

Complaints Handling Policy

Peak Net Pty Ltd — v1.0 — 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 — 1300 606 766

Compliance reference: TCP Code §8 · TIO Scheme

This policy explains how PeakNet handles complaints in accordance with the **Telecommunications Consumer Protections (TCP) Code §8**. Every PeakNet customer is entitled to make a complaint at no charge, to have it handled fairly, and to escalate to the TIO if unresolved.

1. What we treat as a complaint

Any expression of dissatisfaction with our service, staff, or handling of an issue where you expect a response:

- Service issues — outages, slow speeds, dropouts, repeated faults
- Billing disputes — incorrect charges, unexpected fees, refund requests
- Customer service — long waits, unhelpful responses, missed callbacks
- Sales conduct — misleading info at signup, mis-selling, unsolicited contact
- Account changes — disputed cancellations, transfers, plan changes
- Equipment — faulty hardware, delayed shipment, return-fee disputes

2. How to make a complaint

Pick whichever channel works for you — all equally valid:

- **Phone:** 1300 606 766 (24/7)
- **Email:** complaints@peaknet.com.au
- **Online form:** peaknet.com.au/enquiries
- **Post:** Peak Net Pty Ltd, Greenway ACT 2900

Accessible support: If you have a hearing or speech impairment, reach us via National Relay Service (NRS): call 133 677 and ask for 1300 606 766. We also accept complaints in writing, by post, or via a nominated representative.

3. What we'll ask for

- Account number or registered email
- Description of what happened — when, where, who was involved, what you'd like fixed
- Supporting evidence — screenshots, bills, message threads (only what's relevant)
- Preferred outcome — refund, service credit, apology, fix, etc.

4. What we'll do

Acknowledgement

- Within **1 business day** for phone/web-form complaints
- Within **2 business days** for email/post
- Includes complaint reference, name of handler, and estimated response time

Investigation

- Most complaints resolved within **15 business days** per TCP Code §8.2
- Complex matters: progress updates every 5 business days
- **Urgent** complaints (no service, vulnerable customer, financial hardship): aim for 2 business days

Outcome

- Written explanation of our position — what we've decided, why, what we'll do
- If we agree, we'll fix the issue and confirm in writing
- If we don't agree, we'll explain why and tell you about escalation rights

5. Escalating within PeakNet

If not satisfied, ask for escalation to a Senior Customer Resolutions Officer (Tier 2). Tier 2 review takes up to 10 business days. If still unresolved, ask for a Final Position Letter — written final position. This is what the TIO will ask to see.

6. External escalation

Telecommunications Industry Ombudsman (TIO) — free, independent dispute resolution. Phone: **1800 062 058**
· tio.com.au

- State/Territory consumer protection agency (Fair Trading)
- Australian Communications and Media Authority (ACMA) — acma.gov.au
- Office of the Australian Information Commissioner — for privacy complaints — oaic.gov.au

7. Vulnerable customers

Priority handling for complaints from customers experiencing family violence, financial hardship, medical conditions requiring continuous internet, disability, or significant life events. See our Family Violence Policy and Financial Hardship Policy.

8. How long we keep records

At least 2 years (longer if required by law or relevant to ongoing matters). Request a copy by emailing privacy@peaknet.com.au.

9. Reporting & improvement

Complaint statistics reported to ACMA quarterly as required. Internal review every 6 months to identify systemic issues and improve customer experience.

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