

Company name: _____
 Requested by: _____

List IP address(es) affected by the change request

IP Address *Specify IP addresses in dotted decimal notation and as narrow as possible	Non Production Testing *For use in PreLive or PostLive testing	Production *Both sFTP & FTP cannot be added for the same IP				sFTP / SSR Reports	Remove all access
	All – HTTPS, FTP, sFTP, BatchSSL	HTTPS (443)	FTP (21)	sFTP (22)	BatchSSL (15000)		

- **Non Production Testing:** This section is to be filled out only if you plan to send transactions to our testing environments (PreLive or PostLive) from this IP. All transaction protocols used by your organization must be certified in this environment before Production access will be granted for that protocol.
- **Production:** This section is to be filled out only if you plan to send transactions to our live production environment from this IP.
 - Requesting IPs for production purposes has definite PCI DSS scope implications. At a minimum, a vulnerability scan will need to be conducted by a PCI Security Standard Council Approved Scanning Vendor and be provided to Worldpay for the IP request showing a passed status. As such, we strongly recommend you check with your Office of Security or the area within your company who handles security and PCI DSS before making this request.
- **Chargeback XML & Doc Feed:** There is not a separate column for this change, please check the HTTPS (443) column under Production if you plan on utilizing this feature. This feature needs to be tested and certified for.
- **sFTP / SSR Reports:** Only check off this box to connect to our reports sFTP site to pick up SSR reports

If you are unsure which environment you need access to, please work with your Relationship Manager or eCommerce Customer Care. Forms with all boxes checked will be returned to sender.

If you do not know your external IP address, please check with your IT staff.
 You may also use the following URL to help determine your IP: www.whatismyip.com

Additional Information

I certify that:

- The IP address(es) provided are statically assigned and for the sole use of my organization.
- I agree to notify Worldpay of any changes regarding the use or ownership of these IP addresses as they relate to transaction processing.
- I confirm I have verified with the appropriate internal staff and represent I have the authority to make this IP request.

Initials _____

Frequently Asked Questions

1. What are the IP Address Parameters?

- All IP addresses must be statically assigned to your organization by your network provider or ISP
- IP addresses must be publicly addressable and cannot be within any of the following address ranges:
 - 10.0.0.0-10.255.255.255 :: 10.x.x.x
 - 172.16.0.0-172.31.255.255 :: 172.16.x.x – 172.31.x.x
 - 192.168.0.0-192.168.255.255 :: 192.168.x.x
- Only those IP addresses that require access to Worldpay services should be listed
- Utilize a many-to-one Network Address Translation (NAT) whenever possible to limit the total number of IP addresses used to 5 or less

2. What is the network maintenance window?

- Minor network changes occur on business days at 8:00 AM (Eastern)
- All requests to Merchant Services or eCommerce Technical Support must be received prior to 2:00PM (Eastern) to be processed on the following business day

3. What are the time-to-resolution parameters for network change requests?

- Minor changes
 - Time to Resolution
 - › Requests received before 2:00 PM (Eastern) will be completed on the following business day
 - › Requests received after 2:00 PM (Eastern) will be completed in (2) business days
 - Minor changes include
 - › Routine changes of IPs to the firewall for Production, Non Production, and/or Secure Scheduled Report (SSR) access
- Major changes
 - Time to Resolution
 - › Major changes will be completed within 3-5 business days
 - Major changes include
 - › New VPN connectivity
- IP Changes
 - To avoid any unnecessary down time, have all IP changes submitted 48 hours prior to any actual changes to your systems. To avoid any security breaches, few exceptions will be made for any emergency IP additions or changes.