



Dear subscriber,

The recent floods in Queensland have highlighted the vulnerability of all telecommunications networks in Australia – To those customers of Allegro who had service issues during this time, thank you for your patience.

This letter serves to provide a final update on our network and to advise of changes that are being undertaken to ensure that should a similar event occur we are in an even better position to ensure continuity of service across our network.

During the Brisbane flood in January, 2011, all telecommunications carriers lost services to business, corporate and enterprise customers. The worst of these have only been recently restored resulting in some services for some carriers, suffering outages exceeding 2 weeks.

Whilst no Allegro access services were directly affected by the floods a small number of services lost end to end connectivity as a result of multiple failures within third party networks as a result of emergency power outages being implemented.

In addition to issues with third party services, Riparian Plaza, one of Allegro's PoPs in Brisbane, was threatened. Fortunately, the building's design is such that water ingress into the building's electrical systems and substation is virtually impossible. This was a primary factor in Energex's decision to leave the power supply to this building untouched.

We have assessed our options for mitigating the effect of 3<sup>rd</sup> party failures both within the network and for specific customers who were affected during the flood.

The handful of customers who were directly affected by end to end connectivity loss will be contacted individually to discuss options that may exist to improve the redundancy on their services should an issue such as this recur.

In addition to this Allegro will be undertaking a number of changes to its network over the coming months. These changes will further harden the network and increase capacity.

Whilst these changes are being undertaken every effort will be taken to ensure you continue to have continuity of service, despite this you will see an increase in the number of hazard works being notified in accordance with your Service Level Agreement.

There are some services which will require a redesign in order to take advantage of the increased redundancy within the network. Customers who require this will be contacted directly to determine a convenient time during which this redesign can occur.

The key tasks being undertaken by Allegro in 2011 include:

- Migrating some 3<sup>rd</sup> party services to Dark Fibre (during the flooding, dark fibre services were unaffected)
- Provision of more Internet capacity directly into Brisbane.
- Provision of another path from Brisbane to the southern states (we currently maintain 2 such paths this will Be a third.)
- Construction of 2 new network paths from Brisbane to Gold Coast
- Migrate services from Riparian Plaza to other PoPs if at all possible.

In addition to this we will work with the management of Riparian Plaza to improve power generation capacity to the point that should an event such as the recent flooding, or any other emergency power outage occur, Allegro's network will continue to operate uninterrupted.

If you would like any further information regarding these changes and how they will affect you or how your Business can utilise Allegro's network to provide you with redundant telecommunications services during disasters, please email [support@allegro.com.au](mailto:support@allegro.com.au).

Regards,

**Aidan Mountford**

**Chief Operations Officer**

**Allegro Networks**

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