

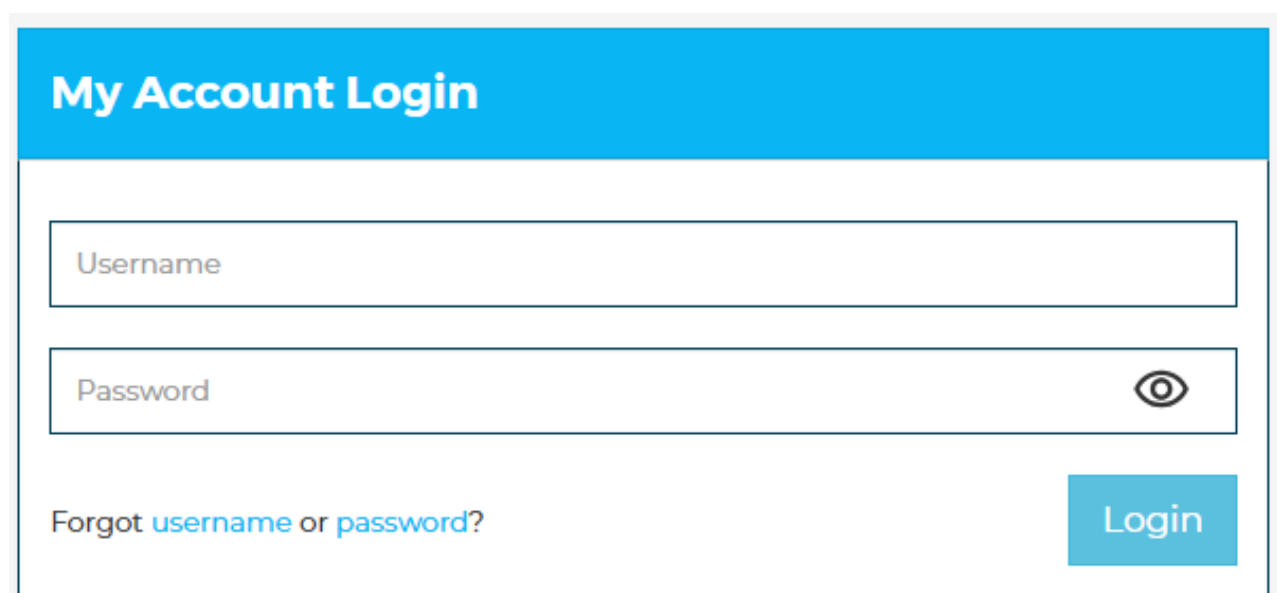
# Can I set up a port forward using Carrier Grade Network Address Translation (CGNAT) IP?

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" in a blue header. Below the header, there are two input fields: "Username" and "Password". The "Password" field has a toggle icon (an eye) on the right side. At the bottom left, there is a link "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.

The screenshot shows the Spintel My Account dashboard. The top navigation bar is blue with the Spintel logo and 'MY ACCOUNT' text. The 'DASHBOARD' link is highlighted with a red box. Below the navigation bar, the main content area has a grey header with 'WELCOME [REDACTED]'. A search bar is present. A blue banner indicates 'Your usage resets in 29 days.' Below this, the 'NBN' service card is shown with a 'MANAGE SERVICE' link highlighted by a red box. The 'Data Usage' section shows '3.46GB Used'. On the right, a 'Live Chat' widget is visible with a 'CHAT NOW' button.

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

The screenshot shows the 'Manage Service' page for an NBN service. The page title is 'NBN ([REDACTED])'. Below the title is a dropdown menu labeled 'Select another service'. The 'Service Details' section is highlighted in blue. It contains two columns: 'Plan' and 'Connection'. The 'Plan' column shows 'Unlimited @ 25/10Mbps - \$59.95 Per Month'. The 'Service Address' and 'AVC ID' are also listed. The 'Connection' column shows 'Status' as 'Connected', 'AVC' as '[REDACTED]', 'IPv4' as '100.64.100.100' with a 'CGNAT' label, and 'IPv6' as '2400:100:200::50'. The 'Change' link next to the IPv4 address is highlighted with a red box. Below the 'Connection' section is the 'Diagnostics' section with three links: 'Check my internet connection', 'Force disconnect my connection', and '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>