

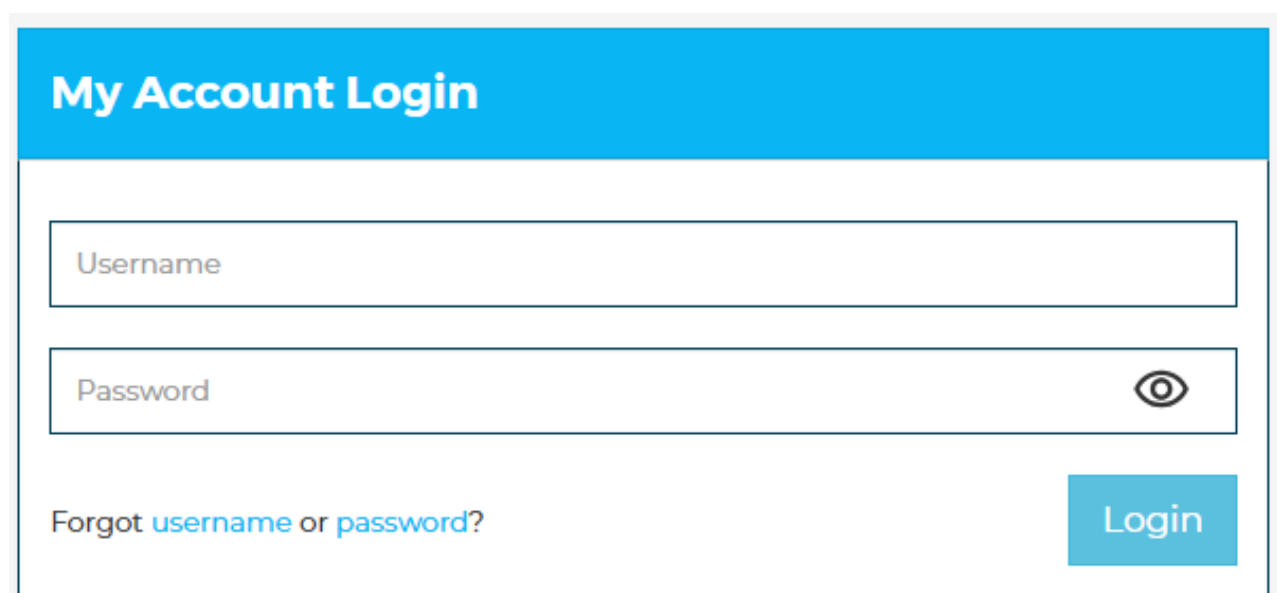
# Can I set up a port forward using Carrier Grade Network Address Translation (CGNAT) IP?

Unfortunately, port forwarding is not possible using a CGNAT (Carrier-Grade Network Address Translation) IP address. CGNAT is used to conserve IPv4 addresses by sharing a single public IP address among multiple customers.


To port forward, you may specifically request to opt out of CGNAT, which you may agree to at our discretion. When opting out of CGNAT, a **dynamic public IP address** will be assigned to the service; however, it will cost **\$2 monthly** on top of your service plan.

**To get a dynamic public IP address, follow the steps below:**

1. Log in to your [My Account](#).

A screenshot of a web login form titled "My Account Login". The form has a blue header bar with the title in white. Below the header, there are two input fields: "Username" and "Password". The "Password" field has a toggle icon (an eye) to its right. At the bottom left of the form, there is a link that says "Forgot username or password?". At the bottom right, there is a blue "Login" button.

## My Account Login



[Forgot username or password?](#)

Login

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

spintel MY ACCOUNT **DASHBOARD** SERVICES BILLING > MY ACCOUNT

## WELCOME PETER!

Account Number [REDACTED]

Search by service type, plan, or username.

Your usage resets in 29 days.

**NBN** [REDACTED] **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.

spintel MY ACCOUNT DASHBOARD SERVICES BILLING > MY ACCOUNT

## NBN (123456789)

Select another service

### Service Details

<b>Plan</b> Unlimited @ 25/10Mbps - \$59.95 Per Month	<b>Connection</b>
<b>Service Address</b> [REDACTED]	<b>Status</b> ✓ Connected
<b>AVC ID</b> [REDACTED]	<b>AVC</b> [REDACTED]
	<b>IPv4</b> 100.0.0.0/0.0 <b>CGNAT</b> <b>Change</b>
	<b>IPv6</b> 2400:100:000:000::50

### Diagnostics

- Check my internet connection >
- Force disconnect my connection >
- Check NTD Status >

4. Select Public IP 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

Alternatively, you may also get a [Static IP address](#) for \$5 monthly.

Online URL:

<https://articles.spintel.net.au/article/can-i-set-up-a-port-forward-using-carrier-grade-network-address-translation-cgnat-ip.html>