Critical Information Summary

Peak Net Broadband Services — Version 1.8 — Effective 4 October 2026

Document version: v1.8

Effective from: 4 October 2026

Next review: 21 July 2026

Approved by: Managing Director, Peak Net Pty Ltd

Issuer: Peak Net Pty Ltd — ABN 74 689 274 566 — Narangba QLD 4504 — 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 across all standard access technologies — unlimited data on every plan — month-to-month with no lock-in contract and no early termination charges — phone and online support, Mon–Fri 8am–6pm AEST.

2. Pricing Information

2.1 Residential Plans

All prices include GST. Wholesale costs are sourced from NBN Co (September 2025 rates).

Plan Name	Max Line Speed	Typical Evening Speed (7–11pm)	Monthly Fee	Setup	Min. Cost	Data
Home Basic	25/5–10 Mbps	25 Mbps download / 4 Mbps upload	$59.99	$0.00	$59.99	Unlimited
Home Standard	50/20 Mbps	50 Mbps download / 17 Mbps upload	$79.99	$0.00	$79.99	Unlimited
Home Fast	100/20 Mbps	100 Mbps download / 17 Mbps upload	$89.99	$0.00	$89.99	Unlimited
Premium Home Plan	500/50 Mbps	Sufficient data not yet available	$89.99*	$0.00	$89.99	Unlimited
Home Superfast	250/100 Mbps	Sufficient data not yet available	$99.99	$0.00	$99.99	Unlimited

Plan Name	Max Line Speed	Typical Evening Speed (7–11pm)	Monthly Fee	Setup	Min. Cost	Data
Ultra Fast 1000 Mbps	1000/100 Mbps	Sufficient data not yet available	$109.99	$0.00	$109.99	Unlimited

[*] *The 500/50 Mbps plan is available on FTTP and HFC only and shares the same retail price as the Home Fast plan.*

2.2 Business Plans

Business plans are supplied to business customers under a written quotation and are not available for online self-service signup. All prices include GST.

Plan Name	Max Line Speed	Typical Evening Speed (7–11pm)	Monthly Fee	Setup	Min. Cost	Data
NBN 100/40 Business + Static IP	100/40 Mbps	Sufficient data not yet available	$110.00	$0.00	$110.00	Unlimited

*Includes a **static IPv4 address** and business-hours priority support. Month-to-month with no fixed term, so the minimum cost is one month's charge. Where a service is connected part-way through a month, the first charge is pro-rated for the remaining days and full months are billed from the 1st. The 100/40 tier is available on FTTP, HFC, FTTB, FTTC and FTTN. It is not available on Fixed Wireless.*

2.3 Optional Add-ons & Equipment

Item	Cost	Details
Family Modem (upfront)	$150.00	Pre-configured WiFi 6 modem/router, supports all Peaknet plan speeds. Free delivery. One-off payment.
Family Modem (instalments)	$13.50/mo × 12	Total $162.00 over 12 months. If you cancel before completing payments, any remaining modem balance becomes payable.
BYO Modem	$0.00	Use your own NBN-compatible modem/router that supports your plan speed.
Standard Installation	$0.00	Included at no charge
Non-standard Installation	$300.00	Applies where work beyond standard NBN installation is required
nbn® New Development Charge	$300.00	Applicable for NBN orders at premises in a new development. Charged once per premises, passed on at cost. See section 6.

Notes:

Minimum cost = Monthly Fee + Setup Costs. No setup fee applies to a standard connection. Where the nbn® New Development Charge is applicable ($300), your minimum cost increases by that amount. All prices include 10% GST. Max line speed reflects the maximum potential speed of the tier; actual speeds may vary based on network congestion, technology type, and in-home equipment. Typical evening speed is the busy-period (7–11pm) speed customers can expect; actual speeds may still vary with your NBN access technology, distance from the node, in-home wiring and connected devices. 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 Financial Hardship Policy
- 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: Narangba QLD 4504
- 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 Peaknet before signing up
- Further qualification may be required: Yes, in some cases NBN Co may require additional checks
- If service cannot be provided: Peaknet will notify the customer and, where possible, suggest alternative options; no charges will apply for services that cannot be delivered

- **If your line cannot reach the speed tier you chose** (most likely on FTTN, FTTB and FTTC, where the attainable speed is only known once connected): we will tell you, and you may **move to a lower-tier plan with no penalty, or cancel the service**. You are never held to a tier your line cannot deliver.

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)

nbn® New Development Charge applicable ($300) for NBN orders at premises in a new development. It is separate from installation and can apply even where no installation work is needed — for example where the nbn® connection box is already fitted. Charged once per premises, passed on at cost. We tell you before you commit.

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:

- Family Modem (supplied by Peaknet): **$150.00** upfront, or **$13.50/month for 12 months** ($162.00 total)
  - Pre-configured WiFi 6 modem/router; supports all Peaknet plan speeds; free delivery
  - Instalment option: if you cancel your service before completing the instalments, any remaining modem balance becomes payable
- Bring Your Own (BYO): **$0.00** — compatible modem/router required
  - Limited support available: Yes (support limited to Peaknet network; in-home equipment is customer responsibility)
  - Compatibility guarantee: No — customers are responsible for verifying modem compatibility
  - Maximum speed support: Check with modem manufacturer for rated speed capabilities

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 (connection box, antenna) must be returned to NBN Co if service is disconnected
- Non-return fee: **$300.00** charged by NBN Co for unreturned equipment

6.4 Power Failure & Emergency Calls (000)

During a power failure your service will not work — including calls to 000. nbn® equipment needs mains power. Unless a charged back-up battery is installed, fixed voice and broadband at the premises stop working the moment power is lost. Where a battery is fitted, **it is your responsibility to check it regularly** and to report any fault to us. We recommend keeping a charged mobile phone available for emergency calls.

nbn® services are delivered on a **best-efforts basis** and are **not suitable as a mission-critical or safety-of-life service**. We do not offer **Priority Assistance**. If anyone at the premises has a diagnosed life-threatening medical condition and relies on a phone line, you should choose a provider that offers a Priority Assistance service before connecting with us.

6.5 Medical & Security Alarms and Other Devices

If anyone at the premises relies on a medical alarm, a monitored security alarm, an autodialler, a lift emergency phone or a similar device, check that it will work over an nbn® connection before you sign up with us. Many of these devices were built for the old copper phone line and do not work the same way once a premises is moved to the nbn® network — some stop working altogether, and they will not work at all during a power failure (see 6.4 above).

Contact your alarm or device provider to confirm compatibility and to ask about alternatives. Peaknet cannot test or guarantee third-party alarms and devices, and we are not able to register your device with nbn® Co on your behalf. If your device is not compatible, tell us before you order.

7. Service Relocation & Moving

7.1 Relocation Policy

- 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

8.1 Changes we make

- Peaknet 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

8.2 Changes you request

This section applies from **1 November 2026**. Existing customers receive 30 days written notice before it takes effect, in line with §8.1 above.

- **One plan change per service, per calendar month.** Our network supplier permits one change per service each month, and a second change within the same month may be reversed and charged for. A request beyond the limit is scheduled for the following month.
- **This is not a lock-in.** You can cancel at any time at no charge, and the limit never applies to a change made under §5.2 above.
- **When a change takes effect:** on the date the network change completes, not the date you request it.
- **Pro-rata charging:** your existing rate applies up to the effective date and the new rate from it, both calculated pro-rata. Where a change completes part-way through a billing cycle, the adjustment appears on your next invoice, and we tell you the amount before it is charged.
- **Written confirmation:** we confirm the new monthly charge with you in writing before processing a change, because payments are taken automatically from your stored payment method.
- **Promotional pricing is tied to the plan it was granted on.** Moving to a different plan ends that promotional rate. The new plan is charged at its standard rate unless a promotion is current and you are eligible for it. Promotional rates are not reinstated if you move back to the earlier plan.
- **No charge applies to a plan change.**

Not counted against the monthly limit: a move to a lower-tier plan because your line cannot reach the speed tier you chose (§5.2), any change Peaknet initiates (§8.1), and relocation — which is a new order rather than a plan change (§7).

9. Warranty & Support

9.1 Equipment Warranty

- Modem warranty: Manufacturer's warranty applies — refer to documentation included with equipment
- NBN Co equipment: Maintained and warranted by NBN Co
- Non-return equipment fees: As specified by NBN Co for unreturned connection boxes and antennas

9.2 Technical Support

- Support availability: **Mon–Fri, 8am–6pm AEST**
- Phone: 1300 606 766
- Online support: peaknet.com.au/support
- Email: support@peaknet.com.au

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**
- The 250/100 Mbps plan is restricted to **FTTP infrastructure only**; the 1000/100 Mbps plan is available on **FTTP and HFC**

10. Complaints & Dispute Resolution

10.1 Complaint Handling

- Peaknet is committed to resolving complaints promptly and fairly
- Complaints process: Contact Peaknet directly in the first instance (see contact details below)
- Full complaints policy available at: peaknet.com.au/enquiries

10.2 Contact for Complaints

- Phone: 1300 606 766
- Email: complaints@peaknet.com.au
- Online form: peaknet.com.au/enquiries
- Postal address: Peak Net Pty Ltd, Narangba QLD 4504

10.3 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 of lodging with Peaknet, or if you are dissatisfied with Peaknet's proposed resolution

11. Consumer Information & Education

11.1 Broadband Education Resources

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

12. Company Information

12.1 Contact Details

- Website: peaknet.com.au
- Support: peaknet.com.au/support
- Sales: info@peaknet.com.au
- Complaints: complaints@peaknet.com.au

12.2 Legal Information

Legal Name	Peak Net Pty Ltd
ABN	74 689 274 566
ACN	689 274 566
Address	Narangba QLD 4504
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 (TIO contact details included above)
- 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

Document Control

Document Version	v1.8
Last Updated	4 October 2026 (registered office address change)
Next Review	21 July 2026
Created By	Peak Net Pty Ltd
Approved By	Managing Director, Peak Net Pty Ltd

This document is based on NBN wholesale pricing effective September 2025. Prices and plan availability are subject to change. Customers should confirm current pricing and availability directly with Peaknet prior to signing up.