Complaints Handling Policy

Peak Net Broadband Services — Version 1.2 — Effective 4 October 2026

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Approved by: Managing Director, Peak Net Pty Ltd

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> 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

A "complaint" is any expression of dissatisfaction with our service, our staff, or our handling of an issue — where you expect a response or resolution. That includes:

- Service issues — outages, slow speeds, dropouts, repeated faults
- Billing disputes — incorrect charges, unexpected fees, refund requests
- Customer service — long wait times, unhelpful responses, missed callbacks
- Sales conduct — misleading information 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 best for you — all are equally valid:

Phone
1300 606 766

Support Mon–Fri 8am–6pm AEST

Email
info@peaknet.com.au

Complaints: complaints@peaknet.com.au

Post

Peak Net Pty Ltd
Narangba QLD 4504

Online
peaknet.com.au/enquiries

> **Need accessible support?** If you have a hearing or speech impairment, you can reach us via the 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 (authorise them via your account dashboard).

3. What we'll ask for

- **Your account number or registered email** — so we can identify the account
- **A description of what happened** — when, where, who was involved, and what you'd like fixed
- **Any supporting evidence** — screenshots, bills, message threads (only what's relevant)
- **Your preferred outcome** — refund, service credit, apology, fix, etc.

4. What we'll do

Acknowledgement

We'll acknowledge your complaint:

- **Within 1 business day** if you contacted us by phone or web form
- **Within 2 business days** if you contacted us by email or post
- The acknowledgement will include a complaint reference number, the name of the team member handling it, and an estimate of when you'll hear back

Investigation

- We aim to resolve **most complaints within 15 business days** per TCP Code §8.2
- For complex matters (e.g. NBN faults requiring NBN Co investigation), we may need longer — we'll keep you informed of progress every 5 business days
- For **urgent complaints** (no service, vulnerable customer, financial hardship) — we aim to resolve within 2 business days

Outcome

- We'll explain our position in writing — what we've decided, why, and what we'll do (if anything)
- If we agree with you, we'll fix the issue and confirm in writing
- If we don't agree, we'll explain why and tell you about your right to escalate

5. Escalating within Peaknet

If you're not satisfied with the outcome, you can ask for it to be escalated to a Senior Customer Resolutions Officer (Tier 2). Reply to the original case email or call us quoting the case number. Tier 2 review takes up to 10 business days. If Tier 2 doesn't resolve it, you can ask for a Final Position Letter — a written explanation of our final position. This letter is what the TIO will ask to see if you escalate externally.

6. External escalation

If your complaint is still unresolved, you have several free options:

> **External dispute resolution — Telecommunications Industry Ombudsman (TIO)**
>
> If your complaint is unresolved after 30 days, or you're not satisfied with our proposed resolution, you can contact the TIO for free, independent dispute resolution:
>
> Phone: 1800 062 058 · Web: tio.com.au

- **State/Territory consumer protection agency** — e.g. ACT Office of Fair Trading, NSW Fair Trading, Consumer Affairs Victoria, etc.
- **Australian Communications and Media Authority (ACMA)** — for systemic industry issues — acma.gov.au
- **Office of the Australian Information Commissioner (OAIC)** — for privacy complaints — oaic.gov.au

7. Vulnerable customers

We give priority handling to complaints from customers in vulnerable circumstances — including those experiencing family violence, financial hardship, medical conditions requiring continuous internet, disability, or significant life events. See our Family Violence Policy and Financial Hardship Policy for more.

8. How long we keep records

We keep complaint records for at least 2 years (longer if required by law or relevant to ongoing matters). You can request a copy of your complaint record by emailing privacy@peaknet.com.au.

9. Reporting & improvement

We report complaint statistics to the ACMA quarterly as required, and we review our handling internally every 6 months to identify systemic issues and improve the customer experience.