



NBN Internet Unlimited Plans

Plan	PEAK LIGHT	PEAK STANDARD	PEAK FAST	PEAK PLUS
Minimum Monthly Cost	\$69/month	\$79/month	\$89/month	\$99/month
Minimum Cost (24 months) including \$25 connection fee	\$1,681	\$1,921	\$2,161	\$2,401
Speed Tier	nbn12	nbn25	nbn50	nbn100
Maximum Early Cancellation Fee	\$720	\$840	\$960	\$1,080

Information about the service

This plan is for access to an internet service delivered via the National Broadband Network using Fixed Wireless, FTTP, FTTB, FTTC, or FTTN technology to the network boundary point.

Minimum term

The minimum contract term is **24 months**.

What's Included and Excluded?

You receive unlimited upload and download data allowance each month. There is no excess data charges applicable and there is no peak or off-peak restriction on your usage.

Installation costs

Standard connection

A once off fee of \$25 is charged for customers connecting to a new Peak Connect NBN plan. This fee is applicable to both new and recontracting customers.

New connection

NBN charges \$300 if the service is being connected in a new development or it is a first-time connection. We'll advise you if this fee is applicable and it will be charged on your first bill.

Professional installation

Should you require a technician to set up your modem, we can provide a professional installation for \$100 for the first hour or part thereof, then \$25 per 15 mins thereafter.

Equipment required

If you do not have the necessary NBN equipment already installed at your premises, you will need an NBN technician visit. Somebody over 18 will need to be home for this appointment. If you are not the owner of the property where the service is going to be installed, you must obtain the owner's consent to the installation of the NBN Co equipment, including where it is installed within your premises.

You will need an NBN compatible modem to use this service, this plan does not include a modem. You may use your own compatible modem however this means that you will be responsible for the configuration and management of the router, otherwise you can purchase a preconfigured modem from us.

DLINK 2800 Talkbox ADSL/VDSL - Analogue Port \$150
Business Grade Draytek Vigor2762Vac - 4G Failover/VOIP \$449
Business Grade Draytek2620 - SIM Card slot - 4G Failover \$575

Minimum cost

The minimum cost over 24 months is calculated by multiplying your minimum monthly fee by 24 months and adding the \$ connection fee.

Early termination fees

If you choose to cancel your service or it is disconnected for any reason within the contract term you will be charged an early termination fee (ETF) **of the minimum monthly fee** multiplied by the months remaining in your contract.

To cancel your service at any time you must provide 30 days' notice to us to disconnect a service.

If one of our suppliers raises its prices in the future, this may result in the cost of your service increasing.

You're local. So are we.

Availability

We will deliver your service to the Network Boundary Point at your premises, which is defined as the physical port or 'UNI' on the NBN Network Termination Device. The cabling that is required in your premises beyond the optical network termination device is your cost and responsibility, as is the provision of a suitable 240V AC power outlet.

NBN broadband internet is not available everywhere. The availability and type of NBN technology is determined by NBNco. Availability is dependent on a number of factors including whether the location has had NBN fibre laid and new developments have completed certain requirements so that they are ready to connect to the NBN. You must check with us whether we can deliver a service to your location.

Speeds

The actual speed of your internet service is dependent on several factors including:

- The type of NBN technology available
- Customer premise equipment such as your modem/router
- Internal cabling
- Network congestion
- Speed plan chosen

For more information on NBN speeds and which speed is best for you, please visit:

peakconnect.com.au/which-nbn-speed-is-right-for-you/

Service and plan changes

Once you take up a phone and broadband service on the NBN you can't move back to services on the existing copper network. You may upgrade or downgrade your plan speed during the contract term, however there is a \$25 fee for each change.

Customer service guarantee

To receive this service, you must agree to waive your rights to the Customer Service Guarantee. (CSG waiver) You may choose to not agree to a CSG waiver, however we will not be able to provide this service to you.

Billing

Your service is invoiced on the same date each month (e.g. 15th of every month). We bill you in advance for the minimum monthly charge and in arrears for calls not included in the minimum monthly charge. Your first invoice will be higher because it will include a partial Monthly Fee billed in arrears (for the period between your service activation and your first invoice) plus the Plan Fee for the following month billed in advance.

We're here to help

If you have any questions, just call us on **02 6324 5555** so we can serve you better.

Or you can visit us at www.peakconnect.com.au for additional information, including to access information about your usage of the service.

Complaints

If you have any concerns or complaints, you can access our complaint resolution process via the details on our website at peakconnect.com.au/contact

You can also contact the Telecommunications Industry Ombudsman on **1800 062 058** or submit an enquiry at www.tio.com.au



02 6324 5555

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www.peakconnect.com.au



You're local. So are we.

All prices Inc GST.