



Allegro Student Network

My connection is not working!

There are a large number of issues that may occur with your Internet connection that will prevent it working correctly. If your connection is not working there are a number of things that you may try to alleviate the issue.

First you should ensure that your computer is connected directly to the wall socket (or Allegro supplied modem) and that any firewall/router device you may have is not connected.

How do I contact Allegro?

After doing this you should attempt to connect using the PPPoE connection you established when you first signed up with Allegro.

If this does not resolve your issue you may need to call or email support.

What should I do?

When contacting support by email or by phone you may be asked to provide identification information (eg: Drivers Licence or Passport Number)

When you call support you may be placed on hold no longer than 5 minutes. After this time you will be asked to leave a message – messages should be longer than 5 seconds and include your contact information. If you do not wish to remain on hold you may choose to press “#” to leave a message at any time.

To help us help you please include your full name, your customer ID or username, your contact phone number and a description of your issue when you leave your message.

In general, phone calls will be responded to within 24 hours, email messages will be responded to within 48 hours.

What is a “contract” and what does it mean ?

When you sign up to an Allegro service you need to select a contract term (this is usually either 1 month, 6 months or 12 months but may differ between locations). This contract term represents the minimum period of time for which you will be required to pay for your Allegro service.

Depending on the contract term selected your setup fee may vary in price.

If you cancel your service whilst inside your contract period you will be required to pay an “early termination payment” (ETP)

AFTER YOUR CONTRACT PERIOD HAS ENDED YOUR SERVICE WILL NOT AUTOMATICALLY BE CANCELLED and we will continue to bill you on a month to month basis. You must therefore notify us if you wish to cancel your service. Cancelling your service after your minimum contract period expires will not require an early termination payment.

What is an early termination payment (ETP)?

Allegro charges an early termination fee if you cancel your account prior to the expiration of your contract.

During the signup process you will be informed of the length of the contract, and the amount you should expect to pay during the course of the contract.

The early termination fee is calculated by summing the monthly payments for the remaining months of your contract.

There are some circumstances where the early termination payment may be credited. If you find yourself in a situation that requires you to terminate your contract early and you believe you have reasonable grounds for having part or all of the ETP credited, please email support@allegro.com.au.

If you cancel your service after the expiration of your contract you will not be charged an ETP.

What do I do if I need further information ?

If you have any general questions, problems signing up or service issues, please email support@allegro.com.au for further information, or call our 1-300 number from 9AM to 6PM Monday to Friday, or 3PM to 7PM on Saturday or Sunday, except on public holidays. The 1-300 number you should call varies from location to location and is available from your building manager or printed advertising literature at your location.

If you have received your monthly invoice and have a query please email accounts@allegro.com.au

Please ensure that you include your name and customer ID in any communication so that we can identify you easily.

If you would like to review our terms and conditions they are at www.allegro.com.au/terms.

More Frequently Asked Questions

What are “Peer to Peer” restrictions and how do they work ?

Bandwidth across Allegro’s network is managed by sophisticated dynamic allocation systems. P2P is restricted by this system when the system determines that it is necessary to do so to ensure that the experience of all users is acceptable.

In general, this involves some level of restriction at peak times of weekdays (early afternoon and early evening) although the actual amount of restriction is only that required to maintain the user experience.

The restriction is placed not on you individually, but on P2P generally. Given the volume of users over which the restriction is placed you may not even notice that it is happening.

This is unlike other carriers that restrict each user to 32 or 64kbps.

Users who are using P2P networks for the publication or acquisition of material that is protected by Copyright should be aware that doing so is against the law in Australia and contravenes Allegro’s Acceptable Use Policy.

For more information about Allegro’s acceptable use policy, please view our Terms and Conditions of Service at <http://www.allegro.com.au/terms>.

What is a usage limit and shaping, how does it work?

Many Internet services in Australia are subject to data metering. This means that you have a limited amount of download (or upload) that you can use.

If you exceed this limit, one of two things generally occur. Either you are charged for the excess data, or your service is throttled to a lower speed (a process known as “shaping”) for the remainder of your billing cycle. All plans are “shaped” if data limits are exceeded.

The rules regarding shaping are fairly simple.

Your account will be throttled (speed limited) to 128kbps when you exceed either your on-peak limit, or your off-peak limit. You will continue to be throttled until your next service anniversary date (the day of the month that you signed up originally).

Your account will be shaped if you exceed your on-peak or off-peak limit in either the upload OR download direction.

Once your account is shaped the shaping will affect your service in both on peak and off peak times.

If you wish to check your usage, please visit <http://usage.allegro.com.au>. This page does not update instantly and may be up to 24 hours old.

In addition to the online usage checker, you will receive an advisory email when you reach 80% and 100% of your plan’s limit.

What if I need to change my data limit or cancel my service?

If you are outside your contract you are free to move to whichever plan you desire and cancel your service at any time without penalty. To do this please go to <http://usage.allegro.com.au>

If you are inside your contract period you are free to upgrade your plan whenever you wish. If you have previously upgraded you may request that you are returned to your original plan. If you are inside your contract and have not previously upgraded your plan, you are not able to downgrade your original plan. You may only change your plan once in any billing period.

If you are inside your contract and wish to cancel your service an early termination fee will apply. To do this please go to <http://usage.allegro.com.au>.

How fast should I expect the service to be ?

The speed of your service will vary throughout the day depending on the number of users using the system.

The maximum download speed is indicated when you first connect and is documented on your invoice. This speed will vary from site to site.

Average download speeds throughout the day will vary but should be be 50% of this speed, 70% of the time.

Can I use a wireless router to access my service ?

Allegro’s Internet service is compatible with wireless routers but there are a few things you should be aware of:

1. Allegro’s service will not work with wireless ADSL routers of any variety.
2. You should ensure that your wireless router has a WEP or WPA password on it to ensure that others cannot use your service.
3. Allegro’s support desk does not provide support for the installation and configuration of wireless routers. If you require this assistance you should talk to the manufacturer of your device and ask for information on how to set up a “PPPoE Connection”