

# Acceptable Use Policy

Peak Net Pty Ltd — v1.0 — Effective 19 May 2026

**Document version:** v1.0

**Effective from:** 19 May 2026

**Next review:** 21 July 2026

**Approved by:** Managing Director, Peak Net Pty Ltd

**Issuer:** Peak Net Pty Ltd — ABN 74 689 274 566 — Greenway ACT 2900 — peaknet.com.au — 1300 606 766

**Compliance reference:** TCP Code §3.1 · Telecommunications Act 1997

This Acceptable Use Policy forms part of your service agreement. By using PeakNet you agree to comply with it. We may suspend or terminate your service for serious or repeated breaches.

## 1. Who this applies to

This AUP applies to every PeakNet customer, every device on a PeakNet connection, and anyone you authorise to use your service (family, guests, employees, tenants). You're responsible for ensuring everyone using your connection follows these rules.

## 2. What you must not do

You must not use the PeakNet service to:

- **Break the law** — fraud, identity theft, illegal gambling, drug/weapon dealing, child exploitation material, hacking, or any other activity breaching Commonwealth/State/Territory law
- **Harass or harm others** — stalking, threats, defamation, doxing, distributing intimate images without consent
- **Send unsolicited bulk communications** — spam email/SMS, telemarketing breaching the Spam Act 2003 or Do Not Call Register Act 2006
- **Infringe intellectual property** — distributing copyrighted material without rights, using trademarks you don't own
- **Attack networks or systems** — DoS/DDoS, port scanning third parties, distributing malware/ransomware, unauthorised access attempts
- **Misrepresent yourself** — impersonation, forging email headers, false signup information
- **Resell or share commercially** — commercial WiFi hotspot, public proxy, reselling the service to third parties (household sharing is fine; commercial resale is not)
- **Run extreme always-on traffic** — open relays, bittorrent seedboxes, sustained 24/7 saturation upload that materially affects other customers (NBN Fair Use applies)

## 3. What you can do

Normal residential and small-business use is fine. Streaming, gaming, video calls, working from home, home servers, smart-home devices, Plex/NAS for your household, downloading large files — all good.

We do **not** traffic-shape, throttle by application, or block lawful destinations.

## 4. If you breach this policy

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We follow a graduated response, except for serious breaches (illegal content, attacks on others) where we may suspend immediately:

- **Step 1 – Notice:** email describing the breach and what needs to change
- **Step 2 – Warning:** formal written warning with deadline
- **Step 3 – Suspension:** service suspended while we investigate
- **Step 4 – Termination:** for serious or repeated breaches

## 5. Reporting misuse

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If you believe a PeakNet customer is breaching this policy, email [abuse@peaknet.com.au](mailto:abuse@peaknet.com.au) with:

- IP address (if known)
- Date, time and time zone of incident
- Description with evidence (logs, screenshots, message headers)

We investigate every report within 5 business days. Illegal activity may be referred to AFP or eSafety Commissioner.

## 6. Your rights

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- Request a copy of any AUP-related notice we've sent you within the last 12 months
- Dispute an AUP determination via our Complaints Handling Policy
- Escalate suspensions/terminations to the TIO on 1800 062 058

## 7. Changes to this policy

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We may update this policy. Materially detrimental changes require at least 30 days' written notice — you can cancel without penalty during the notice period.

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