

Key Facts Sheet

Peak Net Broadband Services — Version 1.2 — Effective 10 September 2026

Document version: v1.2

Effective from: 10 September 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

This is a Key Facts Sheet — a short summary of what you get with our NBN broadband plans. For full details (payment terms, support, dispute resolution, etc.) see the [Critical Information Summary](#) and [Terms & Conditions](#).

What you get with a Peaknet NBN plan

- **Unlimited data** — no usage cap on any plan
- **Month-to-month** — no lock-in contract, cancel anytime
- **No setup fee** — connection is included (non-standard installations may attract a \$300 fee, and the nbn® New Development Charge of \$300 is applicable for NBN orders in a new development)
- **Phone & online support, Mon–Fri 8am–6pm AEST** — Australian-based
- **Modem options** — add our Family Modem (WiFi 6) for \$150 upfront or \$13.50/mo over 12 months, or BYO a compatible modem/router for \$0

Speed & pricing at a glance

All prices include GST. Typical evening speeds (7–11pm peak) may be lower than the advertised tier — see Speed Notes below.

Plan	Speed (down/up)	Monthly	Available on
Home Basic	25/5–10 Mbps	\$59.99	All NBN technologies
Home Standard	50/20 Mbps	\$79.99	All NBN technologies
Home Fast	100/20 Mbps	\$89.99	All NBN technologies
Premium Home Plan	500/50 Mbps	\$89.99	FTTP, HFC only
Home Superfast	250/100 Mbps	\$99.99	FTTP only
Ultra Fast 1000 Mbps	1000/100 Mbps	\$109.99	FTTP and HFC

What each speed comfortably handles

A guide, not a guarantee — assumes a working modem and no other heavy use on the line at the same time.
~ means it may work if nothing else is running.

Activity	Home Basic 25	Home Standard 50	Home Fast 100	Superfast / Premium 250 & 500	Ultra Fast 1000
Browsing, email & music	✓	✓	✓	✓	✓
Online gaming	✓	✓	✓	✓	✓
Video calls & working from home	✓	✓	✓	✓	✓
Standard-definition video	✓	✓	✓	✓	✓
High-definition video	✓	✓	✓	✓	✓
One 4K stream	~	✓	✓	✓	✓
Several 4K streams at once	—	~	✓	✓	✓
Busy household, many devices	—	~	✓	✓	✓

Important — before you connect

- **Your service will not work during a power failure — including calls to 000.** nbn® equipment needs mains power. Unless a charged back-up battery is installed, fixed voice and broadband stop as soon as power is lost, and checking that battery is your responsibility. Keep a charged mobile phone available for emergencies.
- **Medical and security alarms may not work on the nbn®.** If anyone at the premises relies on a medical alarm, a monitored security alarm, an autodialler or a lift emergency phone, **check compatibility with your alarm provider before you sign up.** Many of these devices were built for the old copper line. We cannot test or guarantee third-party devices.
- **We do not offer Priority Assistance.** nbn® is delivered on a best-efforts basis and is not a safety-of-life service. If someone at the premises has a diagnosed life-threatening medical condition and relies on a phone line, choose a provider that offers Priority Assistance.

Speed notes

- Speeds shown are the **maximum possible**. Your actual speed depends on your NBN access technology, the time of day, your modem/router, in-home wiring and how many devices are connected.
- **FTTN and FTTC** speeds are confirmed only after connection — they're affected by the copper line between your home and the node/curb.

- **Fixed Wireless** speeds can be affected by weather, terrain and tower load.
- If your address doesn't reach the advertised speed, we'll let you know — and you can move to a lower-tier plan with no penalty.

What it'll cost you

Up-front charges

- **Setup fee:** \$0 (standard installations)
- **Non-standard installation:** \$300 if NBN needs to do extra work at your premises
- **nbn® New Development Charge:** applicable (\$300) for NBN orders at premises in a new development. Charged once per premises, and can apply even if no installation work is needed. Passed on at cost.
- **Modem:** Family Modem \$150 upfront (or \$13.50/mo for 12 months, \$162 total), or \$0 if you bring your own NBN-compatible modem

Ongoing charges

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

If you cancel

- No early termination fee — month-to-month plans
- You'll need to return any NBN equipment NBN Co supplied (a \$300 non-return fee applies if you don't)

How you pay

- **Direct Debit** from your bank account (BECS) — covered by our [Direct Debit Service Agreement](#)
- **Credit Card** (Visa, Mastercard, Amex) via Stripe
- We accept Apple Pay and Google Pay at signup where supported by your device

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](tel:1300606766)

Support Mon–Fri 8am–6pm AEST

Email

info@peaknet.com.au

Complaints: complaints@peaknet.com.au

Post

Peak Net Pty Ltd
Greenway ACT 2900

Online

peaknet.com.au/enquiries

Full process: [Complaints Handling Policy](#)

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](tel:1800062058) · Web: tio.com.au

Other documents you should know about

- [Critical Information Summary](#) — full plan details, pricing, terms
- [Terms & Conditions](#) — the legal contract you sign up to
- [Privacy Policy](#) — how we handle your personal information
- [Financial Hardship Policy](#) — help if you can't pay
- [Family Violence Policy](#) — support and account safety
- [Direct Debit Service Agreement](#) — if you pay by BECS
- [Acceptable Use Policy](#) — what's allowed on our network