Small Business nbn™ 100/20

nbn™ Unlimited Plan

Critical Information Summary:
Small Business nbn™ 100/20 unlimited business data plan

Information about the service

Service Description

The Goodtel Small Business nbn™ 100 Unlimited Business Plan is an internet service provided over the National Broadband Network (nbn™) and is available in nbn™ enabled areas.

Hardware Requirement

You will require an nbn™ compatible modem/router for this service.

Key Details

This service is provided on a month to month contract. Your Small Business nbn™ 100 plan includes unlimited data with a typical business hours speed of 100Mbps.

*Interface speeds refer to the speed of the technology installed at your premises. They are not necessarily equivalent to the download/upload speeds you will achieve in practice. Actual download and upload speeds will be affected by many external factors which include the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded.

In the case of nbn™ connections delivered using FTTN (fibre to the node) technology the distance you are from the node will affect maximum available speeds.

Standard Installation Requirements

Standard Installation is included with your plan and is provided to the first telephone point in your premises. A 240 volt power supply is required and you must ensure such a power supply is available. In the event of a power outage, your services will not work unless you maintain a back-up battery. If you take up an nbn™ service, you will not be able to move back to a copper service.

Information about pricing

Minimum monthly charges & cost of data:

Typical Business Hours Speeds	97Mbps
Included Data	Unlimited
Monthly charge	$94.55
Cost/GB	n/a

No lock in contract

Minimum charge in 1st month	$94.55

All pricing ex GST.

Installation Charges

Standard installation is included at no charge with this plan. If a non-standard installation is necessary additional charges may apply. If NBN Co deem your property to be a new development, the nbn™ New Development charge of $300 inc GST will apply.

Modem Charge

A BYO modem option is available. You may also elect to be supplied with an nbn™ ready modem or an nbn™ ready modem with 4G Back service included. A modem delivery charge of $10.00 applies per device.

Other Information

Usage Information

You can monitor your usage at https://goodtel.onlineaccount.com.au/Account/Login or by calling us on 1800 114 663 Service Details This Goodtel nbn™ service is provided using the NBN Co network. Goodtel is responsible for the service to you (the Consumer) and is not affiliated or related to NBN Co.

“Instant On” & 4G Backup

Optus mobile coverage is required at your location in order to use our “Instant On” and 4G Backup facility. Optus coverage can be checked here: http://www2.optus.com.au/egmap_mob/ “Instant On” allows you to start using this service before nbn TM is connected at the property. 4G Backup allows you to continue using this service in the event of nbn™ or network disruption in your area. Maximum data speeds available during these usage times is 12Mbps/12Mbps and up to 200Gb of data can be consumed in a calendar month.

Billing

We will bill you in advance for the minimum monthly charge and features. Your first bill will include charges for part of the month from when you took up your plan until the end of that billing cycle, as well as the minimum monthly charge in advance for the next billing cycle.

IMPORTANT: Billing for your nbn™ service will commence from the day that the nbn™ activation is completed by nbn™. Please note that this is not when you plug in the modem and get online. As such we urge you to start using the service as soon as you can as charges will have already commenced.

Direct debit and email bills

All accounts with Goodtel must be setup on direct debit from either a bank account or credit card. If your account is NOT set up on direct debit your service may be suspended until a direct debit is in place. Goodtel delivers all bills via email and does not provide an option for printed bills.

Broadband Speeds

Actual speeds you will receive will vary due to a number of factors such the number of end-users using the service at the same time, the hardware, the software and software configuration, the connection method within the premises and the type/source of content being downloaded. We are unable to attain your maximum possible speeds using FTTN or nbn™ Wireless technology until you are connected.

If you are not satisfied with the broadband speeds that you can achieve on your nbn™ service we recommend letting us know as soon as possible. There may be some troubleshooting that we can recommend to improve your speeds. If this does not improve things we can move you to a lower speed plan at no cost. We will also credit the difference in plan fee for the time you were on the higher speed tier (up to a maximum of 3 months). If you are still not satisfied with the speed you can achieve you can cancel.

We’re here to help

If you have any questions, just call us on 1800 114 663 so we can serve you better. Or you can visit us at www.goodtel.com.au for additional information, including access to 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 www.goodtel.com.au/policies and clicking on ‘Complaint Handling Policy’. You can also contact the Telecommunications Industry Ombudsman on 1800 062 058 or submit an enquiry at http://www.tio.com.au/

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Summary valid as of August 2026.