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.

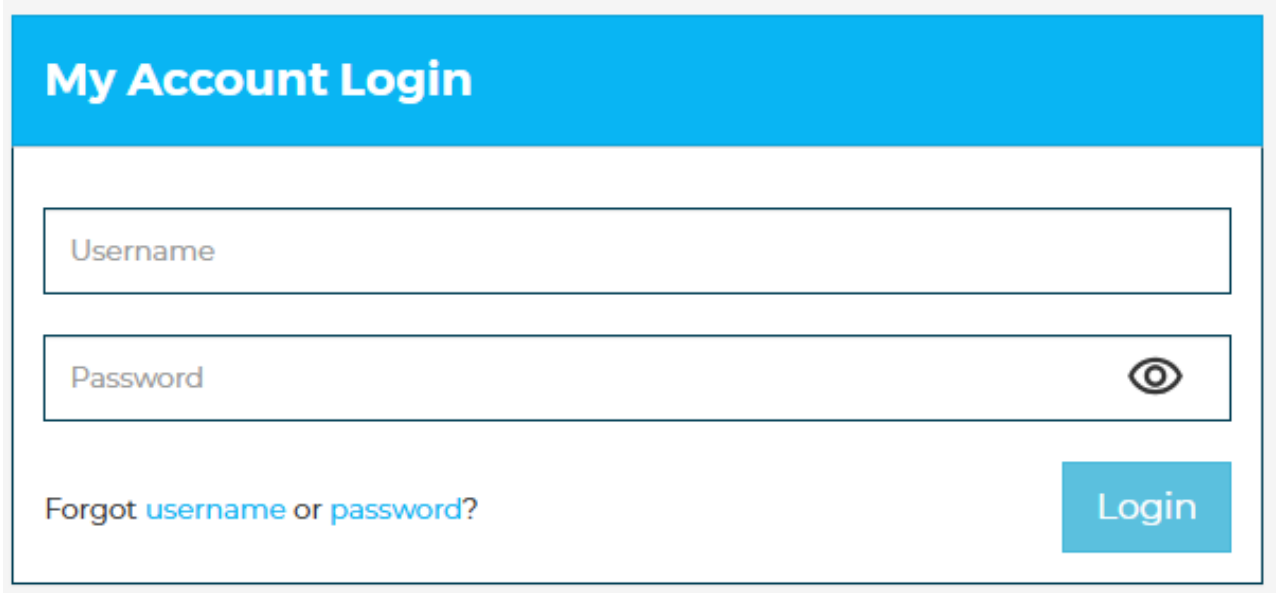
By default, our services use Customer-grade Network Address Translation (CGNAT), which shares a single public IP among multiple users. While this setup works well for most customers, it can affect specific functions like:

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

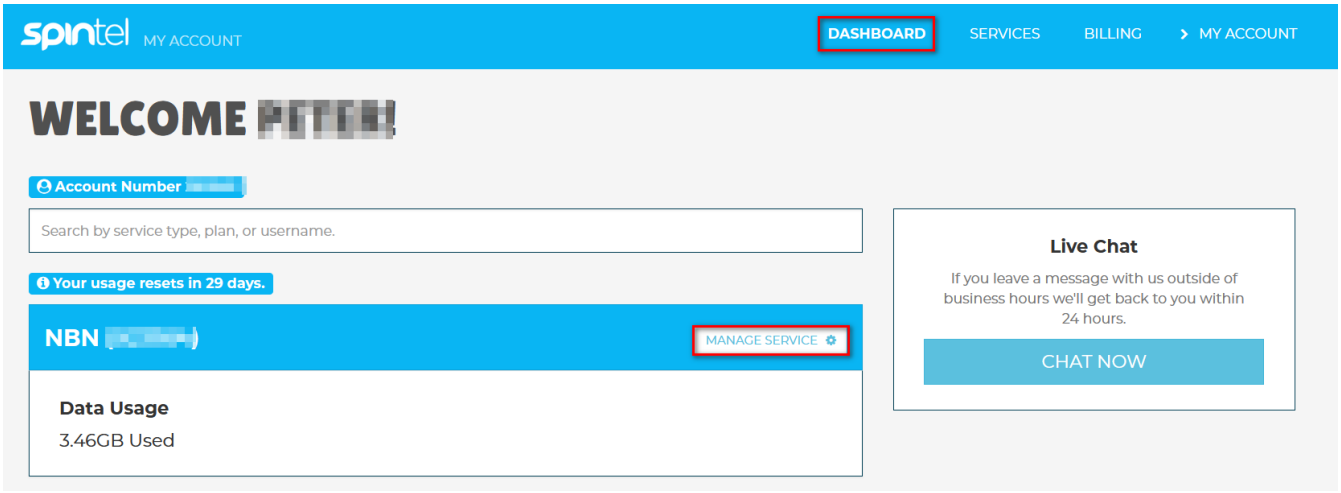
If these features are essential for your setup, a Static IP may be the ideal solution.

To get a Static IP:

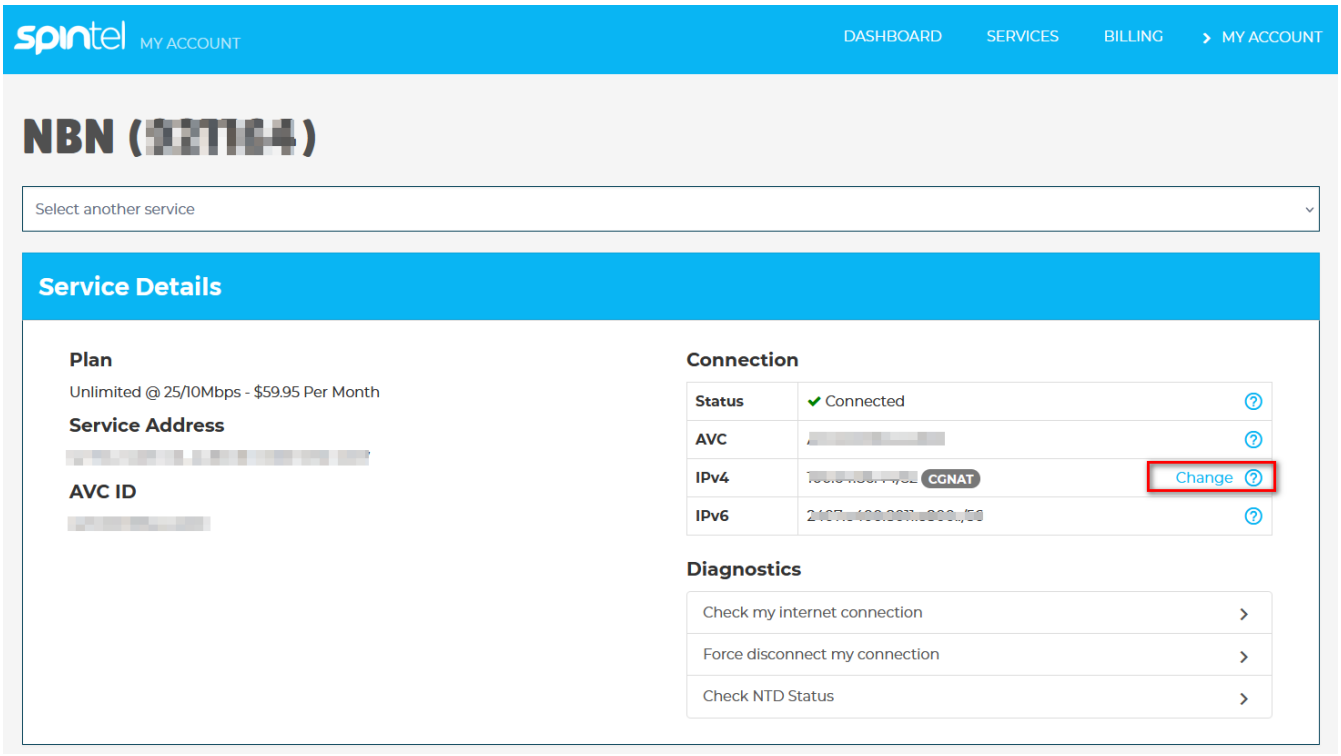
1. Log in to your My Account.



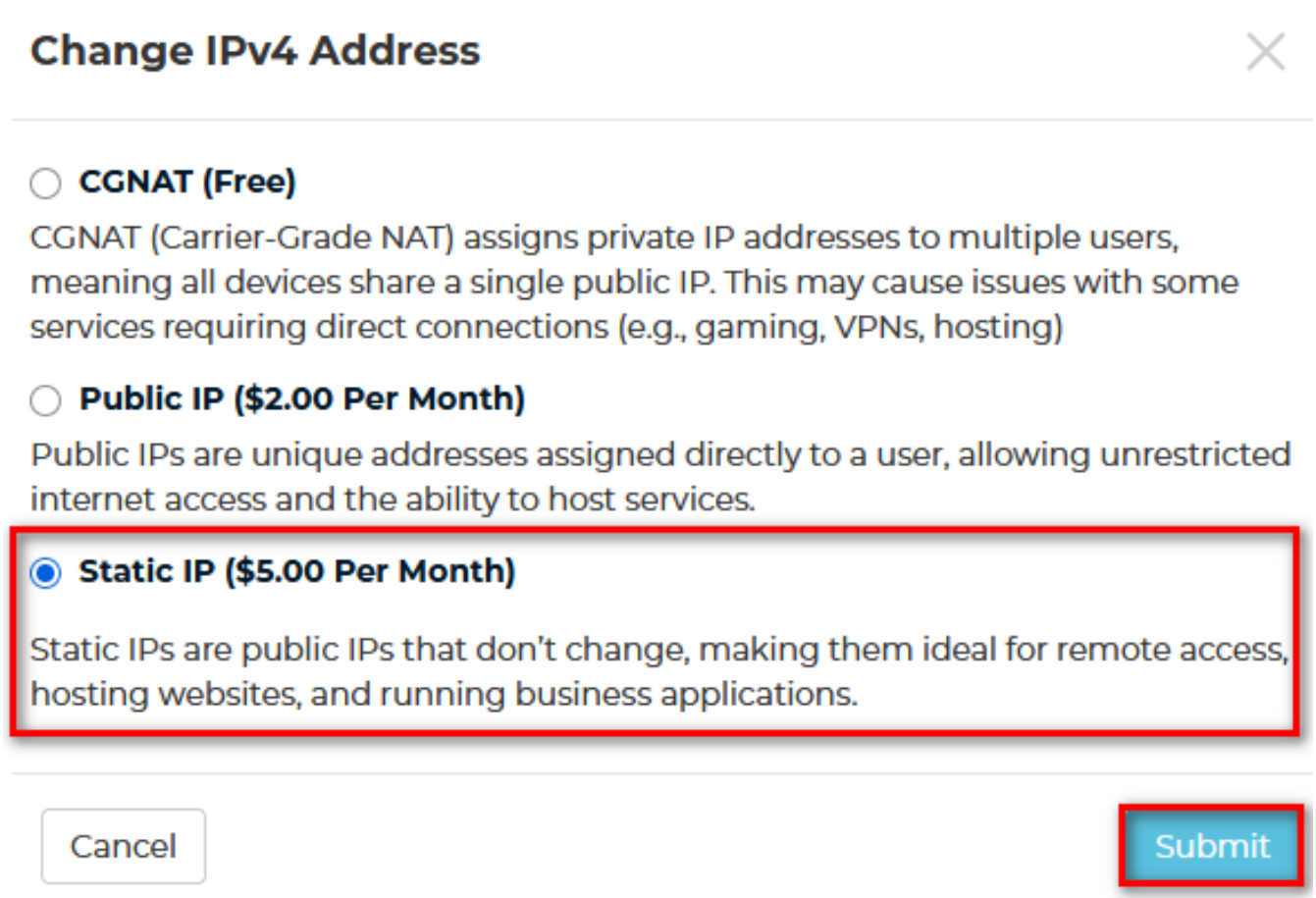
2. From the main dashboard, click “Manage Service” on your NBN service.



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



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



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