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NBN Key Facts Sheet

- LAST UPDATED 28 AUGUST 2026

Speed tier	Typical busy period download speed	Simultaneous use	Suitable for
nbn™ 12 Mbps	10 Mbps	1-2 people	Emails, web browsing and music streaming
nbn™ 25 Mbps	21 Mbps	2-4 people	Emails and web browsing, music streaming and one HD video stream
nbn™ 50 Mbps	42 Mbps	2-4 people	Emails and web browsing, music streaming and one HD video stream
nbn™ 100 Mbps	85 Mbps	4-6 people	Everything above, plus online gaming
nbn™ 250 Mbps	212 Mbps	6+ people	Everything above, plus multiple HD video streams and 4K video streaming
nbn™ 400 Mbps	340 Mbps	6+ people	Everything above, plus multiple HD video streams and 4K video streaming
nbn™ 500 Mbps	425 Mbps	6+ people	Everything above, plus multiple HD video streams and 4K video streaming
nbn™ 750 Mbps	637 Mbps	10+ people	Multiple simultaneous HD and 4K video streams, online gaming and large downloads
nbn™ 1000 Mbps	850 Mbps	10+ people	Multiple simultaneous HD and 4K video streams, online gaming and large downloads
nbn™ 2000 Mbps	1700 Mbps	10+ people	Multiple simultaneous HD and 4K video streams, online gaming and large downloads

nbn™ Speed Tier is the maximum speed possible outside of peak hours and is subject to the technical limitations of the nbn™ network. The typical busy period download speed is the typical download speed you can expect between 7pm and 11pm nightly. Availability of each speed tier depends on the nbn™ technology at your address — see the Critical Information Summary for your technology type for the plans available to you.

Fixed Wireless: there are nbn™ Fixed Wireless regions that are experiencing service congestion due to limitations of nbn™ infrastructure. This congestion may significantly affect the performance of Fixed Wireless services.

Technical limitations of the nbn™

If your electricity goes out, you won't be able to make telephone calls or use the Internet unless your nbn™ service is supplied over fibre with an nbn™ battery back-up unit, and you have an alternative electricity supply for your own equipment. Severe weather events, including heavy rain, may affect nbn™ Fixed Wireless services.

If you use a medical or security alarm, you must make your own enquiries to see if they are compatible with the nbn™ before signing up with us. If you do have one of these devices, we recommend using a mobile cellular service instead of the nbn™. If you do insist on using the nbn™, you should register your device on the nbn™ Medical Alarm Register at www.nbnco.com.au.

If your service is delivered over nbn's copper infrastructure, it is possible that you may not ever be able to achieve the Speed Tier speeds. If this is the case, we will recommend or move you to a Speed Tier appropriate for your circumstances, or you can cancel your service.

Generally, speeds may be affected by: the quality of your modem, internal wiring in your home, the distance between your Wi-Fi modem and your devices, electrical and Wi-Fi interference, network or internet congestion, weather or infrastructure faults. You can contact us on 08 9465 2710 and we can assist you in diagnosing and resolving such problems.