

16th April 2025

Vision Network | RSP Consultation | Proposed Never Connected Promotion

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 a promotion that Vision Network is considering offering to incentivise RSPs to connect premises using Vision Network where that premises has not been connected to Vision Network within the last 12 months. Vision Network requests feedback from RSPs on the proposed promotion.

We look forward to receiving your feedback to this Consultation Paper by 29th April 2025. 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 RSP 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,

Jonathon Purbrick

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 promotions that Vision Network believes will foster a healthy, competitive market and increase adoption of Vision Network services.

No reliance upon the promotions set out in this consultation document should be made by a Vision Network customer. Vision Network does not give any guarantee that one or both of the promotions will come into effect, and reserves the right to withdraw or alter the detail of the proposed promotions.

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

Consultation Paper | Proposed Never Connected Promotion

Overview

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

Vision Network is considering offering a new promotion to its existing and prospective RSPs, called the 'Never Connected promotion'. The Never Connected promotion will apply in relation to premises that are not currently connected to Vision Network and have not been connected to Vision Network within the last 12 months.

This Consultation Paper describes the Never Connected promotion and requests your feedback on it. Please see below for more detail.

This consultation paper

Vision Network is considering offering the Never Connected promotion in one of two ways:

- 1) by offering an upfront cash payment to RSPs of \$500 for each eligible end user the RSP intends to migrate to Vision Network, and requiring the RSP to repay to Vision Network the portion of the upfront cash payment for any end users not migrated; or
- 2) by offering a \$500 credit to RSPs for each eligible end user that the RSP connects to Vision Network.

Additional detail on each of these options is set out below.

In addition to responding to the consultation questions outlined below under each proposed promotion option, Vision Network would be interested in your response to the following questions:

- ***Does the proposed Never Connect promotion address constraints faced by your business in migrating existing customers to Vision Network? If not, why not?***
- ***Which of the two options (upfront cash payment vs credit) would your organisation prefer and why?***

Option 1: \$500 upfront cash payment

Key Promotion Terms

Under this option, RSPs who participate in the Never Connected promotion would receive an upfront cash payment of \$500 per eligible end user to be migrated to Vision Network, up to a maximum of \$8m.

RSPs will be required to provide a list to Vision Network for its approval of eligible end users it plans to migrate to Vision Network before participating in the promotion. This information must be provided in an anonymised/deidentified format. RSPs also need to provide any other information reasonably requested by Vision Network to assess an end user's suitability for inclusion in the Never Connected promotion, including the NBN LOC ID for each end user.

Eligible end users are those which are not connected to Vision Network's network when the Never Connected promotion commences, and which have not been connected to Vision Network in the prior 12 months by the current RSP or any other RSP.

If any of the following occur, the RSP must repay to Vision Network \$500 for each relevant end user:

- if an eligible end user is not migrated to Vision Network within 18 months from when the Never Connected promotion commenced;
- if an eligible end user is not migrated onto a Vision Network plan of 100/40 Mbps speed or greater; or
- if an eligible end user does not remain on a Vision Network plan of 100/40 Mbps speed or greater for at least 18 months after the date of migration.

Other Key Terms

- An RSP cannot claim any other Vision Network rebate or promotion for end users involved in the Never Connected promotion.
- RSPs will be required to preference Vision Network in their service qualification process where the price and non-price terms in respect of the relevant Vision Network product is equal or better than an alternative provider's equivalent product.

RSP Incentive Agreement

Under this option, Vision Network will issue an RSP Incentive Agreement governing the promotion to be entered by Vision Network and each participating RSP. This RSP Incentive Agreement would be in addition to the existing Vision Network Wholesale Service Agreement, Price Book and Promotion Annexure.

The RSP Incentive Agreement would contain key terms of the promotion, including for the upfront cash payment and the RSP's repayment obligations.

RSP Eligibility

To be eligible to participate in the Never Connected promotion, an RSP must:

- have signed a Vision Network Wholesale Service Agreement;
- enter into an RSP Incentive Agreement governing the Never Connected promotion; and
- if requested by Vision Network, demonstrate its financial viability to participate in the promotion.¹

Consultation Questions

- ***Do you have any specific feedback on, or concerns with, the proposed upfront cash payment promotion terms?***
- ***Do you have any feedback on, or concerns with, the proposed eligibility criteria?***
- ***Do you anticipate that you would take up this promotion? Why or why not?***

¹ This may include providing reasonable evidence to Vision Network of the RSP's ability to comply with the repayment requirements in full and/or providing a bank guarantee where reasonably requested by Vision Network, and/or providing Vision Network with audited financial reports if such reports are not publicly available (ASX or equivalent annual reports).

Option 2: \$500 credit

Key Promotion Terms

Under this option, RSPs would receive a \$500 credit per eligible end user that the RSP connects to Vision Network between 1 May 2025 and 1 August 2025. The credit would be applied when the connection of the relevant end user has completed.

Eligible end users are those which are not connected to Vision Network's network when the Never Connected promotion commences, which have not been connected to Vision Network in the prior 12 months by the current RSP or any other RSP, and who are connected to a Vision Network plan of 100/40 Mbps speed or greater.

Under this option, there is no need for an RSP to provide a list of eligible end users to Vision Network for its approval.

If an RSP receives a \$500 credit for an end user who does not remain on a Vision Network plan of 100/40 Mbps speed or greater for at least 18 months after the date of connection, Vision Network will be entitled to make a billing adjustment to remove the applied \$500 credit for that end user.

Other Key Terms

- An RSP cannot claim any other Vision Network rebate or promotion for end users involved in the Never Connected promotion.
- RSPs will be required to preference Vision Network in their service qualification process where the price and non-price terms in respect of the relevant Vision Network product is equal or better than an alternative provider's equivalent product.

RSP Incentive Agreement

Under this option, there would be no additional RSP Incentive Agreement. The Never Connected promotion would be governed by the existing Vision Network Wholesale Service Agreement, Price Book and Promotion Annexure.

RSP Eligibility

To be eligible to participate in the Never Connected promotion, an RSP must have signed a Vision Network Wholesale Service Agreement.

Consultation Questions

- ***Does your organisation have any specific feedback on, or concerns with, the proposed credit promotion terms?***
- ***Do you anticipate that you would take up this promotion? Why or why not?***