

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



[Forgot username or password?](#)


[Login](#)

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


 MY ACCOUNT


[DASHBOARD](#) [SERVICES](#) [BILLING](#) [MY ACCOUNT](#)

WELCOME

[Account Number](#) 

[Your usage resets in 29 days.](#)

NBN 

[MANAGE SERVICE](#) 

Data Usage
3.46GB Used

Live Chat
If you leave a message with us outside of business hours we'll get back to you within 24 hours.
[CHAT NOW](#)

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

spintelMY ACCOUNT

DASHBOARD SERVICES BILLING > MY ACCOUNT

NBN (XXXXXXXXXX)

Select another service

Service Details

Plan

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

Service Address

XXXXXXXXXX

AVC ID

XXXXXXXXXX

Connection

| | | |
|--------|-----------------------------|----------|
| Status | ✓ Connected | ? |
| AVC | XXXXXXXXXX | ? |
| IPv4 | XXXXXX.XXXX.XXXX.XXXX CGNAT | Change ? |
| IPv6 | 2400:XXXX:XXXX:XXXX::XX | ? |

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>