

## NBN Internet Plans

### Critical Information Summary

Please note this summary is not reflective of any promotions or discounts available at the time of sign up.

### Standard Plans

	Peak Light	Peak Standard	Peak Fast	Peak Plus
Upload Speed	12 Mbps	25 Mbps	50 Mbps	100 Mbps
Download Speed	1 Mbps	5 Mbps	20 Mbps	40 Mbps
Monthly Cost	\$69	\$79	\$95	\$105
Monthly Data Allowance	Unlimited			
Minimum Term	1 month			

### Fast Fibre Plans

	Peak Gold	Peak Platinum	Peak Enterprise
Upload Speed	250 Mbps	500 Mbps	100 Mbps
Download Speed	100 Mbps	200 Mbps	400 Mbps
Monthly Cost	\$195	\$310	\$420
Monthly Data Allowance	Unlimited		
Minimum Term	1 month		

### 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.

The type of service offered may need further qualification checks to determine what is available at your location.

Fast Fibre Plans are only available to Customer with a Fibre to the Premises NBN connection.

#### Data Usage

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.

#### 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/](http://peakconnect.com.au/which-nbn-speed-is-right-for-you/)

**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.

## 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.

## Installation Costs

### Connection Fees

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.

### Professional installation

Should you require a technician to set up your modem, we can provide professional installation for \$90 for the first hour or part thereof, then \$25 per 15 mins thereafter.

## Termination of Services

To request disconnection of your service at any time, we require written notice 30 days prior to the disconnection date.

## 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.

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

## Billing

Your service is invoiced on the same date each month (e.g. 5th of every month). We bill you in arrears for the minimum monthly charge. Your first invoice may 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.

## 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.

## 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](http://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](http://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](http://www.tio.com.au)



**02 6324 5555**

[sales@peakconnect.com.au](mailto:sales@peakconnect.com.au)

[www.peakconnect.com.au](http://www.peakconnect.com.au)

**You're local. So are we.**

*All prices Inc GST.*