

NBN Remote Access Decision Tree

Can I access my NAS from outside my home network?

STEP 1: DIAGNOSE YOUR CONNECTION

Q1

Check your router's WAN IP address. Is it in the range **100.64.x.x** to **100.127.x.x**?

YES: You're on CGNAT

Q2: ASK YOUR PROVIDER

Ask your provider for a public IP address (a CGNAT opt-out). See the questions to ask →

NO: You have a public IP

Q2: DOES YOUR IP CHANGE?

Is it a dynamic (changes on reconnect) or static IP?

QUESTIONS TO ASK YOUR PROVIDER

1. Is my service behind CGNAT?
2. Can I get a public IPv4 address, and is there a fee?
3. Is a static IP available on my plan?
4. What is the upload speed on my plan and connection type?

Provider CGNAT policies change without notice, so this guide does not list them. Check your setup: needtoknowit.com.au/tools/nbn-remote-access-checker/

STEP 2: SELECT YOUR PATH

CGNAT PATHS, IN ORDER OF PREFERENCE

PATH A: Opt Out

Call your ISP

Ask your provider for a public IPv4 address. Whether it is offered, and whether it costs extra, varies by provider and plan.

→ Port forward works
→ Best outcome

PATH B: VPN Mesh

Tailscale / ZeroTier

Works on any ISP. Free tier covers home use. Punches through CGNAT.

→ No ISP call needed
→ Recommended default

PATH C: Relay

QuickConnect / QNAP ID

Synology & QNAP built-in relay. Slower. Depends on vendor cloud uptime.

→ Works through CGNAT
→ Speed limited by relay

HOW TO CHECK IF YOU'RE ON CGNAT

- 01 Log into your router admin panel (usually **192.168.0.1** or **192.168.1.1**)
- 02 Find WAN IP or Internet IP address
- 03 If it starts with **100.64** to **100.127** → you're on CGNAT
- 04 Compare to your IP at whatismyip.com . If different, CGNAT confirmed

PUBLIC IP PATHS

DYNAMIC IP

Use DDNS

Synology DDNS, DuckDNS, or No-IP. Your domain tracks your changing IP automatically.

→ Port forward + DDNS
→ Free options available

STATIC IP

Port Forward Direct

Simplest setup. Open ports 5000/5001 (Synology) or 8080/8443 (QNAP) on your router.

→ Most reliable remote access
→ Use HTTPS + strong password

CGNAT WORKAROUNDS RANKED

1. **Tailscale**
Free VPN mesh. Install on NAS + devices. Works through any CGNAT. Best AU option.
tailscale.com → [free tier](#)
2. **Synology QuickConnect**
Built into DSM. Enable in Control Panel. No router config needed.
Synology only: relay speed varies
3. **QNAP myQNAPcloud**
QNAP equivalent of QuickConnect. Works through CGNAT.
QNAP only: enable in App Center
4. **WireGuard VPN**
Run on a low-cost VPS. Full performance. Requires config skill.
Best performance, most setup work

▲ AU NBN UPLOAD REALITY CHECK

Remote access speed is capped by your **upload** speed at home, not your download. Your upload speed depends on your plan and connection type, so check your provider's plan details. As a guide, a 20 Mbps upload moves about 2.5 MB/s, and one remote 4K stream needs roughly 25 Mbps of upload.

Need more? Ask your provider which plans on your connection type offer a higher upload.

Confirm CGNAT, public IP and upload details with your provider before you sign up. Mobile (4G/5G) home broadband and satellite services commonly use CGNAT. Check with your provider. This guide covers NBN fixed-line connections only.