

SUBWAY® Surveillance™ Professional Installation Questionnaire

Page (3 of 5)

**PLEASE COMPLETE PAGES 4-5 ONLY IF YOU WILL BE USING PROFESSIONAL INSTALLATION SERVICES.
IF YOU HAVE CHOSEN SELF-INSTALLATION PLEASE CHECK HERE AND PROCEED TO PAGE 5**



Additional out of scope charges may apply for work required following a review of the restaurant by the installation company. Requests to complete any out of scope work are at the discretion of the technician and will result in additional installation fees. Authorization and Payment will be required before any work can be completed. **YOU MUST SEND IN A COPY OF YOUR FLOOR PLAN WITH THIS PACKET TO: ipc-subway@toltsolutions.com**

1. Store Type:

<input type="checkbox"/> University	<input type="checkbox"/> Mall	<input type="checkbox"/> Military Base	<input type="checkbox"/> Airport
<input type="checkbox"/> Inline	<input type="checkbox"/> Wal-Mart	<input type="checkbox"/> Convenience Store/Gas Station	<input type="checkbox"/> Other
<input type="checkbox"/> Free-Standing	<input type="checkbox"/> Hospital	<input type="checkbox"/> Office Building	Please Specify _____

2. Installation Contact Information:

You, or an authorized representative, must be available onsite on the day of the installation to approve the placement of the cameras, the DVR, and the camera power supply. You, or an authorized representative will be required to confirm that all items are working and installed to your satisfaction prior to the technician leaving the site.

Authorized Site Contact (if not franchisee): _____ Phone #: _____

Email Address: _____ Store Address: _____

Street City State Zip/Postal Code

3. DVR Only Installation:

Are all of your existing cameras working and sending video back to your existing surveillance DVR?
(The DVR only installation does not include any work on the existing cameras and/or cabling. If work is required, it can be requested for an additional cost.)

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

4. Installation Information:

Is there an available outlet within 6' of where the DVR will be?
Required to plug in DVR

YES	NO
<input type="checkbox"/>	<input type="checkbox"/>

What type of ceiling do you have?

Open Drop Closed Other

What is the approximate height of your ceiling? _____ Please Specify _____

5. Networking: (Please fill out all requested information)

Is your DSL/Cable modem, router and high speed internet installed and working properly? <i>Where is your router located? Please Specify: _____</i>	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Is there an available open port on the router? <i>How far is the router from the location where the DVR will be installed? Please Specify: _____</i>	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
What is the Make and Model # of your router?	MAKE	MODEL #
What is your router user name and password? <i>This is required to set up port forwarding which is necessary to view your system remotely</i>	USER NAME:	PASSWORD:

******* IMPORTANT *******
If the username and password that you provide does not work when the technician is on-site, the technician will still complete your surveillance installation, but will not be able to set up port forwarding to allow you to view the system remotely. Once you have obtained the router's correct username and password, you can contact the Surveillance Help Desk at 866-360-0121, to assist with setting up port forwarding.

Does your internal store network use DHCP or Static IP's?	DHCP	STATIC IP
	<input type="checkbox"/>	<input type="checkbox"/>

If static IP, please assign an unused static IP address to the new surveillance system DVR. Please provide the following information:

Static IP Address: _____ Netmask: _____

DNS: _____ Gateway: _____

FRANCHISEE SIGNATURE: _____ DATE: _____ (Required to Process Order)

Please Contact IPC Services for Questions 888-445-9239 or Surveillance@ipcoop.com
Fax Form to 305-670-4573 • Email Form to Surveillance@ipcoop.com

SUBWAY® Surveillance Professional Installation Acknowledgement & Pre-Installation Checklist

Once your order is processed and paid in full, you will be contacted within three business days to schedule your professional installation. Please allow up to two weeks for scheduling of your installation. A typical surveillance installation may take up to 4 hours for 4 cameras.

The tasks listed below MUST be completed prior to your installation being scheduled:

- Complete page 3 and email to: lpc-subway@toltsolutions.com
- DSL/Cable modem must be installed
- Router must be working properly with at least one free port for CAT5 cable/Internet connection which must be onsite.
- Electricity and high speed internet must be up and running
- Router user name and password must be available (required to view video remotely)
- Internal Static IP information must be available (IP address, Netmask, DNS, and Gateway) - If applicable
- Store floor plan is required and must be submitted to IPC - Fax copy with your order
- Workspace must be clear and accessible for the technician - This includes furniture, chip racks, coolers, etc.
- Bain area must be covered with plastic, or have plastic cover available to cover Bain area

Your professional installation includes:

- Installation of cameras and DVR in designated areas
- Connection of cameras to the POE switch
- Validation of the DVR to confirm that it is online and all cameras are viewable from a mobile device.
- Adjustment of camera's aim and focus
- Installation of cables - all cables are run through drop ceilings. Other types of ceilings may require custom cabling work which will result in additional installation charges.
- Cleaning of workspace and removal of all boxes

Your professional installation does NOT include:

Requests to complete any of the tasks listed below, or any other installation requests, are at the discretion of the technician and will result in additional installation fees. This work will be billed at \$85 per hour and authorization/payment will be required before the work can be completed. Credit card payment via Visa, MasterCard, or American Express will be required.

- Installation of DSL/Cable Modem
- Installation of Router/Network setup and/or network troubleshooting
- Installation of internet cabling
- Custom cable work includes securing cables to the floor, running cables through conduit, running cables through/behind walls, or any cosmetic work to hide cables not installed through the ceiling.
- Installation of the Subway Surveillance Agent on your PC or mobile devices. If you need assistance contact the Surveillance team: surveillance@ipcoop.com
- Removal of existing equipment - cameras, DVR, monitor, power supply, cables, etc. **If existing cameras, cabling, and/or other surveillance equipment are not removed prior to professional installation, you will be charged a camera removal fee (varies by location)**

Professional installation of Outdoor Cameras:

- The Fee for professional installation of an outdoor camera is \$275. The scope of work includes the tech bringing equipment onsite and the exterior drill bits. Out of scope charges may apply if any of the following is needed: lifts, specialized tools required due to building construction, custom cable runs due to building obstructions, additional materials such as conduit, electrical boxes, etc.

Cancellation and Exception Policies:

- Install provider will come prepared to perform only the scope of work ordered as shown on their work order. If there are issues or questions regarding this work you must contact IPC for guidance.
- Some exceptions might be handled by the installer at time of installation. If agreed upon by the installer, immediate payment via American Express, Visa, or Master Card will be required prior to work being performed. Situations where this might apply are listed below.
 - If the install technician is on site and additional time on site is required due to circumstances outside the installer's control, this time will be billable at \$85 per man hour and must be paid to installer prior to the service being performed.
 - Revisits at no fault of the installer will be billable at \$85 per man hour and must be paid to the installer prior to the service being scheduled or performed
 - Cancellations made less than 48 hours from the scheduled install will incur a \$100 fee paid to the installer prior to being rescheduled.
 - On the day of installation if the installer is turned away by the designated site contact causing a cancellation, a fee equal to the full cost of the installation is to be paid to the installer prior to being rescheduled and an additional install fee will be required for the actual installation.
 - Installer will accept Amex, Visa, Master Card payments prior to performing work. The installer will e-mail an invoice that describes the work, number of hours and charges. It will contain a link to a secure credit card processing site where you can provide your credit card information. A receipt will be e-mailed to you and the installer so that the installer

knows he can begin work. If you prefer to speak to someone and provide your credit card information over the phone or do not have access to the Internet you may dial (800) 976-6737 during 8:00 to 5:00 Eastern and speak directly to the installer's Financial Services representatives who will notify the Project Manager that the credit card payment has gone through. A charge card receipt will be provided.