

25th August 2023

Vision Network | RSP Consultation | Proposed Price Book (Version 4.0)

Dear Retail Service Provider,

Vision Network Pty Limited, a TPG Telecom Company (**Vision Network**), is pleased to announce it has released a Consultation Paper to its existing and prospective Retail Service Providers (**RSPs**).

A copy of the Consultation Paper is enclosed with this letter. It describes changes that Vision Network is proposing to make to its Price Book and products, and requests feedback from RSPs on the proposed changes.

Vision Network believes that these proposed changes will significantly improve the simplicity and competitiveness of its product offering. By offering a highly competitive value proposition for our broadband access products, we are positioning Vision Network to challenge market pricing trends set by others, while simultaneously aspiring to deliver enhanced value to both our partners and end customers.

We look forward to receiving your feedback to this Consultation Paper by **30 October 2023**. You are encouraged to provide your feedback by way of written response by email to sales@visionnetwork.com.au, however you may also contact your Vision Network account manager. We have included some specific questions in the Consultation Paper and also welcome further questions and commentary from you.

Thank you in advance for your participation in this consultation process.

Sincerely,

Jonathan Purbrick
Managing Director

Disclaimer

Vision Network, a TPG Telecom Company, is publishing this notice with the intent to engage with its customers on proposed changes to price and non-price terms that Vision Network believes will foster a healthy, competitive market and increase adoption of Vision Network services.

No reliance upon proposed changes should be made by a Vision Network customer. Vision Network does not give any guarantee that the changes will come into effect and reserves the right to withdraw or alter the detail of the proposed changes. Any change to Vision Network's pricing is subject to Vision Network issuing a final version of its price book and will take effect on its stated effective date. Price changes will not be applied retrospectively, and Vision Network is not obliged to apply a retrospective credit or adjustment according to new/future prices.

Any pricing references are in Australian Dollars, exclusive of GST unless otherwise indicated.

Vision Network Consultation Paper – 25th August 2023

Consultation Paper – Proposed Price Book 4.0

Overview

On 1 August 2023, Vision Network issued an updated Price Book (version 3.1), which superseded and replaced all prior versions of the Price Book. The key changes introduced in Price Book (version 3.1) were:

- 1) The removal of FTTB and FTTH Spectrum Smart Plans;
- 2) Reduction of NNI Fees; and
- 3) Introduction of a new CPE Installation Service.

Note that on 31 July 2023 Vision Network issued a communication to the market titled "Update Regarding Price Book (Version 3.1)" announcing that the discontinuation of FTTB and FTTH Spectrum Smart Plans was deferred until further notice due to unanticipated operational and IT complexities.

Vision Network is now proposing to issue another update to its Price Book, which will be Price Book (Version 4). The key change is a proposed reduction of the monthly recurring charges for Spectrum Freedom and Spectrum Super Freedom Plans (limited to high speeds) across all technologies.

Vision Network is also proposing to discontinue the CPE Installation Service, where Vision Network technicians install customer premise equipment for RSPs.

This consultation

This consultation paper covers the following topics:

- Topic 1 – Reduction of Spectrum Freedom and Spectrum Super Freedom Plans Charges
- Topic 2 – Discontinuation of CPE Installation Service
- Topic 3 – Further consultation on migration from Spectrum Smart Plans to Spectrum Freedom Plans

Topic 1 – Reduction of Spectrum Freedom and Spectrum Super Freedom Plans Charges

Vision Network is exploring the option of reducing the monthly recurring fees associated with all Spectrum Freedom and Spectrum Super Freedom Plans (limited to high speeds) across various technologies such as FTTB, FTTH, FTTN, and HFC.

The proposed pricing and speed tiers for Spectrum Freedom and Spectrum Super Freedom Plans is set out in the Attachment to this Consultation Paper.

The proposed adjustments to pricing are anticipated to substantially enhance the value proposition of our broadband access products. This, in turn, is expected to bolster the number of subscribers opting for Vision Network's services, benefiting both our organisation and our valued customers – RSPs.

Subject to feedback, Vision Network anticipates Price Book (Version 4) coming into effect in late 2023 or early 2024. Vision Network also anticipates that the discontinuation of FTTB and FTTH Spectrum Smart Plans will take effect at the same time, meaning that when Price Book (Version 4) comes into effect, Spectrum Smart Plans will no longer be available for new orders and existing customers on those plans will be migrated to our equivalent Spectrum Freedom or Spectrum Super Freedom Plans.

Topic 2 – Discontinuation of CPE Installation Service

Vision Network proposes to discontinue the “Customer Premise Equipment Install Services” and the removing the Customer Premise Equipment Install Charge from Price Book (Version 4).

The Customer Premise Equipment Install Services has not been taken up by RSPs in a way that supports its ongoing inclusion in Vision Network’s product offering.

In the event that there are any existing orders in progress, Vision Network will ensure their fulfillment according to standard procedures.

Topic 3 – Further consultation on migration from Spectrum Smart Plans to Spectrum Freedom Plans

As mentioned above, after announcing the discontinuation of FTTB and FTTH Spectrum Smart Plans as part of implementing Price Book (Version 3.1), Vision Network subsequently announced that the discontinuation was deferred until further notice due to unanticipated operational and IT complexities.

Vision Network would like to consult further with its RSPs on the bulk migration of all existing customers (active services) who are on FTTB and FTTH Spectrum Smart Plans to speed tiers equivalent to those of the Spectrum Freedom and Spectrum Super Freedom Plans using same technologies will take place upon the commencement of Price Book (Version 4), to ensure that the migration process takes place in the most seamless manner possible.

Vision Network anticipates there are a range of transition considerations for RSPs currently acquiring FTTB and FTTH Spectrum Smart Plans, for example:

- The resources and capabilities used by RSPs (whether internal or third party contractors) to carry out installation/jumpering work, including anticipated forecasts for carrying out installation/jumpering work and timing of transitioning to Vision Network carrying out this work; and
- Updating the RSP’s systems to reflect the automatic transition all FTTB and FTTH Spectrum Smart Plan services to an equivalent FTTB and FTTH Spectrum Freedom Plan product on the effective date.

Impact on current promotions

Vision Network is currently conducting the following promotions:

1. NNI RSP Connect Promotion (1 March 2023 – 31 December 2023).
2. Spectrum Freedom Plan Free Install Promotion (1 May 2023 – 31 December 2023).
3. Spectrum Freedom Plan Go Fast Promotion (1 May 2023 – 31 December 2023).

Vision Networks intends for these promotions to continue until their planned end date on 31 December 2023.

Matters for Consultation

Vision Network requests your feedback on the following:

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- 1) Your view on the proposed pricing and speed offering across all the Spectrum Freedom and Spectrum Super Freedom Plans?
- 2) Your view on the migration from the existing (FTTB and FTTH Spectrum Smart) plans to the FTTB and FTTH Spectrum Freedom and Spectrum Super Freedom Plans? Are there any factors which would impact the migration (e.g. IT limitations) – if yes, please elaborate.
- 3) What is the prevailing market trend regarding the adoption of different speed tiers? Is there a notable preference for high-speed tiers such as 250Mbps/50Mbps and Max/50Mbps?
- 4) Does your organisation have any specific concerns with discontinuing the CPE Installation Service by Vision Network?

Attachment: Proposed Pricing and Speed Tiers for Spectrum Freedom and Spectrum Super Freedom Plans

SPECTRUM FREEDOM PLANS <i>Technologies: L2 – FTTB, FTTH, FTTN & HFC L3 – HFC (only)</i>	Speed (Mbps)	MRC	Install Fee	Cancellation Fee (within 6 months of Service Commencement Date)	NTU UBE – FTTB only	NTU HFC – L3 only	NTU - Shipping Fee
Spectrum Freedom Plan (Data) – 25Mbps/5Mbps	25/5	\$37.00	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data & Voice) – 25Mbps/5Mbps	25/5	\$39.50	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data) – 50Mbps/20Mbps	50/20	\$45.00	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data & Voice) – 50Mbps/20Mbps	50/20	\$47.50	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data) – 100Mbps/40Mbps	100/40	\$50.00	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data & Voice) – 100Mbps/40Mbps	100/40	\$52.50	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data) – 250Mbps/50Mbps	250/50	\$55.00	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data) – Max/50Mbps	Max/50	\$65.00	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00
Spectrum Freedom Plan (Data) – Max/100Mbps (FTTN only)	Max/100	\$65.00	\$99.00	\$0.00	\$10.00	\$50.00	\$0.00

Important note:

- Voice feature is **not** available on FTTN & HFC technologies.
- 250Mbps/50Mbps and Max/50Mbps plans are **not** available on FTTN and FTTB technologies.

Proposed Price Book Version 4			Standard Fees			
SPECTRUM SUPER FREEDOM PLANS <i>Technologies: FTTB</i>	Speed (Mbps)	MRC	Install Fee	Cancellation Fee (within 6 months of Service Commencement Date)	NTU	NTU - Shipping Fee
Spectrum Super Freedom Plan (Data) – 250Mbps/50Mbps	250/50	\$55.00	\$99.00	\$0.00	\$0.00	\$0.00
Spectrum Super Freedom Plan (Data) – Max/50Mbps	Max/50	\$65.00	\$99.00	\$0.00	\$0.00	\$0.00