy out your current residential contract for up to \$360 so you can have better, faster service without the hefty fee. [Learn More](#)'. The second box, highlighted with a red border, says 'Heads up! Our team will bury the fiber optic line to your home; we'll give you more details about this after confirming your services.' Below the alerts is a 'Pick Your Package' section with a graduation cap icon and the text 'College Students! [Learn how](#) to Get More Speed for FREE.' There are three package options: 'ALLO Extreme' (Built for Gamers, Streamers, and Power Users), 'Connected Family' (Keep The Whole Family Safely Connected), and 'Home Office' (Where Productivity Meets Rel).



### Alert!

Buried-no temp, can't schedule. Must pre-bury before install, approx. 3 week timeframe.

#### Occurs when:

- Temp would have to cross an alley
- Temp would have to cross a driveway or walkway, causing a hazard.
- The customer chooses not to have a temp line ran.
- If customer is adamant about scheduling, schedule out 10 business days.

The address will require us to get fiber ran to their house prior to installing the customer. This requires some additional permits from the city.

8 Select the speed tier the customer wants to sign up for.

Or Build Your Own Package:

**Internet**  Not Interested

All our options are symmetrical and unlimited. Need help choosing a speed? [Get the scoop on speed in terms you can understand.](#)

- 2 GIG** **\$136**  
Serious speed for serious internet users that want the whole package. [View Broadband Facts](#)
- 1 GIG** **\$111**  
Our most popular speed that is built for all the ways you use the internet. [View Broadband Facts](#)
- 500 Mbps** **\$82**  
Perfect for streaming and scrolling on all your devices. [View Broadband Facts](#)

**Streaming TV**

**ALLO is Teaming Up with DIRECTV**  
Elevate your entertainment experience with DIRECTV delivered over your ALLO fiber connection. [Learn More](#)


Yes, I'm interested in DIRECTV!

Three great packages to choose from, no satellite dish needed

**Choice**  
**125+ channels.** Featured entertainment channels and add specialty sports channels. [See Channels](#)

**Ultimate**  
**160+ channels.** Everything in Choice, plus more sports and movies. [See Channels](#)

**Premier**  
**185+ channels.** Everything in Ultimate, plus top-rated premium networks. [See Channels](#)

 We'll buy out your contract up to \$360. [Learn More](#)

9 If the customer wants someone to reach out to them about DIRECTV and/or ALLO mobile, email D2DCONTRACTORHELP@ALLOFIBER.COM

**Internet** Clear Selection

All our options are symmetrical and unlimited. Need help choosing a speed? [Get the scoop on speed in terms you can understand.](#)

- 2 GIG** **\$136**  
Serious speed for serious internet users that want the whole package. [View Broadband Facts](#)
- 1 GIG** **\$111**  
Our most popular speed that is built for all the ways you use the internet. [View Broadband Facts](#)  
**Save up to \$20 per month (up to \$480) in your first two years when you add Mobile. [Learn More](#)**
- 500 Mbps** **\$82**  
Perfect for streaming and scrolling on all your devices. [View Broadband Facts](#)

**Choose Your Internet Options:**

**Blast 7 Wi-Fi Router** **FREE**  
The next generation of Wi-Fi is here. Faster Wireless Speeds. Higher Bandwidth. Stronger

**Streaming TV**

**ALLO is Teaming Up with DIRECTV**  
Elevate your entertainment experience with DIRECTV delivered over your ALLO fiber connection. [Learn More](#)

Yes, I'm interested in DIRECTV!

Three great packages to choose from, no satellite dish needed.

**Choice**  
**125+ channels.** Featured entertainment channels and additional specialty sports channels. [See Channels](#)

**Ultimate**  
**160+ channels.** Everything in Choice, plus more sports and movies. [See Channels](#)

**Premier**  
**185+ channels.** Everything in Ultimate, plus top-rated premium networks. [See Channels](#)

**Home Phone**  Not Interested

Drop-free calls plus free features like robo-call blocking, voicemail, caller ID, and more.

**ALLO Phone** **\$15**  
Unlimited 48-state calling with tons of great features.

**Mobile**

The same reliability you know and trust from ALLO is now available in mobile phone service. Mobile plans start at just \$14/month!

**Save up to \$20/month on your internet when you add mobile. [Learn More](#)**

Yes, I'm interested in mobile!



## Alert!

If the customer wants someone to reach out to them about DIRECTV and/or ALLO mobile, email [D2DCONTRACTORHELP@ALLOFIBER.COM](mailto:D2DCONTRACTORHELP@ALLOFIBER.COM) and include the following in the email:

Customer Name:

Customer Address:

Customer Phone #:

Customer Email:

Scheduled Install Date:

Please ensure you are setting the proper expectations with the customer. Complete the internet sign up **ONLY** and let the customer know they will be getting a call from an ALLO representative to assist them in getting more information.

10

If the customer has a home phone with their current provider, include that information in the order to ensure their number order is directed to the proper teams. This is NOT mobile service.

The screenshot displays the ALLO service selection interface. It is divided into three main sections: Internet, Streaming TV, and Home Phone. The 'Home Phone' section is highlighted with a red border. In this section, the 'ALLO Phone' option is selected for \$15, offering unlimited 48-state calling. Below it, the 'Mobile' section is visible, stating that the same reliability is available in mobile phone service, with plans starting at just \$14/month. A promotional offer to save up to \$20/month on internet when adding mobile is also present. The 'Internet' section shows three options: 2 GIG for \$136, 1 GIG for \$111 (selected), and 500 Mbps for \$82. The 'Streaming TV' section offers three packages: Choice (125+ channels), Ultimate (160+ channels), and Premier (185+ channels). A 'Blast 7 Wi-Fi Router' is offered for free.

11

## Once completed selecting the services the customer is interested in, click "Confirm Package"

Bring unparalleled connectivity, speed, and wireless coverage to some of the most challenging outdoor environments. [Learn More](#)

### Outdoor Essentials

\$15

Extend your indoor Wi-Fi experience to your backyard, pool, patio or covered buildings. [Learn More](#)



We'll buy out your contract up to \$360. [Learn More](#)

Confirm Package

Start Over

[PRIVACY POLICY](#) | [TERMS AND CONDITIONS](#) | [DMCA](#)

Residential [866-481-2556](#)

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12

## Complete the following field with the customers information.

English

First Name \*

Last Name \*

Phone Number \*

Mobile  Landline  Work

[+ Add Another Phone Number](#)

Email Address \*



Don't worry, we won't share your information. We use your email to confirm your service request details, installation appointment, and fun stuff like giveaways and upgrades.

Preferred Method of Contact \*

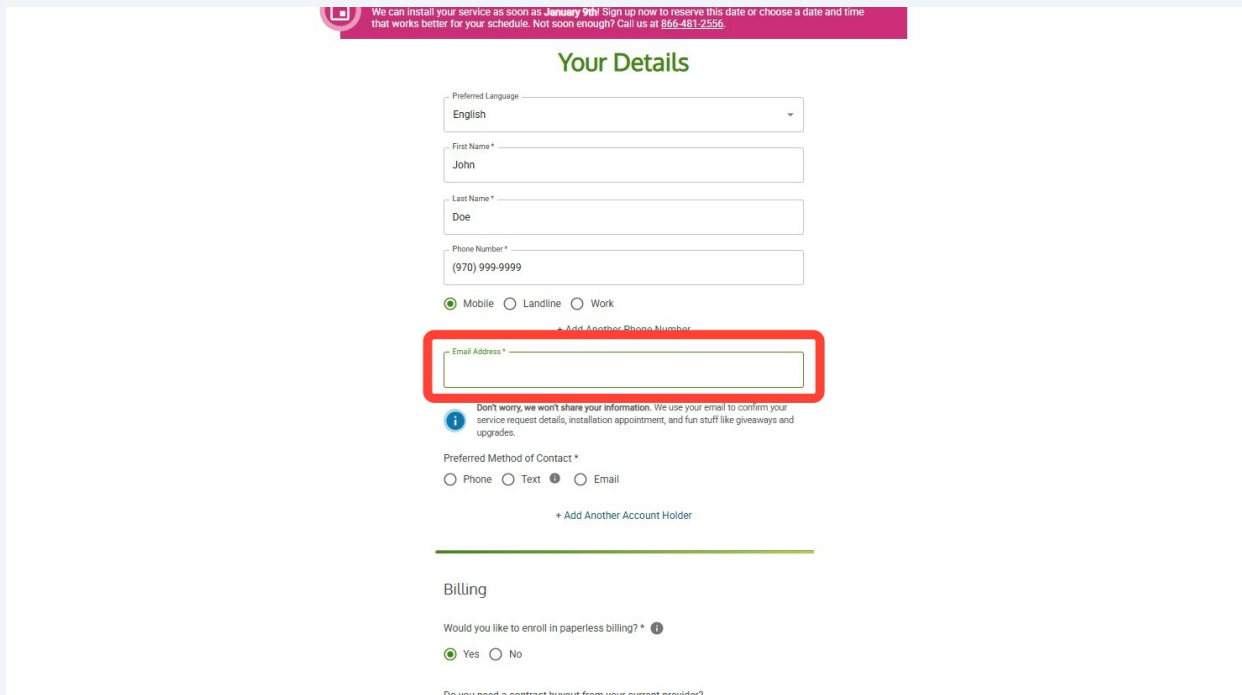
Phone  Text  Email

[+ Add Another Account Holder](#)

Billing

### 13 Input the customer email address

\*Please use 'noemail@allofiber.com' when customers do not have an email address.



We can install your service as soon as **January 9th!** Sign up now to reserve this date or choose a date and time that works better for your schedule. Not soon enough? Call us at 866-481-2556.

### Your Details

Preferred Language  
English

First Name \*  
John

Last Name \*  
Doe

Phone Number \*  
(970) 999-9999

Mobile  Landline  Work

[+ Add Another Phone Number](#)

**Email Address \***

**Don't worry, we won't share your information.** We use your email to confirm your service request details, installation appointment, and fun stuff like giveaways and upgrades.

Preferred Method of Contact \*  
 Phone  Text  Email

[+ Add Another Account Holder](#)

---

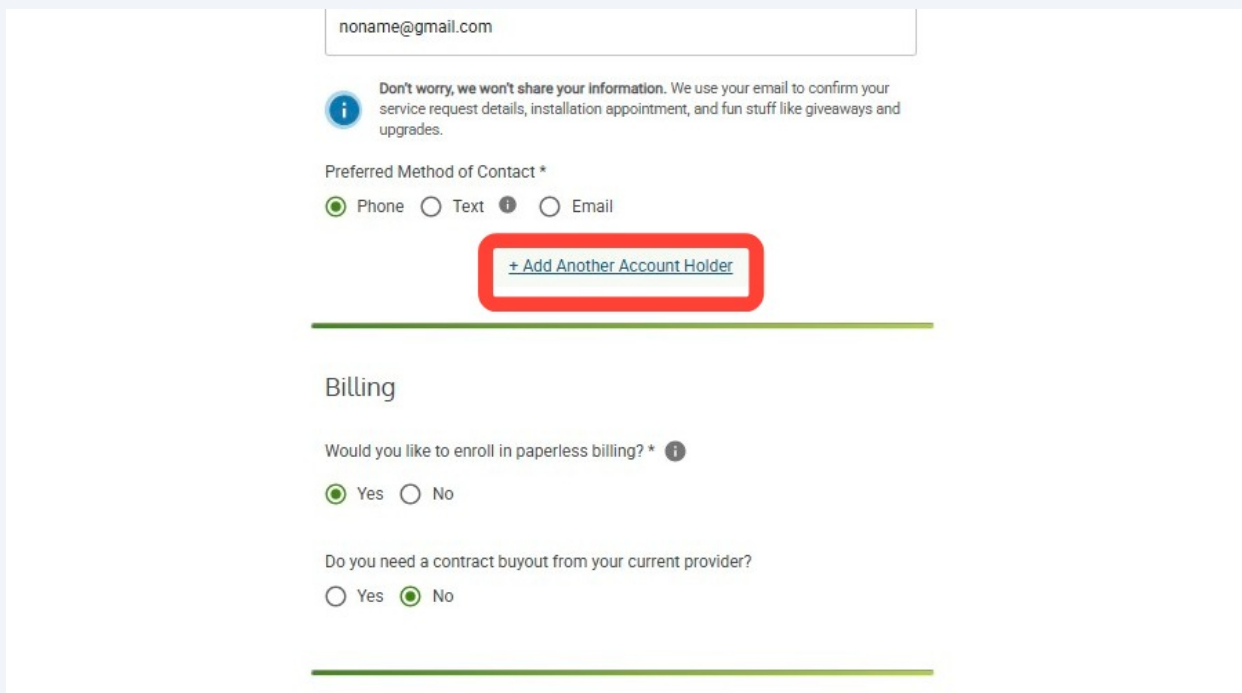
### Billing

Would you like to enroll in paperless billing? \* **i**

Yes  No

Do you need a contract buyout from your current provider?

### 14 Click "+ Add Another Account Holder" if customer would like to add another person to the account.



noname@gmail.com

**Don't worry, we won't share your information.** We use your email to confirm your service request details, installation appointment, and fun stuff like giveaways and upgrades.

Preferred Method of Contact \*  
 Phone  Text  Email

**+ Add Another Account Holder**

---

### Billing

Would you like to enroll in paperless billing? \* **i**

Yes  No

Do you need a contract buyout from your current provider?

Yes  No

## 15 Select the customers Preferred Method of Contact.

Mobile  Landline  Work

+ Add Another Phone Number

Email Address\*

**i** Don't worry, we won't share your information. We use your email to confirm your service request details, installation appointment, and fun stuff like giveaways and upgrades.

**Preferred Method of Contact \***

Phone  Text **i**  Email

+ Add Another Account Holder

---

### Billing

Would you like to enroll in paperless billing? \* **i**

Yes  No

Do you need a contract buyout from your current provider?

Yes  No

---

## 16 Select whether the customer owns or rents.

If customer rents, input landlord information

Would you like to enroll in paperless billing? \* **i**

Yes  No

Do you need a contract buyout from your current provider?

Yes  No

---

### Installation Details

**Do you rent or own your property? \***

Rent  Own

Does your property have any of the following?

Dog  Locked Gate  Sprinkler System  Entry Code Required

Other Special Instructions

---

How did you hear about ALLO?

**17** Select whether the following applies to the customers property

Dog, Locked Gate, Sprinkler System Entry, Code Required

Special Instructions: Input any other relevant details in this sections. For Example, if the customer is switching to streaming TV include that in here, 2nd month free (when necessary).

The screenshot shows a form titled "Installation Details" with a green horizontal line above it. Below the title is the question "Do you rent or own your property? \*" with radio button options for "Rent" and "Own". A red rectangular box highlights the section titled "Does your property have any of the following?". This section contains four checkboxes: "Dog", "Locked Gate", "Sprinkler System", and "Entry Code Required". Below these checkboxes is a text input field labeled "Other Special Instructions". Below the red box is another green horizontal line. At the bottom of the form is the question "How did you hear about ALLO?" with four checkboxes: "ALLO Partner" (which has a small information icon), "ALLO Team Member", "ALLO Customer", and "ALLO Event or Sponsorship".

**18** \*IMPORTANT\*

Input vendor name into "ALLO Partner" and your name into "ALLO Team Member".

How did you hear about ALLO?

- ALLO Partner ⓘ
- ALLO Team Member
- ALLO Customer
- ALLO Event or Sponsorship
- Promo Code
- TV or Radio
- Online Advertisements
- Flyer
- Nebraska Husker Athletics

Who referred you?

Team member name

A red box highlights the 'ALLO Partner' and 'ALLO Team Member' options and their respective text input fields.

**19** Input referrals here, referring customer will receive a \$50 bill credit once the new customer's services have been installed.

How did you hear about ALLO?

- ALLO Partner ⓘ
- ALLO Team Member
- ALLO Customer
- ALLO Event or Sponsorship
- Promo Code
- TV or Radio

Who referred you?

Team member name

Who referred you?

Referrer Address or Phone Number

A red box highlights the 'ALLO Customer' option and its associated text input fields.

20

Have the customer select a security question and input their answer in the given fields.

Once complete, select "Submit and Schedule".

- TV or Radio
- Online Advertisements
- Flyer
- Nebraska Husker Athletics

### Security Question

Choose a security question \*  
What is your preferred musical genre? ▼

Security Answer \*

Submit and Schedule

[Back to Step 2 - Build Your Package](#)

21

A pop-up will appear, review order details and confirm ensuring order details are accurate.

### Confirm Order

Please confirm that your order details are correct.

#### Order Details

Selected Services	Monthly Price	Selected Options	Monthly Price
1 GIG Internet <a href="#">Change</a> <a href="#">Remove</a>	\$111	Blast 7 Wi-Fi Router ProtectIQ ExperienceIQ SmartTown	(Included) FREE (Included) FREE (Included) FREE (Included) FREE
<b>Monthly Total – Services</b>	<b>\$111</b>	<b>Monthly Total – Options</b>	<b>\$0</b>

Monthly Total – Services and Options \$111

Monthly Total – Taxes \* + \$0

**Monthly Total – Services, Options, and Taxes \*** **\$111**

**Service Address** 3912 Santa Fe Ct, Brighton CO, 80601

\* Taxes and fees listed are estimates only.

Cancel

Confirm

[Back to Step 2 - Build Your Package](#)

22

## Schedule Installation:

Select an install time that works for the customer. Someone at least 18 years of age needs to be present during install.

### Schedule Installation

Choose a date and time for your service installation

We know your time is valuable, so we don't do four-hour installation windows. Our techs arrive within 30 minutes of your scheduled appointment time.

Based on your package selection, your install time will be approximately 1 hour 30 minutes. [Learn more about installation.](#)

**Wednesday**  
January 14

**Thursday**  
January 15

**Friday**  
January 16

**Tuesday**  
January 20

**Wednesday**  
January 21

23

Once a time is selected, select "Submit Request For Service"

Wednesday

January 21

8:00 AM

10:30 AM

1:00 PM

3:30 PM

Showing First 16 Available Scheduler Slots. [Show More Times](#)

On Second Thought, Please Call Me

**Install Time Selected:**

Thursday, January 15, 10:30 AM

Submit Request For Service