

Critical Information Summary

Peak Net Broadband Services — Version 1.1 — Effective 19 May 2026

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Approved by: Managing Director, Peak Net Pty Ltd

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

1. Service Description

Peak Net Pty Ltd is a broadband data service provider that delivers internet access via the National Broadband Network (NBN), supporting multiple access technologies including Fibre to the Premises (FTTP), Hybrid Fibre Coaxial (HFC), Fibre to the Building (FTTB), Fibre to the Curb (FTTC), Fibre to the Node (FTTN), and Fixed Wireless (FW).

Key Service Features: High-speed NBN internet connectivity across multiple technology types — Transparent retail pricing — Support available for all standard NBN connection types.

2. Pricing Information

2.1 Service Plans

All prices include GST. Plans are month-to-month with no lock-in contract.

Plan	Speed	Monthly Fee	Setup	Min. Cost	Data
Starter 25	25/5–10 Mbps	\$59.99	\$0.00	\$59.99	Unlimited
Basic 50	50/20 Mbps	\$79.99	\$0.00	\$79.99	Unlimited
Standard 100	100/20 Mbps	\$89.99	\$0.00	\$89.99	Unlimited
Fast 500	500/50 Mbps	\$89.99 *	\$0.00	\$89.99	Unlimited
Ultra 250	250/100 Mbps	\$94.99	\$0.00	\$94.99	Unlimited
Gigabit 1000	1000/400 Mbps	\$144.99	\$0.00	\$144.99	Unlimited

* Fast 500 is available on FTTP and HFC infrastructure only, and shares the same retail price as the Standard 100 plan.

2.2 Optional Add-ons & Equipment

Item	Cost	Details
Modem (Purchase)	Not currently offered	—
Modem (Rental/Monthly)	Not currently offered	—

Item	Cost	Details
Non-standard Installation	\$300.00	Applies where work beyond standard NBN installation is required

Notes: Minimum cost = Monthly Fee + Setup Costs (no setup fee currently applicable). All prices include 10% GST. Speed tiers reflect maximum potential speeds; actual speeds may vary based on network congestion, technology type, and in-home equipment. No voice/phone service is included in these plans.

3. Contract & Commitment Terms

3.1 Minimum Contract Duration

- Month-to-month (no lock-in contract)

3.2 Early Cancellation Fees

- No early termination charges apply for month-to-month services
- **Modem payment obligations:** Any purchased modem must be paid in full; rented modems must be returned within 25 days of cancellation

4. Payment Information

4.1 Payment Methods

- Direct Debit and Credit Card
- Monthly fees charged: **In advance**

4.2 Late Payment Policy

- Late payment fee: **\$5.00** (if overdue by 9 days)
- Payment arrangements available at: members.peaknet.com.au

4.3 Financial Hardship

- Hardship policy available: Yes — see peaknet.com.au/financial-hardship
- Contact: info@peaknet.com.au

5. Service Availability & Qualification

5.1 Service Coverage

- Service available in: All areas serviced by the National Broadband Network (NBN) across Australia
- Registered office locality: Greenway ACT 2900
- Subject to address qualification check: **Yes** — availability depends on NBN infrastructure at the service address
- Technologies offered: FTTP, HFC, FTTB, FTTC, FTTN, Fixed Wireless

5.2 Availability Determination

- Preliminary qualification checks performed upfront: **Yes** — customers should confirm NBN availability and technology type at their address via nbn.com.au or through Peak Net before signing up
- Further qualification may be required: Yes, in some cases NBN Co may require additional checks

- If service cannot be provided: Peak Net will notify the customer and, where possible, suggest alternative options; no charges will apply for services that cannot be delivered

6. Installation & Technical Setup

6.1 Installation Options

- Self-installed or professional installation (depending on technology and property requirements)
- Standard installation: **Included at no charge**
- Non-standard installation charges: **\$300.00** (where applicable)

6.2 Requirements

- Property owner permission required: **Yes**, where physical installation work is needed
- Age requirement for installation attendance: **18+** (or authorised adult must be present)
- Required equipment: Compatible modem/router; NBN connection box (supplied by NBN Co for applicable technologies)

6.3 Hardware & Equipment

Modem Options:

- Provided Modem: Not currently offered
- Bring Your Own (BYO): Compatible modem/router required (support limited to Peak Net network; customer responsible for in-home equipment and verifying modem compatibility)

Connection Equipment:

- NBN connection box: Supplied and owned by NBN Co where applicable (FTTP, HFC, FTTC)
- Fixed Wireless: External antenna supplied by NBN Co; installation performed by NBN Co technician
- Return requirements: NBN Co equipment must be returned to NBN Co if service is disconnected
- Non-return fee: **\$300.00** charged by NBN Co for unreturned equipment

7. Service Relocation & Moving

- Relocation within NBN service areas: Available subject to address qualification at the new address
- Same plan guarantee: **Not guaranteed** — plan availability depends on NBN technology at the new address
- Relocation charges: No relocation fee

8. Plan Changes & Modifications

- Peak Net may modify plans with written notice to customers
- Neutral or beneficial changes (e.g., speed upgrades, price reductions): May be implemented with short or immediate notice
- Detrimental changes (e.g., price increases, reduced inclusions): **Minimum 30 days written notice** provided
- Changes may include: Pricing, speed inclusions, data allowances, or service terms

9. Warranty & Support

9.1 Equipment Warranty

- Modem warranty: Manufacturer's warranty applies

- NBN Co equipment: Maintained and warranted by NBN Co
- Non-return equipment fees: As specified by NBN Co

9.2 Technical Support

- Support availability: **24/7**
- Phone: 1300 606 766 — Email: support@peaknet.com.au — Online: peaknet.com.au/support

9.3 Known Limitations

- Actual speeds may be less than the advertised speed tier due to NBN network congestion, distance from node (FTTN/FTTC), in-home wiring quality, and connected device capabilities
- Fixed Wireless speeds may be affected by weather, terrain, and the number of users sharing a tower
- 500/50 Mbps plan is restricted to **FTTP and HFC infrastructure only**
- 250/100 Mbps and 1000/400 Mbps plans are restricted to **FTTP infrastructure only**

10. Complaints & Dispute Resolution

- Peak Net is committed to resolving complaints promptly and fairly
- Complaints process: Contact Peak Net directly in the first instance — Phone 1300 606 766, Email complaints@peaknet.com.au, Online peaknet.com.au/enquiries
- Postal address: Peak Net Pty Ltd, Greenway ACT 2900

External dispute resolution — Telecommunications Industry Ombudsman (TIO)

Phone: **1800 062 058** · Website: tio.com.au

When to contact: If your complaint remains unresolved after 30 days, or if you are dissatisfied with Peak Net's proposed resolution.

11. Consumer Information & Education

- NBN technology information: nbn.com.au
- Address checker: nbn.com.au/residential/getting-connected
- Industry standards: commsalliance.com.au
- Speed testing: speedtest.net / fast.com
- ACMA consumer information: acma.gov.au

12. Company & Legal Information

Legal Name	Peak Net Pty Ltd
ABN	74 689 274 566
ACN	689 274 566
Address	Greenway ACT 2900
Phone	1300 606 766
Website	peaknet.com.au
Regulator	Australian Securities & Investments Commission (ASIC)
Registration Date	21 July 2025

13. Key Compliance Notes

- ACMA Consumer Guarantees compliance
- TIO access information provided
- NBN Co equipment terms referenced
- Privacy Policy: peaknet.com.au/privacy
- Terms & Conditions: peaknet.com.au/terms
- Financial Hardship Policy: peaknet.com.au/financial-hardship
- Complaint handling process: peaknet.com.au/enquiries

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