

18th November 2024

Vision Network | RSP Consultation | Proposed Price Book (Version 5.0)

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 **28 February 2025**. 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 – 18th November 2024

Consultation Paper – Proposed Price Book 5.0

Overview

Vision Network is committed to providing a highly competitive value proposition for our broadband access products. We aim to challenge existing market pricing trends while simultaneously delivering enhanced value to both our partners and end customers.

To stimulate the residential market in response to the high demand for digital services, Vision Network seeks consultation on the following topics:

- Topic 1 – Reduction of Spectrum Freedom and Spectrum Super Freedom Plans Charges
- Topic 2 – Add 2Gbps speed plan – HFC technology
- Topic 3 – Fee adjustment ‘Standard Install Fee’ and ‘Incorrect Callout Fee (includes no Fault found)’
- Topic 4 – Price adjustment of NTUs (one-off pricing) – OUBE & HFC Layer 3
- Topic 5 – NNIs price adjustment across all technologies

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 Spectrum Freedom and Spectrum Super Freedom Plans 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.

Detailed information on the pricing and speed tier for the Spectrum Freedom (Table 1) and Spectrum Super Freedom Plans (Table 2).

Subject to feedback, Vision Network anticipates Price Book (Version 5) coming into effect in mid of 2025.

Topic 2 – Introducing 2Gbps speed plan on HFC network

Vision Network is exploring an option to introduce 2Gbps/50Mbps speed plan on HFC technology. We aim to meet the growing demands of both end users and Retail Service Providers (RSPs). This high-speed plan offers unparalleled download speeds, enabling the opportunity for streaming, gaming, and large file transfers, while the robust upload speed supports efficient data sharing and cloud services.

Detailed information on the pricing and speed tier for the Spectrum Freedom plan (Data) – 2Gbps/50Mbps (Table 1) is provided in the attached consultation paper. We believe this new speed plan will significantly enhance an internet experience and support the digital needs more effectively to Australians.

Topic 3 – Fee adjustment ‘Standard Install Fee’ and ‘Incorrect Callout Fee (includes no Fault found)’

Vision Network has an in-market promotional offer called “Spectrum Freedom Plan Free Install”, which waives the standard installation fee for all new connections. This will help RSP and end-consumer to maximise the benefit and enable them to connect to Vision Network seamlessly without worrying to pay one-off install fee.

Vision Network is exploring an option to permanently waive the ‘Standard Install Fee’ only.

Additionally, Vision Network is evaluating adjustments to the ‘Incorrect Callout Fee (includes No Fault Found)’ to better align with business and market standards.

Detailed information on the pricing ‘Standard Install Fee’ (Table 1 & 2), and ‘Other Charges’ (Table 4).

Topic 4 – Price adjustment of NTUs (one-off pricing) – OUBE & HFC Layer 3

Vision Network is deploying NTUs for various technologies, including OUBE (reserve power) for VDSL and HFC (Layer 3) – Onebox solutions. Due to recent global inflation, we are evaluating adjustments to the one-off pricing of NTUs.

Detailed information on the pricing in the table of “Spectrum Freedom Plans” (Table 1)

Topic 5 – NNIs price adjustment across all technologies

Vision Network is looking to adjust NNI pricing, one-off activation and monthly recurring fees to align with market standards and comply with regulatory requirements. These changes will significantly enhance the simplicity and competitiveness of our product offerings. See Table 3 for proposed pricing.

Impact on current promotions

Vision Network is currently conducting the following promotions:

1. NNI RSP Connect Promotion 1 March 2023 – 31 March 2025
2. Spectrum Freedom Plan Free Install Promotion 1 March 2023 – 31 March 2025
3. Spectrum HyperSpeed 100Mbps Promotion 1 November 2023 – 31 March 2025
4. Spectrum 250Mbps Connect Promotion 1 October 2024 – 31 March 2025
5. Spectrum Max Speed Connect Promotion 1 October 2024 – 31 January 2025
6. Spectrum Go-Fast 50Mbps Promotion 24 June 2024 – 31 March 2025

Vision Networks intends for these promotions to continue until their planned end date.

Matters for Consultation

Vision Network requests your feedback on the following:

- 1) Your view on the proposed pricing and speed offering across the Spectrum Freedom and Spectrum Super Freedom Plans?
- 2) What is the prevailing market trend regarding the adoption of higher speed plan? Is there a notable preference for high-speed tiers such as 2Gbps? Which types of customers would

adopt these speeds? Is it the same customers as the current Max/50Mbps customers or is it a different segment?

- 3) What are your thoughts on the proposed adjustments to the 'Incorrect Callout Fee (includes No Fault Found)' while maintaining service quality?
- 4) What is your view on the permanent waiver of the 'Standard Install Fee'? What benefits or drawbacks do you foresee for both RSPs and end-consumers?
- 5) What is your view on the proposed adjustments to the one-off pricing of NTUs (OUBE for VDSL and HFC Layer 3)? What are the opportunities and benefits? Do you foresee any negative outcomes from the proposed adjustments?
- 6) What is your view on the proposed adjustments to NNI pricing, including one-off activation and monthly recurring fees? Will these adjustments help to ease any financial and/ or operational burdens? Are there any other potential effects?

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

Table 1

SPECTRUM FREEDOM PLANS <i>Technologies:</i> L2 – FTTB, FTTH, FTTN & HFC L3 – HFC (only)	Speed (Mbps)	MRC	Standard Install Fee	Cancellation Fee <i>(within 6 months of Service Commencement Date)</i>	NTU UBE – FTTB only	NTU HFC – L3 only	NTU - Shipping Fee
Spectrum Freedom Plan (Data) – 25Mbps/5Mbps	25/5	\$37.00 \$33.00	\$99.00 \$0.00	\$0.00	\$10 \$90.00	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data & Voice) – 25Mbps/5Mbps	25/5	\$39.50 \$35.50	\$99.00 \$0.00	\$0.00	\$10 \$90.00	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data) – 50Mbps/20Mbps	50/20	\$45.00	\$99.00 \$0.00	\$0.00	\$10 \$90.00	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data & Voice) – 50Mbps/20Mbps	50/20	\$47.50	\$99.00 \$0.00	\$0.00	\$10 \$90.00	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data) – 100Mbps/40Mbps	100/40	\$50.00	\$99.00 \$0.00	\$0.00	\$10 \$90.00	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data & Voice) – 100Mbps/40Mbps	100/40	\$52.50	\$99.00 \$0.00	\$0.00	\$10 \$90.00	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data) – 250Mbps/50Mbps	250/50	\$55.00	\$99.00 \$0.00	\$0.00	N/A	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data) – Max/50Mbps**	Max/50	\$65 \$56.00	\$99.00 \$0.00	\$0.00	N/A	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data) – Max/100Mbps^ (FTTN only)	Max/100	\$65 \$56.00	\$99.00 \$0.00	\$0.00	N/A	\$50 \$90.00	\$0.00
Spectrum Freedom Plan (Data) – 2Gbps/50Mbps* (HFC – layer 2)	2Gbps/50Mbps	\$65.00	\$65.00	\$0.00	N/A	\$90.00	\$0.00

Important note:

Vision Network Consultation Paper – 18th November 2024

- Voice feature is **not** available on FTTN & HFC technologies.
- *Available on HFC (layer 2) only.
- ** Not available on FTTN technology.
- ^Available on FTTN only.

Table 2

Proposed Price Book Version 5.0			Standard Fees			
SPECTRUM SUPER FREEDOM PLANS <i>Technologies: FTTB</i>	Speed (Mbps)	MRC	Install Fee	Cancellation Fee <i>(within 6 months of Service Commencement Date)</i>	NTU	NTU - Shipping Fee
Spectrum Super Freedom Plan (Data) – Max/50Mbps	Max/50	\$65 \$56.00	\$99.00 \$0.00	\$0.00	\$0.00	\$0.00

Table 3 – NNI

This section and the tables below set out the prices applicable to ordering NNIs and other services.

NNI			PRICING			
Vision Network Product Name	Distance	Speed	MRC	Setup Fee	Contract Term <i>(months)</i>	Order Withdrawal Fee <i>(prior to Service Commencement Date)</i>
L2 NNI Spectrum – 1 Gbps (1000BaseLX)	<10 kms	1 Gbps	\$100.00	\$1,000.00	0	\$1,000.00
L2 NNI Spectrum – 10 Gbps (10GbaseLR)	<10 kms	10 Gbps	\$400.00	\$5,000.00 \$3,000.00	0	\$5,000.00 \$3,000.00

L2 NNI Spectrum – 1 Gbps (1000BaseZX)	10 – 40 kms	1 Gbps	\$125.00	\$2,000.00	0	\$2,000.00
L2 NNI Spectrum – 10 Gbps (10GbaseER)	10 – 40 kms	10 Gbps	\$400.00	\$6,000.00	0	\$6,000.00
			\$500.00	\$4,000.00		\$4,000.00
L2 NNI Spectrum – 100 Gbps (100GbaseLR)*	<10 kms	100 Gbps	\$2,400.00	\$30,000.00	0	\$30,000.00
				\$20,000.00		\$20,000.00
L2 NNI Spectrum – 100 Gbps (100GbaseER)*	10 – 40 kms	100 Gbps	\$3,000.00	\$36,000.00	0	\$36,000.00
				\$24,000.00		\$24,000.00

Notes: *Available on HFC and FTTH technologies only.

Table 4

OTHER CHARGES (excl. GST)	
Missed Appointment Fee	\$79.00 \$125.00
Fault rectification fee (Customer fault)	POA from \$150.00 1st hour then \$20 per 15 minutes
Incorrect Callout Fee (includes no Fault found)	\$79.00 \$125.00
Other Fees (Labour Charges) if required	\$189.00 per hour (minimum 2 hours)