

Telstra Connect International - End to End User Guide



Content

1. Introduction	3
2. Access the portal	5
Password reset	6
3. User management	7
Create new users	8
Manage existing user's details and permissions	10
Deactivate users	11
4. Your services	12
How to view service location in a map	13
How to customize Your services view	15
How to download Your services events list	16
How to view service details	16
Network and performance reports	18
IP Prefix and Route Management - Domain Name System (DNS)	18
IP Prefix and Route Management	18
5. Your incidents	19
How to raise an Incident	20
How to track my Incidents	23
6. Request	26
How to make a Request	27
How to track my Requests	29
7. Planned maintenance	31
How to track and view all Planned maintenance events	32
How to customize Planned maintenance event view	34
How to download Planned maintenance events list	35
How to create a Planned maintenance event for my company	36
How to subscribe or unsubscribe for Planned and emergency maintenance email notifications	38
8. Order	39
How to track and view my order	40
How do I view my orders by location	43
How do I download a summary of my orders	44
How to accept my order	45
How to raise an order enquiry	46
How to track my order enquiries	49
9. Billing	52
How to view invoices and credit / debit notes	53
How to download invoices and credit / debit notes	54
How to raise a billing / invoice / credit / debit note enquiry	56
How to track my billing enquiries?	59
10. Your quote	63
How to create a quote	64
How to view and edit my quote	65
How to download my quote	66
11. Support	67
How to Raise a support enquiry	68
How to reach out to Telstra	69



Introduction

Introduction



Managing your enterprise services should never get in the way of your business. That's why we've created Telstra Connect - a digital home to view and manage your Telstra business and enterprise products and services in one place.



Platform designed for you, by you

Fast and efficient management of your most important IT infrastructure – your network.



Self-service

Simple, integrated and easy-to-use self-service functionality for transparent access to key business metrics and information.



Save time

Flexibly manage services on-the-go with the mobile or desktop application.

Over time, we will continue to improve and expand upon our rich feature offering, which currently includes:



User management

Easily manage your user access and permission rights.



Your services

View all your active services.

Incidents

Submit, review and track faults.

Your requests

Submit, review and track your request to make changes to your products and services.



Tracking

Planned maintenance

View all upcoming events and historical events for the last 6 months, filter through your tickets and export ticket details into a CSV file.

Orders

Track progress of your ongoing orders.



Billing

View details & download bills for all your products and services.



Your quotes

Easily search by price, create a product basket, generate and view quotes in one place.

Access the portal

Access the portal



You can access Telstra Connect via this address:

<https://connectapp.telstra.com/>

Password reset

If you want to change your password or reset it, you can do so by clicking the 'Reset password' button on the page.

The link to set a new password will be sent to your registered email.

Password reset rules to be followed:

- Password should be 10-64 characters long
- Include at least one uppercase letter
- Include at least one number

Sign in to Telstra Connect

[Back to previous](#)

Username

test@example.com

This may be the email address you receive Telstra Connect communications from or your Telstra ID Username.

Password

Enter your 10 to 64-character password.



I'm not a robot



reCAPTCHA
Privacy - Terms

Sign in

Reset password



Check your inbox

If there's an account associated with this email address, you'll get an email from us to reset your password in the next 10 minutes. Remember to check your junk mail.

User management

User management



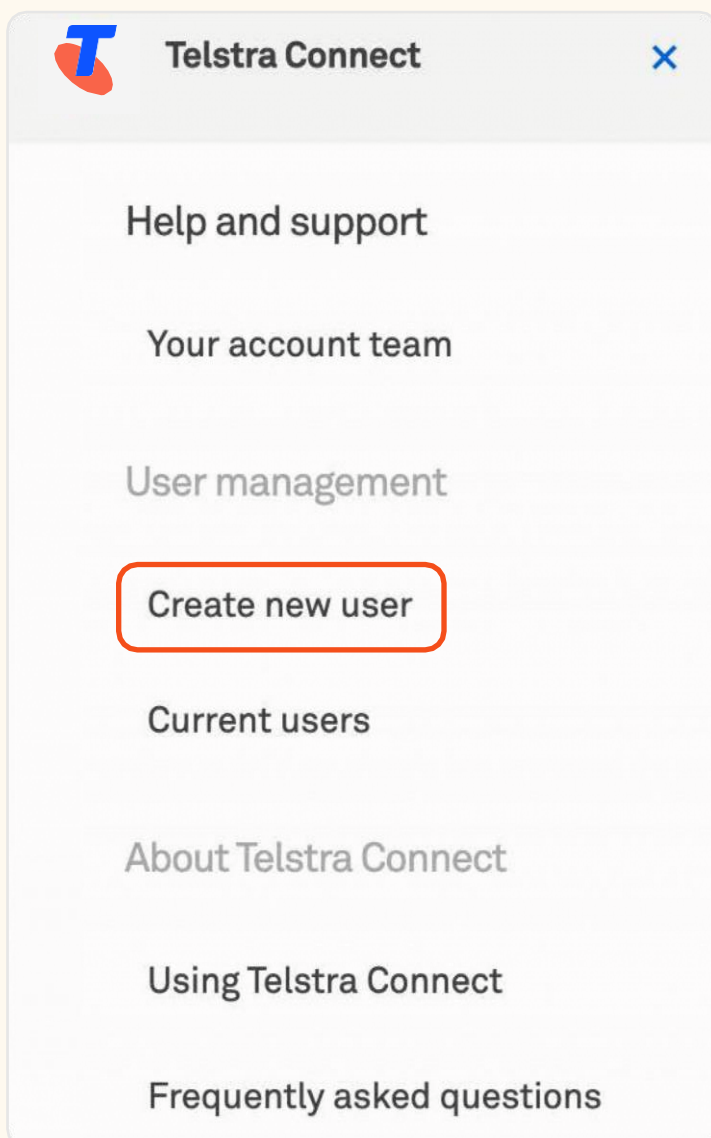
Note: This is only available for admin users.

With the User management feature, you can easily manage user access and user permissions anytime, from anywhere. The following activities are possible through the User management feature:

- Onboard new users
- Manage existing user details and permissions
- Deactivate users

Create new users

- 1 From the side menu, select 'Create new user' to add a new user.



2 Complete the form with details of the new user and select 'Next'. All fields are mandatory on this page.



Create new user

User details

First name
Enter first name

Last name
Enter last name

Email
Enter your email e.g. you@yourdomain.com

Confirm email
Enter the same email as above

Office phone number
Enter the number starting with 0, +, 13 or 1800. Spacing is allowed.

Mobile phone number
Enter the number starting with 0 or +. Spacing is allowed.

Office address

This will be the user's primary address in Telstra Connect and may be used to confirm their identity on calls or in a Telstra store.

Street Address ▼
Enter street number, street name and type e.g. 400 George Street

Building name / level / suite (optional)
e.g. Clarence house, level 21, suite 4

Suburb / town / city
Enter suburb

State / province
Enter state / province

Country ▼
Select country

Zip / postcode
Enter postcode

[Cancel](#) [Next](#)

3



Note: All fields are mandatory on this page

You can choose the type of role and permission that is assigned to the user on Telstra Connect for the following features:

- Multi-factor authentication
- User management
- Submit and track
- Billing

Permissions for Test Test

Which of the following do you want this person to be able to do?

Multi-factor authentication Off On

Are passwords not enough? Add extra layers of security with multi-factor authentication. We will email Test Test a code each time they sign-in or when higher security changes are made.

User management
Provide Telstra Connect access to others in your company.

Create and edit users

Submit and track
Do you want this user to be able to submit and track the progress of any of the following?

Incidents

Service requests

Planned maintenance

Orders


Billing


View and download invoices
This includes credit and debit notes, where applicable.

[Back](#) [Submit](#)

Upon completing the form, click 'Submit'.

- The new user is set up and will receive an email with login details. You now have the option to close the window or create another user.





Test Test has been created

An email has been sent to test@example.com with login details.

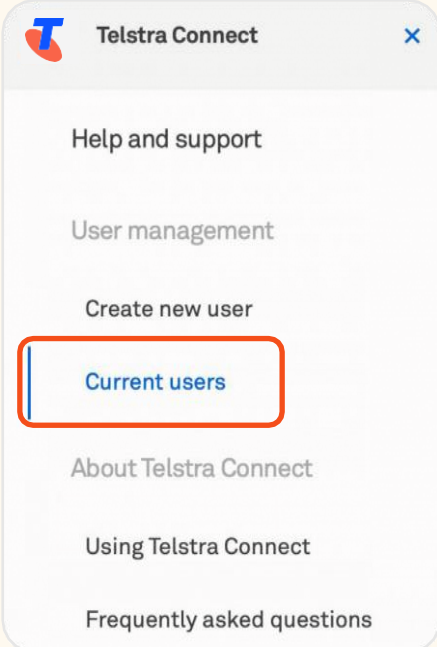
[Close](#)

[Create another user](#)

Manage existing user's details and permissions

- From the side menu, select 'Current users'.

 **Note: This is only available for admin users.**



- Help and support
- User management
 - Create new user
 - Current users**
- About Telstra Connect
- Using Telstra Connect
- Frequently asked questions

- Select the user you wish to manage.

Dashboard > User management

User management Filter

[Create new user](#)

User details Configure table ...

First name	Last name	Email	Role	Status	MFA
Test	Test	test@example.com	Regular	Pending	
sundar	varma	sundar@example.com	Regular	Last active 19 May 2022	
testfotata	testfotata	testuser@example.com	Admin	Just now	
TestUAT1	UATTest1	testUAT@example.com	Admin	Last active 23 Aug 2022	

3 You can then edit their details.



Dashboard > User management > User details

Regular

test contact67

[Edit](#)

Details Permissions

Email
testuser@example.com

Office phone number
123456

Mobile phone number
123456789

Office address
242 Exhibition St, Melbourne, Victoria, Australia, 3000

Deactivate users

1 You can change a user's permissions or deactivate a user, on this screen

Details **Permissions**

Account controls and permissions Deactivated Active

Multi-factor authentication Off On

Are passwords not enough? Add extra layers of security with multi-factor authentication. We will email Test Contact67 a code each time they sign-in or when higher security changes are made.

User management
Provide Telstra Connect access to others in your company.

Create and edit users

Submit and track
Do you want this user to be able to submit and track the progress of any of the following?

Incidents

Service requests

Planned maintenance

Orders

Billing

View and download invoices
This includes credit and debit notes, where applicable.

[Submit](#)

Your services

With Your services, you can view:

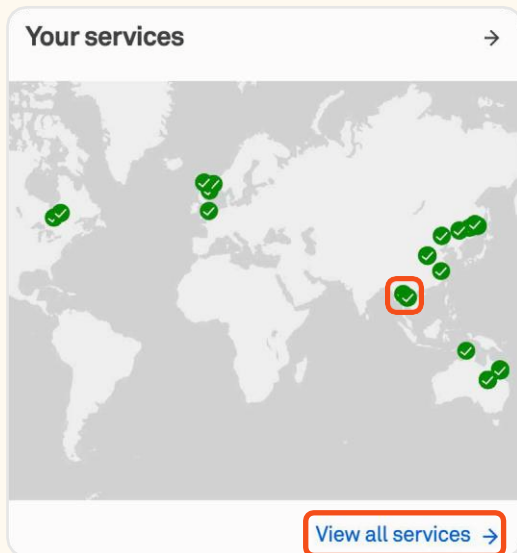
- Service location in a map
- Services list
- Service details

Your services

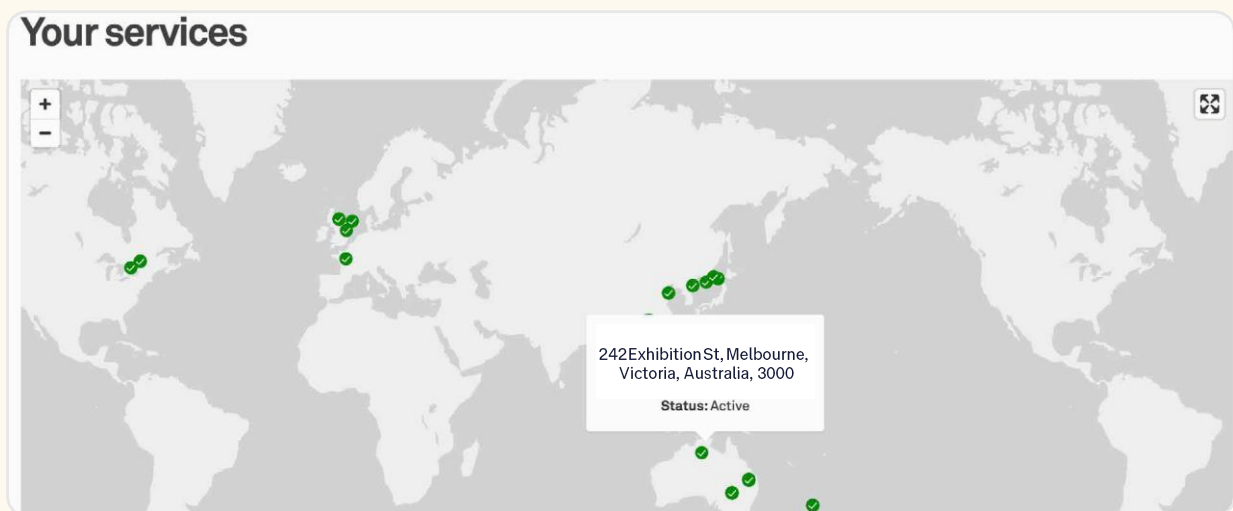


How to view service location in a map

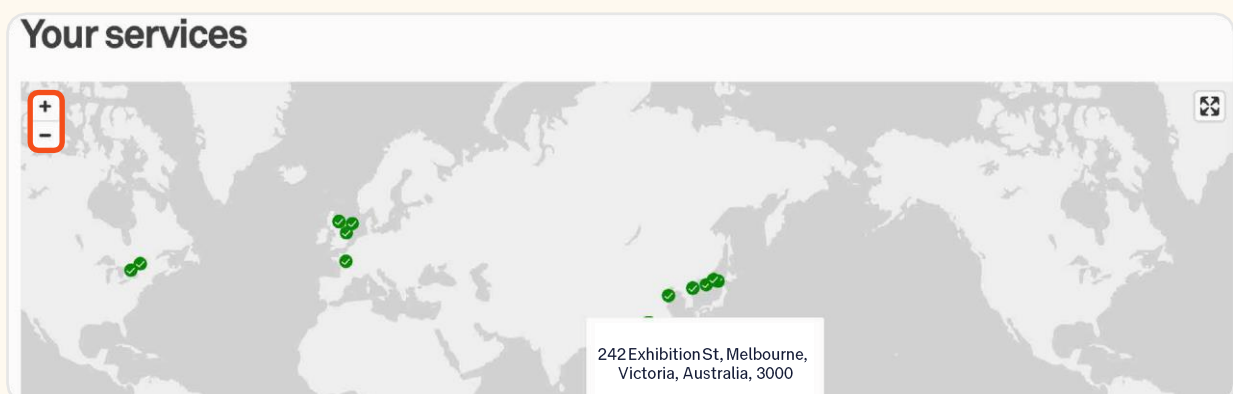
- 1 On the main dashboard, from 'Your services' tile, select 'View all services' for the full list of services or click on the green dots for a 'sorted' view.



- 2 Hover the mouse on the green pointers in the map to view the service location.



- 3 Use the +/- sign to maximize or minimize the map view.



4 The full list of available services, can be seen just below the map.



Your services

242Exhibition St, Melbourne, Victoria, Australia, 3000
Status: Active

[Hide map](#) Search your services [Filter](#)

Company: test sal company 2 (1) [Select columns](#) [Download summary](#)

Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SECSCANNER	ZZZ SECSCANNER 90030435	Off-Net, Site Address, ANY, Any	-	+ Add your reference	-

5 Click on the green dots/ location for a 'sorted' view.

[Dashboard](#) > [Your services](#) > 200 Park Road, Derrimut, Melbourne, Victoria, Australia, 1000.

242 Exhibition St, Melbourne, Victoria, Australia, 3000

Service type	Service ID	Your service reference	Bandwidth	Parent service ID	Billing account	Contract terms (months)
GID	TPE GID 9202405	+ Add your reference	10M	-	BA-0005601	24.00
GEN	TPE GEN 9467428	+ Add your reference	-	-	BA-0005601	12.00

How to customize Your services view



There are multiple options to customize the Your services view:

- 1. Filter
- 2. Sort
- 3. Search
- 4. Account view

1 In the Your services list page, you can use the filter options to filter by location or service type.

Search your services

Location **Service type**

Select one or more location Select one or more service type

Company: test sal company 2 (1)

2 In the Your services list page, you can customize the view by sorting any of the category headings.

Search your services

Company: test sal company 2 (1)

Company <input type="button" value="v"/>	Service type <input type="button" value="v"/>	Service ID <input type="button" value="v"/>	A end site <input type="button" value="v"/>	Z end site <input type="button" value="v"/>	Your service reference <input type="button" value="1"/> <input type="button" value="v"/>	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SECSCANNER	ZZZ SECSCANNER 90030435	Off-Net, Site Address, ANY, Any	-	+ Add your reference	-

3 In the Your services list page, using the search feature, you can search for a particular service.

Search your services

Company: test sal company 2 (1)

Company <input type="button" value="v"/>	Service type <input type="button" value="v"/>	Service ID <input type="button" value="v"/>	A end site <input type="button" value="v"/>	Z end site <input type="button" value="v"/>	Your service reference <input type="button" value="1"/> <input type="button" value="v"/>	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SECSCANNER	ZZZ SECSCANNER 90030435	Off-Net, Site Address, ANY, Any	-	+ Add your reference	-



- 4 If you have permission to access multiple accounts in Telstra Connect, you can use the 'Company' dropdown to select any or multiple accounts to view all the services.

The screenshot shows the Telstra Connect interface with a dropdown menu open for the 'Company' column. The dropdown lists 'Test Sal Company 2' with a checkmark, and a 'Done' button is visible at the bottom of the menu. The background shows a table with columns for Company, Service type, Service ID, A end site, Z end site, Your service reference, and Bandwidth.

How to download Your services list

- 1 After you log in to Telstra Connect follow steps to view all Services. On the Your Service summary page, select 'Download summary' and export the csv file.

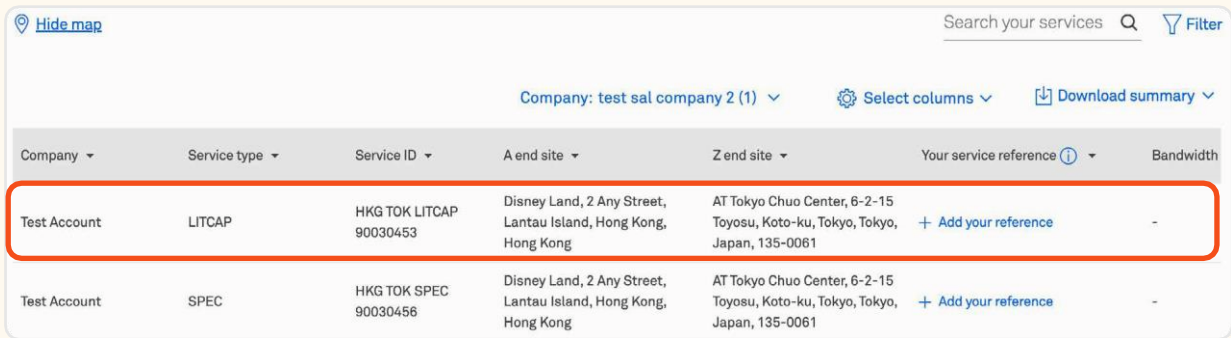
The screenshot shows the Telstra Connect interface with the 'Download summary' dropdown menu open. The menu lists 'All services (CSV)' as the selected option. The background shows a table with columns for Company, Service type, Service ID, A end site, Z end site, Your service reference, and Bandwidth.

How to view service details

- 1 On the main dashboard, from 'Your services' tile, select 'View all services'.

The screenshot shows the 'Your services' tile on the main dashboard. It features a world map with several green location markers. At the bottom of the tile, there is a button labeled 'View all services' with a right-pointing arrow.

2 When you select a service, you will be redirected to a service detail page which will contain more information about your services. 

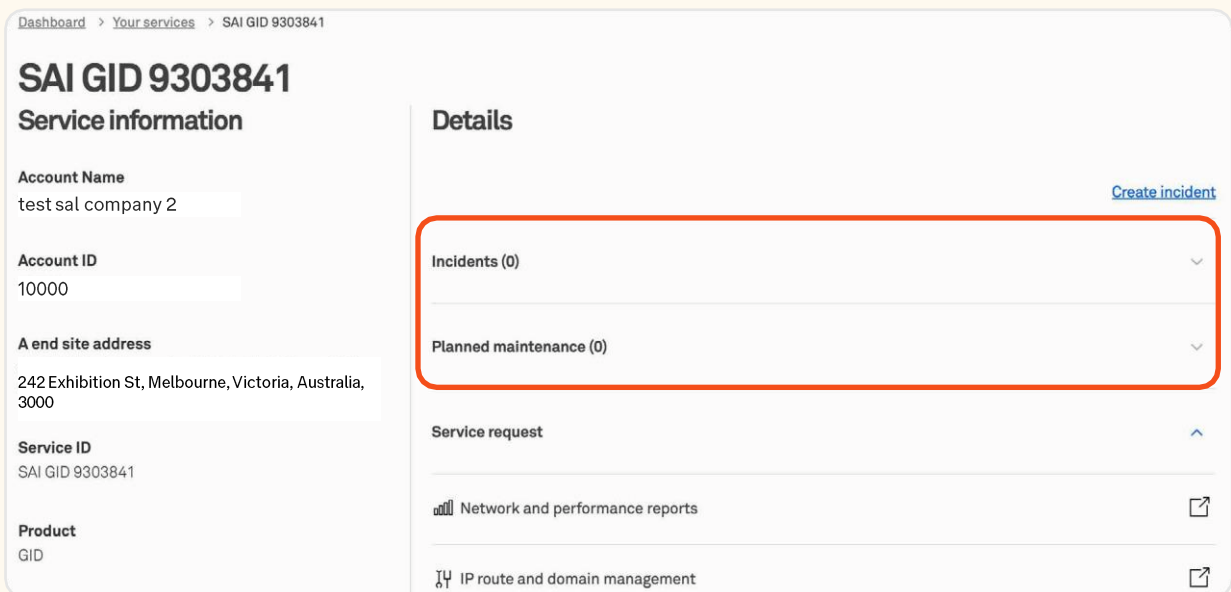


Hide map Search your services Filter

Company: test sal company 2 (1) Select columns Download summary

Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Center, 6-2-15 Toyosu, Koto-ku, Tokyo, Tokyo, Japan, 135-0061	+ Add your reference	-

3 You can view 'Incidents' and 'Planned maintenance' tickets' associated with the selected service.



Dashboard > Your services > SAI GID 9303841

SAI GID 9303841

Service information

Account Name: test sal company 2

Account ID: 10000

A end site address: 242 Exhibition St, Melbourne, Victoria, Australia, 3000

Service ID: SAI GID 9303841

Product: GID

Details

Create incident

Incidents (0)

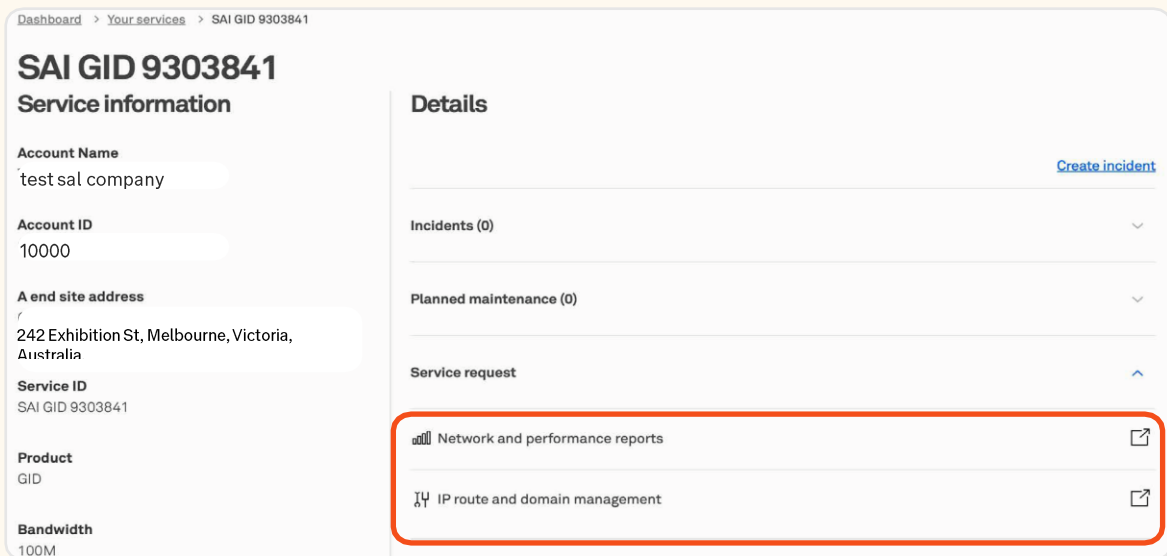
Planned maintenance (0)

Service request

Network and performance reports

IP route and domain management

4 Additional reports can be access from the service detail page. "Network and performance report" will be displayed for EPL, EVPL, GID, GMNS, ICBS, IPT, IPVPN, IPX or VPLS services while "IP route and domain management" will be displayed for GID or IPT service. User guides can be accessed through the links below.



Dashboard > Your services > SAI GID 9303841

SAI GID 9303841

Service information

Account Name: test sal company

Account ID: 10000

A end site address: 242 Exhibition St, Melbourne, Victoria, Australia

Service ID: SAI GID 9303841

Product: GID

Bandwidth: 100M

Details

Create incident

Incidents (0)

Planned maintenance (0)

Service request

Network and performance reports

IP route and domain management



a Network and performance reports

Network and performance reports allow you to view your network traffic reports for your Telstra services, POP to POP reports, and your managed service performance on reporting platform. The reports can also be adjusted as per the time period needed or scheduled to be delivered to your email ID.

For more details on how to use network and performance reports please refer to our user guide.

[How to Guide for Network and Performance Reports](#)

b IP Prefix and Route Management - Domain Name System

Your Domain Name System (DNS) application will allow you to manage your primary, secondary and reverse DNS for Internet services provided by Telstra.

Post clicking on the link you will be redirected to an external site through single sign on.

More details on how to use the DNS application can be found in our user guide.

[How to Guide for IP Prefix and Route Management - DNS](#)

c IP Prefix and Route Management

The Route Management application provides the ability to update, view and add IP prefixes for your Telstra Internet services. This can be done as a single request or multiple requests.

After clicking on a link, you will be redirected via single sign-on to an external site.

More details on how to use the IP Prefix and Route Management application can be found in our user guide.

[How to Guide for IP Prefix and Route Management](#)

A photograph showing a person's hands and arms at a desk. The person is wearing a blue and white checkered shirt. They are positioned over a desk with a laptop and a keyboard. The background is a plain, light-colored wall.

Your incidents

With incidents you can:

- Raise an Incident by answering 8 simple questions, saving you time on the phone
- View and track the progress of your Incident in near real time
- Interact on the Incident without having to call your account representative or service desk for updates

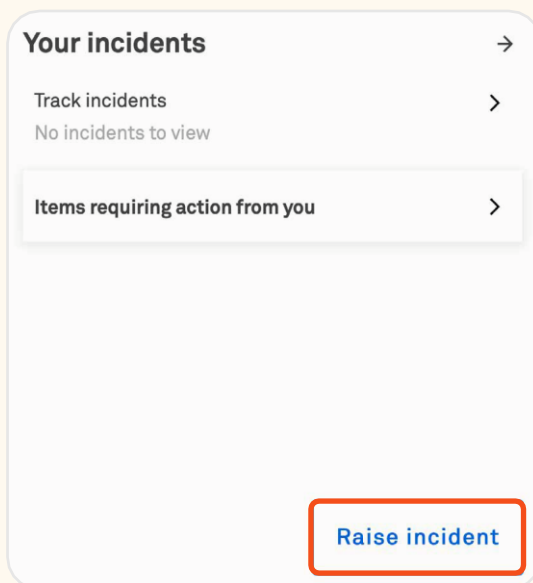
Your incidents



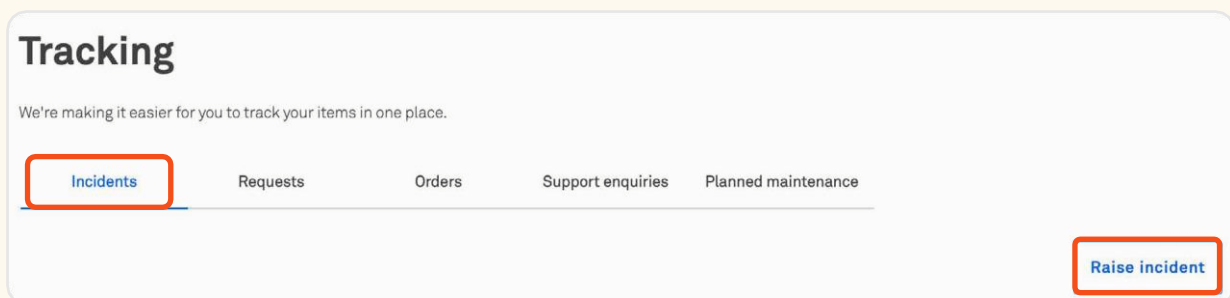
How to raise an Incident

1 There are 3 ways to raise a new Incident

a On the main dashboard, from 'Your incidents' tile, select 'Raise incident'.



b On the 'Tracking' page, from 'Incidents' tab, select 'Raise incident'.



c On the main dashboard, from the top right-hand corner, select 'Create' and select 'Incident'.



- 2** You will be re-directed to the 'Raise incident' page. Select the affected product or service that can be found by Service ID or Location.



Raise incident

What is the affected product or service ID? ▼

If you don't know your service ID you can [search for it by location](#) or [enter a service ID manually](#)

- 3** Once you have selected a service, the system will automatically run a proactive triage, and any open incidents or planned maintenance events will be displayed.

- 4 If your incident was not previously reported, complete the incident form. Add any relevant attachments and select 'Submit incident'.



0000001

- 5 Your Incident is now submitted. You can track the Incident through the Incident ID and you will also receive an email when the ticket is created.

Incident submitted

Incident number: SNI1586806

We typically respond within one hour. Bookmark the [incident tracking page](#) to track this incident plus any others you raise.

[View incidents](#)



How to track my Incidents



1 You can view your list of incidents

a On the main dashboard, from 'Your incidents' tile, select 'Track incidents'.

Your incidents →

Track incidents →
No incidents to view

Items requiring action from you →

Raise incident

b On the main dashboard, from 'Tracking' tile, select 'Incidents'.

Tracking →

Incidents →
View closed incidents

Requests →
View all requests

Orders →
7 active orders

Planned maintenance →
12 active planned maintenance

2 Within your account, you will have the ability to access a comprehensive view of both open and closed incidents. Additionally, you can export a filtered list of incidents based on your specified criteria from the list page below.

Incident number, your reference, summary

Open × Clear all

Track all open incidents and incidents that have been closed in the last 45 days.

Select columns Export table

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution	CSV
P1	SNI2813425		Test Short Description	Open	To be confirmed	Telstra	11 May 2023 8pm	Darpan Test
P1	SNI2818083		Test Short Description	Open	To be confirmed	Telstra	19 Jul 2023 3pm	Darpan Test

3 To view more details, you can select an incident.

Incident number, your reference, summary

Open × Clear all

Track all open incidents and incidents that have been closed in the last 45 days.

Select columns Export table

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution	CSV
P1	SNI2813425		Test Short Description	Open	To be confirmed	Telstra	11 May 2023 8pm	Darpan Test
P1	SNI2818083		Test Short Description	Open	To be confirmed	Telstra	19 Jul 2023 3pm	Darpan Test

4

You will be redirected to the Incident detail page. In the activity section you can view updates from Telstra and add comments to communicate with the team.



Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under 'Your attachments'.

Tracking > SNI1586375

SNI1586375

Summary

- Brief summary**
[IGNORE] Test Ticket
- Your reference**
Not specified
- Status**
Cancelled
- Incident raised**
Last Wednesday 07:56am
- Estimated resolution time**
To be determined
- Actual resolution time**
Last Wednesday 07:57am
- Affected service**
Other | To be determined
- Location**
-
- Raised by**
Our Customer
e: Not available
- Watched by** ⓘ
 - example1
example1@example.com
 - example2
example2@example.com
 - example3
example3@example.com
 - example4
example4@example.com
 - example5
example5W@example.com[Show more \(4\)](#)

Activity

Add a comment

New comments are disabled

31 Aug 22

- Status changed to Cancelled** 31 Aug 22, 07:57am
- Telstra** 31 Aug 22, 07:57am
This is a test ticket, please ignore.
- Telstra** 31 Aug 22, 07:57am
Test Message
- Priority changed to P4** 31 Aug 22, 07:57am
- Status changed to Open** 31 Aug 22, 07:57am
- Incident raised** 31 Aug 22, 07:56am

Attachments

- Your attachments**
No attachment

5 When an update is made to your Incident, you will receive an email to check the enquiry in Telstra Connect.



Your incident has been updated

Company
Test Account

Incident number
SNI1586746

Your reference

Status
In Progress

Affected service
MASTER GIP 100000

Location
Australia

Raised by
John

You can keep track of this incident in Telstra Connect.

[Track Incident](#)

Update
File attached by User1: MicrosoftTeamsimage 1.png

Details
Service Type: ATM/FR Network
Category: ATM/FR Network
A brief summary of the incident: test incident
Details of the incident: t
Your reference (optional): Test_Reference
What effect is this incident having?: Able to work
What locations is it impacting?: Single site
Customer Reference ID: Test_Reference
Tell Us More:
Site Contact Name: user user3
Site Contact Number: 091111111115 or +9222222226
Operating Hours: 9am to 5pm
Attachment/s consent given: true

Estimated resolution time
2022-09-09 08:04:50 Etc/UTC

Please do not reply to this email. It's been sent from an automated system.

6 When the Incident has been resolved or closed, adding new comments will be disabled.

Summary

Brief summary
Test

Your reference
12345 [Edit](#)

Status
Open

Incident raised
Today 02:01pm

Activity

Add a comment

0 [Attach file](#) [Send](#)

Today

Incident raised 09 Sep 22, 02:01pm

Details of the incident
Test



Your request

With requests you can:

- Easily raise new service requests via a simple to use web form
- View and track the progress of all open service requests

Your request



How to make a Request

- 1 There are three ways to create a new Request.



Note: This form may vary based on the type of Request.

- a Through 'Manage' from your dashboard

The screenshot shows a dashboard titled "Your requests" with a right-pointing arrow. On the left, there is a grey circle with the text "No data available". To the right, there is a table with three rows: "On track" with a green dot and a count of 0, "On hold" with an orange dot and a count of 0, and "Delayed" with a red dot and a count of 0. At the bottom left, there is a link "Track requests →". At the bottom right, there is a blue button labeled "Manage" which is highlighted with a red rectangular box.

- b On the Tracking list page, 'Requests' tab, select 'New request'.

The screenshot shows the "Tracking" page. At the top, it says "We're making it easier for you to track your items in one place." Below this are five tabs: "Incidents", "Requests" (which is selected and underlined), "Orders", "Support enquiries", and "Planned maintenance". On the right side of the page, there is a blue button labeled "New request" which is highlighted with a red rectangular box. Below the tabs, there are two sub-sections: "Requests" and "Open (0) Closed (0)". At the bottom, there is a table header with columns: "Number", "Your reference", "Item", "Location", "Status -", "Opened", and "Estimated".

- c On the top panel, select 'Create' and select 'Request'

The screenshot shows the top panel of the Telstra Connect interface. It includes the Telstra logo and the text "Telstra Connect" followed by navigation links for "Requests", "Tracking", and "Billing". On the right side, there is a "+ Create" button and a notification bell icon. Below the "+ Create" button is a dropdown menu with four options: "Incident", "Event", "Support enquiry", and "Request". The "Request" option is highlighted with a red rectangular box. The main content area below the top panel shows a greeting "Afternoon, John" and a "Useful links" section with a link to "What's new".

- 4 When the Request is submitted successfully, you can track it through the ticket ID. You will receive an email when the case is created.



How to track my Requests

- 1 Select 'Requests' from the Tracking tile in the main dashboard.

- 2 A list of your Requests will appear grouped under 'Open' and 'Closed' tab.

The screenshot shows the 'Tracking' dashboard with the 'Requests' tab selected. The 'Open (7)' tab is highlighted with a red box. Below the tabs is a table of requests.

Number	Your reference	Item	Location	Status	Opened	Estimated
SNR0596466	+ Add your reference	Circuit Enquiry	40 MILLER STREET NORTH SYDNEY NSW 2060	On track	05 Sep 22	13 Sep 22
SNR0596416	+ Add your reference	Circuit Enquiry	40 MILLER STREET NORTH SYDNEY NSW 2060	On track	31 Aug 22	07 Sep 22
SNR0595710	Test	Edit Remote Hands Request	000000	Delayed	20 Jul 22	27 Jul 22



3 Select a Request to view more details.

Tracking

We're making it easier for you to track your items in one place.

Incidents **Requests** Orders Support enquiries Planned maintenance

[New request](#)

Requests

Open (7) Closed (0)

Number	Your reference	Item	Location	Status	Opened	Estimated
SNR0596466	+ Add your reference	Circuit Enquiry	40 MILLER STREET NORTH SYDNEY NSW 2060	On track	06 Sep 22	13 Sep 22
SNR0596416	+ Add your reference	Circuit Enquiry	40 MILLER STREET NORTH SYDNEY NSW 2060	On track	31 Aug 22	07 Sep 22
SNR0595710	Test	Edit Remote Hands Request	000000	Delayed	20 Jul 22	27 Jul 22

4 You can view more details on this page. In the 'Updates' section, you can view or add comments.

SNR0596416

Tracking > SNR0596416

Summary

Your reference
[+ Add your reference](#)

Product / service
Telstra Programmable Network Services (TPN)

Item
Circuit Enquiry

Location
40 MILLER STREET NORTH SYDNEY NSW 2060

Current progress
In progress

Details

We're working on providing more details about your requested items. Stay tuned.

Updates

[Comment added](#) 31 Aug 22 12:41pm

Requested Item RITM0652278 Circuit Enquiry has been approved

5 When the Request has been resolved or closed, it will move to the closed tab.

Tracking

We're making it easier for you to track your items in one place.

Incidents **Requests** Orders Support enquiries Planned maintenance

[New request](#)

Requests

Open (7) **Closed (0)**

Number	Your reference	Item	Location	Status	Opened	Estimated
--------	----------------	------	----------	--------	--------	-----------



Planned Maintenance

With Planned maintenance you can:

- View all upcoming events and historical events for the last 6 months
- Filter through your tickets
- Export ticket details into a CSV file

Planned maintenance



How to track and view all Planned maintenance events

- 1 There are two ways by which you can access Planned maintenance events:
a) via Tracking tile or b) via Planned maintenance tile

- a On the main dashboard, under 'Tracking' tile, select 'Planned maintenance'. You will see the details of all planned maintenance events for your managed accounts.

Tracking →

Incidents →
View closed incidents

Requests →
View all requests

Orders →
7 active orders

Planned maintenance →
12 active planned maintenance

- b On the main dashboard, under the 'Planned maintenance' tile, you will see a high level snapshot of upcoming, in progress and completed maintenance events. Select 'Track events' to see the details of all planned maintenance events for your managed accounts.

Planned Maintenance →

Planned Maintenance Successful ⓘ 100%

Upcoming 12 →

In progress →

Completed 69 →

Create event → **Track events**

- 2 You can view a list of planned maintenance events organized by Telstra and your company.



Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders Support enquiries **Planned maintenance**

Planned maintenance

[Create event](#)

All **Upcoming** In Progress Completed Cancelled/Withdraw/Did Not Proceed

Search [Filter](#)
Ticket ID (e.g. PN123443)

Company: **TestAccount** [...](#)

Category	Ticket ID	Status	Company	Description	Expected impact	Planned start	Planned end
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30	22 May 22 02:30

- 3 To view details for specific planned maintenance tickets or to view the list of services impacted by a planned maintenance, follow the instructions below:

Dashboard > Planned maintenance > #PN254206

#PN254206

[Print summary](#)

<p>Ticket ID PN254206</p> <p>Company Name test saal company 2</p> <p>Category Service Impacting - Emergency</p> <p>Status Completed-Successful</p> <p>Planned Start 25 Aug 21 08:40 25 Aug 21 03:10 UTC</p> <p>Planned End 27 Aug 21 08:40 27 Aug 21 03:10 UTC</p> <p>Service(s) Impacted HKG GIP-12345 SKD GMNS 12345</p>	<p>Description</p> <p>Brief Summary Test Ticket 3 - in progress</p> <p>Details Test Ticket 3 - in progress</p> <p>Expected Impact 2</p> <p>Completion Summary Successful</p> <p>Activity</p> <p>27 Aug 21</p> <ul style="list-style-type: none"> Status Change 27 Aug 21 04:10 Status has been changed to Completed from Completed-Awaiting Confirmation <p>25 Aug 21</p> <ul style="list-style-type: none"> Status Change 25 Aug 21 04:09 Status has been changed to Completed-Awaiting Confirmation from In Progress <p>25 Aug 21</p> <ul style="list-style-type: none"> Status Change 25 Aug 21 03:10 Status has been changed to In Progress from Upcoming
---	---

How to customize planned maintenance event view



There are multiple options to customize the planned maintenance event view:

1. Filter
2. Sort
3. Search
4. Account view.

1 In the planned maintenance list page, you can use any of the pre built status filters: Upcoming / In progress / Completed / Cancelled or the filter option for detailed views.

The screenshot shows the 'Planned maintenance' interface. At the top, there are status filters: 'All', 'Upcoming', 'In Progress', 'Completed', and 'Cancelled/Withdraw/Did Not Proceed'. A search bar is located to the right of these filters. Below the filters is a 'Filter' panel with dropdown menus for 'Service ID' and 'Date'. A table of maintenance events is displayed below the filter panel. The table has columns for Category, Ticket ID, Status, Company, Description, Expected impact, and Planned start. A context menu is open over the table, showing options for 'Test Account' and 'Test sal account'. The 'All' filter button is highlighted with a red box.

Category	Ticket ID	Status	Company	Description	Expected impact	Planned start
SI	PN264821	Upcoming	TestAccount	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 08:30
SI	PN264820	Upcoming	TestAccount Limited (HKK)	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30

2 In the Planned maintenance list page, you can customize the view by sorting any of the category headings: Ticket ID / Status / Planned start / Planned end.

The screenshot shows the 'Tracking' page with a navigation bar for 'Incidents', 'Requests', 'Orders', 'Support enquiries', and 'Planned maintenance'. The 'Planned maintenance' section is active. It features the same status filters and search bar as the previous screenshot. Below the filters is a 'Filter' panel. The table of maintenance events is shown with an additional 'Planned end' column. The 'Category' and 'Ticket ID' headers are highlighted with a red box, indicating they are sortable.

Category	Ticket ID	Status	Company	Description	Expected impact	Planned start	Planned end
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30	22 May 22 02:30



- 3 In the Planned maintenance list page, you can search for a particular event, using the Ticket ID.

The screenshot shows the 'Planned maintenance' page. At the top right is a 'Create event' button. Below it are filter tabs: 'All', 'Upcoming', 'In Progress', 'Completed', and 'Cancelled/Withdraw/Did Not Proceed'. A search bar is highlighted with a red box, containing the text 'Search' and 'Ticket ID (e.g. PN123443)'. Below the search bar is a 'Filter' section with dropdowns for 'Service ID' and 'Date'. At the bottom right of the filter section are 'Cancel' and 'Apply filter' buttons.

- 4 If you have permission to access multiple accounts in Telstra Connect, you can use the 'Company' dropdown to select any or multiple accounts to view the Planned maintenance events.

The screenshot shows a table of planned maintenance events. The table has columns: Category, Ticket ID, Status, Company, Description, Expected impact, and Planned start. Two rows are visible, both with 'Test Account' as the company. A dropdown menu is open over the 'Company' column, showing 'Company: Test Account (2)' and two options: 'Test Account' and 'Test sal account'. A 'Done' button is at the bottom of the dropdown.

How to download planned maintenance events list

- 1 After you log in to Telstra Connect follow steps to view all Planned maintenance events. On the Planned maintenance summary page, select the 'three dots' to 'Export data' and download the csv file. You can also apply filters and then export.

The screenshot shows the 'Tracking' page with the 'Planned maintenance' section selected. The page has tabs for 'Incidents', 'Requests', 'Orders', 'Support enquiries', and 'Planned maintenance'. Below the tabs is a 'Planned maintenance' section with a 'Create event' button, filter tabs, and a search bar. A table of events is shown below. The 'Export data' button is highlighted with a red box. The table has columns: Category, Ticket ID, Status, Company, Description, Expected impact, Planned start, and Planned end.

How to create a planned maintenance event



1 There are two ways by which you can create planned maintenance events:
a) via 'Tracking' page or b) via 'Planned maintenance' tile

a On the 'Tracking' page, from 'Planned maintenance' tab, select 'Create event'.

The screenshot shows the 'Tracking' page with a navigation bar containing 'Incidents', 'Requests', 'Orders', 'Support enquiries', and 'Planned maintenance'. The 'Planned maintenance' tab is highlighted with a red box. Below the navigation bar, the 'Planned maintenance' section is visible, featuring a 'Create event' button highlighted with a red box. There are also filter buttons for 'All', 'Upcoming', 'In Progress', 'Completed', and 'Cancelled/Withdraw/Did Not Proceed'. A search bar and a filter icon are also present.

b On the main dashboard, from 'Planned maintenance' tile, select 'Create event'.

The screenshot shows a 'Planned Maintenance' tile on the main dashboard. The tile has a title 'Planned Maintenance' with a right arrow, a progress bar for 'Planned Maintenance Successful' at 100%, and a list of categories: 'Upcoming' (12), 'In progress', and 'Completed' (69). At the bottom of the tile, there are two buttons: 'Create event' (highlighted with a red box) and 'Track events'.

2 Fill out the details and select 'Submit event'.



Planned maintenance event

Company: test sal company 2 ▼

Briefly describe the event

e.g. Software upgrade activity for the Sydney office DNS server

Details

Tell us more about the planned maintenance event

Time format ⓘ

Local Time

UTC Time

Planned Start ▼

Select your planned start

Planned End ▼

Select your planned end

Expected Impact

Tell us more about the net downtime or any other impact. (50 characters max)

Service ID ▼

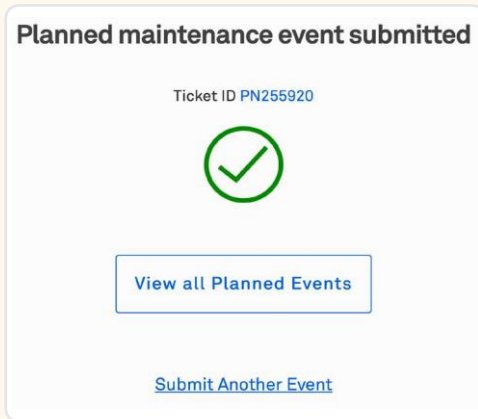
Select your Service ID

[Back](#)

[Submit event →](#)

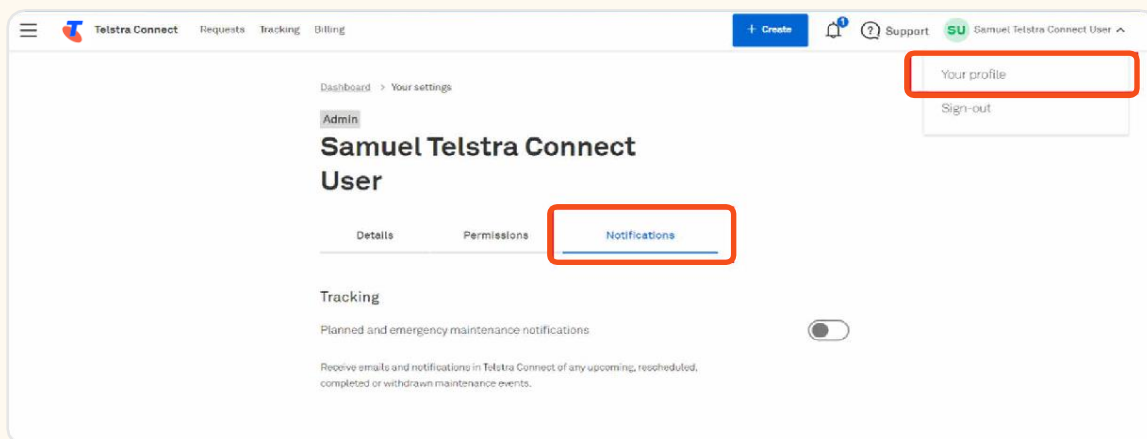


- 3 Your planned maintenance event has now been submitted. You can track the event through the event number and you will also receive an email when the case is created.

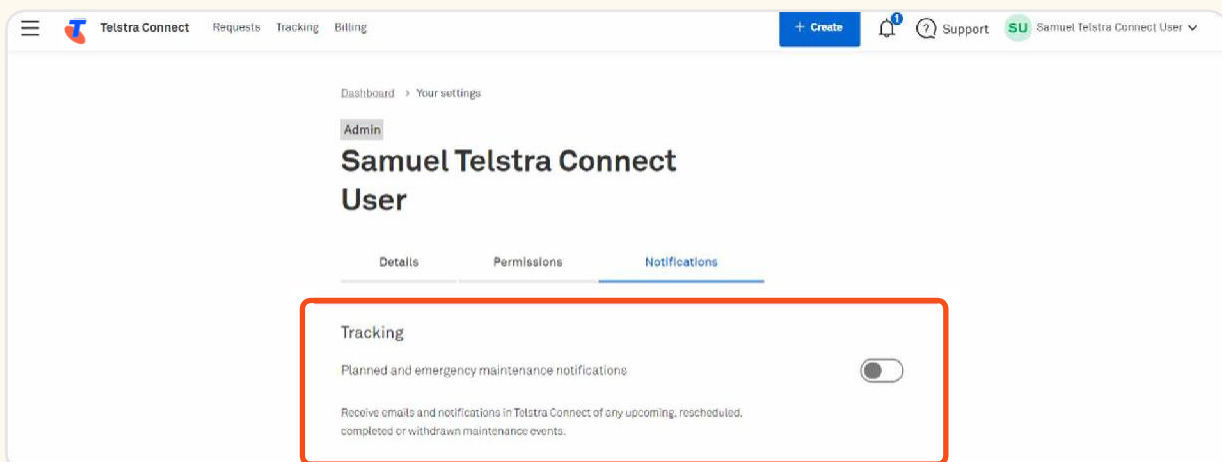


How to subscribe or unsubscribe for planned and emergency maintenance email notifications

- 1 Navigate to Your Profile > Notifications Tab



- 2 Turn on/off the 'Planned and emergency maintenance notifications' toggle button to subscribe/unsubscribe for planned maintenance events email notifications.





Your orders

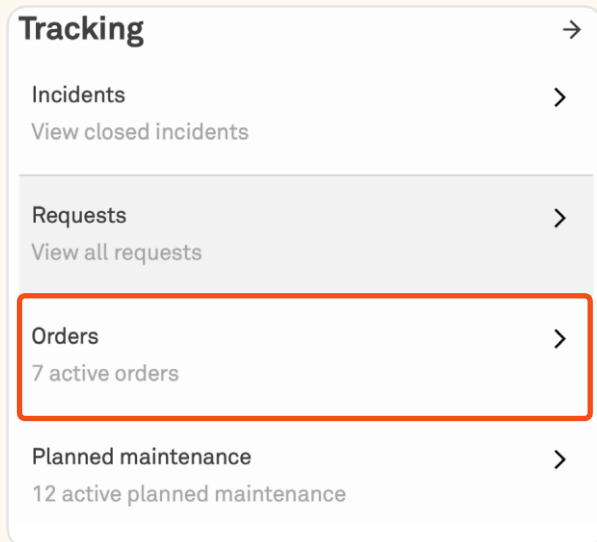
With orders, you can track a range of your products and services that you order from today onwards.

Orders

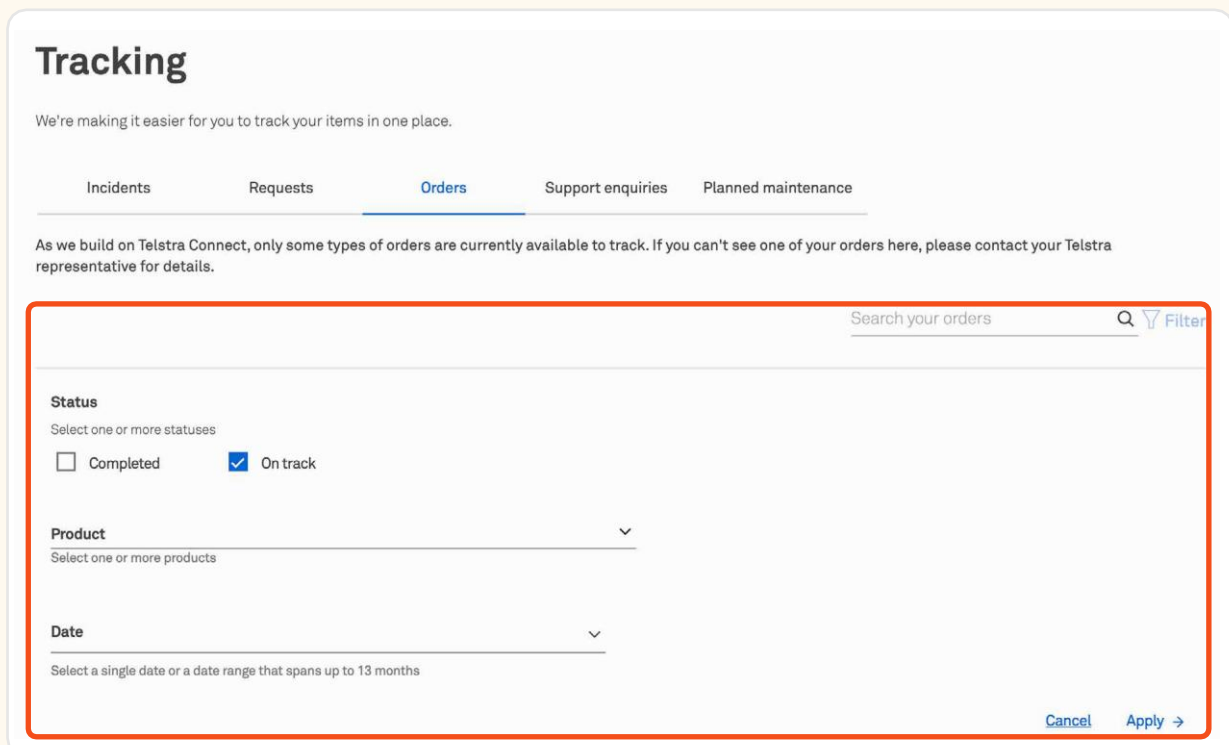


How to track and view my order

- 1 On the main dashboard, from the 'Tracking' tile, select 'Orders'.



- 2 You will see a list of your orders with details. You can search for an order in the search bar and filter by status and product.





3 To change the columns that are displayed in your table of orders by clicking 'Select columns', checking the boxes and hitting 'Apply'.

The screenshot shows a table with the following data:

Order number	Secondary reference	Order status	Order estimated	Order required	Order completed	Project manager
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	-	Amber Mok
SFO-0142861	ODR-ON00032559P	On track	05 Nov 22	12 Nov 22	-	
SFO-0142862	ODR-ON00032559P	On track	05 Nov 22	12 Nov 22	-	
SFO-0142863	ODR-ON00032559P	On track	05 Nov 22	12 Nov 22	-	

4 Select an order to view more details.

The screenshot shows the 'Tracking' page with the following data:

Order number	Secondary reference	Order status	Order estimated	Order required	Order completed	Project manager
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	-	Amber Mok

5 You can view more details on the 'Order Tracking' page including product details, order summary and product progress.



Tracking > SFO-0130107

SFO-0130107 (ODR-ON00028650P)

[Order enquiry](#) →

Locations and products

View by: Location ▾

Australia, Victoria, Melbourne - Australia, Victoria, ... ^

9 Stoney Way - 9 Stoney Way

● LLOOP - New Provide
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/T...

Australia, Victoria, Melbourne - Hong Kong, Hong K... ▾

Hong Kong, Hong Kong - Hong Kong, Hong Kong ▾

Product details

Product
LLOOP
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 90025511

Product type
New Provide

Site address

A End
9 Stoney Way, Derrimut, Melbourne, Victoria, Australia, 3030

Z End
9 Stoney Way, Derrimut, Melbourne, Victoria, Australia, 3030

Product status
● On track

Product estimated ⓘ
30 Nov 22

Product required
30 Nov 22

Order summary

Order number
SFO-0130107

Secondary reference
ODR-ON00028650P

Product progress

Received Validation **Design and build** Fulfilled

● **Order status**
On track

📅 **Order estimated**
30 Nov 22 ⓘ

📅 **Order required**
30 Nov 22

👤 **Project manager**
Amber Mok

👤 **Primary contact**
Fiona Suen

📅 **Contract signed**
19 Jul 22

🏢 **Customer**
Test Holding Limited (HKG)

Customer ID
18026

○ **Product preparation and network readiness**
Estimated 30 Nov 22

We are ordering the required services, equipment and (or) making changes on our network to prepare for this product.

How do I view my orders by location



- 1 On the 'Tracking' tile, under the 'Orders' tab, select 'Location summary' tab.

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests **Orders** Support enquiries Planned maintenance

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders [Edit filter](#)

On track Clear all

Order summary **Location summary**

Select columns

Product	Service ID	Type	Product status	Site address	Product estimated
Australia, Victoria, Melbourne, Derrimut - Australia, Victoria, Melbourne, Derrimut (1)					
LLOOP	MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 90025511 00000	New Provide	On track	9, Stoney Way, Derrimut, 242 Exhibition St, Melbourne, Victoria, Australia, 3000-30/F, 1 Clear Road, Wan Chai, Hong Kong	30 Nov 22

- 2 A list of your orders will appear grouped by location with an overview of product, service ID, type, product status, site address, product estimated, product completed, billing, order number, secondary reference, customer and customer ID. Click the drop down arrow to view the orders with that address. You can search for an order in the search bar and filter by status or product.

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders Support enquiries **Planned maintenance**

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders [Edit filter](#)

On track Clear all

Order summary **Location summary**

Select columns

Product	Service ID	Type	Product status	Site address	Product estimated
Australia, Victoria, Melbourne, Derrimut - Australia, Victoria, Melbourne, Derrimut (1)					
LLOOP	MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 90025511 00000	New Provide	On track	9, Stoney Way, Derrimut, 242 Exhibition St, Melbourne, Victoria, Australia, 3000-30/F, 1 Clear Road, Wan Chai, Hong Kong	30 Nov 22

- 3** Change the columns that are displayed in your table of orders by clicking ‘Select columns’, checking the required boxes and clicking ‘Apply’.



Order summary Location summary

Product	Service ID	Type	Product status	Site address
Australia, Victoria, Melbourne, Derrimut - Australia, Victoria, Melbourne, Derrimut (1)				
LLOOP	MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL 90025511	New Provide	On track	9, Stoney We Melbourne, 1 Australia, 30 Way, Derrim Victoria, Aus
Australia, Victoria, Melbourne, Derrimut - Hong Kong, Hong Kong, Wan Chai (1)				

Select columns ^

Reset

- Product
- Service ID
- Type
- Product status
- Site address
- Product estimated
- Product required
- Product completed

Cancel Apply →

How do I download a summary of my orders

- 1** Select ‘Download summary’ to view and select between:
- All orders (CSV)
 - All orders (PDF)
 - Advanced options

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests **Orders** Support enquiries Planned maintenance

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

Search your orders Filter

Order summary Location summary

Select columns v Download summary v

Order number	Secondary reference	Order status	Order estimated	Order required	Order
SFO-0130107	ODR-ON00028850P	On track	30 Nov 22	30 Nov 22	-
SFO-0142861	ODR-ON00032559P	On track	05 Nov 22	12 Nov 22	-

All orders (CSV)

All orders (PDF)

Advanced options



- 2 By selecting advanced options, you have the option to save the file in CSV or PDF, export specific columns and include only the filtered results. Click 'Download' once you have selected your options.

Order summary Location summary

Select columns Download summary

Order number	Secondary reference	Order status	Order estimated	Order required	Order
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	-

All orders (CSV)
All orders (PDF)
Advanced options

Advanced download summary

Save file as

CSV
 PDF

Export

All columns
 The columns I've selected
 My search and filtered results only (if applied)

How to accept my order

- 1 When you receive an email requesting acceptance of an order, navigate to the respective order's detail page. To view and download attachments select 'View our test result/s and other document/s'.

SFO-0074317 (ODR-ON00021352P) [Order enquiry](#)

Do you accept that this order is fulfilled?
Please note that if you do not respond by 30 Sep 22, we will automatically commence billing.

View our tests result/s and other document/s (if applicable) ^
[test result 1.xlsx](#)

[Do not accept](#)

- 2 Select 'Accept' to confirm order acceptance.

SFO-0074317 (ODR-ON00021352P) [Order enquiry](#)

Do you accept that this order is fulfilled?
Please note that if you do not respond by 30 Sep 22, we will automatically commence billing.

[View our tests result/s and other document/s \(if applicable\)](#) v

[Do not accept](#)



- 3 If there is an issue with the order, select 'Do not accept' to decline the order. You will then be required to fill out the order enquiry form. Select 'View Enquiry' to view the details or add additional comments. Click 'Accept' once the issue is resolved.

SFO-0074317 (ODR-ON00021352P)

[Order enquiry →](#)

ⓘ The product/s in this order have not been accepted as ready for use
We're investigating this for you.

[View our tests result/s and other document/s \(if applicable\) ▾](#)

[View Enquiry](#) Ready to accept the order? [Accept →](#)

How to raise an order enquiry

- 1 On the 'Tracking' tile, under the 'Orders' tab, select 'Order summary'. Select the order you wish to raise an enquiry about and you will be redirected to the detail page.

Tracking

We're making it easier for you to track your items in one place.

[Incidents](#) [Requests](#) [Orders](#) [Support enquiries](#) [Planned maintenance](#)

As we build on Telstra Connect, only some types of orders are currently available to track. If you can't see one of your orders here, please contact your Telstra representative for details.

[🔍 Edit filter](#)

[On track ×](#) [Clear all](#)

[Order summary](#) [Location summary](#)

[⚙️ Select columns ▾](#) [📄 Download summary ▾](#)

Order status ▾	Order estimated ▾	Order required ▾	Order completed ▾	Project manager ▾	Customer ▾	Customer ID ▾	
🟢 On track	30 Nov 22	30 Nov 22	-	Amber Mak	Test Holding Limited (HKG)	18026	...

- 2 Select 'Order enquiry'. This will open a new prepopulated enquiry form.

Tracking > SFO-0130107

SFO-0130107 (ODR-ON00028650P)

[Order enquiry →](#)

Locations and products

View by: Location ▾

Australia, Victoria, Melbourne - Australia, Victoria, ... ▾

200 Park Road - 200 Park Road

🟢 LLOOP - New Provide
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/T... ▾

Australia, Victoria, Melbourne - Hong Kong, Hong K... ▾

Hong Kong, Hong Kong - Hong Kong, Hong Kong ▾

Product details

Product
LLOOP
MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/TELSTRA/AUS LL9000000

Product type
New Provide

Site address
A End
242 Exhibition St, Melbourne, Victoria, Australia, 3000

Z End

Product status
🟢 On track

3 Fill out the details and select 'Submit enquiry'.



Help and support

What is your enquiry related to?
Your orders

Category
General enquiry

Account name
Test Account

Order number
SFO-0130107
Enter your order number

What is your enquiry?
Tell us about your enquiry

Attachments (optional) 0 / 5 files ⓘ

Drop files here
or
[Upload from your device](#)

Upload any relevant images or files to support your enquiry or request.

Contact name
John
Enter your first and last name

Email address
John@example.com

Email a copy of this enquiry to (Optional)
Enter one or more email addresses, separated by comma

Phone number
12345678
Enter the country code followed by the full phone number

[Back](#) Submit enquiry



- 4 Your enquiry has now been submitted. You can track the enquiry by selecting the enquiry number or clicking 'Track enquiries'.

Enquiry submitted


You will receive an email shortly with more information

Enquiry number: [00677593](#)


[Track enquiries](#)




- 5 A confirmation email will be sent to the corresponding email address and copied to the additional email (optional).



Your Telstra order enquiry





Hi Test Users,

Thanks for your enquiry. We're looking into this and will be in touch as soon as possible.

Your enquiry details

Account name: **Test Ac-**
Order number: SFO-0074317
Enquiry: Test

Check the status of your enquiry

[Sign in to Telstra Connect](#)

Need help using Telstra Connect?
Check out our [website and user guides](#).

Please do not reply to this email. It's been sent from an automated system.

How to track my order enquiries



- 1 On the 'Tracking' page, select 'Support enquiries' to view a list of enquiries.


Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders **Support enquiries** Planned maintenance

Order enquiry

Enquiry number	Enquiry status	Category	Enquiry details	Assigned to	Related order	Enquiry submitted
00677594	On Hold	General enquiry	test	Customer	SFO-0130107	07 Sep 22
00677593	New	General enquiry	Test	Telstra	SFO-0130107	07 Sep 22

 **Note: If the field 'Assigned to' is Telstra, it means Telstra is handling the case. If it is assigned to 'Customer', it means there is a pending action on you, as the customer.**

- 2 To view more details, you can select the enquiry

Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders **Support enquiries** Planned maintenance

Order enquiry

Enquiry number	Enquiry status	Category	Enquiry details	Assigned to	Related order	Enquiry submitted
00677594	On Hold	General enquiry	test	Customer	SFO-0130107	07 Sep 22
00677593	New	General enquiry	Test	Telstra	SFO-0130107	07 Sep 22

3 In the activity section, you will be able to see updates from Telstra and add comments and attachments to communicate with the team.



Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under 'Your attachments'.

Tracking > 00677593

00677593

Summary

- Status**
On hold
- Category**
General enquiry
- Assigned to**
Customer
- Submitted**
07 Aug 22 22:53
07 Aug 22 17:23 UTC
- Requested by**
Sample contact name

Attachments

- Telstra attachments**
[document B.xlsx](#)
- Your attachments**
[documentA.xlsx](#)

Details

Details of the enquiry provided by you
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Related Telstra account number: **Test Account**
Order number: SFO-0130107
Contact name: **test@example.com**
Email address: testuserfotata@getnada.com
Phone number: 1234 5678

Activity

Add a comment

0 [Attach file](#) [Send](#)

11 Aug 22

- Status changed to 'On hold'** 11 Aug 22, 09:06pm
- Status changed to 'In progress'** 11 Aug 22, 09:06pm

07 Aug 22

- Enquiry closed** 07 Aug 22, 11:32pm
For further queries, you can [submit a new enquiry](#).
- Status changed to 'In progress'** 07 Aug 22, 11:24pm

John 07 Aug 22, 11:22pm

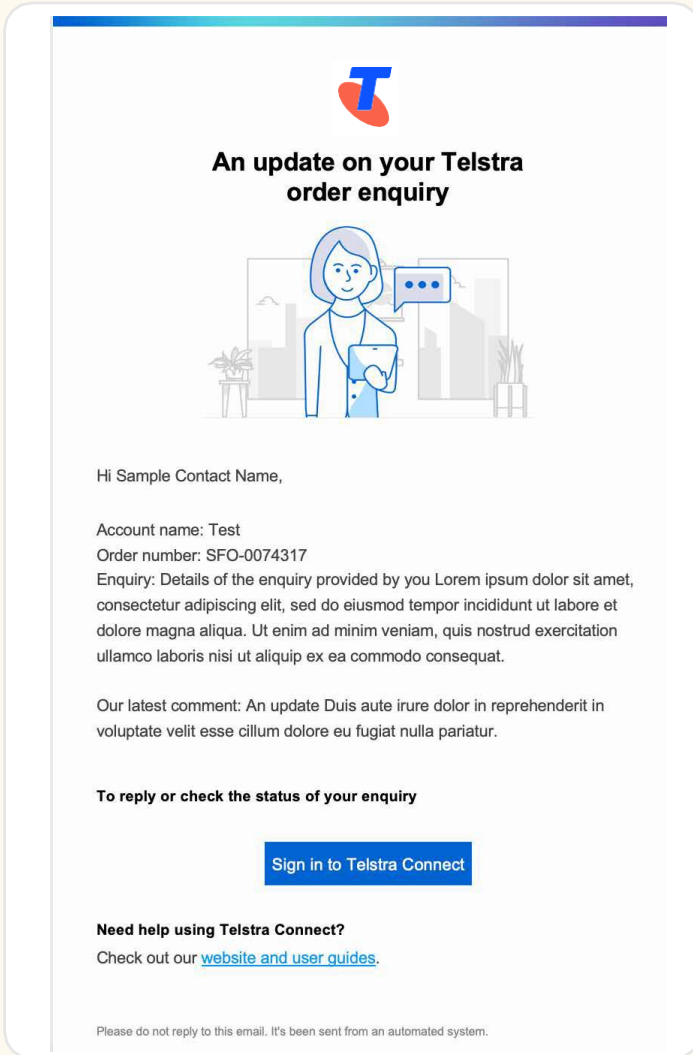
An update
Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

File attached from Telstra 07 Aug 22, 11:20pm
[document B.xlsx](#)

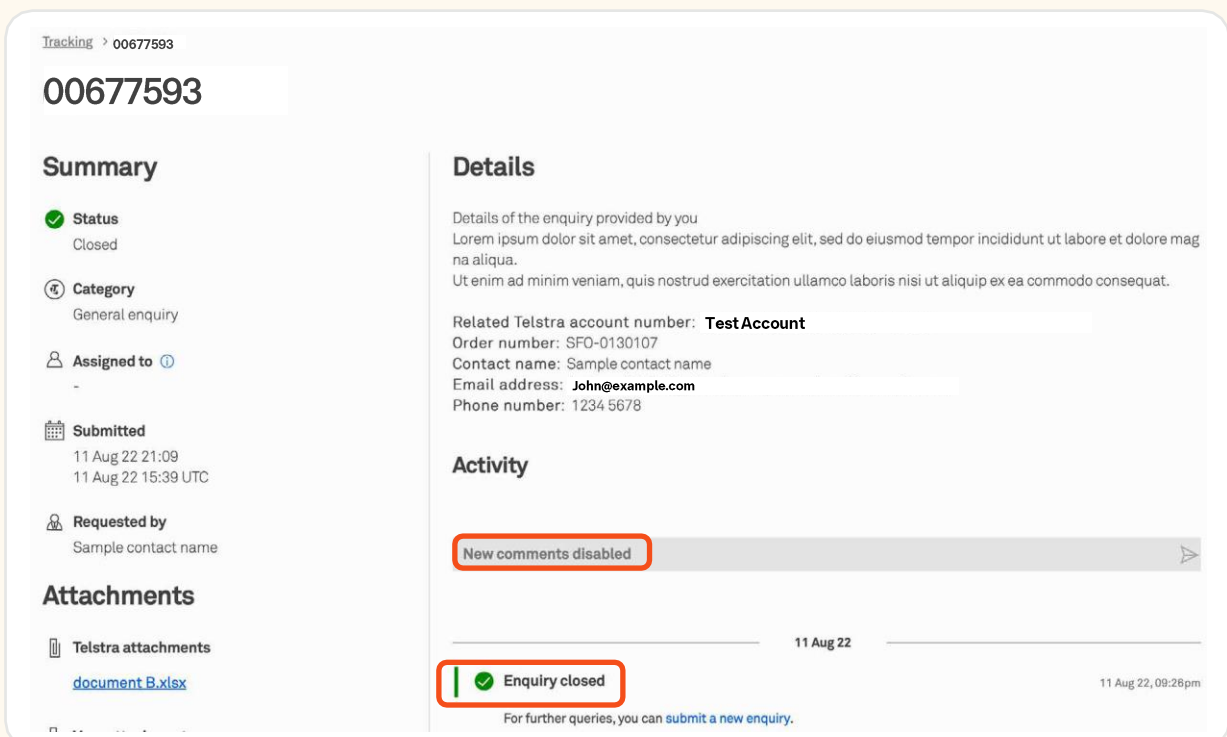
File attached by Sample contact name 07 Aug 22, 10:53pm
[documentA.xlsx](#)

Enquiry created 07 Aug 22, 10:53pm

4 When an update is made to your enquiry, you will receive an email to check the enquiry in Telstra Connect.



5 When the enquiry is complete, the status will be changed to 'Closed' and new comments will be disabled.



Billing

With Billing you can:

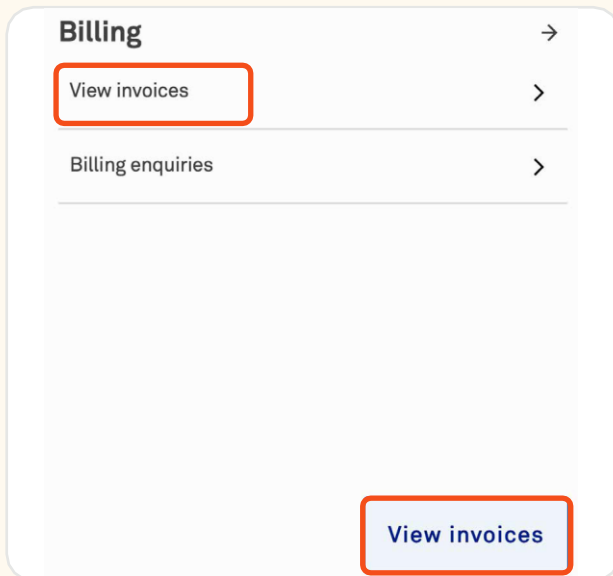
- Download bills for all your products and services
- Access the past 13 months of invoices, see when they were issued and the total amount due
- Raise and track billing enquiries for invoices, credit and debit notes

Billing



How to view invoices and credit / debit notes

- 1 On the main dashboard, from the 'Billing' tile, select 'View invoices'.



- a Select 'Invoices' tab. A list of your invoices will appear including invoice date, payment due date, currency, amount (excluding tax), tax and total amount.

The screenshot shows the 'Billing' dashboard with the 'Invoices' tab selected and highlighted with a red box. The table below shows a list of invoices.

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	...

- b Select 'Credit/Debit notes' tab. A list of all your credit and debit notes will appear with a reference number, issued date, note type, currency, amount (excluding tax), tax and total amount.

The screenshot shows the 'Billing' dashboard with the 'Credit/debit notes' tab selected and highlighted with a red box. The table below shows a list of credit and debit notes.

Reference number	Issued date	Note type	Currency	Amount (excl Tax)	Tax	Total amount	
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00	...



Note: If you have access to multiple companies or billing accounts, select the appropriate company or account in the top right corner

Billing Company: test sal company 2 Billing account: BP-000111

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	0.00	25,788.00	...

How to download invoices and credit / debit notes

Note: All downloaded files will be in the local download folder in your PC

- To download a single invoice, select 'Invoices' tab (highlighted in orange), click the ellipsis to the right and choose PDF or CSV format. To download a single credit/debit note (highlighted in blue), select the 'Credit/debit notes' tab before clicking the ellipsis to the right of the appropriate credit/debit note.

Billing Company: test sal company 2 Billing account: BP-000111

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	...
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	110.00	...

Billing Company: test sal company 2 Billing account: BP-000111

Invoices Credit/debit notes Enquiries Download

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	...
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00			...
DI47S-029509-1	01 Mar 22	30 Mar 22	USD	100.00			...

Download Invoice (PDF)
Download Invoice (CSV)
Invoice enquiry



- 2 To download multiple invoices, select 'Invoices' tab (highlighted in orange), click 'Download', choose the format, select the required invoices (up to 20) and click 'Continue'. To download multiple credit/debit notes, select the 'Credit/debit notes' tab (highlighted in blue) before clicking "Download", choosing the format and the required credit/debit notes.

The screenshot shows the 'Billing' page for 'test sal company 2' with billing account 'JP-0 BP-0001111'. The 'Invoices' tab is highlighted in orange. A 'Download' button is visible in the top right. A dropdown menu is open, showing options: 'Invoice (PDF)', 'Invoice (CSV)', and 'Summary'. The 'Invoice (PDF)' and 'Invoice (CSV)' options are highlighted with red boxes.

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00

The screenshot shows the 'Billing' page with the 'Invoices' tab highlighted in orange. A message states 'You've selected 2 items to download (max 20)'. There are 'Cancel' and 'Continue' buttons. Below is a table with checkboxes for selecting items.

<input type="checkbox"/>	Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
<input checked="" type="checkbox"/>	DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00	...
<input checked="" type="checkbox"/>	DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	110.00	...

- 3 To download an invoice summary, select 'Invoices' tab (highlighted in orange), click 'Download' and 'Summary'. To download a credit/debit notes summary, select the 'Credit/debit notes' tab (highlighted in blue) before clicking 'Download'.

The screenshot shows the 'Billing' page for 'test sal company 2' with billing account '6000 BP-0001111'. The 'Invoices' tab is highlighted in orange. A 'Download' button is visible. A dropdown menu is open, showing options: 'Invoice (PDF)', 'Invoice (CSV)', and 'Summary'. The 'Summary' option is highlighted with a red box.

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax
DI56S-070903-1	01 Jul 22	30 Jul 22	USD	25,000.00	1,750.00
DI56S-068373-1	01 Apr 22	30 Apr 22	USD	25,000.00	1,750.00

 **Note: If you have access to multiple companies or billing accounts, select the appropriate company or account in the top right corner**

The screenshot shows the 'Billing' page for 'test sal company 2' with billing account '6000 BP-0001111'. The 'Invoices' tab is highlighted in orange. A dropdown menu is open for the company selection, showing 'test sal company 2' and 'Test Account'. The 'Download' button is visible in the top right.

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00	...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00	...

How to raise a billing / invoice / credit / debit note enquiry



- 1 Select 'View invoices' from the Billing tile in the main dashboard.

The image shows a 'Billing' dashboard tile. At the top, it says 'Billing' with a right-pointing arrow. Below this, there are two menu items: 'View invoices' and 'Billing enquiries', each with a right-pointing arrow. The 'View invoices' item is highlighted with a red rectangular box. At the bottom of the tile, there is a blue button labeled 'View invoices', which is also highlighted with a red rectangular box.

- 2 To raise an enquiry about an invoice, select the 'Invoices' tab (highlighted in orange), click the ellipsis to the right and click 'Invoice enquiry'.

The image shows a screenshot of the 'Invoices' tab in a dashboard. The 'Invoices' tab is highlighted with an orange box. Below the tabs, there is a table with the following columns: Invoice number, Invoice date, Payment due date, Currency, Amount (excl Tax), Tax, and Total amount. The table contains three rows of data. The first row is highlighted in blue. To the right of the first row, there is a blue ellipsis menu. A dropdown menu is open, showing three options: 'Download Invoice (PDF)', 'Download Invoice (CSV)', and 'Invoice enquiry'. The 'Invoice enquiry' option is highlighted with a red rectangular box.

Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	110.00
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00		
DI47S-029509-1	01 Mar 22	30 Mar 22	USD	100.00		

- 3 To raise a 'Credit/debit note enquiry', select 'Credit/debit notes' tab (highlighted in blue), click the ellipsis to the right and click 'Credit/debit note enquiry'.

The image shows a screenshot of the 'Credit/debit notes' tab in a dashboard. The 'Credit/debit notes' tab is highlighted with a blue box. Below the tabs, there is a table with the following columns: Reference number, Issued date, Note type, Currency, Amount (excl Tax), Tax, and Total amount. The table contains one row of data. To the right of the row, there is a blue ellipsis menu. A dropdown menu is open, showing three options: 'Download Credit/debit note (PDF)', 'Download Credit/debit note (CSV)', and 'Credit/debit note enquiry'. The 'Credit/debit note enquiry' option is highlighted with a red rectangular box.

Billing

Company: test sal company 2 Billing account: BP-0001111

Reference number	Issued date	Note type	Currency	Amount (excl Tax)	Tax	Total amount
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00

- 4 To raise an 'Enquiry' directly, select 'Billing', click 'Enquiries' tab and 'New enquiry'. Choose the relevant category, to open a pre-populated support enquiry form.



- 5 Complete the form and click 'Submit enquiry'.

Help and support Track support enquiries →

What is your enquiry related to?
Billing

Subject
Billing enquiry

Category
Others

Account name
test sal company 2 - 45107

Related Telstra account number
BP-0001111

Enter your Telstra account number. You'll find your account number at the top of your billing invoices.

Invoice number(s)
Invoice number(s)

What is your enquiry?
Tell us about your enquiry

Attachments (optional) 0 / 5 files ?

Drop files here
or
[Upload from your device](#)

Upload any relevant images or files to support your enquiry or request.

Contact name
John
Enter your first and last name

Email address
John@example.com

Email a copy of this enquiry to (Optional)
Enter one or more email addresses, separated by comma

Phone number
Enter the country code followed by the full phone number

[Back](#) **Submit enquiry**

We'll respond to you as soon as possible.
Our support team is available Monday to Friday, 9am - 6pm (UTC+8),
except on Hong Kong public holidays.

- 6 Your enquiry has now been submitted. Track the enquiry by selecting the enquiry number or clicking 'Track billing enquiries'.



Enquiry submitted


You will receive an email shortly with more information

Enquiry number **00677676**


[Track billing enquiries](#)



- 7 A confirmation email will be sent to your corresponding email address and copied to any additional email (optional).



Your Telstra billing enquiry



Hi Test,

Thanks for your enquiry. We're looking into this and will confirm the outcome as soon as possible. As part of our follow-up, we may need to contact you or the primary billing contact on your account.

Your enquiry details

Account name: **test sal company 2**

Billing account: **BP-0001111**

Invoice or credit/debit number: **DI47S-030012-1**

Enquiry: test

Check the status of your enquiry

[Sign in to Telstra Connect](#)

Need help?

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.

How to track my billing enquiries?



1 On the main dashboard, from the 'Billing' tile, select 'Billing enquiries'.

2 Select 'Enquiries' tab to view the full list of your enquiries.

3 Select the case ID you would like to view further information for.

Billing						Company: test sal company 2	Billing account: BP-0001111
Invoices	Credit/debit notes	Enquiries				New enquiry →	
Case ID	Status	Subject	Invoice or credit/debit number	Assigned to	Date raised		
00677676	Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22		
00674814	Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22		
00674811	On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22		
00662968	New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22		

- 4 You will be redirected to the Billing enquiry detail page. In the activity section you can view updates from Telstra, add comments and attachments to communicate with the team.



Note: 'Telstra attachments' are uploaded by the Telstra team. Attachments uploaded by yourself will be under 'Your attachments'.

Dashboard > Billing enquiries > 00677676

00677676

Summary

- Status**
In progress
- Subject**
Billing enquiry
- Assigned to**
Telstra
- Submitted**
12 Oct 21 13:02
12 Oct 21 07:32 UTC
- Requested by**
Billing User26
- Telstra attachments**
[60000468DI61S04464612.csv](#)
- Your attachments**
[60000468DI61S044646131.cs...](#)

Details

Category: Invoice details enquiry
Enquiry: sdkjfnkjdsf

Account name: **testsal company2**
Billing account: **BP-0001111**
Invoice number(s): **DI47S-030012-1**
Email address: **John@example.com**
Phone number: 8785765

Activity

Add a comment

0 [Attach file](#) [Send](#)

12 Oct 21

- Vicky Desai from Telstra** 12 Oct 21, 01:05pm
tcon dep test
- File attached from Telstra** 12 Oct 21, 01:05pm
[60000468DI61S04464612.csv](#)
- File attached from testsal company 2** 12 Oct 21, 01:02pm
[60000468DI61S044646131.csv](#)
- Ticket created** 12 Oct 21, 01:02pm

- 5 When an update is made to your enquiry, you will receive an email to check the enquiry in Telstra Connect.

When the enquiry is complete, the status will be changed to 'Closed' and new comments will be disabled.



Note: If you want to cancel your enquiry, you can communicate this to the Telstra team using the comments field on the enquiry. Comments will be disabled and you will receive an email to confirm this.



An update on your Telstra billing enquiry



Account name: Test test sal company 2

Billing account: 123 BP-0001111

Invoice or credit/debit number: AE DI47S-030012-1

Enquiry: test

Our latest comment: comments

To reply or check the status of your enquiry

[Sign in to Telstra Connect](#)

Need help?

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.



We've Rejected your Telstra billing enquiry case



Hi Test Account,

Based on the latest updated provided to you in Telstra Connect, your case has been Rejected.

Account name : test sal company 2

Billing account: BP-0001111

Invoice or credit/debit number: DI47S-030012-1

Enquiry: test

You can check back on this resolution and any other enquiries at any time by [signing in to Telstra Connect](#).

Need help?

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.



We've Closed your Telstra billing enquiry case



Hi Test Account,

Based on the latest updated provided to you in Telstra Connect, your case has been Closed.

Account name : test sal company 2

Billing account: BP-0001111

Invoice or credit/debit number: DI47S-030012-1

Enquiry: test

You can check back on this resolution and any other enquiries at any time by [signing in to Telstra Connect](#).

Need help?

[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

Please do not reply to this email. It's been sent from an automated system.



Note: If you have multiple companies or billing accounts, select the appropriate company or account from the top right corner.

Billing

Company: test sal company 2 ✓

Billing account: BP-0001111 ✓

Invoices

Credit/debit notes

Enquiries

test sal company 2

Test Account

Download

Invoice number	Invoice date	Payment due date	Currency	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00 ...
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00 ...

Your Quote

With Your Quotes you can:

- Easily search by price
- Create a product basket
- Generate and view quotes in one place

Your Quote



How to create a Quote

- 1 On the main dashboard, from the 'Your quote' tile, select 'Request quotes' to view pricing information, request discounts, and generate quotes.

- 2 Enter details in the appropriate fields to configure the solution and click 'Get Prices'.

Products Price Query View Report Useful Information Need Help?

Price Query

Product Family: Connectivity Services (EPL, EPL Express) Product: EPL

EPL

Order Type: New

Circuit Type: Whole Circuit A End Country: Japan A End City: Tokyo B End Country: USA

B End City: Los Angeles Resilience: Unprotected Cable Path: AAG+AJC A End Pop: JTHA

B End Pop: 1WLT Bandwidth: 1 Gbps X Contract Term: 12 Months X NID (Network Interface Device): No

A End Pop Address: 4th Flr, 1-5-3 Horitomecho Nihonbashi, Chuoku, Tokyo 103-0012

B End Pop Address: 3rd Flr-Suite 305, 27th Flr, 624 South Grand Ave, Los Angeles, CA 90017 (NPA/NXX 213/622)

Get Prices

- 3 Click 'Proceed' to generate your quote.

Quote: 220808-IN0000766-D-AC

No.	Product	Order Type	Description	MRC	NRC	TCV	Indicative Lead Time***
1	EPL	New	Circuit Type - Whole Circuit, A End Country - Japan, A End City - Tokyo, B End Country - USA, B End City - Los Angeles, Resilience - Unprotected, Cable Path - AAG+AJC, Offer Type - EPL Standard, A End Pop - JTHA, B End Pop - 1WLT, Bandwidth - 1 Gbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - 4th Flr, 1-5-3 Horitomecho Nihonbashi, Chuoku, Tokyo 103-0012, B End Pop Address - 3rd Flr-Suite 305, 27th Flr, 624 South Grand Ave, Los Angeles, CA 90017 (NPA/NXX 213/622), Indicative Lead Time - 53 Calendar Days	USD 2,088	USD 0	USD 25,056	53 Calendar Days

Generate Quote **Proceed**

How to view and edit my quote



- 1 On the main dashboard, from the 'Your quote' tile, select 'View all' to connect to the IPS portal to view or edit baskets.

Your quotes

Request quote →

View all

Basket ID	Basket Name	Account Name	Opportunity Number	Created Date	Action Menu				
200610-NA0000122-0-UR-B1.0	sdf	Customer1	sdf	10 Jun 2020 00:50:06	Select Action				
No.	Product Name	Description	MRC	NRC	TCV	Burst Price/ Usage	Orderable Status		
1	EPL	Circuit Type - Whole Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - C2C(1+5)-UNITY Offer Type - EPL, A End Pop - NYSA, B End Pop - HKHH, Bandwidth - 10 Mbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - Suite 304, Cage S009, 111 8th Ave, New York, NY 10011 (NPA/NXX 212/206), B End Pop Address - 10 Middle Road, Tsim Sha Tsui, Kowloon Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers. For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged.	USD 163	USD 0	USD 1,956	NA	Yes		
2	EPL	Circuit Type - Whole Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - C2C(1+5)-UNITY Offer Type - EPL, A End Pop - NYSA, B End Pop - HKHH, Bandwidth - 100 Mbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - Suite 304, Cage S009, 111 8th Ave, New York, NY 10011 (NPA/NXX 212/206), B End Pop Address - 10 Middle Road, Tsim Sha Tsui, Kowloon Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers. For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged.	USD 542	USD 0	USD 6,504	NA	Yes		

Basket ID	Basket Name	Account Name	Opportunity Number	Created Date	Action Menu				
200610-NA0000122-0-UR-B1.0	sdf	Customer1	sdf	10 Jun 2020 00:50:06	Select Action				
No.	Product Name	Description	MRC	NRC	TCV	Burst Price/ Usage	Orderable Status		
1	EPL	Circuit Type - Whole Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - C2C(1+5)-UNITY Offer Type - EPL, A End Pop - NYSA, B End Pop - HKHH, Bandwidth - 10 Mbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - Suite 304, Cage S009, 111 8th Ave, New York, NY 10011 (NPA/NXX 212/206), B End Pop Address - 10 Middle Road, Tsim Sha Tsui, Kowloon Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers. For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged.	USD 163	USD 0	USD 1,956	NA	Yes		
2	EPL	Circuit Type - Whole Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - C2C(1+5)-UNITY Offer Type - EPL, A End Pop - NYSA, B End Pop - HKHH, Bandwidth - 100 Mbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - Suite 304, Cage S009, 111 8th Ave, New York, NY 10011 (NPA/NXX 212/206), B End Pop Address - 10 Middle Road, Tsim Sha Tsui, Kowloon Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers. For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged.	USD 542	USD 0	USD 6,504	NA	Yes		

How to download my quote



- 1 Click "View Quote PDF" against the required quote number.

The screenshot shows the 'My Quotes' section of the Telstra portal. A dropdown menu is open, showing 'My Baskets' and 'My Quotes'. The 'My Quotes' table lists various quotes with columns for Details, Quote Number, Customer Name, Created Date, and Created By. The first row's 'View Quote PDF' link is circled in red. The table also includes a pagination bar at the bottom showing '1 - 20 of 230 items'.

- 2 Download the quote.

The screenshot displays the 'Telstra Quotation' page. It includes account information, a summary table, and an itemized quote table.

Account Name	Date	Total NRC
Customer1	8 August, 2022	USD 0
Basket Ref ID	Generated By	Total MRC
220808-IN0000764-O-AC-V1.0	Akhil Customer1	USD 1,210
		Total TCV
		USD 14,520

Price is valid until October 7, 2022 unless otherwise specified

Site	Description	Usage Price/ Burst	NRC	MRC	TCV
1.1	EPL Circuit Type: Whole Circuit A End Country: HongKong A End City: Hong Kong B End Country: Singapore B End City: Singapore Resilience: Unprotected Cable Path: /AAE1, Offer Type: EPL Standard A End Pop: HKCC B End Pop: ISTT	Bandwidth: 1 Gbps Contract Term: 12 Months NID (Network Interface Device): No A End Pop Address: C2C HONG KONG LANDING STATION, Rural Building Lot 1154, Teleport Chung Hom Kok, Hong Kong B End Pop Address: 20 Ayer Rajah Crescent, 06-08, Singapore 139964 Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers. For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged. Order Type :New Quantity: 1	USD 0	USD 1,210	USD 14,520
Subtotal			USD 0	USD 1,210	USD 14,520
Grand Total			USD 0	USD 1,210	USD 14,520

Support

Support



How to raise a support enquiry?

1 On the main dashboard, from the top right-hand corner, select 'Support'.

2 Click 'Submit a support enquiry'

3 Select the relevant categories and submit your request.

Help and support

What do you need help with?

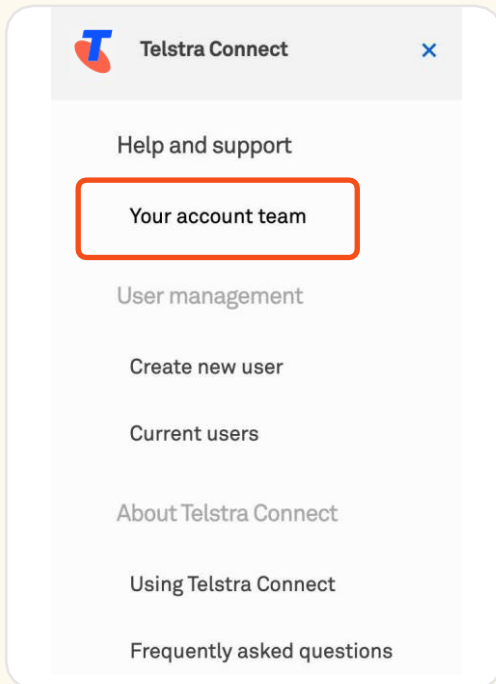
- A fault with a product or service
- Billing, invoices and related enquiries
- Making a change to a product or service
- Order tracking and enquiries
- Planned maintenance issues
- User management
- Managing a report
- Provide feedback
- Report a bug

Next

How to reach out to Telstra?



- 1 On the main dashboard, from the menu, click 'Your account Team'.




- 2 You will see the contact details of the Telstra representative who can assist with your questions.

[Dashboard](#) > [Your account team](#)


Your account team


We're here to help you with any questions you have about your products and services.



TestEnterpriseSales
Senior Account Manager

My role is to stay across your business needs, ensuring our products and services match your requirements. If you have suggestions for ways to improve your experience with Telstra, contact me and I will advocate for you.

 example@team.telstra.com

 5656565656, 7878787878

Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra representative



telstra.com/international/TelstraConnect