

Static IP – FAQ's

Have questions about static IP addresses? Check out the top questions and answers below.

I've ordered Static IP from Brightspeed what can I expect?

You should receive an email from Brightspeed with the Static IP's that have been assigned to your service. Example of the email is below. Upon installation of your service Brightspeed will configure the Gateway Router with Static IP enabled and the associated Gateway IP address.



Your Static IP Information

Hi David,

Thank you for adding static IP(s) to your account.

Modem Configuration Information:

IP Network Address: 208.160.191.8
Subnetmask: 255.255.255.252/30
Gateway Address: 208.160.191.10

PC/Server Configuration Information:

User assignable IP Addresses(s): 208.160.191.9
Subnetmask: 255.255.255.252/30
Gateway IP: 208.160.191.10
Primary DNS Server: 8.8.8.8
Secondary DNS Server: 4.2.2.1

As we noted when you purchased static IP(s), your static IP addresses will change if you move or transfer service. This may result in changes to your current charges. Any static IP(s) you've purchased will be returned to Brightspeed if you cancel or terminate services. As Brightspeed upgrades its network, your static IP addresses may change, which could also result in changes to your current charges. Please note that you may experience a brief service interruption when Brightspeed provisions your

Example of standard customer premise equipment and connectivity is below:



How do I check or verify the Static IP configurations on the Brightspeed Gateway Router?

You can find step by step instructions on how to configure and check Gateway Router Static IP configurations by utilizing the below link.

[Static IP Configuration](#)

I have an existing Brightspeed Business Fiber service and I added Static IP, how do I configure my Brightspeed Gateway Router?

Once you receive the email notice with your Static IP details you can login to the Brightspeed Gateway to configure Static IP.

[Static IP Configuration](#)

How do I get a static IP address, and what does it cost?

When you lease a block of IP addresses, three IP addresses are reserved for routing. The other IP addresses can be assigned to devices behind your modem/router

At this time Static IP Addresses are available in blocks of 1, 5 and 13. Contact us for pricing.

Static IP addresses package (User Assignable)	Block size for Brightspeed (Total IPs)	CIDR
1	4	/30
5	8	/29
13	16	/28

What happens to my IP address if I move or change my internet service provider? If you move to another provider you cannot keep your current static IP

Can I set up my own static IP address?

You can't set up a static public IP address on your own. Since your ISP is responsible for assigning public IPs, you'll need to contact them to ensure your public IP is reserved for your network. However, you might have other options that can perform similar functions, such as using a dynamic DNS service.

Brightspeed Domain Name Server (DNS)

The Domain Name System has been called the phonebook of the internet. It's a huge system of directories that translate text-based website names to series of numbers (IP addresses) that can be used by computers.

Brightspeed automatically assigns a domain name server, or DNS, to all your devices that connect to our network. If you ever need to assign a static DNS (which is rare), you can find the information you need in the DNS table below.

Service Type	Primary DNS	Secondary DNS
Static IP Customers	8.8.8.8	4.2.2.1

I'm unable to get my recently ordered Static IP's to work properly.

1. Ensure the Brightspeed Gateway Router is in place and configured correctly.
 - a. [Static IP Configuration](#)
2. Once Gateway Router configurations are confirmed please contact Brightspeed support at the following number: **833-363-2432**

What if I do not want to utilize the Brightspeed provided Gateway Router?

Brightspeed highly recommends utilizing the provided Gateway Router, however, in the event you are using your own device you will need to ensure your devices supports the following settings in order to utilize your assigned Static IP block.

- WAN facing interface must be configured to DHCP
- Your device must be able to route the assigned Static IP subnet

Although other modems or gateway routers will work with Static IP, Brightspeed cannot provide configuration details or support when the Brightspeed provided gateway router is bypassed.

Why doesn't Brightspeed configure my Static IP's to my Gateway routers WAN interface?

Brightspeed utilizes a LAN based Static IP configuration as it allows us to maintain more efficient regional management of our IPv4 address space. In addition, this strategy minimizes the impact of upstream network migrations from impacting customer IP block assignments.