

Key Facts Sheet

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

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Approved by: Managing Director, Peak Net Pty Ltd

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Compliance reference: ACMA Service Provider Determinations · TCP Code §3.2

Key Facts Sheet — a short summary of what you get with our NBN broadband plans. For full details see the Critical Information Summary (peaknet.com.au/cis) and Terms & Conditions (peaknet.com.au/terms).

What you get with a PeakNet NBN plan

- **Unlimited data** on every plan
- **Month-to-month**, no lock-in contract
- **\$0 setup fee** (non-standard installations may attract a \$300 fee)
- **24/7 phone & online support**
- **BYO modem** — bring any compatible modem/router

Speed & pricing at a glance

All prices include GST. Typical evening speeds (7-11pm peak) may be lower than the advertised tier.

Plan	Speed (down/up)	Monthly	Available on
Starter 25	25/5–10 Mbps	\$59.99	All technologies
Basic 50	50/20 Mbps	\$79.99	All technologies
Standard 100	100/20 Mbps	\$89.99	All technologies
Fast 500	500/50 Mbps	\$89.99	FTTP, HFC only
Ultra 250	250/100 Mbps	\$94.99	FTTP only
Gigabit 1000	1000/400 Mbps	\$144.99	FTTP only

Speed notes

- Advertised speeds are the maximum possible. Actual speed depends on access technology, time of day, modem/router, in-home wiring, and connected devices.
- FTTC and FTTP speeds confirmed only after connection (copper-line dependent).
- Fixed Wireless speeds affected by weather, terrain, tower load.
- If your address doesn't reach the advertised speed, we'll move you to a lower-tier plan at no penalty.

What it'll cost you

Up-front

- Setup fee: \$0 (standard installations)
- Non-standard installation: \$300 if NBN needs extra work
- Modem: \$0 — bring your own (must be NBN-compatible)

Ongoing

- Monthly plan fee charged in advance, on the same day each month
- No excess data charges (all unlimited)
- Late payment fee: \$5 if bill is more than 9 days overdue

If you cancel

- No early termination fee — month-to-month
- NBN Co equipment must be returned (\$300 non-return fee otherwise)

How you pay

- Direct Debit (BECS) — see our Direct Debit Service Agreement at peaknet.com.au/direct-debit-agreement
- Credit Card (Visa, Mastercard, Amex) via Stripe
- Apple Pay and Google Pay supported at signup

Moving home?

- Relocations are free, subject to NBN availability at the new address
- Your plan may change if the new address has different NBN technology

Support & complaints

Phone: **1300 606 766** (24/7) · Email: support@peaknet.com.au · Complaints: complaints@peaknet.com.au

Telecommunications Industry Ombudsman (TIO): Phone **1800 062 058** · tio.com.au — if your complaint is unresolved after 30 days, or you're not satisfied with our resolution.

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