

# CGNAT and VPN Support at SpinTel

At SpinTel, we utilise **Carrier-Grade NAT (CGNAT)** as part of our network infrastructure to help manage the availability of IPv4 addresses in a scalable and secure manner. This industry-standard approach enables us to deliver reliable internet connectivity without compromising service quality.

This article outlines how CGNAT works within the SpinTel network and what customers should know about using VPN (Virtual Private Network) services under this configuration.

## Does CGNAT Support VPN?

**Yes, CGNAT generally supports most VPN connections.** SpinTel customers using VPNs for work, remote access, or general browsing can typically connect without issue. Popular VPN protocols such as:

- OpenVPN (UDP/TCP)
- IPsec
- IKEv2
- SSL VPN

are compatible with CGNAT and function normally in most scenarios.

## When VPN Issues May Occur

While most VPN services work seamlessly under CGNAT, there are certain scenarios where limitations may arise:

- If you are **hosting a VPN server** at home or on your local network, inbound connections may not work correctly because CGNAT does not support port forwarding or direct public IP assignment.
- VPN protocols that require **specific port forwarding** (e.g., L2TP/IPSec without NAT-T) may experience connectivity issues.
- Peer-to-peer VPN setups may have reduced reliability under CGNAT due to the absence of a unique public IP address. SpinTel uses CGNAT as a default for residential internet services to optimise IPv4 usage and provide reliable connectivity across our customer base. This setup supports most **VPN client use cases**.

However, **CGNAT does not support custom port forwarding or hosting services** that rely on a dedicated public IP address. If your use case requires this functionality (e.g., hosting a VPN server, CCTV access, or remote desktop via public IP), you may need to explore alternative options.

## Available Options

If you are experiencing VPN-related issues under CGNAT, the following solutions may help:

- **Contact your VPN provider:** Most commercial VPNs are designed to operate behind NAT and should offer NAT-T (NAT Traversal) support.
- **Upgrade to IPv6 (if applicable):** IPv6 does not require NAT and may offer a more

direct path for some advanced services.

- **Request a Public IP Address:** SpinTel offers the option to request a **public IP address** for a small additional fee. This allows full access to port forwarding and direct remote access services. See this article for the complete guide on getting a [public IP address](#).

## Need Help?

If you're unsure whether CGNAT is affecting your VPN setup or need help requesting a public IP, our support team is here to help.

? Call us at 1300 303 375

? Live Chat via our website

Online URL:

<https://articles.spintel.net.au/article/cgnat-and-vpn-support-at-spintel.html>