

## Global 21 Customer IT Survey Form

### Section 1: Customer and Installer Information

Date of Application	
Customer Name (Installation)	
Customer / CS Account Number	
Alarm Installer/Maintainer	
Contact email (Alarm Installer/maintainer)	

### Section 2: Physical Connection to Local Network

Type of Customer Device	<input type="checkbox"/> Router	<input type="checkbox"/> Switch	Other
Additional Devices Needed	<input type="checkbox"/> Router	<input type="checkbox"/> Switch	Other
Connection to Internet Device	<input type="checkbox"/> Wireless	<input type="checkbox"/> EoP	Feet of Wire (approx.)
Network Wiring Provided By	<input type="checkbox"/> Customer		<input type="checkbox"/> Alarm Installer

### Section 3: IP Addressing

Fixed or Dynamic IP address	<input type="checkbox"/>	DHCP	<input type="checkbox"/>	Fixed IP
Fill in the following if Fixed IP is selected				
Fixed IP Address	.	.	.	
Fixed IP Sub Net Mask	.	.	.	
Fixed IP Gateway Address	.	.	.	
DNS Address (if needed)	.	.	.	

Additional Notes:

**Need Help?** We are happy to talk directly to your customer's  
**Network Administrator**      **Call Us -1 877 601.3794**

**Note to Network Administrator:** The Telemetry Communications Device (TCD) installed within the alarm control panel uses **outbound TCP/IP connections only**, in the IP destination port range of 18,000 to 18,049, via the landline IP (Ethernet) and the GPRS IP networks. The TCD does not accept inbound connections and does not require any inbound IP ports to be opened on a customer firewall / router. GPRS connectivity is established via a private network connection (APN), and no internet connectivity is possible via GPRS into the TCD. No IP connectivity exists between the GPRS IP and landline IP networks in the TCD and no IP bridging is permitted between the networks within the TCD. The TCD also contains an internal firewall to isolate the TCD from any unauthorized connections or IP traffic.

## Section 4: Location Drawing



**Drawing Notes:**

A rounded rectangular area with a blue border, intended for drawing notes. The area is surrounded by a grey grid pattern.