

Tuesday 16th May 2023

Vision Network | RSP Consultation | Proposed Price Book (Version 3.1)

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**).

The Consultation Paper, a copy of which is enclosed with this letter, 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 considers that the proposed changes will help to simplify its product offering, make its products more competitive to what is presently in market, and assist in reducing some barriers to entry for new RSPs considering joining Vision Network or expanding the range of products and locations supported by Vision Network.

We look forward to receiving your feedback to this Consultation Paper by 26 May 2023. You are encouraged to provide your feedback by way of written response (please email written responses to sales@visionnetwork.com.au). However, if you prefer to provide your feedback another way, please contact your Vision Network account manager to arrange this. Vision Network may share feedback (in an anonymised/deidentified format) with its other RSPs. If you prefer for some or all of your feedback to remain confidential, please let us know as part of your response.

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 contained herein is in Australian Dollars, exclusive of GST unless otherwise indicated.

Consultation Paper | Proposed Price Book (Version 3.1)

Overview

On 1 October 2022, Vision Network issued an updated Price Book (Version 3), which superseded and replaced all prior versions of the Price Book.

One key update in Price Book (Version 3) was the inclusion of fibre to the node (FTTN) and hybrid fibre-coaxial (HFC) products, in addition to the existing fibre to the building (FTTB) and fibre to the home (FTTH) products.

Vision Network included FTTN and HFC products in its Price Book (Version 3) as part of the implementation of the joint functional separation undertaking given by TPG Telecom Limited on behalf of Vision Network and its retail subsidiaries.

Vision Network is now proposing to issue another update to its Price Book, which will be Price Book (Version 3.1). The key changes are a simplification of its FTTB and FTTH products, and a reduction of NNI fees. Vision Network is also proposing to introduce a new product, an installation service where Vision Network technicians install customer premise equipment for RSPs.

Please see below for more detail.

This consultation

This consultation paper covers the following topics:

- Topic 1 – Removal of FTTB and FTTH Spectrum Smart Plans
- Topic 2 – Reduction of NNI Fees
- Topic 3 – Introduction of CPE Installation Service

Topic 1 – Removal of ‘FTTB and FTTH Spectrum Smart Plans

Background

Historically, Vision Network has offered products over its FTTB and FTTH networks which allowed RSPs to complete the installation/jumpering work for each service at the end users’ premises. In Price Book (Version 3.0) these products are called “FTTB and FTTH Spectrum Smart Plans”.

Since the RSP was responsible for the installation/jumpering work for FTTB and FTTH Spectrum Smart Plans, there was no installation fee associated with these plans. However, the monthly recurring charge was \$5 higher than the alternative products for which Vision Network completed the installation/jumpering work.

In 2022, Vision Network introduced its “FTTB and FTTH Spectrum Freedom Plans”. These products were broadly equivalent to the FTTB and FTTH Spectrum Smart Plans, except that Vision Network is responsible for carrying out the installation/jumpering work.

There is a \$99 installation fee for each FTTB and FTTH Spectrum Freedom Plan (unless it is waived e.g. under the terms of a promotion), and the monthly recurring charge is \$5 lower than the FTTB and FTTH Spectrum Smart Plans.

Proposed change

Vision Network is proposing to discontinue the FTTB and FTTH Spectrum Smart Plans (i.e. the RSP self-installation products), meaning that the only products available on the FTTB and FTTH networks would be the FTTB and FTTH Spectrum Freedom Plan (i.e. where Vision Network carries out the installation/jumpering of services).

Vision Network is proposing this change for operational efficiency and because it will allow Vision Network to better control the installation/jumpering process and give greater assurance of the quality of service provided.

Vision Network is proposing that on the effective date of the change, currently 1 August 2023, that all FTTB and FTTH Spectrum Smart Plans will automatically be transitioned to an equivalent FTTB and FTTH Spectrum Freedom Plan. This also means the lower monthly recurring fee associated with the FTTB and FTTH Spectrum Freedom Plans will also be applied from the effective date.

Transition considerations

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;
- 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.
- Updates to RSP's systems to order a FTTB and FTTH Spectrum Freedom Plan product as detailed in our "Packages" documents.

Consultation questions

- Does your organisation have any general concerns with the proposed discontinuation of the FTTB and FTTH Spectrum Smart Plans?
- What resources or other capabilities do you use to carry out installation/jumpering work for FTTB and FTTH Spectrum Smart Plans, and how long and what will be required to transition this work to Vision Network?
- Does your organisation have any specific concerns with the proposed automatic transition from FTTB and FTTH Spectrum Smart Plan services to an equivalent FTTB and FTTH Spectrum Freedom Plan on the effective date?

Topic 2 – Reduction of NNI Fees

Background

Vision Network charges RSPs fees setup fees and monthly recurring charges for each network to network interface (NNI) supplied to the RSP by Vision Network.

Proposed change

Vision Network is proposing to reduce the setup fees and monthly recurring charges for certain NNI products. Vision Network is proposing to do this to make its pricing more competitive with other access networks offering

similar services, and to assist in reducing the barrier to entry for RSPs wanting to join Vision Network or expand their product offerings.

Topic 3 – Introduction of CPE Installation Service

Background

Vision Network is proposing to introduce a new product for its RSPs. The product is called the “CPE Installation Service” and is an installation service provided to the RSP by or on behalf of Vision Network, where technicians install customer premise equipment such as a modem or router as part of the installation of a service at an end user’s premise.

The fees for the proposed CPE Installation Service are expected to be nominal, and the service will be limited to the connection of customer premise equipment that is pre-supplied and pre-configured by the RSP.

Vision Network does not propose to carry out individual network setups (e.g. anything to do with an end user’s laptop, smartphone, smart TV, etc) to access fixed broadband services. The CPE Installation Service will also exclude anything to do with cabling beyond the supply of the service by Vision Network to the relevant network boundary point.

Consultation questions

- What features or other aspects of the CPE Installation Service would be useful to your organisation in considering whether to obtain the CPE Installation Service from Vision Network?
- Does your organisation have any specific concerns with the introduction of a CPE Installation Service?