

30 January 2026

Response to Consultation Feedback of Vision Network's Wholesale Price Book version 5.1

Dear Retail Service Provider,

Vision Network Pty Limited recently conducted a consultation on proposed changes to its Price Book (Version 5.1). We were pleased with the level of engagement and feedback provided by our existing and prospective Retail Service Providers (**RSPs**) in response to our Consultation Paper and thank those who took the time to participate.

The information in this document is provided solely for the purpose of consultation feedback and should not be relied upon for any other purpose.

Topic # 1 – Increase of Spectrum Freedom and Spectrum Super Freedom Plans Charges

Feedback – RSPs advised that Vision Network should carefully consider the long-term sustainability impacts of its pricing strategy, noting that significant price increases may discourage end-user adoption and limit RSPs' ability to attract new customers. They emphasised the need for pricing that is competitive, transparent, and aligned with broader market expectations to ensure fair customer outcomes and support industry growth. While some RSPs accepted that modest tail price adjustments may be reasonable, they highlighted that the proposed changes could hinder competitiveness in areas where nbn FTTB services are available. Others expressed concern that the scale of the increases significantly exceeds CPI inflation, making the adjustments difficult to justify from both a commercial and customer perspective.

Response – Vision Network recognises that the market is highly competitive, with several providers offering increasingly aggressive retail pricing across a range of speed tiers. In this environment, our focus is to ensure that our products, network performance, and service quality continue to deliver strong value and remain competitive in the market.

Across our product portfolio, Vision Network provides a compelling value proposition. Our G.fast-enabled FTTB and FTTN services support speeds of up to 1Gbps, significantly higher than the maximum 100Mbps typically available on equivalent nbn FTTB and FTTN technologies. This performance advantage enables us to offer an enhanced user experience and ensures customers can access high-quality digital services at some of the most competitive rates in the market.

The table below presents a snapshot of Vision Network's competitive pricing framework in comparison with the current market benchmark represented by nbn co.

NBN Plans (Speed tier)	NBN Co. (2026)	Vision Network (Speed tier)	Vision Network – Effective from 1 March 2026
50Mbps/20Mbps	(FTTB, FTTN, FTTH & HFC) \$54.20	50Mbps/20Mbps	(FTTB, FTTN, FTTH & HFC) \$50.00
100Mbps/20Mbps	(FTTB, FTTN, FTTH & HFC) \$58.53	n/a	n/a
100Mbps/40Mbps	(FTTP & HFC) \$61.53	100Mbps/40Mbps	(FTTB, FTTN, FTTH & HFC) \$55.00
500Mbps/50Mbps	(FTTP & HFC) \$58.53	Max Plan (upto 1Gbps)	(FTTB, FTTN & HFC) \$58.00

Under NBN Co's three-year SAU pricing roadmap, the pricing for all of the above plans is scheduled to increase in 2027 and 2028.

Topic # 2 – Fee adjustment Standard Install Fee

Feedback – RSPs cautioned that the proposed fee could reduce the incentives for both RSPs and end users to connect to Vision Network services or to upgrade to higher-speed Vision plans. They advised that maintaining competitive installation pricing is critical to encouraging growth, supporting customer migration, and ensuring market competitiveness against other wholesale providers.

Response – Vision Network remains committed to continuous improvement and to delivering the highest possible experience for both our customers and end users.

Vision Network has operated a promotional program for over 2+ years that waived installation fees across all technologies and speed tiers. In July 2025, we further updated our price book and set the installation fee to \$0 for all services.

Vision Network has multi-technology access environments, particularly FTTB, FTTN, and HFC, where a technician visit (truck roll) is required to complete work classified as a non-standard installation under the SBAS Final Access Determination (FAD). These installations involve a range of technical activities, including identifying and jumpering the correct copper pair, navigating multiple internal line connections within a premises, and managing the complexity of multi-vertical cabling within an MDF or building basement.

Given the operational cost associated with these non-standard installation activities, Vision Network will be partially recovering a portion of the truck-roll cost from RSPs, while absorbing the remaining cost internally.

We reiterate that Vision Network is committed to ongoing refinement of our processes and product settings, and we will continue to work collaboratively with RSPs and stakeholders to support improvements that enhance the customer experience across all technologies and service type.

Other comments

Feedback – RSPs queried Vision Network's intentions with respect to investing in upgrading and/or enhancing the Vision Network.

Response – Australian competition law imposes limitations on sharing competitively sensitive information. This includes strategic priorities and investment plans (including planned capital and/or operating expenditure). As noted above, Vocus is committed to continuous improvement and delivering the highest possible experience for both our customers and end-users.