Key Facts Sheet

Peak Net Broadband Services — Version 1.3 — Effective 4 October 2026

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Approved by: Managing Director, Peak Net Pty Ltd

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> **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

Business plans

Supplied to business customers under a written quotation, not available for online signup. Prices include GST.

Plan	Speed (down/up)	Monthly	Available on
NBN 100/40 Business + Static IP	100/40 Mbps	$110.00	FTTP, HFC, FTTB, FTTC, FTTN

Includes a static IPv4 address and business-hours priority support. Month to month, no fixed term.

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

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

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 · 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