

Do you offer Static IP?

YES, a Static IP is available on our NBN service upon request.

- **For Business Plan Customers:** Switch to a Static IP at no extra cost.
- **For Residential Plan Customers:** You can either switch to a business plan for a free Static IP or pay **\$5 per month** to keep your current plan and add a Static IP.

What is a Static IP Address?

A **Static IP address** is an IP address that does not change. It is commonly used for servers or critical devices and remains constant until the device is decommissioned or your network architecture is modified.

By default, our services use Customer-grade Network Address Translation (CGNAT), which shares a single public IP among multiple users. While this setup works well for most customers, it can affect specific functions like:

- Port forwarding
- Peer-to-peer (P2P) connections
- Dynamic DNS (DDNS)

If these features are essential for your setup, a Static IP may be the ideal solution.

To get a Static IP:

1. Log in to your My Account.

My Account Login

Username

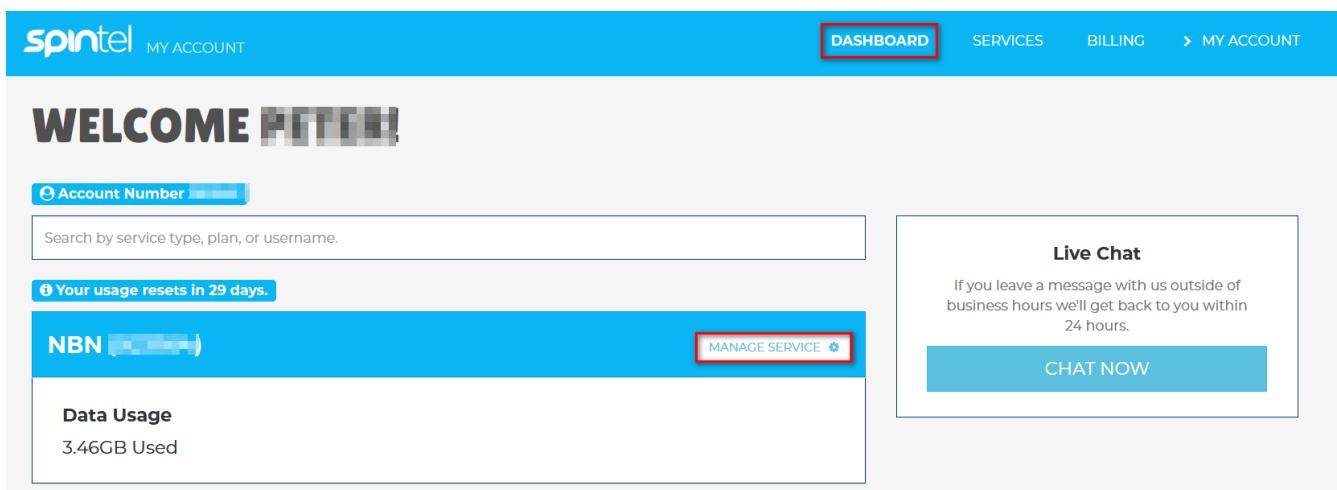
Password



[Forgot username or password?](#)

Login

2. From the main dashboard, click “Manage Service” on your NBN service.



The screenshot shows the Spintel My Account dashboard. At the top, there are navigation links: DASHBOARD (highlighted with a red box), SERVICES, BILLING, and MY ACCOUNT. Below the navigation is a welcome message: "WELCOME [REDACTED]". A search bar is present with the placeholder "Search by service type, plan, or username." A notification bar indicates "Your usage resets in 29 days." Below this, a service card for "NBN [REDACTED]" is shown, featuring a "MANAGE SERVICE" button with a gear icon, which is also highlighted with a red box. To the right of the service card is a "Live Chat" box with the text: "If you leave a message with us outside of business hours we'll get back to you within 24 hours." and a "CHAT NOW" button.

3. Locate the IPv4 address and click the “Change” link next to it.

NBN (XXXXXXXX)

Select another service

Service Details

Plan

Unlimited @ 25/10Mbps - \$59.95 Per Month

Service Address

XXXXXXXXXXXX

AVC ID

XXXXXXXXXXXX

Connection

Status	✓ Connected	?
AVC	XXXXXXXXXXXX	?
IPv4	100.0.100.147/24 CGNAT	Change ?
IPv6	2407:100:0001:0000:0000:0000:0000:0000	?

Diagnostics

Check my internet connection	›
Force disconnect my connection	›
Check NTD Status	›

4. Select Static IP from the options and click **Submit** to apply.

Change IPv4 Address



CGNAT (Free)

CGNAT (Carrier-Grade NAT) assigns private IP addresses to multiple users, meaning all devices share a single public IP. This may cause issues with some services requiring direct connections (e.g., gaming, VPNs, hosting)

Public IP (\$2.00 Per Month)

Public IPs are unique addresses assigned directly to a user, allowing unrestricted internet access and the ability to host services.

Static IP (\$5.00 Per Month)

Static IPs are public IPs that don't change, making them ideal for remote access, hosting websites, and running business applications.

[Cancel](#)

[Submit](#)

Reboot your modem as needed.

Should any issues arise, please do not hesitate to contact us.

Online URL: <https://articles.spintel.net.au/article/do-you-offer-static-ip.html>