

Direct Debit Service Agreement

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: APCA BECS Procedures · Banking Code of Practice

If you've chosen **Direct Debit** as your payment method, this agreement applies. It sits alongside our Terms & Conditions and Privacy Policy.

1. Parties to this agreement

This Direct Debit Service Agreement (DDSA) is between:

- **You** — the account holder named at signup (the "Customer")
- **Peak Net Pty Ltd** — ABN 74 689 274 566 — Greenway ACT 2900 — 1300 606 766 (the "Provider")
- **Stripe Payments Australia Pty Ltd** (User ID 381920) — acts as Direct Debit User on behalf of Peak Net under our authority and the BECS framework

2. What you authorise us to do

By signing up with Direct Debit, you authorise Peak Net (via Stripe) to:

- Debit the bank account whose details you provided at signup, for the agreed monthly fee and any other amounts owing
- Process the first debit on the day your service is activated (or the first business day after)
- Process subsequent debits on the same day each month (or the next business day if weekend/public holiday)
- Process additional debits for non-recurring charges (non-standard installation, late fees, equipment non-return fees) after giving reasonable notice

Direct debits will appear on your bank statement under the merchant name **PEAK NET PTY LTD** (actual descriptor depends on your bank).

3. Amounts and timing

- **Plan fee:** the monthly amount listed in your service plan, charged in advance on your billing anniversary
- **Pro-rata:** your first month is pro-rated from activation day to day before next billing date
- **Late payment fee:** \$5 if a debit fails and stays unpaid more than 9 days after original debit date
- **Plan changes:** mid-cycle plan changes are pro-rated and applied to next bill
- **Notice of detrimental changes:** at least 30 days' written notice before any price increase or reduction in inclusions takes effect — you can cancel without penalty during the notice period

4. Your obligations

By signing up to direct debit, you confirm that:

- You're the account holder (or authorised to operate the account)
- Your bank details are correct
- You'll have enough funds in the account on each scheduled debit date
- You'll notify us promptly if bank details change, the account is closed, or any reason a debit might fail
- If a debit fails, you'll pay the amount owing as soon as practicable, plus any dishonour fees your bank charges you

5. Change, pause, or cancel

- **Update bank details:** log in at members.peaknet.com.au, or email info@peaknet.com.au at least 2 business days before next debit
- **Switch to credit card / wallet:** change payment method in your customer portal anytime
- **Pause:** see our Financial Hardship Policy at peaknet.com.au/financial-hardship
- **Cancel direct debit:** withdraw direct-debit authority anytime by emailing info@peaknet.com.au — but you'll still need to pay by another method
- **Cancel service:** month-to-month, can cancel anytime; last debit is pro-rated final-month fee

6. If you think a debit was wrong

- **Contact us first** — 1300 606 766 or info@peaknet.com.au. We aim to resolve billing queries within 5 business days
- If not satisfied, raise the dispute with your bank — they have a "BECS dispute" process
- If unresolved after 30 days, escalate to the TIO on 1800 062 058 or tio.com.au
- If we agree the debit was wrong, we'll refund within 5 business days. If we don't agree, we'll explain why in writing

7. Privacy

Your bank account details are stored by Stripe (PCI-DSS-compliant payment processor) — not on PeakNet servers. We see only a masked version of your account number. See our Privacy Policy and Stripe's privacy statement at stripe.com/au/privacy.

8. Contacting us about direct debit

Phone: **1300 606 766** · Email: info@peaknet.com.au (subject line "Direct Debit") — response within 1 business day during business hours.

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