



Network Configuration for Teladoc Health Solutions

1 Teladoc Health Firewall Configuration Requirements

Teladoc Health owns contiguous blocks of IPv4 and IPv6 addresses as well as several Internet domains. Whitelisting IP blocks (i.e., a range of addresses) and/or domains enables us to provide telehealth services with efficiency and flexibility while allowing our customers to still maintain high security. It reduces or eliminates updates to security rules as we add new services and functionality. These addresses are used for Teladoc Health products and services only, not for corporate use.

1.1 Whitelisting Requirements

All traffic outbound with replies to Teladoc Health addresses/domains **must** be excluded from in-path inspection by intrusion detection and prevention systems.

You must bypass inline SSL packet inspection, proxy, or any other security services that affect client certificate-based authentication.

Teladoc Health products and services require **TCP 443, TCP 5061, TCP 8100, and UDP 10000-65535** outbound with replies permitted to all the following domains and/or IP address ranges.

Required Domains

- *.teladochealth.com
- *.teladoc.com
- *.intouchhealth.com
- *.intouchcustomer.com
- *.intouchreports.com
- *.intouchconnect.net
- *.visitnow.org

Note: For Teladoc Health's **Imaging Module** firewall requirements, please see *MB-20249 Network Configuration for Teladoc Health Imaging Platform*.

1.1.1 Option 1: Whitelist By Global Address Blocks

IPv4	IPv6	Notes
170.176.128.0/18	2620:12C:9000::/40	If these blocks are whitelisted, it is not necessary to whitelist them at the Regional level

1.1.2 Option 2: Whitelist By Regional Address Blocks

IPv4	IPv6	Region	Notes
170.176.160.0/22 170.176.144.0/24 170.176.145.0/24	2620:12c:90a0::/44 2620:12c:9007::/48 2620:12c:9002::/48	All	Required for all customers, regardless of region
170.176.144.0/21 170.176.152.0/22	2620:12C:9000::/43	North America	Choose from one or more regions that you would like to whitelist
170.176.128.0/21 170.176.168.0/22	2620:12C:9020::/44 2620:12c:90c0::/44	Asia / Pacific	
170.176.136.0/21 170.176.164.0/22	2620:12C:9030::/44 2620:12c:90b0::/44	Europe / Africa	

1.1.3 Optional Services

IPv4	IPv6	Product	Notes
170.176.176.0/22	2620:12c:9002:2000::/51 2620:12c:9004:2000::/51 2620:12c:9006:2000::/51 2620:12c:9007:2000::/51	CAT	Customer Acceptance Testing



1.2 E-Mail Whitelisting

If your company uses e-mail filtering software (i.e., spam, junk), we request whitelisting the **@teladochealth.com**, **@teladoc.com**, **@intouchhealth.com** and **@visitnow.org** e-mail domains and our dedicated sending IPs: **13.111.63.220** and **69.72.41.191** in your email filters/servers. This will ensure your teams receive our timely operational notifications for required maintenance, emergency product outages, and quarterly release notes.

This document only covers the minimum set of IP addresses and port ranges required for Teladoc Health products and services. It does not cover all possible network traffic. For example, to obtain the best quality audio/video sessions the software will avoid server relays (i.e., it will try for peer-to-peer connections). In this case Teladoc Health software may send traffic to other addresses that are not listed in this document.