Network and Performance Reports User Guide

April 2025

Telstra

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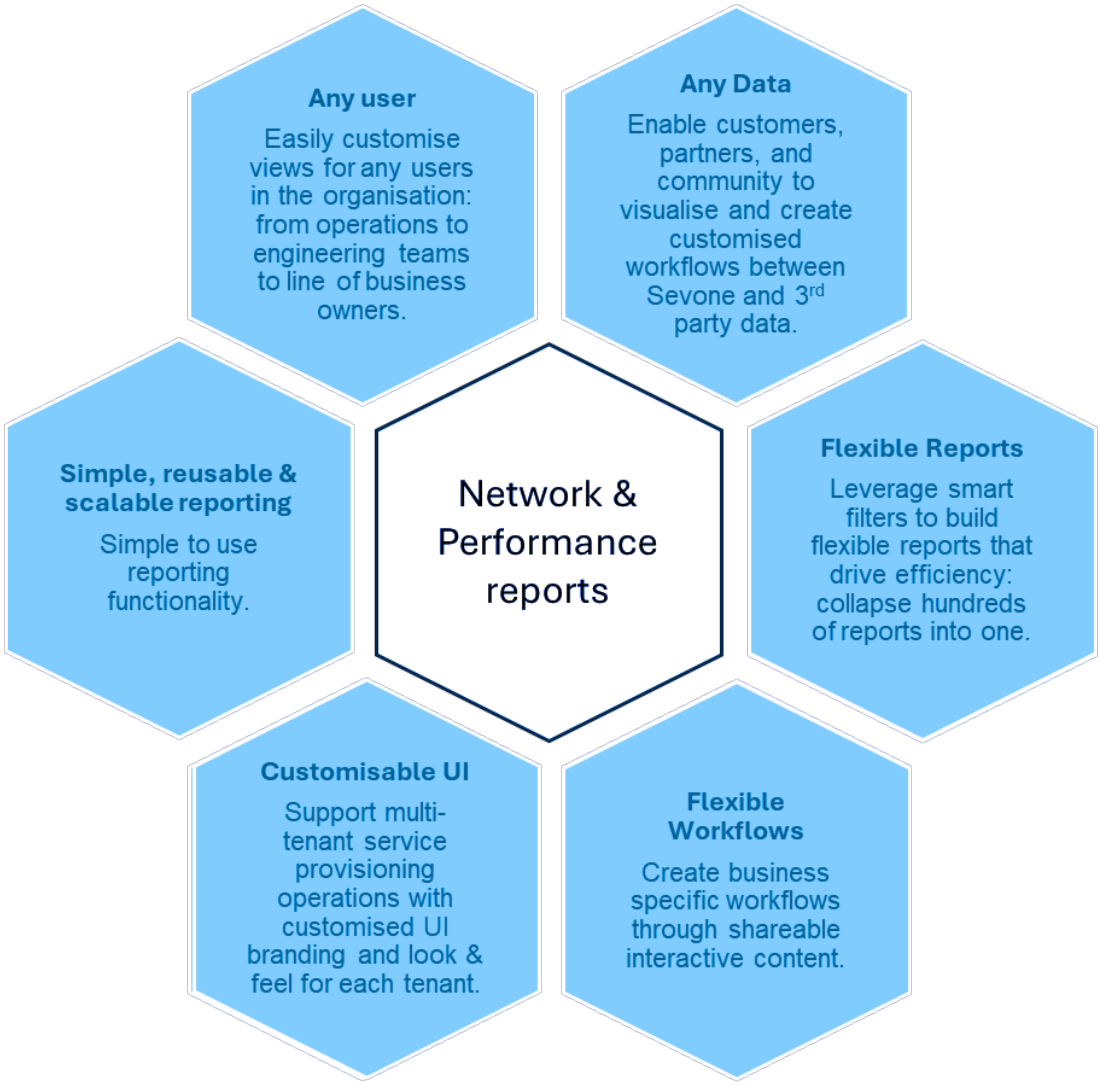
1
Introduction

At Telstra, we strive to provide our customers with greater visibility of their traffic and network performance. With Enterprises increasingly moving their workloads to the Cloud and hybrid/Internet-only connectivity networks, customers now value the ability to view Internet performance at these new Cloud destinations. With these new developments and the advent of SD-WAN, providers like Telstra need to continue to build capabilities that cater to our customer's emerging needs.

This guide will help you navigate and complete critical tasks within our next-generation data platform that integrates directly with our underlying network monitoring system so that you are provided with the latest network data for your subscribed services and devices.

If you previously accessed network performance reporting on our decommissioned C3 portal, you may now find that you have access to a far greater range of reports, with an enhanced interface and many new features that can all be accessed via a single Telstra Connect login.

Key features at a glance



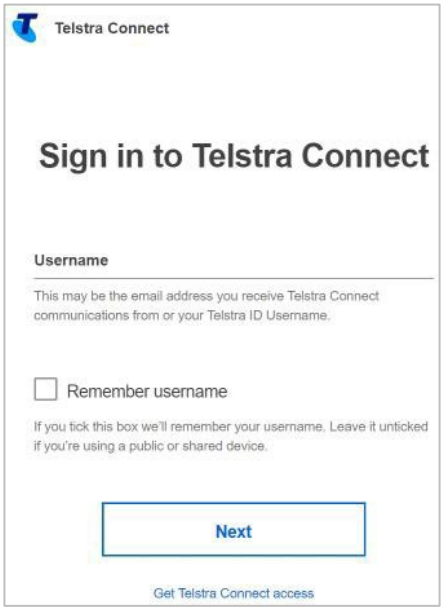
2
How do I access the network and performance reports?

A. Telstra connect login and access Network and Performance reports home page.

This section describes how to login into Telstra Connect and access the Network and Performance reports home page.

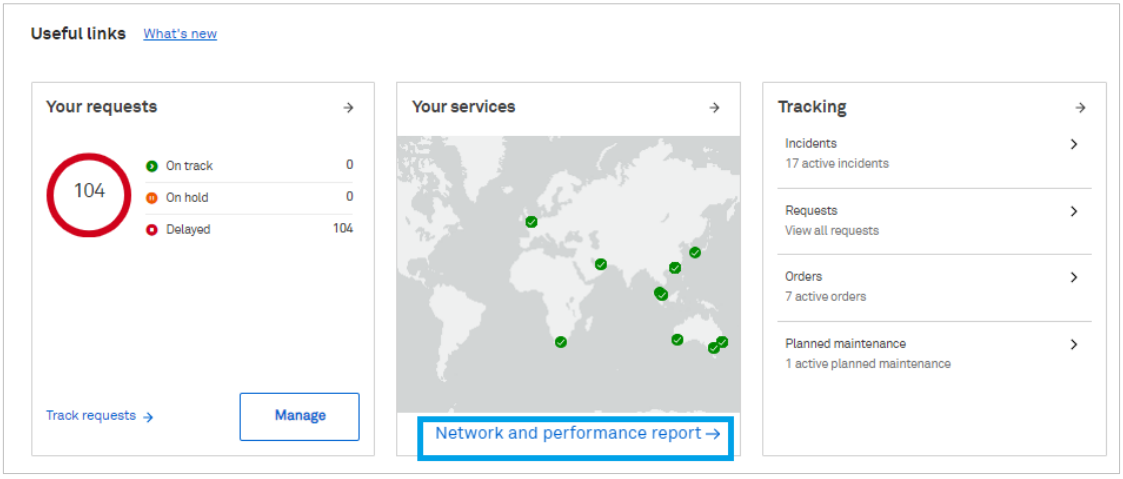
Step 1 – Login to Telstra Connect

When you log in to Telstra Connect, you may be asked to input your multi-factor authentication code which will be sent to your email ID post successful validation of your password.

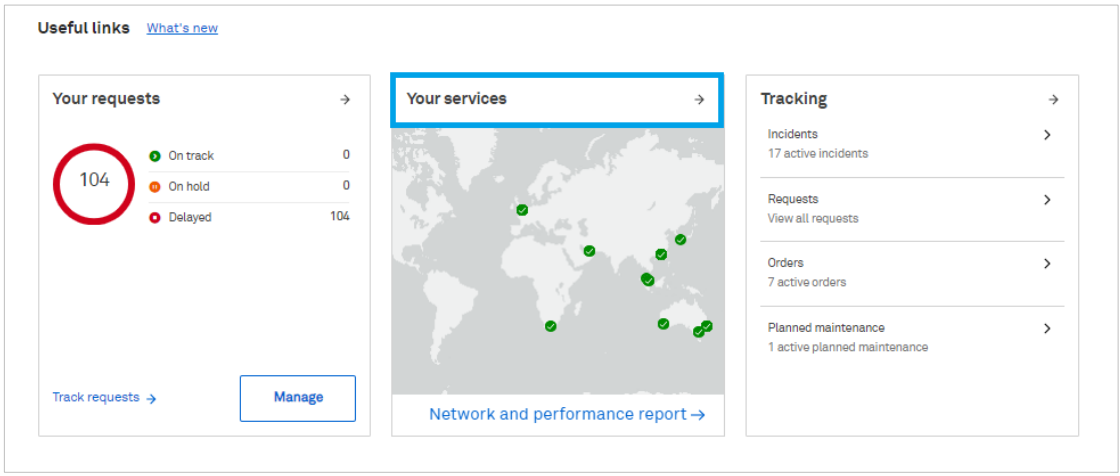


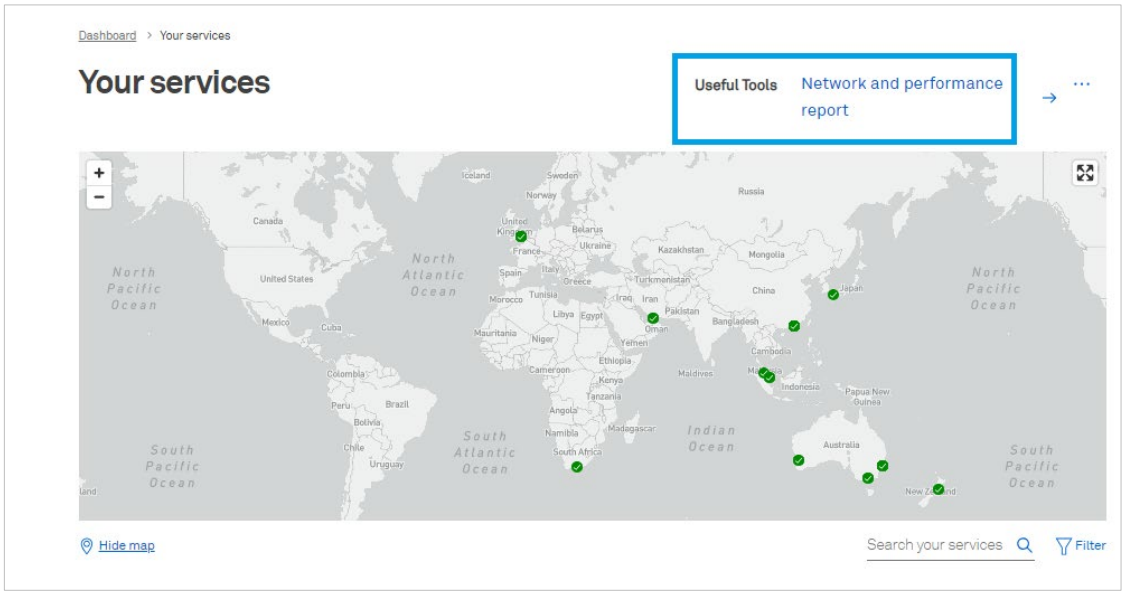
Step 2 – Navigate to Network and performance report

I. You can access the Network and performance report from the landing page by clicking on the **Network and performance report** link on the **Your services** tile.

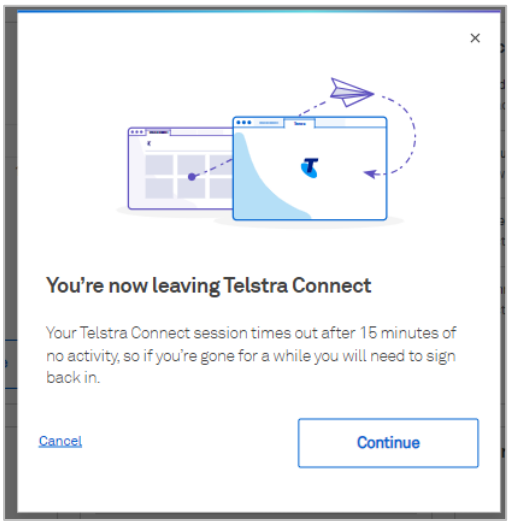


II. You can also access the Network and performance report from within the **Your services** page. Click on the **Your services** link from the landing page then click on **Network and performance report** under **Useful Tools**.





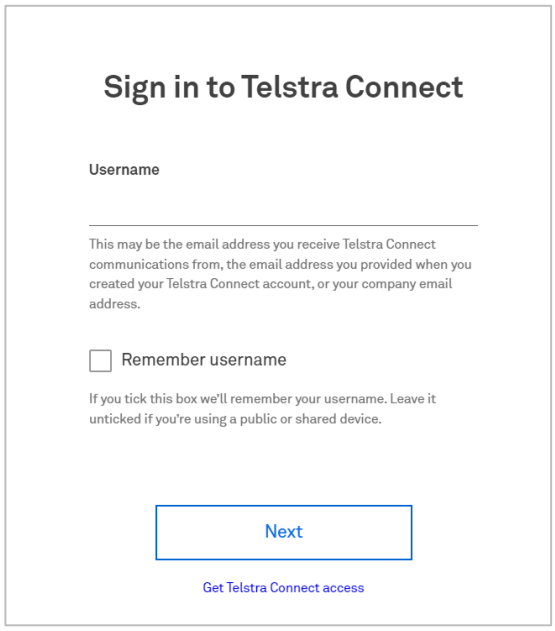
III. Click **Continue** to be redirected to **Network and Performance report**.



B. Launching network & performance reports directly from the T-Connect

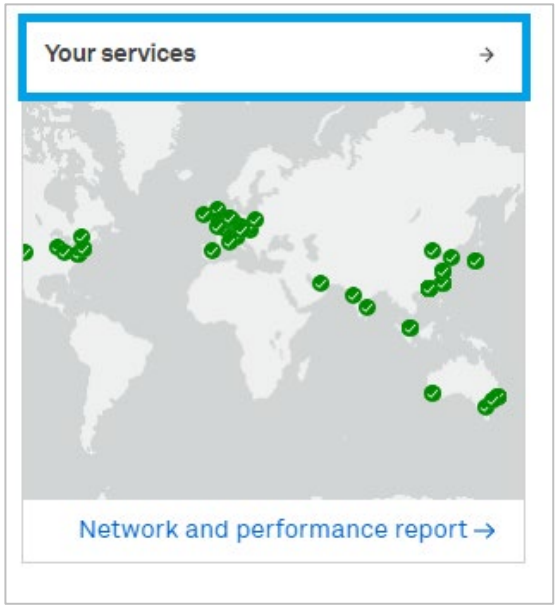
This section describes how to login into Telstra Connect and access the Network and Performance reports directly from the T-Connect

Step 1 – Login to Telstra Connect
When you log in to Telstra Connect, you may be asked to input your multi-factor authentication code which will be sent to your email ID post successful validation of your password.

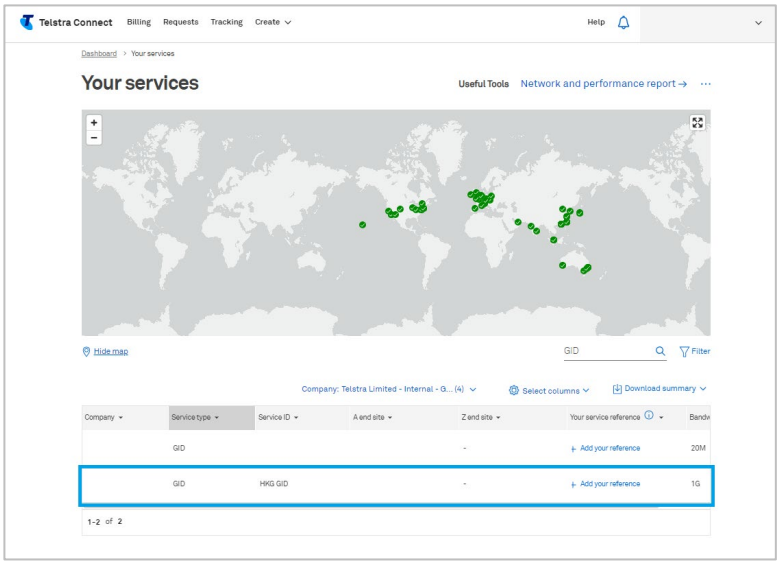


Step 2 – Navigate to Your services page

Click on the **Your services** link from the landing page

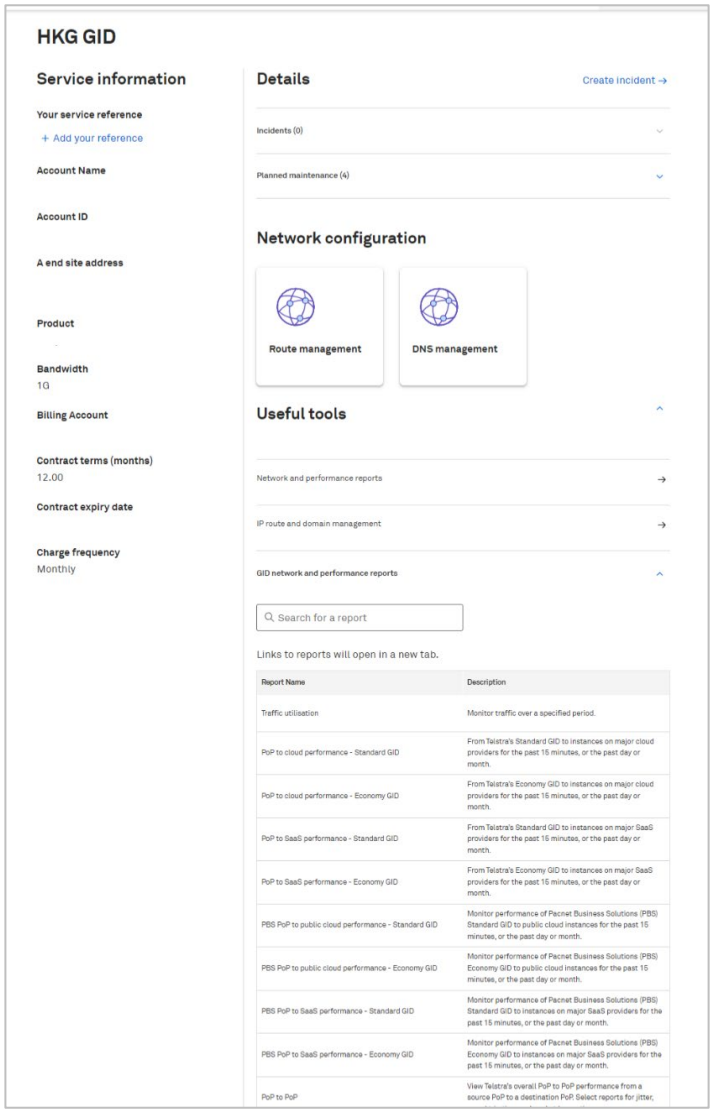


Click on the desired service from **Your services** list

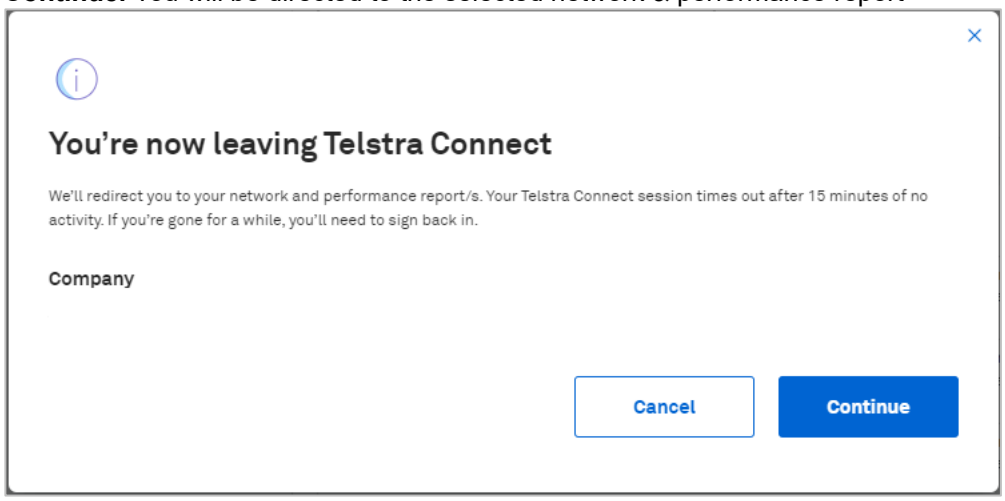


Step 3 – Navigate to network & performance report

From the network and performance reports section you can click on the desired report



Click on **Continue.** You will be directed to the selected network & performance report

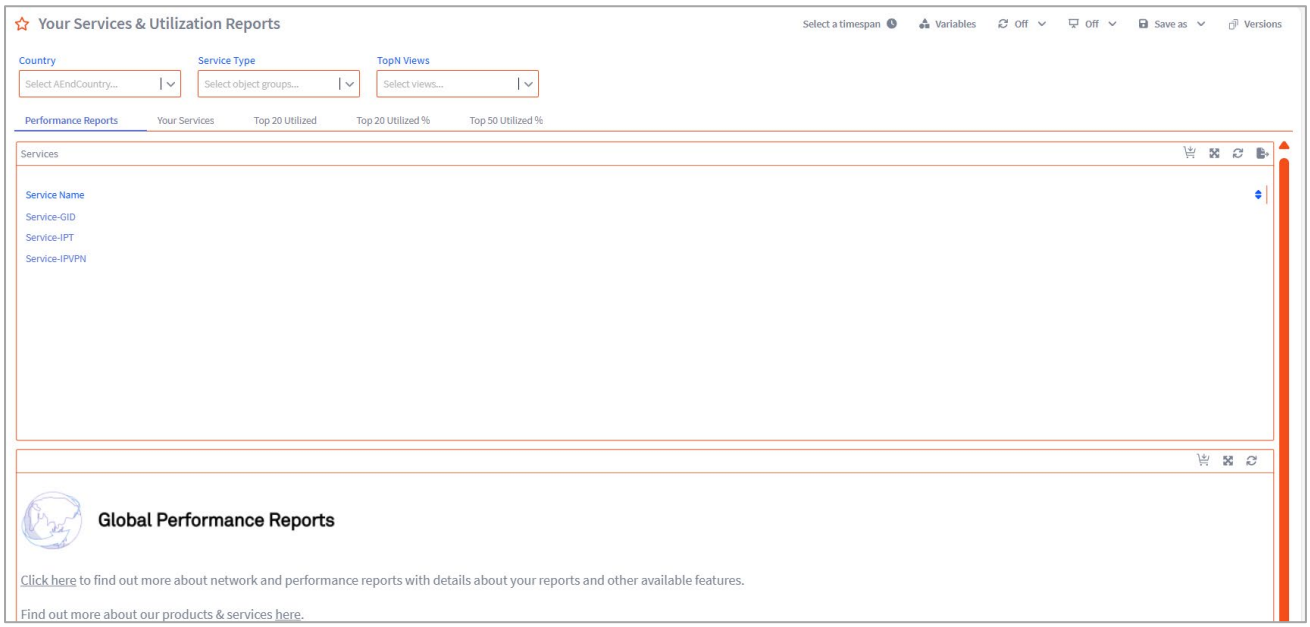


3
Network and performance reports landing page

The Network and Performance landing page enables users to view Performance reports, List of services, Top 20 services and Top 50 services based on the interface utilization. Top 20 utilization reports can be viewed in both Mbps and percentage, whereas the Top 50 utilization offers a view in percentage.
Additionally, based on country, service type, and TopN views (Avg/Max), users can filter out their services and the top utilization.

A. Performance Reports

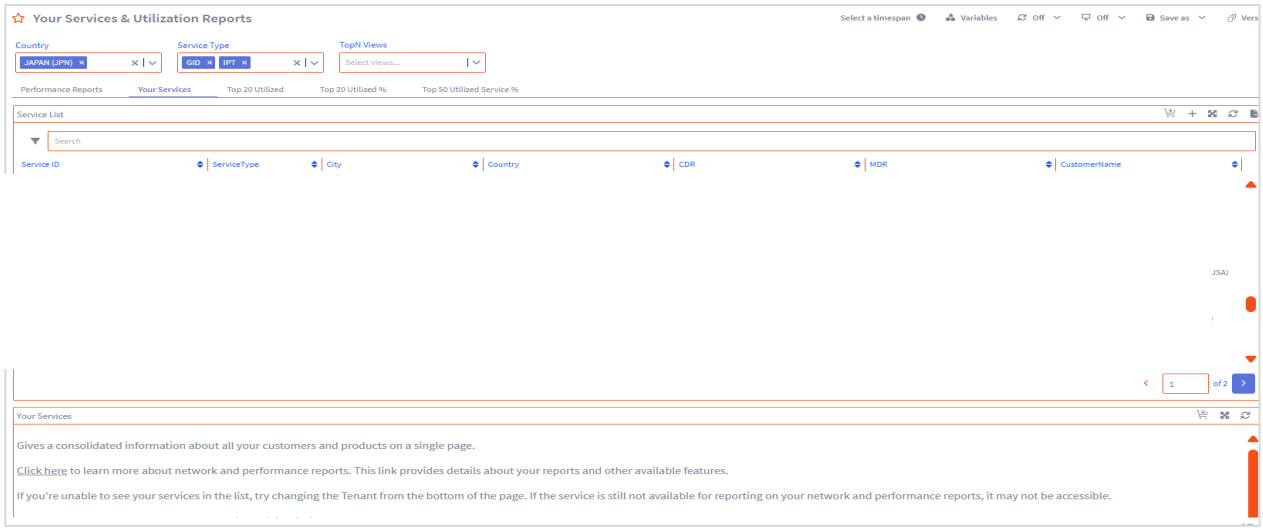
Performance Reports provide valuable insights into the health, efficiency, and overall performance of your network by measuring various aspects of network behavior, such as Speed, Bandwidth, Latency, Jitter, Packet loss, and other network key performance indicators (KPIs).



B. Your Services

A user can view all his assigned services under the “Your Services” tab along with Service type, City, Country, CDR (Committed Data Rate) and MDR (Maximum Data Rate) subscribed for each service.

- CDR (Committed Data Rate): Minimum expected bandwidth for your connection.
- MDR (Maximum Data Rate): Maximum expected bandwidth for your connection



To view a report for a given service, choose the desired service and select one of the available reports to be redirected to the report page.

C. Top 20 utilization

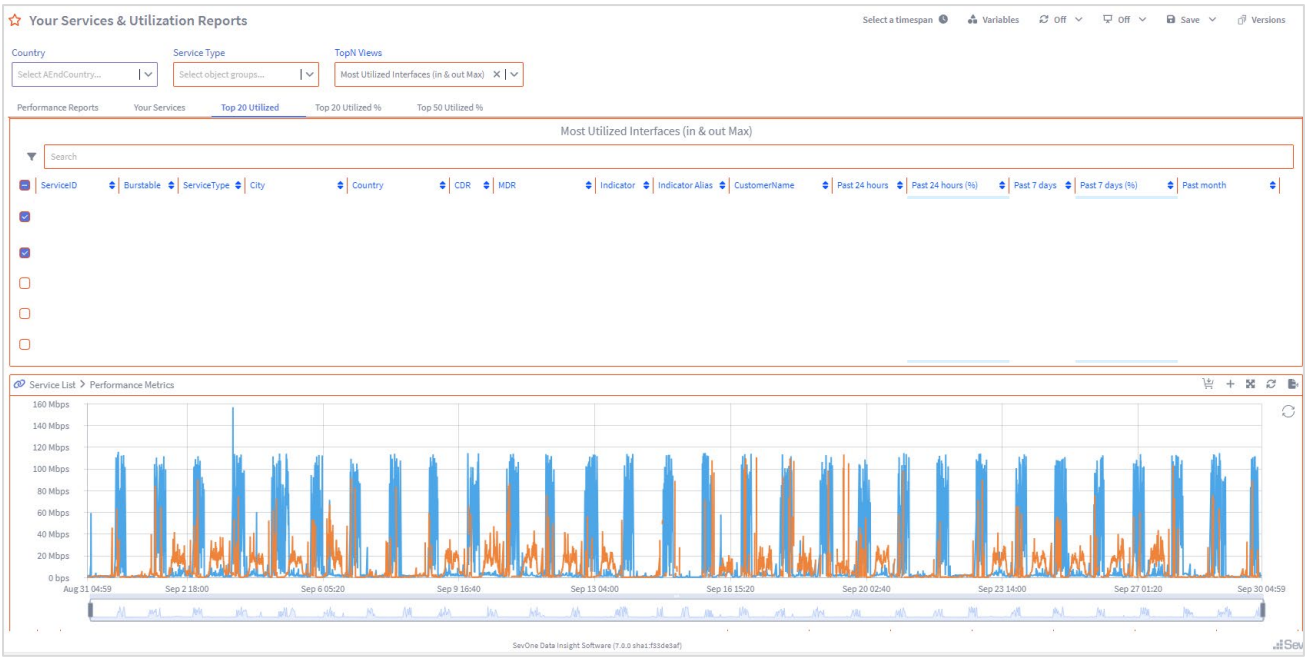
To view the list of top 20 services by utilization along with interface details like Burstable, Service Type, City, Country, CDR, Indicator (In/Out). The timespans available are Past 24 hours, Past 7 days and for Past Month.

- The traffic graph below has two services selected by default and provide the utilization graphs in Mbps.
- Select/deselect services in Service List to view in the traffic graph.
- Use the TopN Views dropdown to switch between Average and Max Utilization views.
- Burstable – Ability to exceed the normal maximum bandwidth for short periods. Will be “Y” or “N” based on the service availed during subscription.

Color coding for Utilization

Utilization >= 80%

Utilization < 80%



D. The Top 20 Utilized %

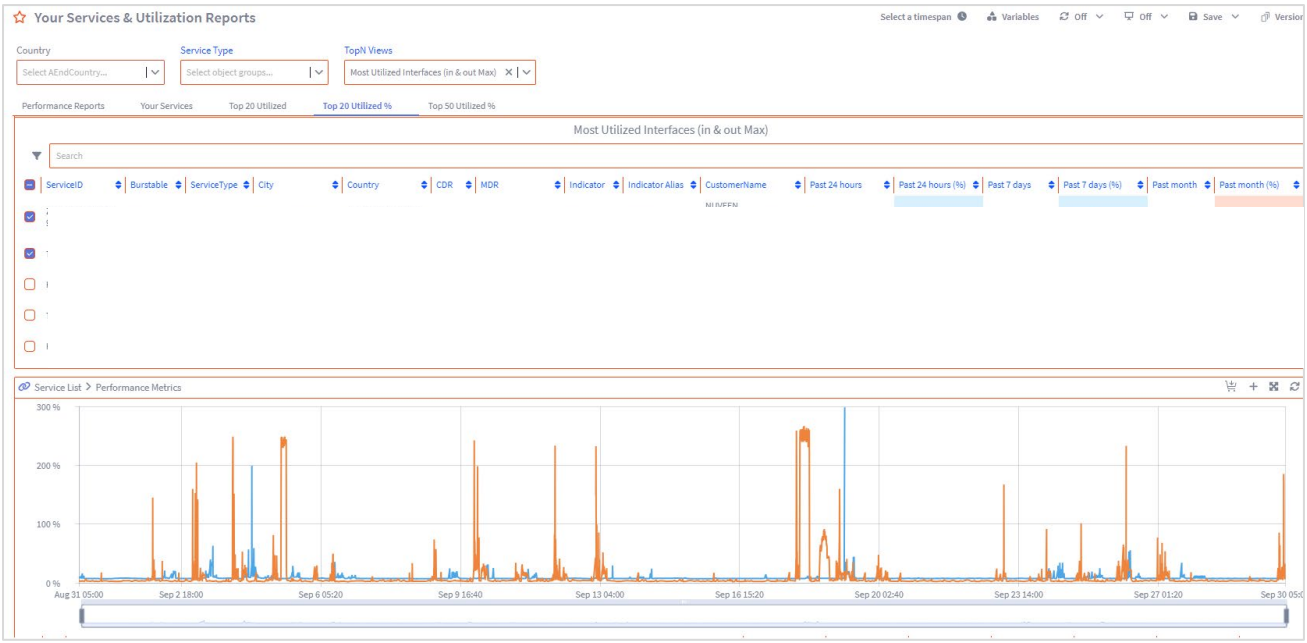
To view the list of top 20 services by percentage utilization along with interface details like Burstable, Service Type, City, Country, CDR, Indicator (In/Out). The timespans available are Past 24 hours, Past 7 days and for Past Month.

- The traffic graph below has two services selected by default and provide the utilization graphs in percentage.
- Select/deselect services in Service List to view in the traffic graph.
- Select from Average or Max Utilization views in TopN Views dropdown to view the Average or Maximum utilization views respectively.
- Use the TopN Views dropdown to switch between Average and Max Utilization views.

Color coding for Utilization

Utilization >= 80%

Utilization < 80%



E. The Top 50 Utilized %

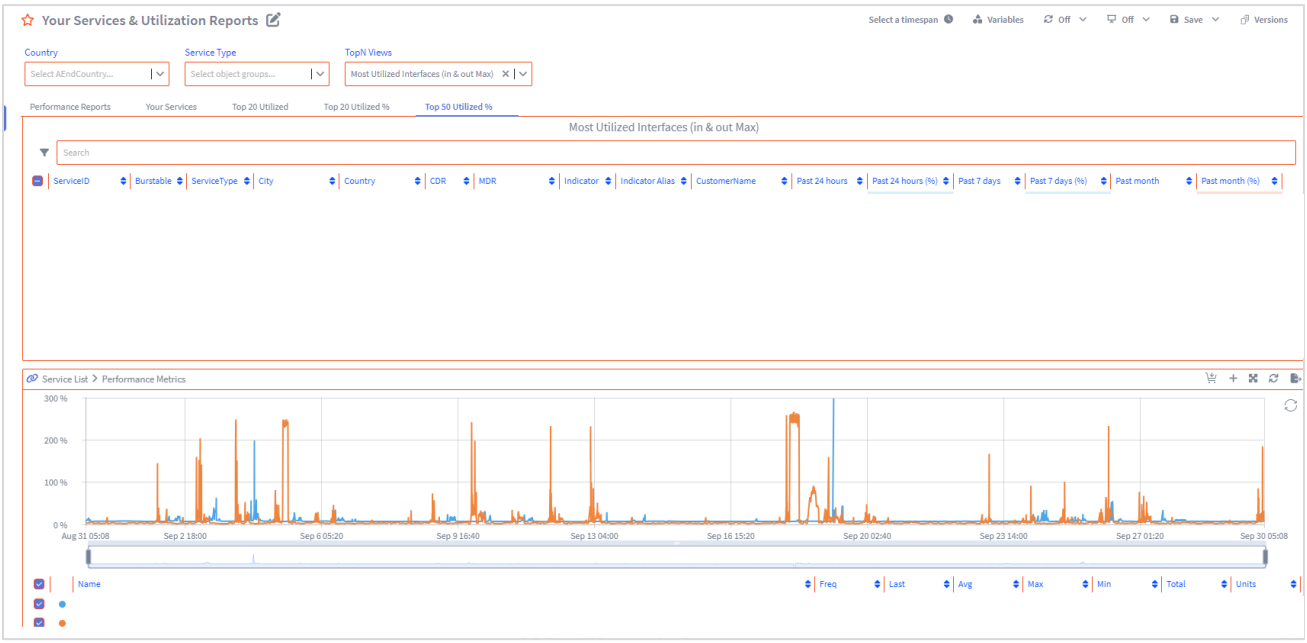
Lists out the customer's top 50 services based on percentage utilization along with interface details like Burstable, Service type, City, Country, CDR, Indicator (In/Out). The timespans available are past 24 hours, past 7 days and for past month.

- The traffic graph below has two services selected by default and provide the utilization graphs in percentage.
- Select/deselect services in Service List to view in the traffic graph.
- Select from Average or Max Utilization views in TopN Views dropdown to view the Average or Maximum utilization views respectively.
- Use the TopN Views dropdown to switch between Average and Max Utilization views.

Color coding for Utilization

Utilization >= 80%

Utilization < 80%

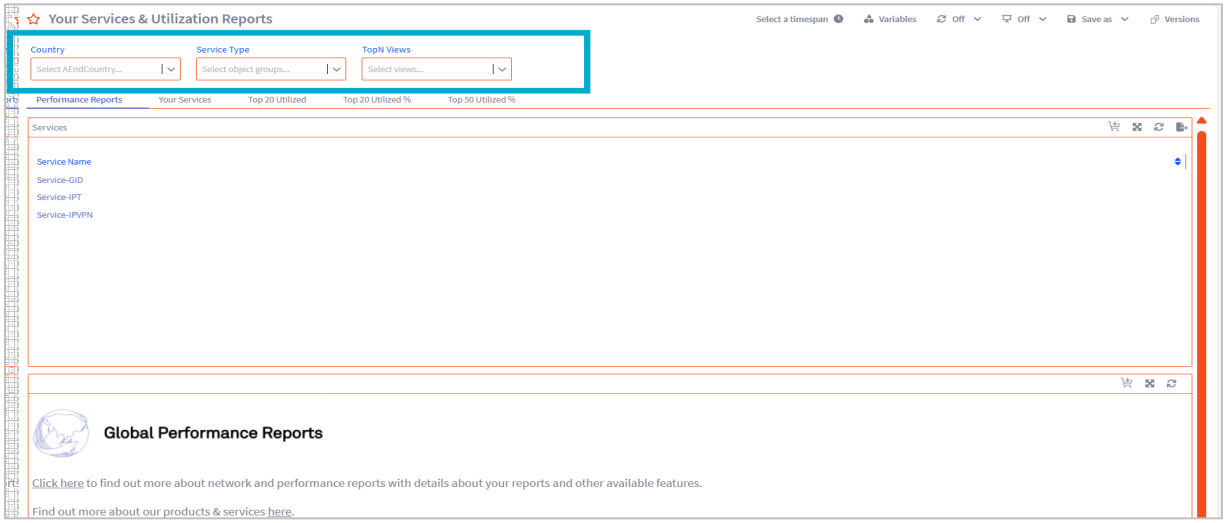

Your Services & Utilization Reports
Select a timespan
Variables
Off
Off
Save
Versions
Country
Select AEndCountry...
Service Type
Select object groups...
TopN Views
Most Utilized Interfaces (in & out Max)
Performance Reports
Your Services
Top 20 Utilized
Top 20 Utilized %
Top 50 Utilized %
Most Utilized Interfaces (in & out Max)
Search
ServiceID
Burstable
ServiceType
City
Country
CDR
MDR
Indicator
Indicator Alias
CustomerName
Past 24 hours
Past 24 hours (%)
Past 7 days
Past 7 days (%)
Past month
Past month (%)
Service List > Performance Metrics
300 %
200 %
100 %
0 %
Aug 31 05:08
Sep 2 18:00
Sep 6 05:20
Sep 9 16:40
Sep 13 04:00
Sep 16 15:20
Sep 20 02:40
Sep 23 14:00
Sep 27 01:20
Sep 30 05:08
Name
Freq
Last
Avg
Max
Min
Total
Units

4

Applying filters on landing page

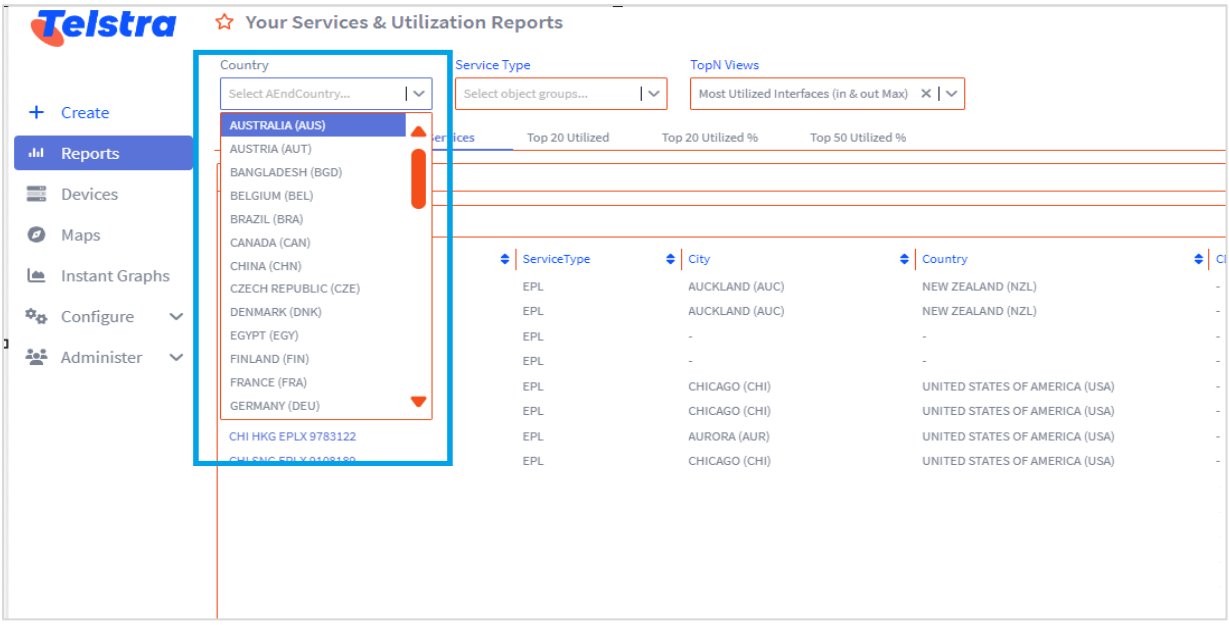
The landing page offers different filters that can be used to examine and sort the reports on utilization and services.

- Please note to clear all the filters to view the performance reports
- Country and Service Type filters are applicable on ‘Your Services’ only.
- Use the TopN Views dropdown to switch between Average and Max Utilization in Top N Utilization windows (20 and 50)

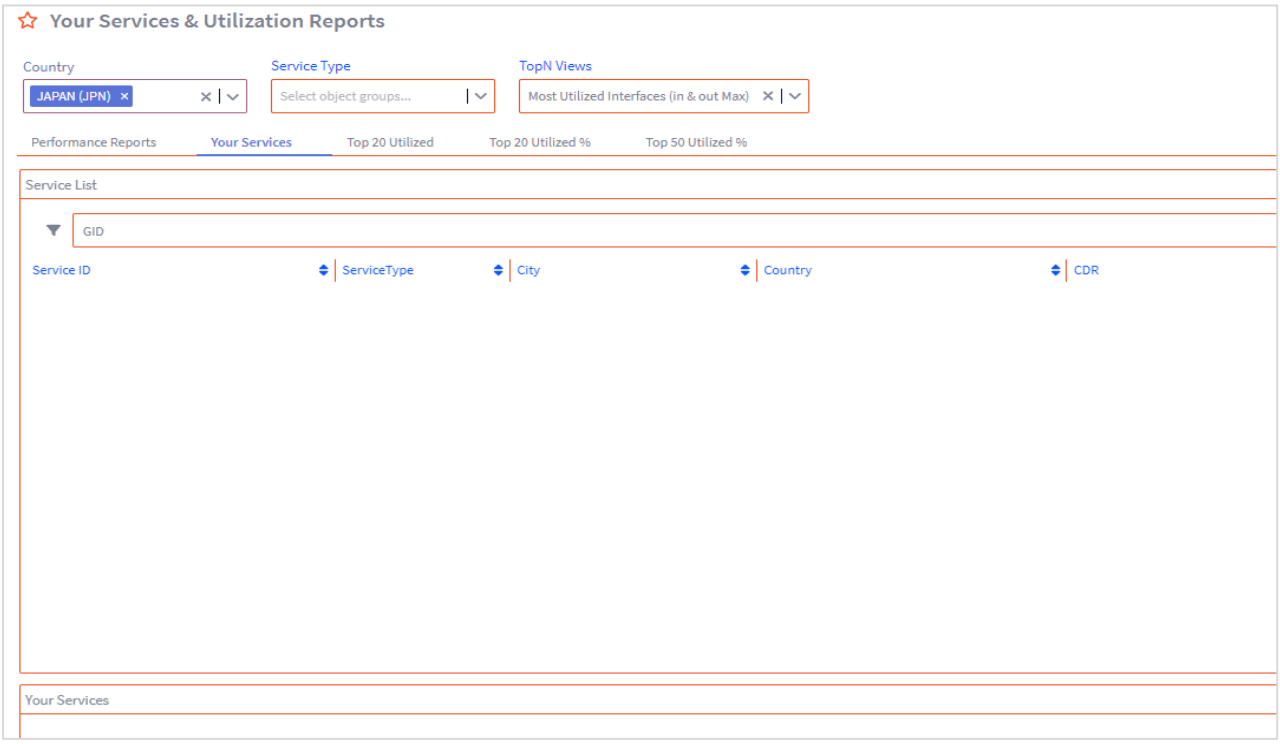


I. Country

Use the ‘Country’ filter to view ‘Your Services’ based on a location. This dropdown lists out the countries based on the available services.

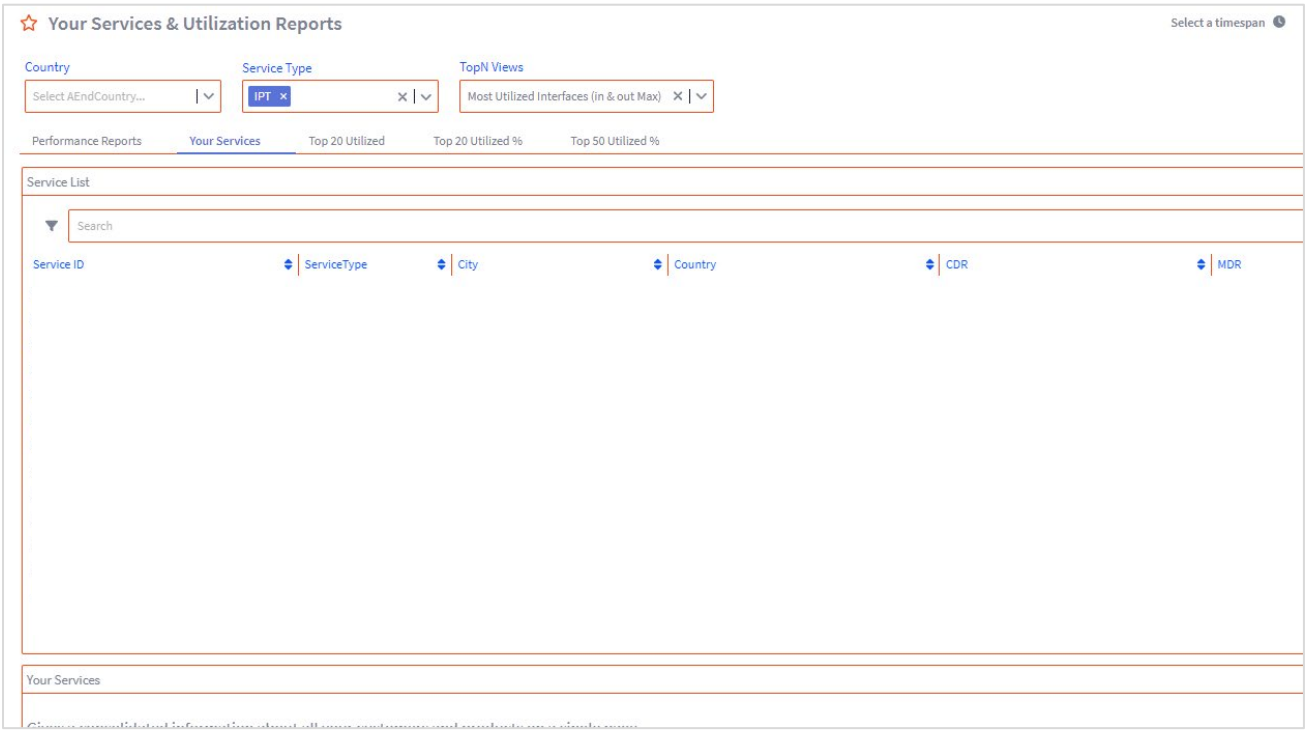


The image below shows the ‘Your Services’ tab filtered out based on country JAPAN(JPN). The users can also see the specific city under the selected country.

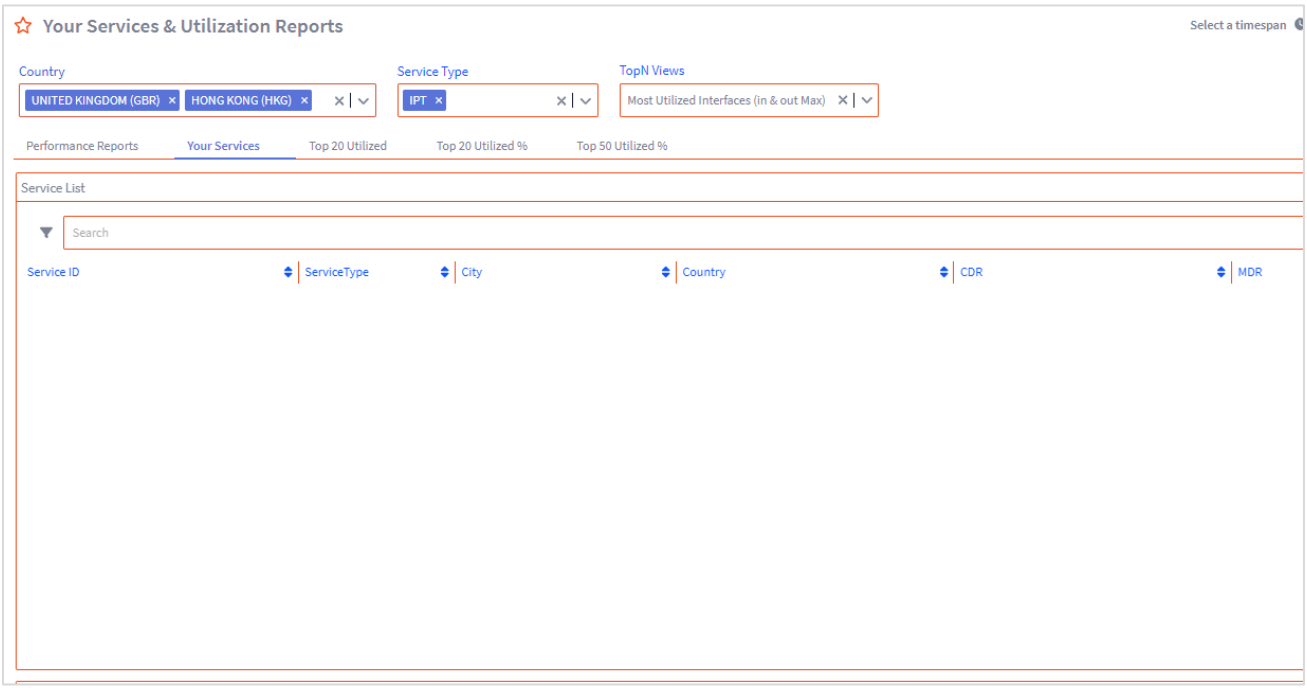


II. Service Type

Use this filter to view ‘Your services’ based on a product line/ service type.



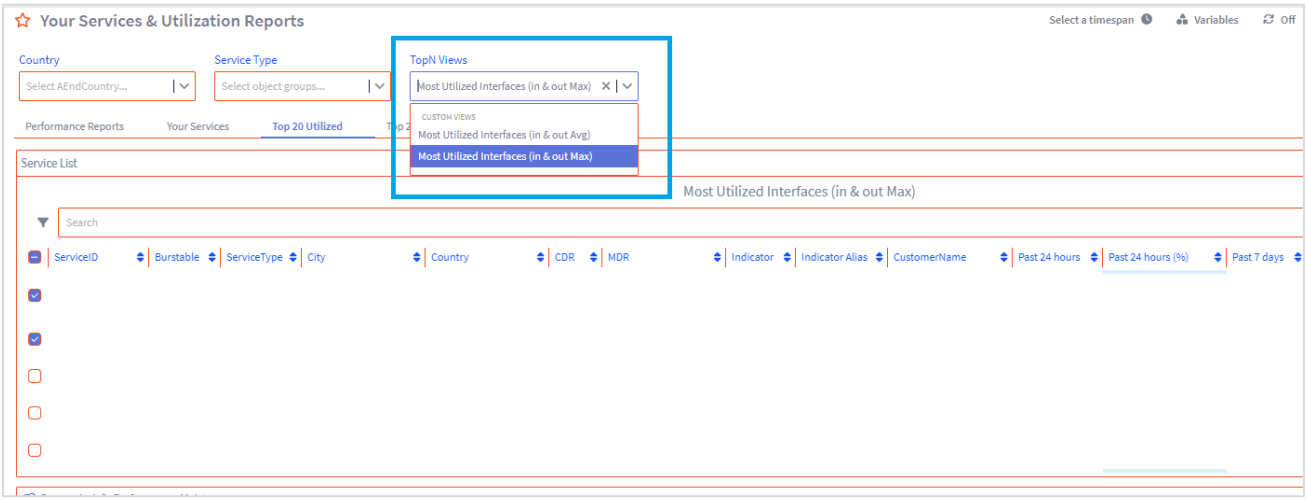
The below image shows the ‘Your Services’ tab filtered out based on the applied country and the service type filter.



III. TopN Views

To view the TopN utilization reports based on Average or Max Utilization views.

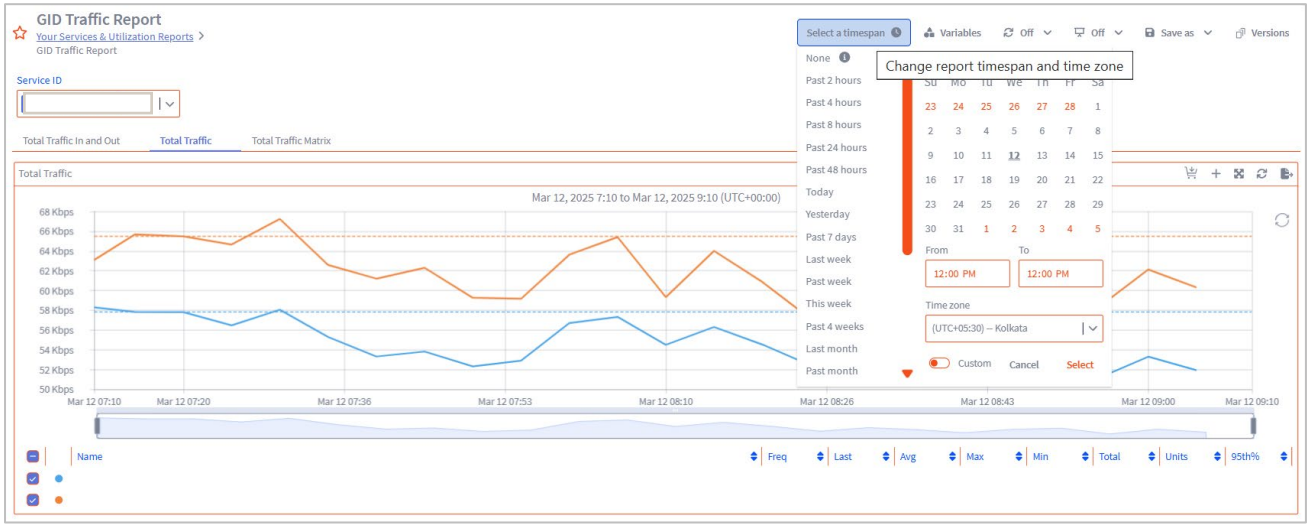
By default, Most Utilized In/Out (Avg) view will be displayed.



The Report name and Indicator Alias column is updated based on the TopN view selected

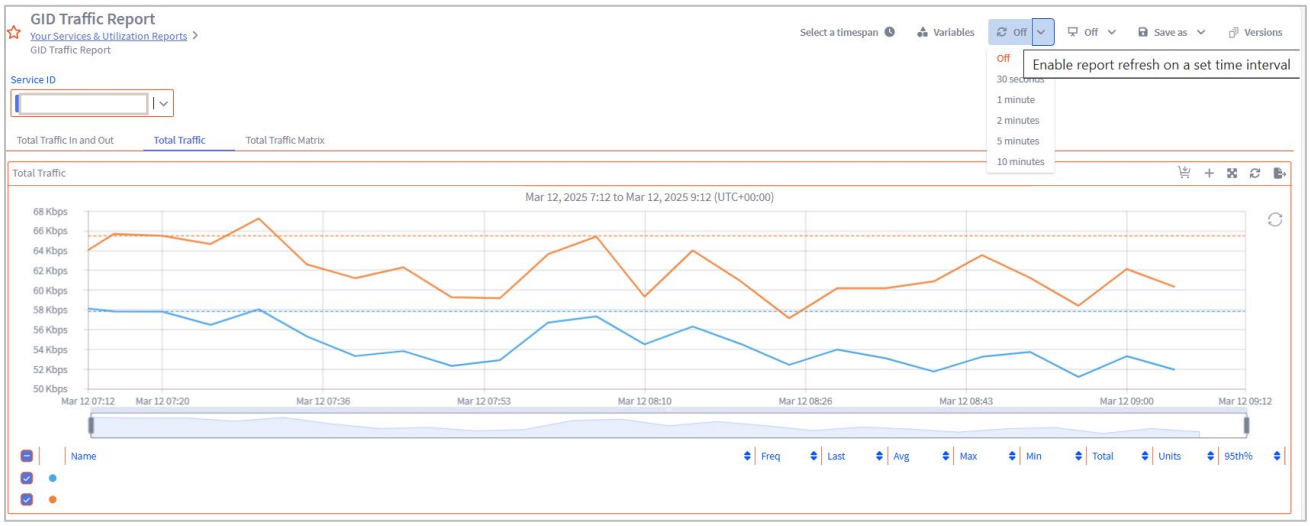
5
Changing the time zone and duration

Your reports are available in all major international time zones. By default, they are set to UTC, however, the time zone and time duration can be changed as shown below.



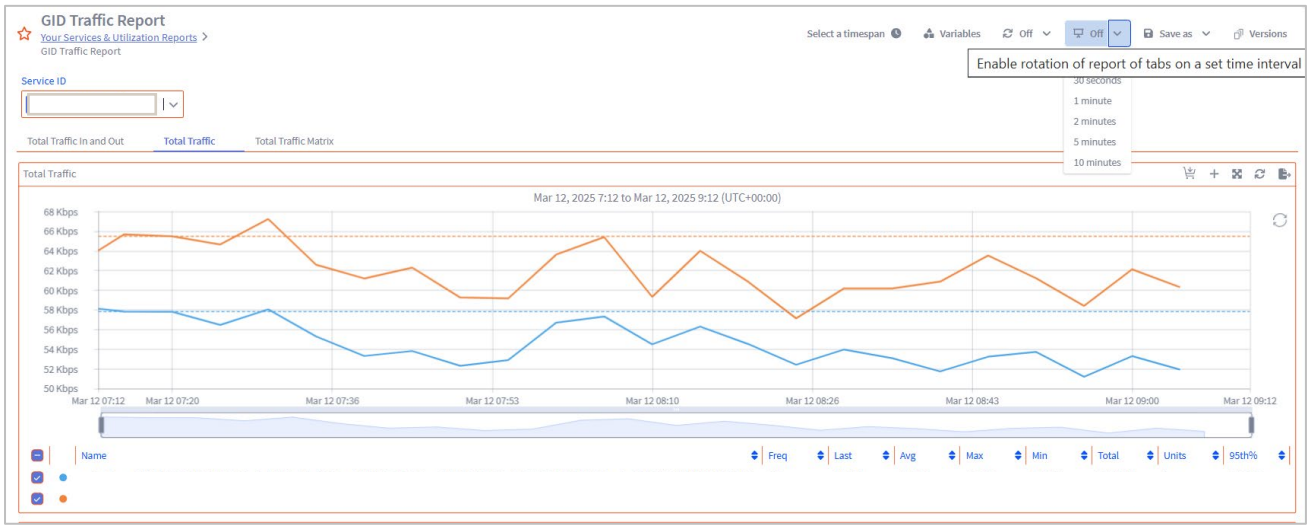
6
Auto refresh dashboard

By default, the dashboard is updated only when the sub-report is opened. If you need to monitor real-time performance data, you can specify how often to refresh the data in this dashboard.



7
Auto-rotate all your sub-reports

You can configure the reports page to switch from one sub-report to another, so that you can view different aspects of your network's performance in turn. To auto rotate these reports, click **Save** after choosing the pre-selected time interval and the page will continuously cycle from the first to the final sub-report in the list.

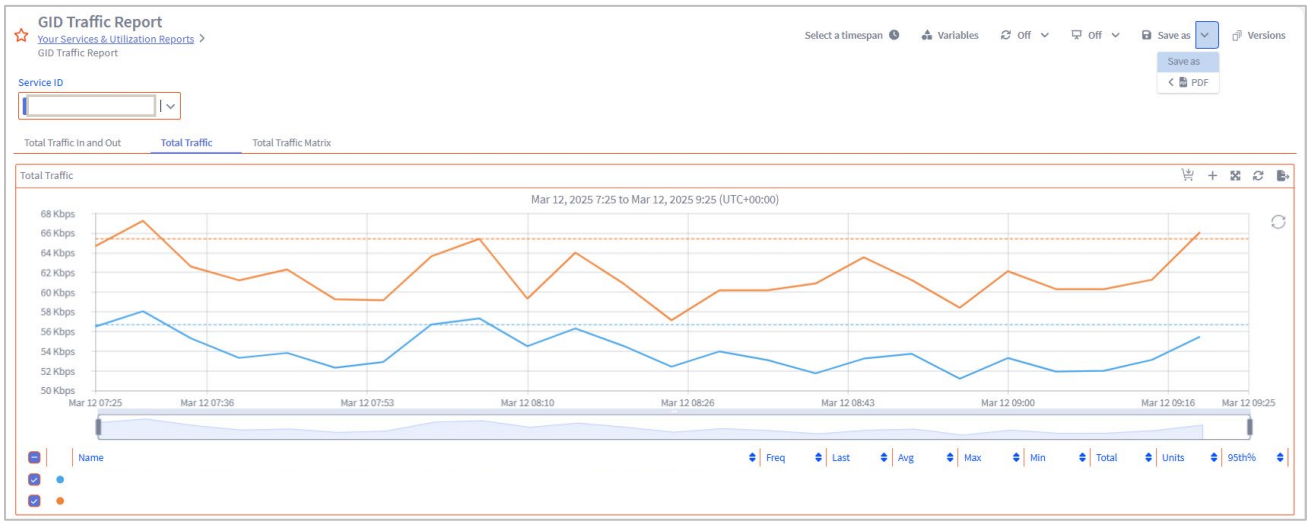


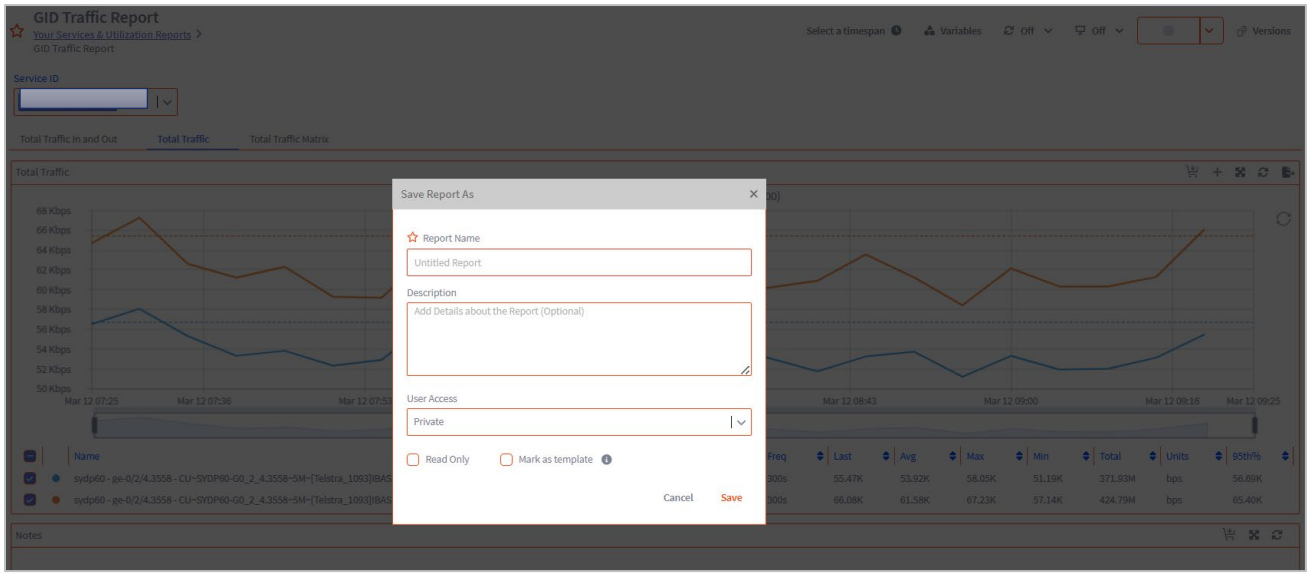
8
Exporting your report to pdf

Reports can be exported to PDF in landscape or portrait orientation as shown below.

9
Saving a copy of your report

To save a report copy, click on **“save as”**. For example, you can save a report with time as the last 24 hours in the HKT time zone. The original report will also remain. Please note that any update to the original report by an admin will not be reflected in the saved copy of the report.



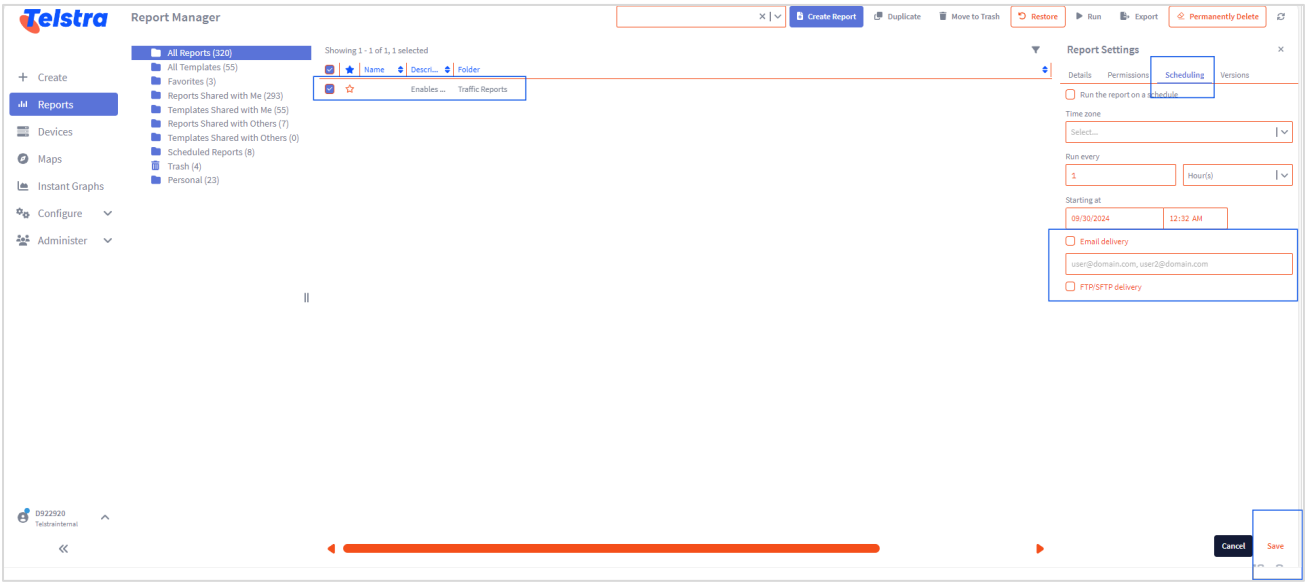


10
Emailing a copy of your report and scheduled reporting

Reports can be scheduled to run regularly and be emailed to the user in PDF format. Multiple reports can be sent periodically to selected recipients within the same email at a fixed frequency.

Steps to schedule a report:

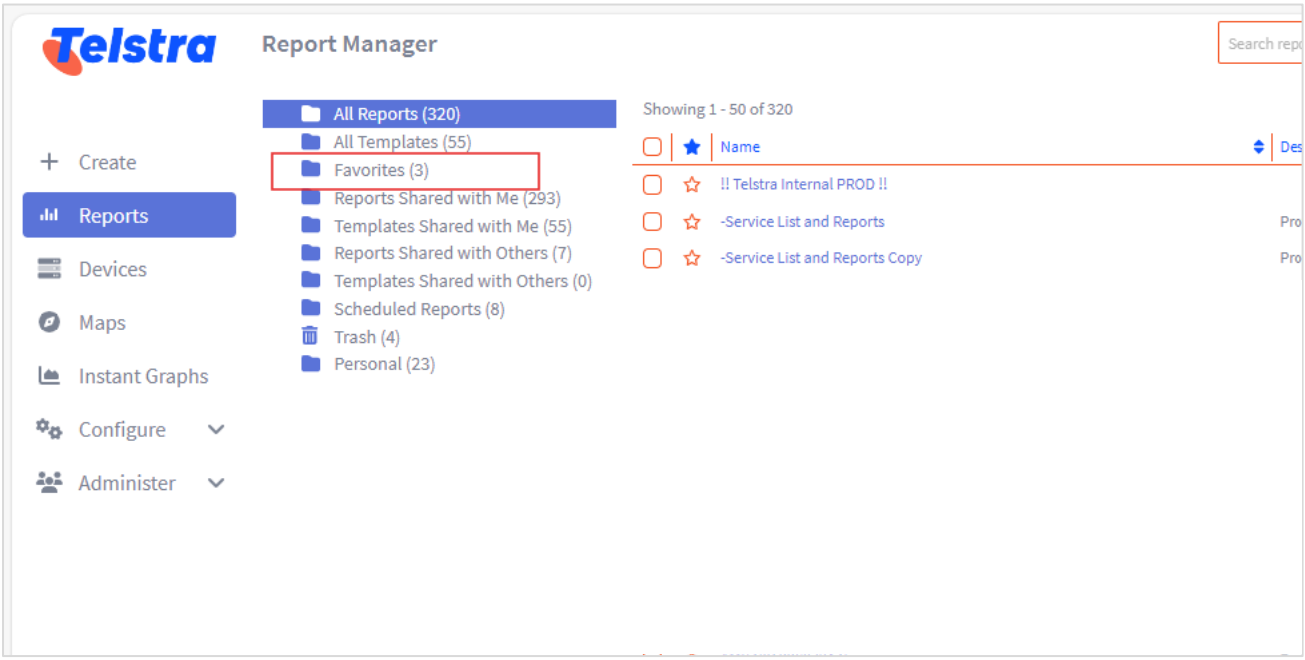
1. Click on Reports.
2. Select the Report which needs to be scheduled.
3. Click on scheduling.
4. Enable “Email delivery” and input your recipient email ID. Multiple email IDs can be provided and separated by “,”.
5. Click on Save.
6. All your scheduled reports will be available under the **“Scheduled Reports”** folder.
7. The email with the report attached will come via telstra-connect-networkreports@team.telstra.com
8. Permissions can be set on your report to control access if the same is in private mode or public mode.



11
Marking your favorite report for fast access

Mark your favorite report to get faster access to those reports. Click on the star against the report name to mark the report as a favorite.

All your favorite reports will be available under the **“Favorites”** folder.



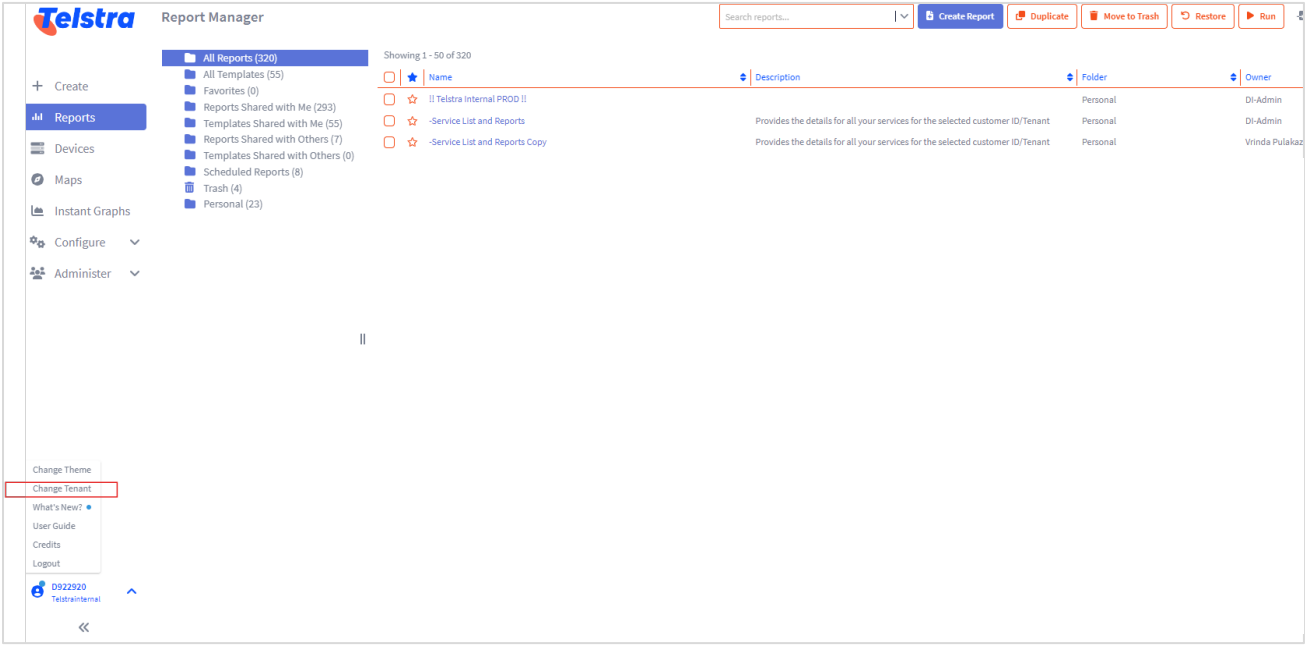
12
Switching from one customer to another customer

Your Telstra services might be available under different account IDs owing to different entity structures or other reasons; however, your current application provides the option to access all of them under a single login.

Steps to change the customer view are set out below and all available customers mapped against your Telstra Connect login will be shown here.

Note: This option will not be enabled if only a single customer id is mapped against your email.

a. Click on the login email ID as shown in the below snapshot.
b. Click on **“Change Tenant”.**
c. Select the available Tenant and click on Switch.

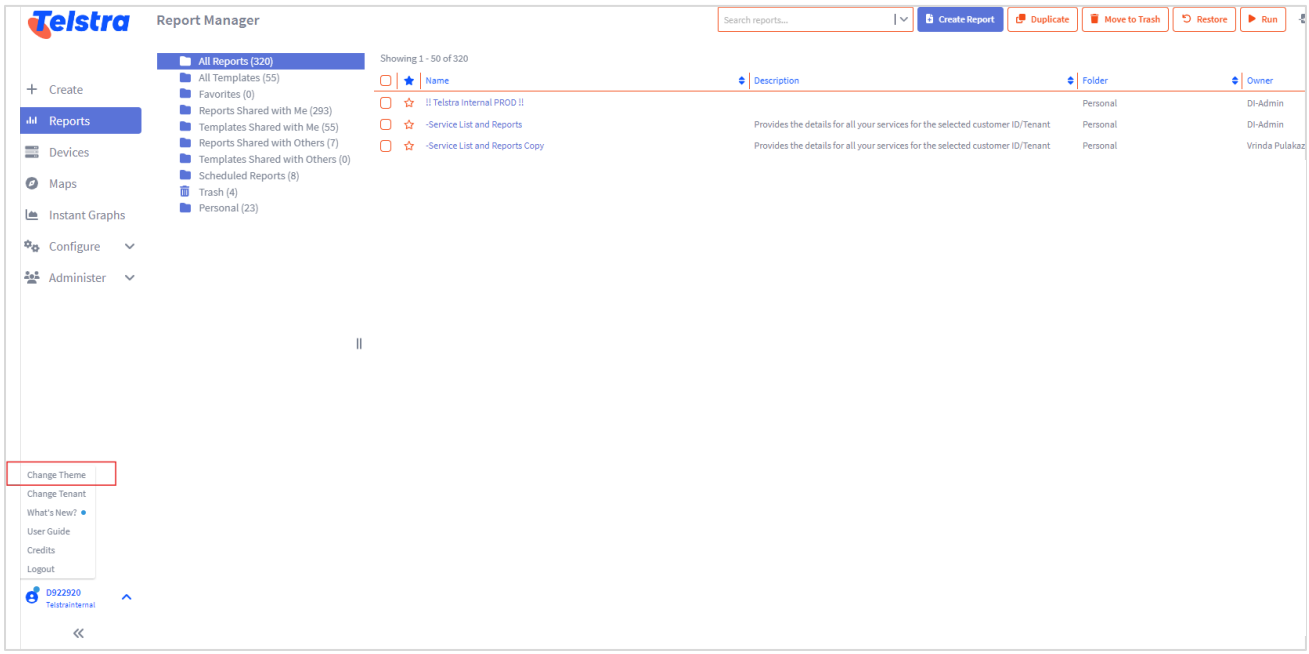


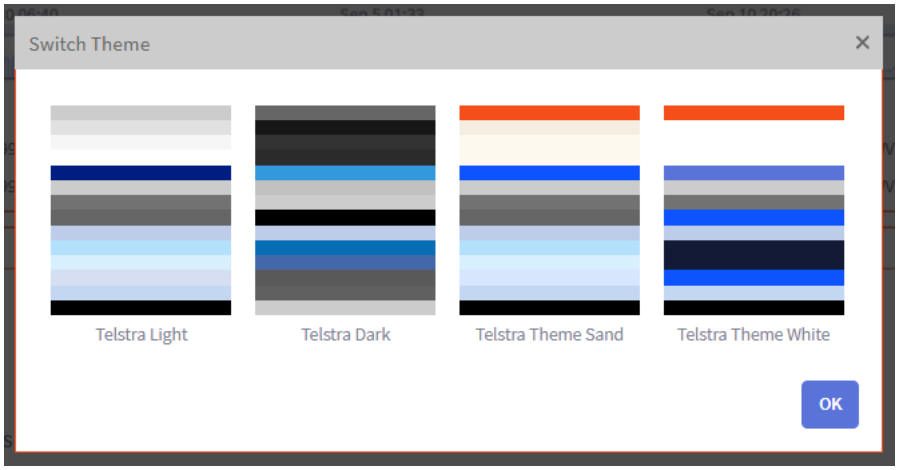
13
Changing the theme of your reports

Users can modify the theme of the reports available to them. At this moment we provide four reporting themes which are the **Telstra Theme Sand** (default), **Telstra Theme White**, **Telstra Light** and **Telstra Dark** theme (with darker background).

To change your default theme:

a. Click on your login name
b. Select **“Change Theme”**
c. Select from one of the available themes and click “OK”



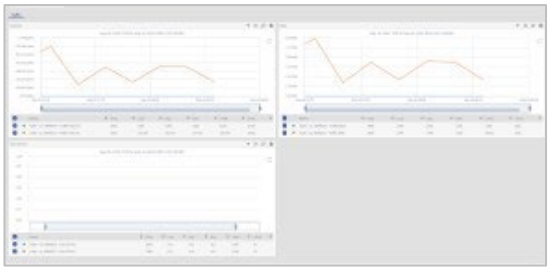


14
Overview of your reports

A. IPVPN reports

SN	Performance report	Details	Report snapshot
1	IPVPN Traffic Report	The report enables users to monitor their traffic utilization of subscribed IPVPN services across the desired timespan. The report displays real-time traffic utilization, total traffic graphs as well as inbound and outbound traffic across time.	

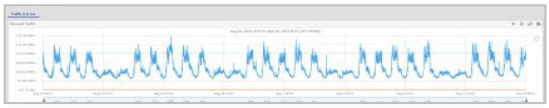
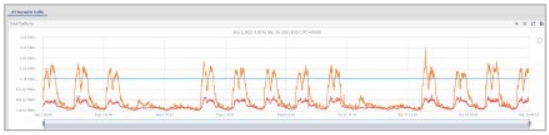
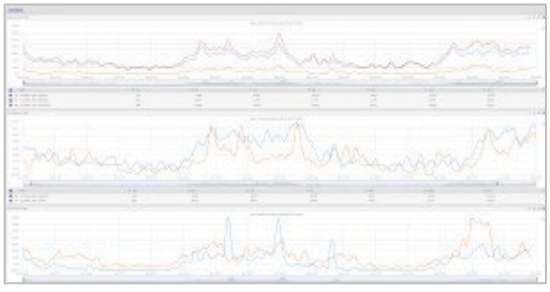
B. EPL Reports

SN	Performance report	Details	Report snapshot
1	EPL EEA Report	The report enables users to monitor their traffic utilization of subscribed VPLS services across the desired timespan. The report displays real-time traffic utilization, total traffic graphs as well as inbound and outbound traffic across time.	
2	EPL Point to Point	This report enables the customer to view the traffic flow and port usage between the two end nodes in a Point-to-Point link/interface.	
3	EPL Point to Multipoint	This report enables the customer to view the traffic flow and port usage between the two end nodes in a Point-to-Multipoint link/interface where a single central location connects to multiple locations.	

C. EVPL/VPLS reports

SN	Performance report	Details	Report snapshot
1	EVPL/VPLS Traffic Report	The report enables users to monitor their traffic utilization of subscribed EVPL services across the desired timespan, the report displays real-time traffic utilization, total traffic graphs as well as inbound and outbound traffic across time.	
2	EVPL/VPLS EEA Report	An all-in-one report showing a combination of traffic flow and circuit performance indicators. Enables the customer to see how much traffic is put on the link and how the traffic performing from local NID (from one end) to remote NID (to the other end), as well as how well the circuit is performing.	

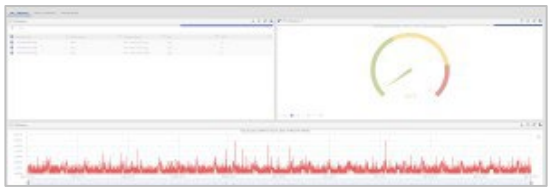
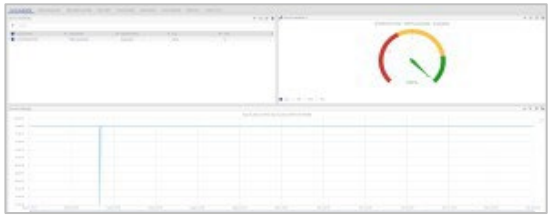
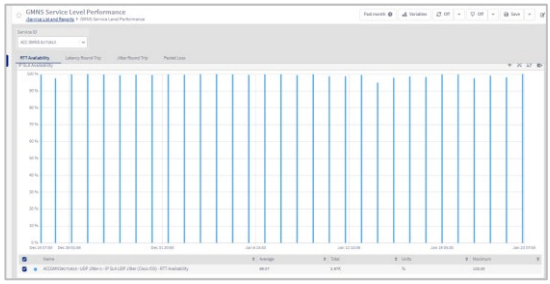
D. GID/IP Transit (IPT) reports

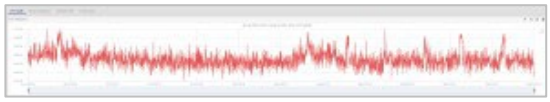
SN	Performance report	Details	Report snapshot
1	GID/IPT Traffic Report	The report enables the user to view the egress and ingress traffic for the GID service and utilization of the IPT service.	
2	IPT Burstable Traffic Report	This report enables customers to view the total Ingress and Egress traffic against the Accumulated Committed Data Rate and assess the burstable bandwidth utilization for the period specified.	
3	IPT China metering report	This report allows China Metering enabled customers to view the Max/Average Inbound and Outbound traffic from China Telecom and China Unicom to Customer and from Customer to China Telecom and Unicom.	

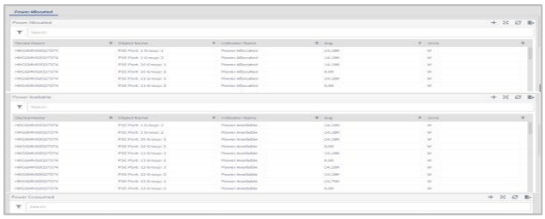
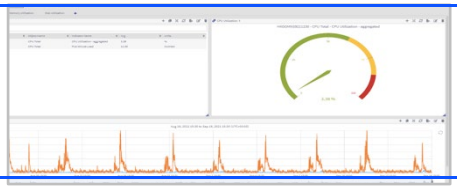
E. ICBS reports

SN	Performance report	Details	Report snapshot
1	ICBS EEA Report	An all-in-one report showing a combination of traffic flow and circuit performance indicators. Enables the customer to see how much traffic is on the link and how the traffic is performing from local NID (from one end) to remote NID (to the other end), as well as how well the circuit is performing.	

F. GMNS reports

SN	Performance report	Details	Report snapshot
1	GMNS CPE Health	This report shows the performance of the CPE equipment, enabling users to understand the device performance as an input to performance and capacity management.	
2	GMNS CPE Performance	This report provides the basic network performance parameters and helps determine whether the network is behaving properly and hence can be used for performance management and network planning. This report provides the basic performance parameters of a CPE through a brief dashboard view, showing interface traffic, packets, and discards & errors.	
3	GMNS Service Level Performance	This report provides the basic service level performance parameters of a CPE through a dashboard view, showing the delivered GMNS Service Level performance in the last month such as Availability, Latency, Jitter & Packet Loss Ratio. The report helps determine	

		whether the network is behaving properly and hence can be used for performance management and planning.	
4	GMNS 90 Days Trending Analysis	The report uses data collected over the previous 30 days and projects a linear trend 60 days into the future. The portal displays the report showing the trends over the last 3 months for: • CPE Health • Interface Traffic • IP SLA Jitter • IP SLA Packet Loss	
5	GMNS Top Application Usage	The report enables customers to see the top application in the past month. This report uses data from a single customer router. The customer can visualize which applications are consuming the most network resources, enabling them to investigate performance issues related to their use of the network.	
6	GMNS Top Clients for Applications	The report enables customers to see the top clients for applications in the past month. This report uses data from a single customer router.	
7	GMNS LAN Port Summary	This report gives a summarized view of the Administrative status (Enabled/Disabled) and Operational status (Up/Down) of all Ports and LAN interfaces associated with the GMNS devices details about your GMNS LAN Ports.	
8	GMNS Site Details	The report allows customers to view their site and site information. The report is non service-based and can be	

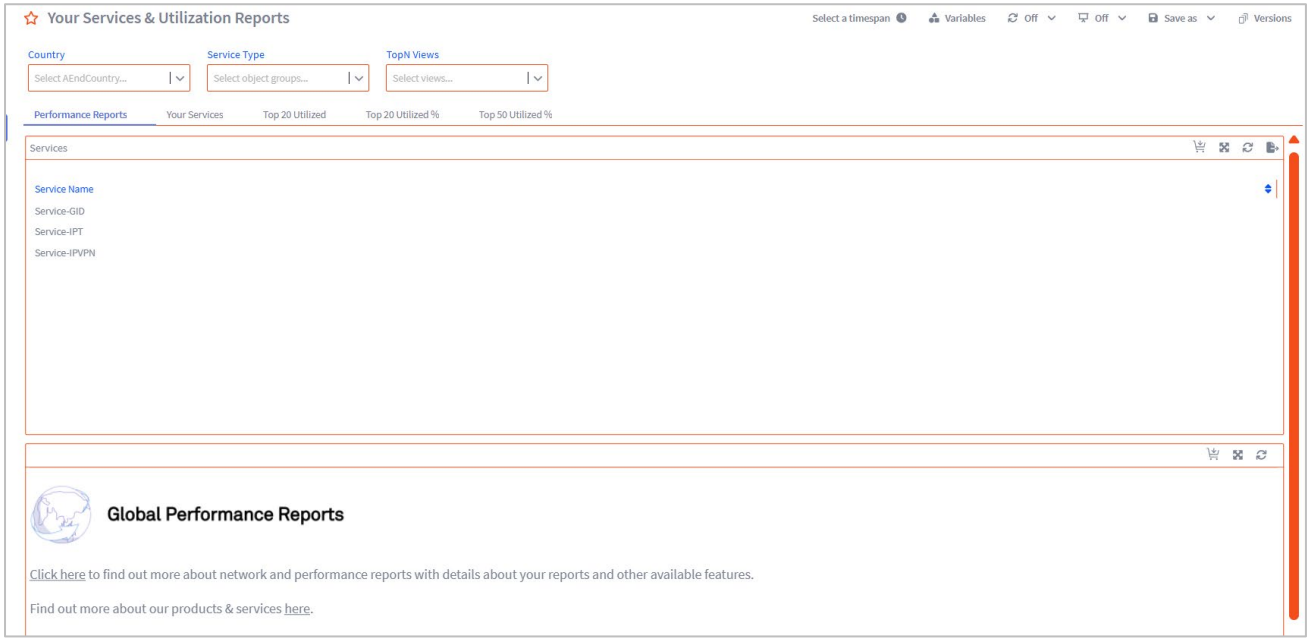
		assessed by clicking on the customer's name on your report landing page.	
9	GMNS VLAN Reports	This report provides the user with a list of VLAN IDs on each interface of a VLAN-supported device or a list of interfaces in each VLAN ID.	
10	GMNS Power Over Ethernet	This report enables the customer to compare various standard PoE parameters – Power available, Power allocated, and Power consumed against PSE (Power supply over Ethernet) ports in Kilowatts.	
11	GMNS WAN Compression Summary	This report enables customers to have a view of the total Outbound data and what percentage of the total Outbound data was compressed within the specified period. This also enables the users to find out which applications require the most bandwidth.	
12	GMNS WAN Connection Summary	This report provides customers with a view of total and active TCP connections across a WAN/interface over the desired period.	
13	GMNS WAN Optimisation Device Performance	This report enables the user to optimise the device performance by comparing various performance metrics such as Device/Interface availability, Total Inbound/Outbound traffic, Total In/Out packets, packet discards, and errors.	
14	GMNS WAN Optimisation Health	This report enables the customer to understand the overall health of the network by assessing the performance parameters	

		such as CPU Utilization, Memory utilization, and Disk utilization within the period specified.	
15	GMNS QoS Report	This report enables the customer to assess the Quality of Service using various factors that impact the quality of service in a Voice Over IP system such as Packet loss, Jitter, and Latency.	

15
Performance Reports

These reports help our customer users and internal users view Telstra POP's performance for their IPVPN/GID/IPT services compared to another POP, Cloud, or SAAS. The same can be assessed by clicking on the Performance Reports tab under Service List and Reports. Once in the Tab, select from the service types.

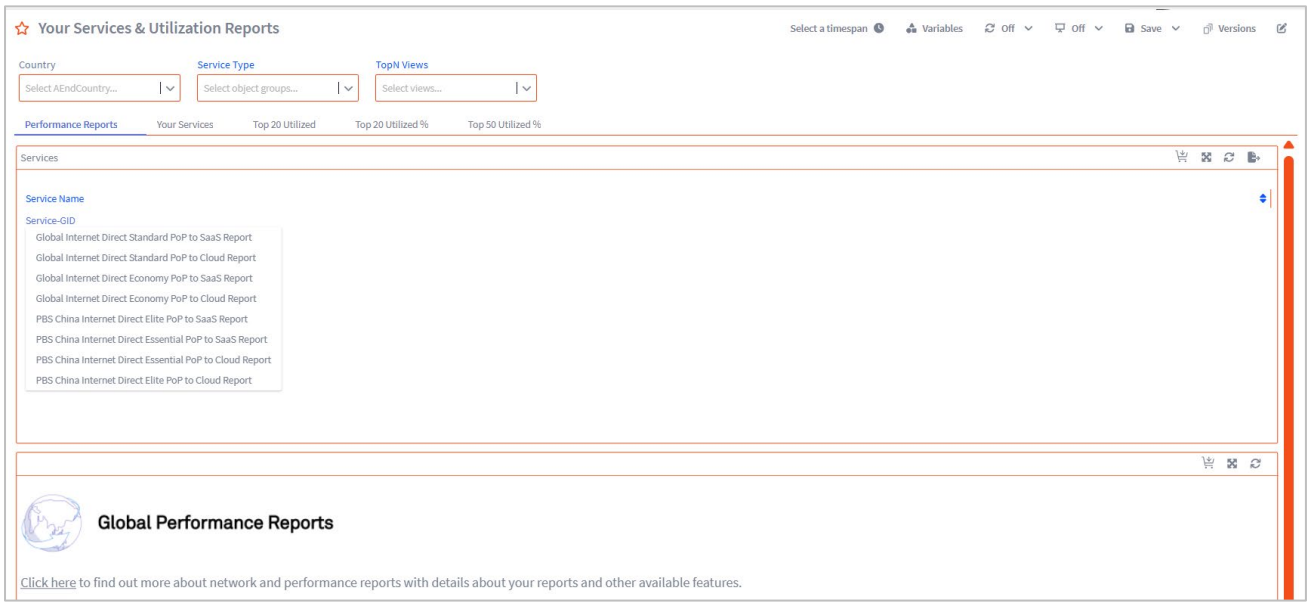
These reports can be viewed from the performance reports tab under Your services and Utilization section or, if you are already viewing a performance report, you can switch to another report from the same screen as shown in the 2nd snapshot.



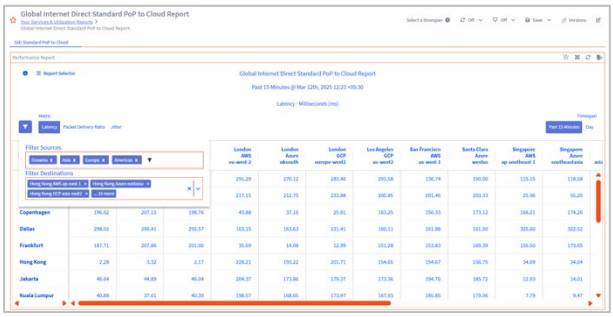
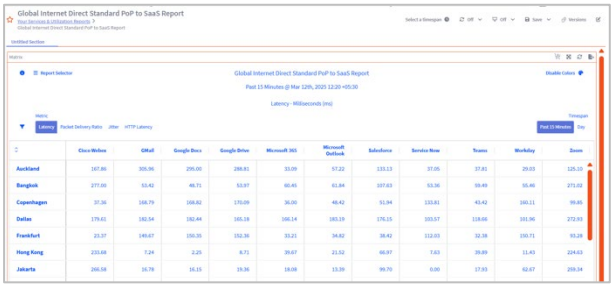
A. Performance Reports (GID)

The “Service-GID” includes PoP to Cloud and PoP to SaaS performance reports for Telstra’s Standard and Economy GID product types. Below are the reports available.\

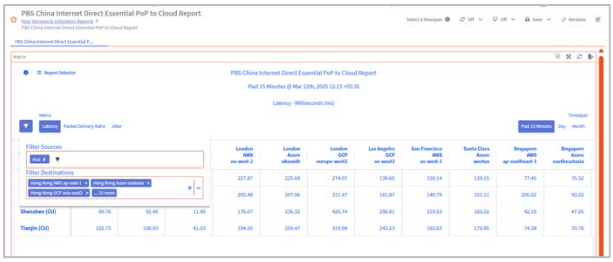
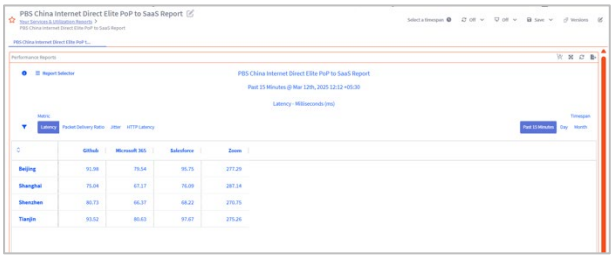
- Global Internet Direct Standard PoP to Cloud Report.
- Global Internet Direct Economy PoP to Cloud Report.
- Global Internet Direct Standard PoP to SaaS Report.
- Global Internet Direct Economy PoP to SaaS Report.
- PBS China Internet Direct Elite PoP to Cloud Report.
- PBS China Internet Direct Essential PoP to Cloud Report.
- PBS China Internet Direct Elite PoP to SaaS Report.
- PBS China Internet Direct Essential PoP to SaaS Report.

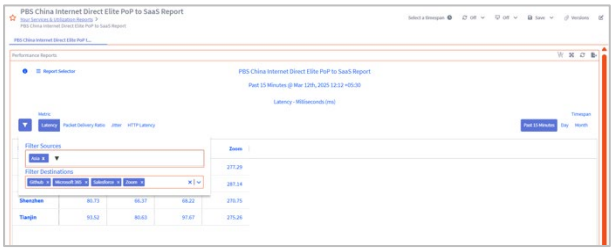
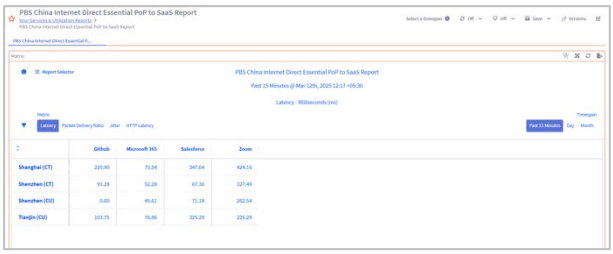
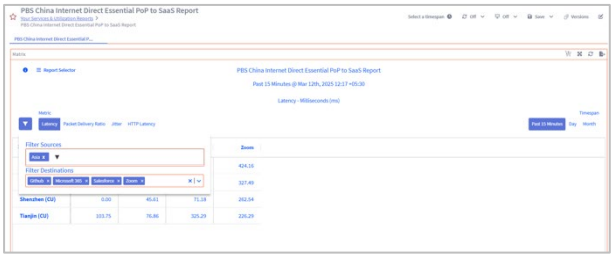


SN	Performance Report	Details	Report Snapshot
1.	Global Internet Direct Standard PoP to Cloud Report	The report enables customers to see and extract reports on the average network latency, packet delivery ratio, and jitter, on the customer’s traffic traverses from Telstra’s standard GID to instances on Azure, AWS, and Google Cloud Platform for the past 15 mins, “day” and “Month” where the day and month shows performance for	

		the past day and month respectively. The default period when the report opens shows performance over the past 15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name.	
2.	Global Internet Direct Economy PoP to Cloud Report	The report enables customers to see and extract reports on the average network latency, packet delivery ratio, and jitter, on the customer's traffic traverses from Telstra's economy GID to instances on Azure, AWS, and Google Cloud Platform for the past 15 mins, "day" and "Month" where the day and month shows performance for the past day and month respectively. The default period when the report opens shows performance over the past 15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name.	
3.	Global Internet Direct Standard PoP to SaaS Report	The report enables customers to see and extract reports on the average network latency, HTTP latency, packet delivery ratio, and jitter, on the path customer's traffic traverses from Telstra's standard GID to SaaS infrastructure-based instances for the past 15 mins, "day" and "Month" where the day and month shows performance for the past day and month respectively.	

		The default period when the report opens shows performance over the past 15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name.	
4.	Global Internet Direct Economy PoP to SaaS Report	The report enables customers to see and extract reports on the average network latency, HTTP latency, packet delivery ratio, and jitter, on the path customer's traffic traverses from Telstra's Economy GID to SaaS infrastructure-based instances for the past 15 mins, "day" and "Month" where the day and month shows performance for the past day and month respectively. The default period when the report opens shows performance over the past 15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name.	
5.	PBS China Internet Direct Elite PoP to Cloud Report	The report enables customers to see and extract reports on the average network latency, packet delivery ratio, and jitter from PACNET BUSINESS SOLUTIONS (PBS) CID Elite PoPs to cloud instances for the past 15 mins, "day" and "Month" where the day and month shows performance for the past day and month respectively. The default time when the report opens shows performance over the past	

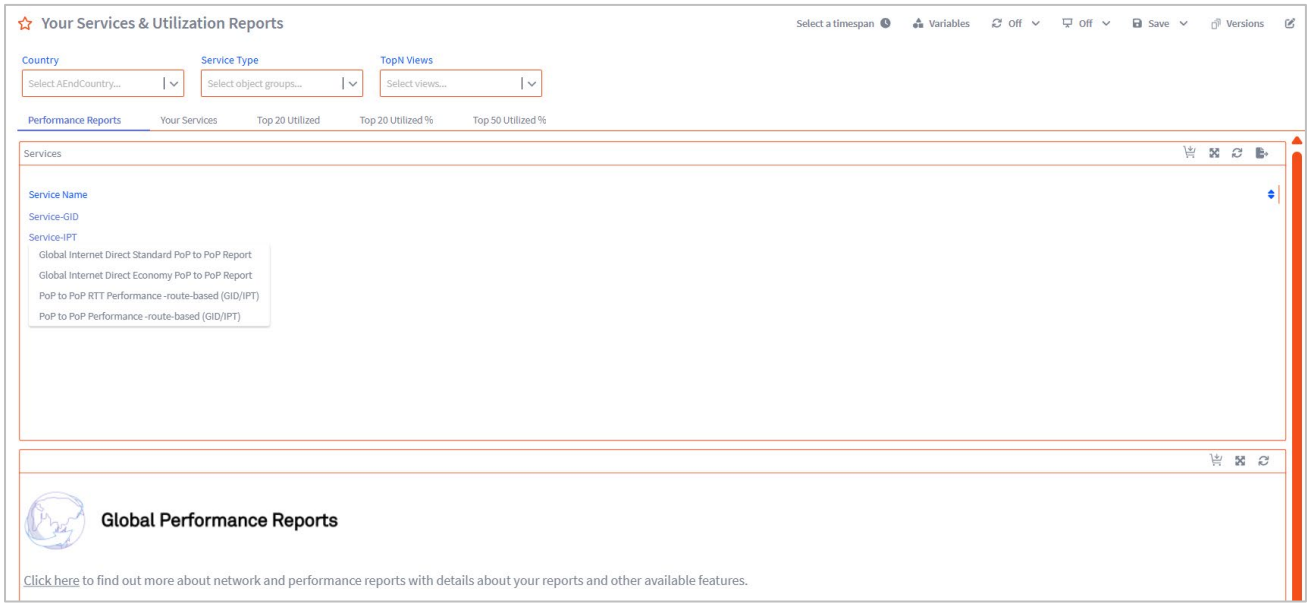
		15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name	
6.	PBS China Internet Direct Essential PoP to Cloud Report	The report enables customers to see and extract reports on the average network latency, packet delivery ratio, and jitter from PACNET BUSINESS SOLUTIONS (PBS) CID Essential PoPs to Public cloud instances for the past 15 mins, “day” and “Month” where the day and month shows performance for the past day and month respectively. The default time when the report opens shows performance over the past 15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name	 
7.	PBS China Internet Direct Elite PoP to SaaS Report	The report enables customers to see and extract reports on the average network latency, packet delivery ratio, and jitter from PACNET BUSINESS SOLUTIONS (PBS) CID Elite PoPs to SaaS instances for the past 15 mins, “day” and “Month” where the day and month shows performance for the past day and month respectively. The default time when the report opens shows performance over the past 15 minutes (user time zone)	

		Report based on Source/Destination filter selection can be run and saved with a user-defined name	
8.	PBS China Internet Direct Essential PoP to SaaS Report	The report enables customers to see and extract reports on the average network latency, packet delivery ratio, and jitter from PACNET BUSINESS SOLUTIONS (PBS) CID Essential PoPs to Public cloud instances for the past 15 mins, “day” and “Month” where the day and month shows performance for the past day and month respectively. The default time when the report opens shows performance over the past 15 minutes (user time zone) Report based on Source/Destination filter selection can be run and saved with a user-defined name.	 

B. Performance Reports (IPT)

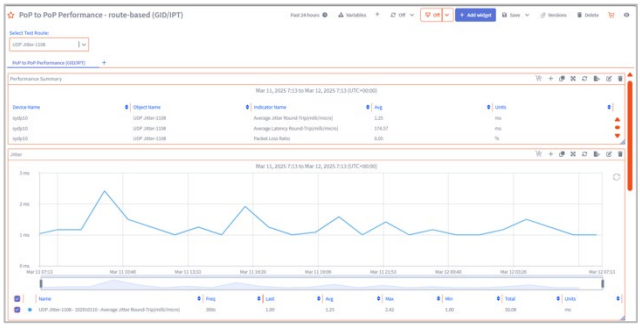
The “Service-IPT” includes the PoP to PoP performance matrix and route-based reports for Telstra’s GID/IPTransit product type. Below are the reports available :

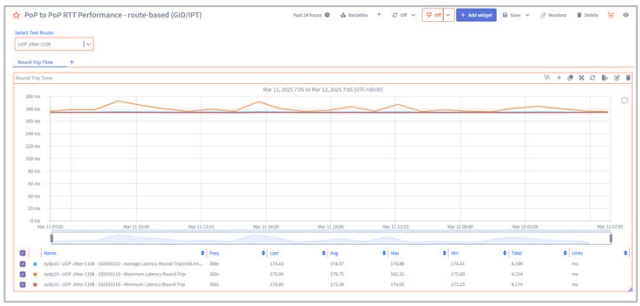
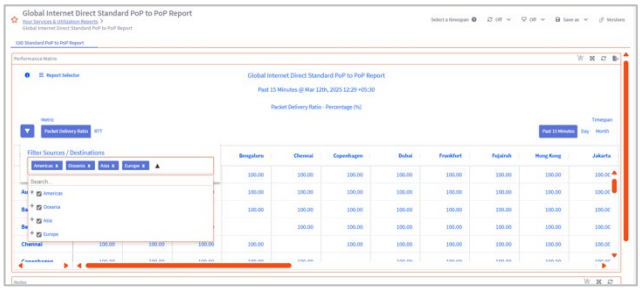
- PoP to PoP RTT Performance - route-based (GID/IPT)
- PoP to PoP Performance - route-based (GID/IPT)
- Global Internet Direct Standard PoP to PoP Report
- Global Internet Direct Economy PoP to PoP Report

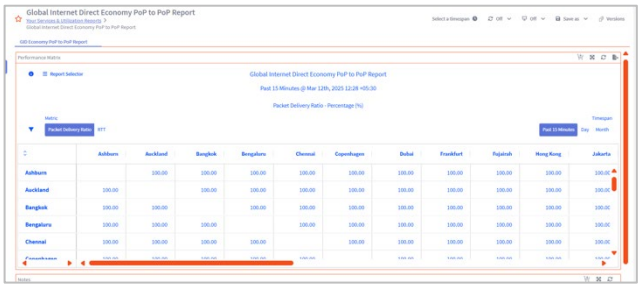
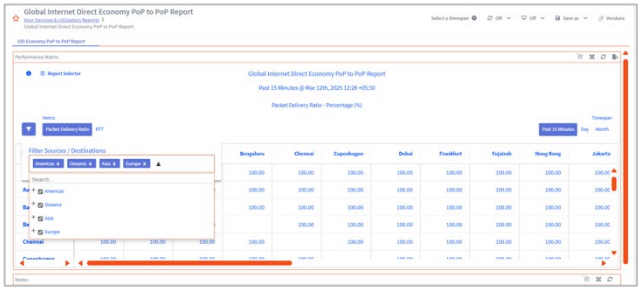


The reports are available with the following features:

- Allows users to select a report from the various access options available to view network performance (Jitter, Round Trip Time, and Packet Loss Ratio).
- User must select sites (“From” and “To”) and Class of Service to view the network performance.
- The user can choose to view the report for different timespans and the report can be extracted as a CSV/pdf.

SN	Performance Report	Details	Report Snapshot
1.	PoP-to-PoP Performance route-based (GID/IPT)	Enables customers to see if Telstra’s global IP network performance is meeting the committed KPIs.	

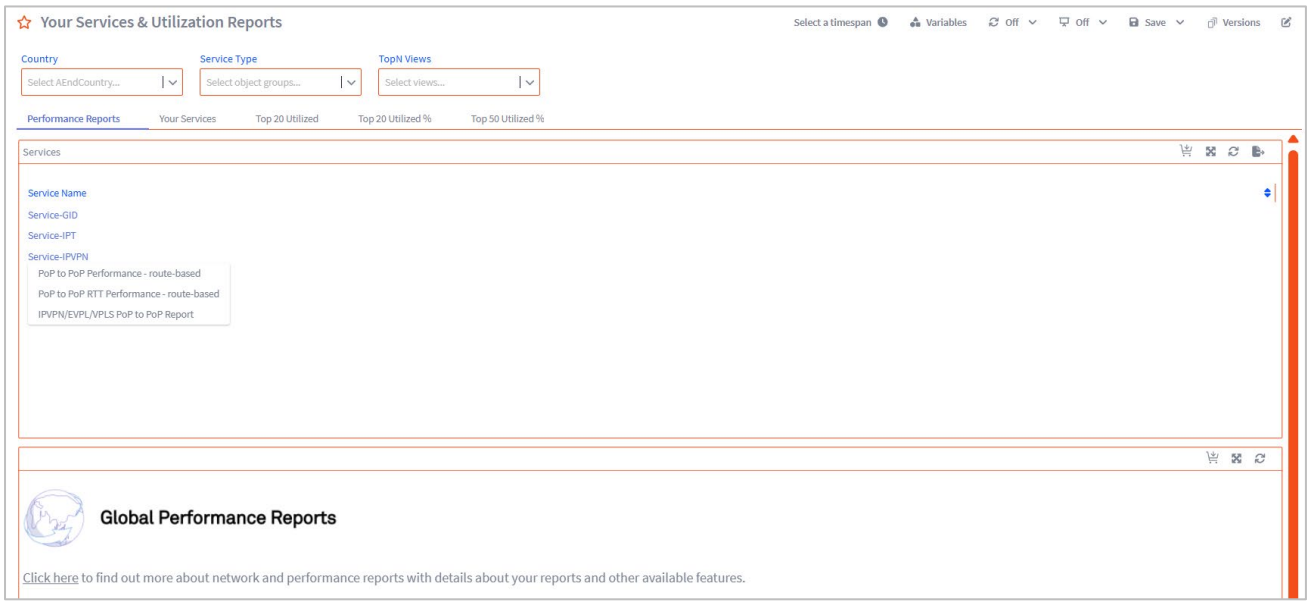
2.	PoP-to-PoP RTT Performance (GID/IPT) route-based	Enables customers to see if Telstra's global IP network performance is meeting the committed KPIs.	
3.	Global Internet Direct Standard PoP to PoP Report	The report enables customers to view how Telstra's GID standard service PoP to PoP performance measures up. Internally, products and operations use it for SLA benchmarking and reviews. The portal displays the report showing round-trip time between all PoPs on Telstra Network Users should use the time selector within the widget for performance query. The time selector supports performance queries for the past 15 mins, Day (a day in a month), and Month. Additional features are now available on the report where one can sort the pop based on names or the performance values Filtering based on PoPs is also available if one is interested in viewing performance data only for his selected PoP Save your report by selecting "Save as" to keep the filters and sorting options next time you log in	 

4.	Global Internet Direct Economy PoP to PoP Report	Users should use the period selector within the widget for performance query. The time selector supports performance query for the past 15 mins, Day (a day in a month), and Month. Additional features are now available on the report where one can sort the pop based on names or performance values. Filtering based on PoP is also available if one is interested in viewing performance data only for his selected PoP.	 

C. Performance Reports (IPVPN)

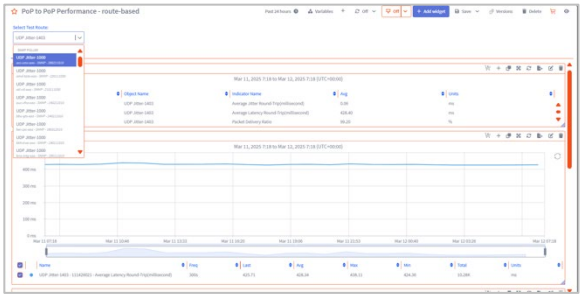
The “Service-IPVPN” includes the PoP to PoP performance matrix and route-based reports for Telstra’s IPVPN product type.

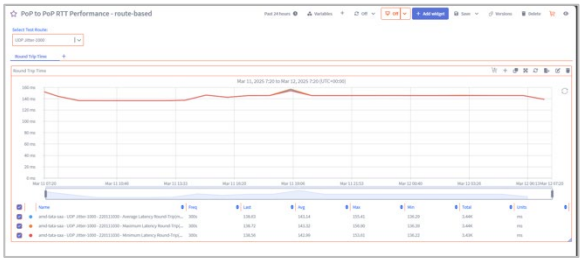
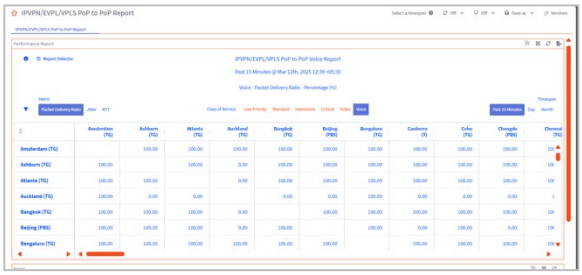
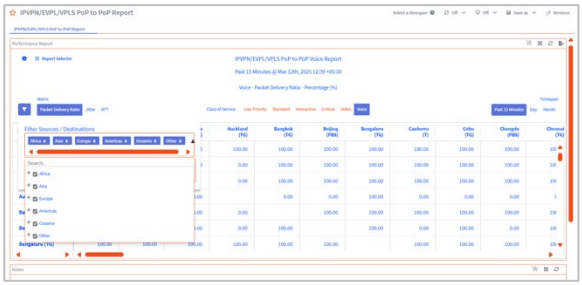
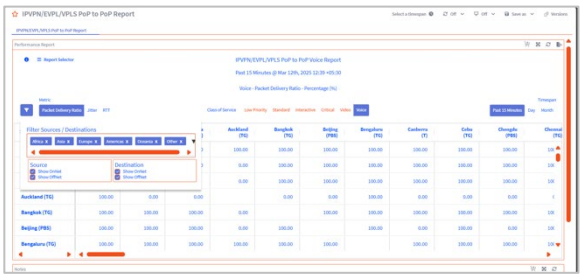
- PoP to PoP RTT Performance - route-based
- PoP to PoP Performance - route-based
- IPVPN/EVPL/VPLS PoP to PoP Report



The PoP-to-PoP performance report enables the customer to view how Telstra’s overall PoP to PoP performance measures up from a source PoP to a destination PoP displayed in an NxN matrix layout for the IPVPN product.
The reports are available with the following features:

- Allows users to select a report from the various access options available to view network performance (Jitter, Round Trip Time, and Packet Loss Ratio).
- Users can select sites (“From” and “To”) and Class of Service to view the network performance.
- Users can choose to view the report for different timespans and the report can be extracted as a CSV/pdf.

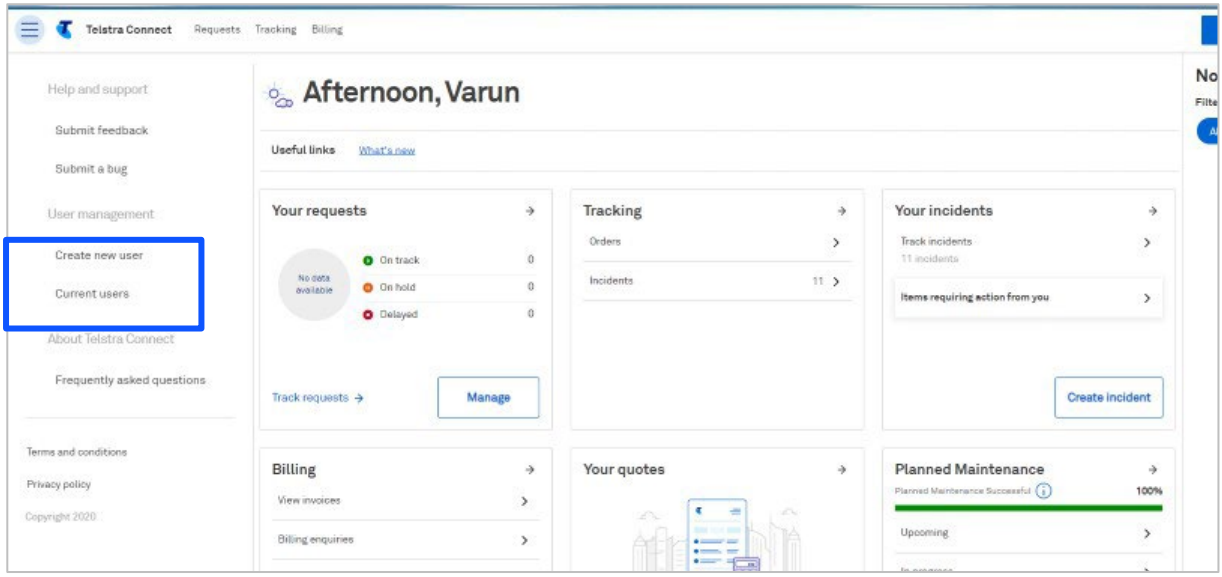
SN	Performance Report	Details	Report Snapshot
1.	PoP-to-PoP Performance-route-based	The report enables the customer to view PoP-to-PoP performance measurements for subscribed IPVPN services. Internally, products and operations use it for SLA benchmarking and reviews	

2.	PoP-to-PoP RTT Performance route-based	Past data allows the internal team to analyze performance and review SLA benchmarks. Gives customers the confidence that their services are operating within the SLA committed.	
3.	IPVPN/EVPL/ VPLS PoP to PoP Report	The report enables customers to view how Telstra's overall PoP to PoP performance measures up for IPVPN, EVPL and VPLS products. Internally, products and operations use it for SLA benchmarking and reviews. The portal displays the report showing round-trip time between all PoP on Telstra Network Users should use the time selector within the widget for performance query. The time selector supports performance query for the past 15 mins, Day (a day in a month), and Month. Only the past 15 minutes of performance data is available for Voice CoS. Additional features are now available on the report where one can sort the pop based on names or the performance values The report allows for Onnet-Offnet PoP-based filtering. This makes it simple for users to read reports for various combinations of source and destination PoPs. Save your report by selecting "Save as" to keep the filters and sorting options next time you log in	  

16
FAQs

1. **I have access to C3 Portal where I see my current reports, will I also have access to Telstra connect?**
   C3 Portal is decommissioned. Customers are encouraged to access the Network and performance reports via the Telstra Connect portal

2. **I need to give access to more of my colleagues on Telstra Connect.**
   If you are an admin or have permission to create additional users as shown below, you can give access to Telstra Connect or you can reach out to your Telstra accounts representative.



3. **Can I view reports for all my managed customers?**
   Yes, refer to section 3.

4. **I don't see the Customer ID when I click on Change Tenant.**
   Please contact your Telstra Representative to provide access to the requested customer ID.

5. **I don't see any services under the product section.**
   Try changing the Tenant (customer ID) as mentioned in section 13. If you still don't find the service, then there is no service under the mentioned product for your company.

6. **Can I view reports under the different time zone and times?**
   Yes, all reports can be viewed in different time zones, refer to the section for more details.

7. **Can I customize the report to suit my need?**
   Yes, one can customize the report post creating a copy of the report as mentioned in the section. We do however recommend using the standard reports made available from Telstra's side.

8. **Can I schedule the report to be delivered to my email ID or other email IDs?**
   Yes, one can schedule the report as shown in section 11.

9. **I need to provide access to my colleague for the network and traffic reports.**
   Access can be provided by giving access to your colleague by creating a new user if you are an admin or by contacting your service manager.

10. **Whom do I contact if I have an issue with my reports or the content in the reports?**
    Please contact your service manager or contact the Global service desk via Telstra connect by raising a general request in the Requests page.

11. **How do I get more details about Telstra Connect and all the available features?**
    Please find all the details about Telstra Connect by visiting the site https://www.telstra.com.hk/en/telstra-connect.

12. **Can I save and share a copy of my report with my team members?**
    Yes, a saved report (personalized report) copy can be shared with your team members. A public report is available to all your team members, while a report in private mode is only available to you.

13. **Why are IPVPN Services showing an additional service ID having VLAN in it?**
    VLAN services (HKG VLAN 12345) internal services to Telstra representing the logical separation of traffic within an IPVPN service, while the original service naming conventions (HKG GIP 12345) will continue to be the service ID on which invoices are sent. One can search their services using both VLAN or GIP service ID, however, if there is any issue to be raised, please continue to use your service ID having GIP in it.

    Old format: HKG GIP 12345
    New format: HKG VLAN 12345 (HKG GIP 12345)

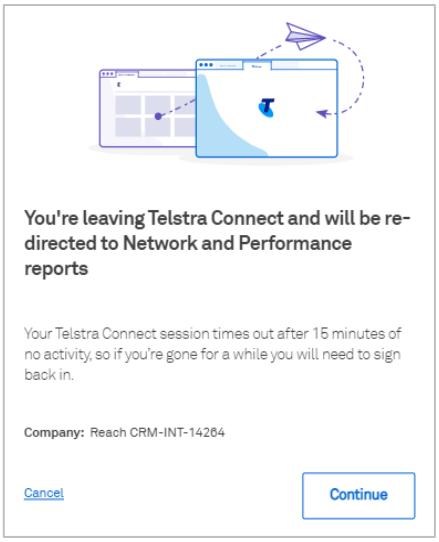
14. **Will the changes to the original report also be reflected in my saved copy of the report?**
    No, the changes will not be applied to the personalized copy of the report. One will have to recreate the report.

15. **Can I change the default time zone of the report?**
    By default, the reports are in the UTC zone. However, you can change the time zone directly on the report page. If you need to change the time zone for all reports by default, please contact your service manager or drop an email to telstraconnect@team.telstra.com with your login email ID.

16. **How can I give access to the reporting page to my colleague?**
    Telstra Connect access is required to access the reporting page. Please contact either your Telstra Connect admin user or your Telstra representative to provide access to Telstra Connect.

17. **The "Continue" button in the re-direction pop-up is disabled.**
    The continue button will only be enabled if MFA (multi-factor authentication) is enabled. It is an additional security feature where you will also get a login code on your email ID used for logging in to Telstra Connect.

    One can get the same enabled by an admin user for your company or through your Telstra representative.



18. **Can I select or filter only the POP's which I have services on?**
    Yes, the new performance reports now support filtering and sorting options, click on the filter icon to select the source and destination POP's. Onnet-Offnet POP filter is now available for IPVPN PoP to PoP Report.

19. **Can I view the old "Service list and Reports" page?**
    No. The new landing page has been updated to "Your services and utilization reports". Kindly check the same to view services and utilization reports. Detailed explanation on the new landing page is available in section 3 and 4.

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

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

https://www.telstrainternational.com/en/telstra-connect