

Christmas Network Engineering Embargo 2011



Allegro, like many companies, operates on restricted staffing during the Christmas period.

In order to ensure that our customer's continue to receive a fault free experience during the festive season we impose an embargo on high risk activities being undertaken on the network.

During the Christmas embargo period Allegro's service level agreements relating to service installation and upgrades are not in force. No rebates will be paid to delayed service installations that result from the Christmas embargo period.

Customers are advised that Christmas embargos are a standard through the telecommunications industry. Delivery of 3rd party services by Allegro may be restricted by embargo conditions applied by other telecommunications carriers. Allegro's provisioning group will advise users of other embargos on a case by case basis.

Allegro Network's Christmas embargo will operate in two phases:

Provisioning Embargo (5PM 28th of October to 8AM 9th of January)

During the provisioning embargo period new service provisioning and service upgrades will continue as normal, however, orders for new standard services or upgrades to existing services should be lodged prior to close of business, on the dates in the following table to ensure that they are completed prior to Christmas.

Product	Embargo Date
Point to Point Microwave Services	28 th of October, 2011
On-Net Fibre Build and Installation	28 th of October, 2011
3 rd Party Services	28 th of October, 2011
Hosted PBX Solutions	4 th of November, 2011
Data Centre and Telehousing	11 th of November, 2011
Wimax Installations	26 th of November, 2011
Upgrades to existing "in-place" services	11 th of December, 2011

Customers should be aware that orders placed after the embargo period begins, or those involving custom engineering and construction, work with 3rd party carriers will not be completed until early 2012.

Full Engineering Embargo (5PM 16th of December to 8AM 3th of January)

During the full engineering embargo period no work will be undertaken on Allegro's core, distribution or access networks or on its application infrastructure with the exception of break/fix maintenance as required.

If you have any queries or concerns about this embargo period please do not hesitate to contact our support group or your account manager.

Regards

Aidan Mountford
Chief Operating Officer

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