

Telstra Connect International -End to End User Guide



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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.



Telstra Connect has evolved to what it is today and offers simple, fast and efficient management of your most important IT infrastructure – your network Telstra Connect will keep growing with your feedback, so lets build it together.



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



Platform designed for you, by you

You can 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:

ČВ	User management		and permission rights.
8	Your services		View all your active services.
		Incidents	Submit, review and track faults.
	Tracking	Your requests	Submit, review and track your request to make changes to your products and services.
ج نہا ت		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 it easily by clicking on the 'Reset password' button on the page.

The link for the 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





User management

User Management

Note: This is only available for admin users.

With User management, you can easily manage user access and user permissions anytime and anywhere.

- 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 an additional user.

Telstra Connect	×
Help and support	
Your account team	
User management	
Create new user	
Current users	
About Telstra Connect	
Using Telstra Connect	
Frequently asked ques	stions

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

l lear dataile	Office address
Agel dergila	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.
First name	
Enter first name	- Street Address
	Enter street number, street name and type e.g. 400 George Street
Last name	
Enter last name	– Building name / level / suite (optional)
	e.g. Clarence house, level 21, suite 4
Email	
Enter your email e.g. you@yourdomain.com	- Suburb / town / city
	Enter suburb
Confirm email	_
Enter the same email as above	State / province
	Enter state / province
Office phone number	
Enter the number starting with 0, +, 13 or 1800. Spacing is allowed.	Country
	Select country
Mobile phone number	
Enter the number starting with 0 or +. Spacing is allowed.	
	Zlp / postcode
	Enter postcode
	Cancel Next

Note: All fields are mandatory in this page

- 3. You can choose what type of role and permissions this user can access on Telstra Connect for the following features:
 - Multi-factor authentication
 - User management
 - Submit and track
 - Billing

When the form is complete, select 'Submit'.

Which of the following do you want this perso	in to be able to do?	Submit and track	Orders	
Multi-factor authentication	Off On	Do you want this user to be able to submit and track the progress of any of the following?	Billing	
Are passwords not enough? Add extra layers of security with multi- factor authentication. We will email Test Test a code each time they		✓ Incidents	View and download i	nvoices
sign-in or when higher security changes are r	nade.	Service requests	This includes credit ar	d debit notes, where applicable.
User management		✓ Planned maintenance	Back	Submit
Provide Telstra Connect access to others in y	our company.		Back	Submit

4. The new user has now been created and they will receive an email with login details. You have the option to close the window or 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.

2. Select the user you wish to manage.

Dashboard > User m	nanagement					
User ma	nagem	ent				
						Create new user
User details						Onfigure table
First name 👻	Last name 👻	Email 👻		Role 👻	Status 👻	MFA 👻
Test	Test	test@example.com		Regular	Pending	
sundar	varma	sundar @example.com	a.com	Regular	Last active	19 May 2022
testfotata	testfotata	testuser@example.com	om	Admin	Just now	
TestUAT1	UATTest1	testUAT@example.com	com	Admin	Last active 2	3 Aug 2022

3. You can then edit their details.



Deactivate users

1. You can manage a user's permissions or deactivate user, in this screen

Account controls and per	missions	Deactivated 🚺 Ad	tive
Multi-factor authentication	on	Off D Of	n
Are passwords not enough? A factor authentication. We will they sign-in or when higher se	dd extra layers email Test Cor ecurity change	s of security with multi- ntact67 a code each time is are made.	
User management			_
Provide Telstra Connect acces	ss to others in	your company.	
Create and edit users			
Submit and track			
Do you want this user to be ab of the following?	ole to submit a	and track the progress of any	ŕ
Incidents			
Service requests			
Planned maintenance	•		
✓ Orders			
Billing			
View and download in	voices		
This includes credit and	d debit notes, v	where applicable.	



Sec.



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 services available, can be seen just below the map.

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

Dashboard > Your services > Taiwan Branch, 10F1, No. 5, Shaoxing N. St., Zhongzheng Dist., Taipei, Taiwan									
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 customise 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 for detailed views.

South Pacific Ocean	Chile Uruguay	South Nar Atlantic S Ocean	nibia Madagascar outh Africa	Indian Ocean	Australia Australia New 7	South Pacific Ocean
[®] Hide map					Search	your services Q 7 Filter
Location			Service type			~
Selectione of more location			Selectiona of the	ога загиса гура		<u>Cancel</u> Apply filter →
			Company: Snow	rs (2) 🗸	Select columns ~	🕑 Download summary 🗸

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

Ø <u>Hide map</u>					Search your services Q	Trilter
			Company: test sal com	pany 2 (1) 🗸 🎲 Selec	ct columns 🗸 🛛 🔄 Download s	ummary 🗸
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	-

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

⊘ <u>Hide map</u>					Search your services	Filter
			Company: test sal comp	pany 2 (1) 🗸 🌼 Selec	ct columns 🗸 🛛 🕹 Download s	summary \sim
Company 👻	Service type 👻	Service ID 👻	A end site 👻	Z end site 👻	Your service reference (j) 👻	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.

South Pacifi Ocean	n C	Chile At Urugusy O	South lantic Icean	Namibia South Africa	Ocean	Australia Now Zealar	Sou Paci Oce	th fic a n
⊗ <u>Hide map</u>			Co	mpany: test sal compar	ny 2 (1)	Search your	services Q	∏ Filter
Company -	Service type 👻	Service ID 👻	A	Select an option	<u>Clear</u> te +	Your service referen	nce (j) 🔹	Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Di: La He	✓ Test Sal Company Done	2 o Chuo Cen Koto-ku, To 135-0061	ter, 6-2-15 okyo, Tokyo, + Add your referen	nce	-

How to download Your services list

 After you log in to Telstra Connect follow steps to <u>View all Services (Page No.42)</u>. On the Your Service summary page, select 'Download summary' and export the csv file.

South Pacific and Ocean		Chile S Urugusy O	outh Namibia Pravogesce Lantic SouthAfrica Cean	Ocean	Australia Australia New Zosland South Pacific Ocean	
⊘ <u>Hide map</u>			Company: test sal com	pany 2 (1) 🗸	Search your services Q 7	7 Filter ary ~
Company 👻	Service type 👻	Service ID 👻	A end site 👻	Z end site 👻	Your service refere All services (CS	SV)
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo Cer Toyosu, Koto-ku, T Japan, 135-0061	ter, 6-2-15 kyo, Tokyo, + Add your reference -	

How to view service details

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



2. Select a service, you will be redirected to a service detail page to find more information about your services.

Pide map						Search yc	ur services	Q	Filter
			Company: test sal comp	oany 2 (1) 🗸	O Select	columns 🗸	🕌 Downlo	ad sur	nmary 🗸
Company +	Service type 👻	Service ID 👻	A end site 👻	Z end site 👻		Your service refe	erence (j) 🔻		Bandwidth
Test Account	LITCAP	HKG TOK LITCAP 90030453	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo C Toyosu, Koto-ku, Japan, 135-0061	enter, 6-2-15 Tokyo, Tokyo,	+ Add your refe	rence		-
Test Account	SPEC	HKG TOK SPEC 90030456	Disney Land, 2 Any Street, Lantau Island, Hong Kong, Hong Kong	AT Tokyo Chuo C Toyosu, Koto-ku, Japan, 135-0061	enter, 6-2-15 Tokyo, Tokyo,	+ Add your refe	rence		-

3. You can view 'Incidents' and 'Planned maintenance' tickets' associate with this service.

Deshbeard → Your services → S4I GID 9303841 SAI GID 9303841 Service information	Details	
Account Name test sal company 2		Create incident
Account ID 10000	Incidents (0)	~
A end site address 242 Exhibition St, Melbourne, Victoria, Australia, 3000	Planned maintenance (0)	~
Service ID SAI GID 9303841	Service request	^
Product	all Network and performance reports	Ľ
GID	J_{i}^{\downarrow} IP route and domain management	Ľ
Bandwidth 100M		
Contract terms (months) 28.95		
Charge frequency Monthly		

4. You can access additional reports, through single sign on options on the service detail page. "Network and performance report" will be displayed if it is a EPL, EVPL, GID, GMNS, ICBS, IPT, IPVPN, IPX or VPLS service while "IP route and domain management" will be displayed if it is a GID or IPT service. User guides can be accessed through the links below.

Dashboard > Your services > SAI GID 8303841		
SAI GID 9303841		
Service information	Details	
Account Name itest sal company 2		Create incident
Account ID 10000	Incidents (0)	~
A end site address 242 Exhibition St, Melbourne, Victoria, Australia, 3000	Planned maintenance (0)	~
Service ID	Service request	^
SALGID 9303841	a0] Network and performance reports	Ľ
GID	Num of the second se	F2
Bandwidth 100M	μ _T iν route and domain management	
Contract terms (months)		
29.95		
Charge frequency Monthly		

a. Network and performance reports

Network and performance reports will allow you to view your network traffic reports for your Telstra services, POP to POP reports, and your managed service performance on our newly launched 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.

https://www.telstrainternational.com/content/dam/shared-component-assets/telstrainternational/global/telstra-connect/telstra_connect_network_and_performance reports_user_guide.pdf

b. IP Prefix and Route Management - Domain Name System (DNS)

Your DNS system will allow you to manage your primary, secondary and reverse DNS for your Internet services provided by Telstra.

Post clicking on the link you would be redirected to an external site post single sign on.

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

https://www.telstrainternational.com/content/dam/shared-component-assets/telstrainternational/global/telstra-connect/how-to-guide-for-domain-name-system-dns.pdf

c. IP Prefix and Route Management

Your DNS system provides the ability to update, view ,and add IP prefixes for your Internet services provided by Telstra. They can be done as a single Request or multiple Request.

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

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

https://www.telstrainternational.com/content/dam/shared-component-assets/telstrainternational/global/telstra-connect/ip prefix and route management user guide.pdf



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'.

Tracking					
We're making it easier fo	r you to track your items	in one place.			
Incidents	Requests	Orders	Support enquiries	Planned maintenance	
					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.



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.



What is the affected product or service ID? MASTER GIP 0000001

✓ Product name: Global IP Virtual Private Network

If you don't know your service ID you can <u>search for it by location</u> or <u>enter a service ID manually</u>

⊘ No issue found

If you're still having issues or don't think the problem has been identified, you can continue to raise an incident for this service ID or <u>enter a new service ID.</u>

Continue to raise an incident \rightarrow

4. If you continue with the process, fill in the incident form. You can add an attachment, if required, and select 'Submit incident'.

	Attachments (optional) 0/5 files	C
What is the affected product or service ID?	Attachments (optional) or	
MASTER GIP 0000001	<u>Upload from your device</u>	
✓ Product name: Global IP Virtual Private Network	Upload any relevant images or files to support your enquiry or rec	quest.
if you don't know your service ID you can <u>search for it by location</u> or enter a service ID manually.	Note: The details you upload will be visible to others in your organ personal or sensitive information you don't want others to see.	ization. Please do not upload
① The diagnostic test results for this service will be included when you raise this incident.	I consent to sharing the details of the attachment and others in my organisation with Telstra Connect	t/s with Telstra agents ot access.
Diagnostic test results. Show results	Raise Incident on behalf of (optional)	
Category	Sometimes the fastest way to resolve an incident is to case, who is the best person to call?	give you a call. In that
A brief summary of the incident	A site / technical contact	Me
E.g. "Device is online but link is down since 9am"		
Details of the incident	When is the best time to call? Most of our resolution teams are available Monday to Friday 7am	- 7pm AEST/AEDT, excluding
	public holidays.	
	Back	Submit incident →
- clude as much information as possible that will help the investigation, including but not		
imited to any troubleshooting you've done, error messages received, trace results, ping tests, isernames impacted.		
Immete to any troubleshooting you've done, error messages received, trace results, ping tests, usernames impacted.		
Immee to any troubleshooting you've done, error messages received, trace results, ping tests, usernames impacted. four reference (optional) Enter a reference that will help you and your team recognise this incident later.		
Immete to any troubleshooting you've done, error messages received, trace results, ping tests, searnames impacted. four reference (optional) inter a reference that will help you and your team recognise this incident later. What effect is this incident having? Able to work		
Immete to any troubleshooting you've done, error messages received, trace results, ping tests, usernames impacted. four reference (optional) Ther a reference that will help you and your team recognise this incident later. What effect is this incident having? Able to work Disruption to work		
Immete to any troubleshooting you've done, error messages neceived, trace results, ping tests, usernames impacted. Your reference (optional) Inter a reference that will help you and your team recognise this incident later. What effect is this incident having? Able to work Disruption to work Unable to work		
Immete to any troubleshooting you've done, error messages received, trace results, ping tests, usernames impacted. Your reference (optional) There a reference that will help you and your team recognise this incident later. What effect is this incident having? Able to work Disruption to work Unable to work What locations is it impacting?		
Immete to any troubleshooting you've done, error messages neceived, trace results, ping tests, usernames impacted. Your reference (optional) Enter a reference that will help you and your team recognise this incident later. What effect is this incident having? Able to work Unable to work What locations is it impacting? Single location		
Immete to any troubleshooting you've done, error messages neceived, trace results, ping tests, usernames impacted.		

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.

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'.

our incidents		\rightarrow
Track incidents No incidents to view		>
tems requiring action from yo	bu	>

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

Tracking	\rightarrow
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 num	iber, your reference, sum	nmary
Open ×								Clear
írack all open i	ncidents and inciden	nts that have been clo	sed in the last 45 d	ays.		Ø	Select columns 🗸	Export table
Priority +	Number +	Your reference 👻	Brief summary +	Status +	Location -	Assigned to +	Estimated .	CSV
Priority + P1	Number + SNI2813425	Your reference +	Brief summary + Test Short Description	Status + Open	Location + To be confirmed	Assigned to 👻	Estimated resolution	CSV Darpan Test

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

						Incident num	ber, your reference, sum	mary
Open ×								<u>Clear a</u>
Frack all open i	ncidents and inciden	its that have been clo	sed in the last 45 d	ays.		Ø	Select columns ~	Export table 🗸
Priority +	Number +	Your reference +	Brief summary 👻	Status -	Location *	Assigned to +	Estimated resolution	CSV
Priority -	Number + SNI2813425	Your reference 👻	Brief summary + Test Short Description	Status - Open	Location - To be confirmed	Assigned to + Telstra	Estimated resolution	CSV 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'.

Sι	ımmary	Activity	
=	Brief summary	Add a comment	
☆	Your reference Not specified	New comments are disabled	
P4	Status Cancelled	Status changed to Cancelled	31 Aug 22, 07:57a
	Incident raised Last Wednesdav 07:56am	Telstra This is a tast ticket please ignora	31 Aug 22, 07:57¢
D	Estimated resolution time		
D	to be determined	Test Message	31 Aug 22, 07:57¢
~	Last Wednesday 07:57am Affected service	Priority changed to P4	31 Aug 22, 07:57a
0	Other To be determined	Status changed to Open	31 Aug 22, 07:57
V	-	📗 🖶 Incident raised	31 Aug 22, 07:56a
2	Raised by Our Customer e: Not available		
0	Watched by (j)		
	example1 example1@example.com		
	example2 example2@example.com		
	example3 example3@example.com		
	example4 example4@example.com		
	example5 example5@example.com		
	Show more (4)		

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 #Category: ATM/FR Network #Category: ATM/FR Network #Out of summary of the incident: test incident #Details of the incident: test #Customer Reference ID: Test_Reference #Tell Us More: Site Contact Name: user user3 Site Contact Number: 09111111115 or +9222222226 Operating Hours: 9am to 5pm #Attachment/s consent given: true Estimated resolution time
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.

Sı	Immary	Activity		
=	Brief summary Test	Add a comment		
☆	Your reference 12345	it 0		🛿 Attach file 🛛 🏷 Send
P3	Status Open		Today	
	Incident raised Today 02:01pm	Details of the incident		09 Sep 22, 02:01pm

How to escalate my Incidents

- 1. If your incident has not been addressed within a reasonable amount of time, you have the option to escalate your incident. Before you do so, please review all updates from Telstra in the Activity section of the Incident Detail page.
 - a. When an incident is newly created, the 'escalation button' is hidden.
- b. When the incident reaches the escalation threshold, a new button will become visible on the Incident Detail page.

Tracking > SNI2906894		Tracking > SNI2906894	Request an urgent update
Summary	Activity	Summary	Activity
Brief summary Issue with International Roamingggg	Add a comment	Brief summary Issue with International Roamingggg	Add a comment
☆ Your reference testing	0 🚺 Attach file >> Send	상 Your reference testing	0 🕼 Attach file 🕞 Send
P1 Status Open		Pt Status Open	

2. Click on the "Request an urgent update" button to begin the escalation process.

SNI2906894			Request an urgent upda
Summary		Activity	
 Brief summary Issue with International Roamingggg 		Add a comment	
Your reference	D Edit	0	🛙 Attach file 🛛 🖒 Se

3. TConnect will display an escalation window. Fill in the required fields. Ensure both the escalation reason and additional comments fields are completed.

Note: 'If any mandatory fields are left blank, an error message will appear, prompting you to fill in the missing information.

Urgent update request	×	Urgent update request			
we'll look into it straight away and get back to you as soon as	s possible.	we'll look into it straight away and get back to you as soon as possible.			
Why are you requesting an urgent update?		Why are you requesting an urgent update?			
Lack of response		Lack of response			
Breached restore service level agreeme	ent (SLA)	Breached restore service level agreement (SLA)			
Business impact has increased		Business impact has increased			
Critical services impacted		Critical services impacted			
Please select one or more options		Additional comments			
Additional comments Test Comment		A This is a required field			
Cancel	Submit →	<u>Cancel</u> Submit →			

4. Provide a detailed reason for the escalation and add any additional comments or information relevant to the escalation. Once all fields are correctly filled, submit the form to complete the escalation process.



- a. The "Request an urgent update" button will be disabled to prevent duplicate submissions.
- b. The activity section will display the escalation message, including the date when the "Request an urgent update" button will be re-enabled

5. Your Incident Escalation is now submitted. You can continue tracking the Incident through the Incident ID. An email containing the escalation updates will be sent to you and the escalation team and will be given status and any necessary updates.





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



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

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 (0)	Closed (0)					
Number	Your reference	ltern	Location	Status +	Opened	Estimated

a. On the top panel, select 'Create' and select 'Request'

Telstra Connect Requests Tracking Billing	+ Create
Afterneen John	Incident
Alternoon, John	Event
	Support enquiry
Useful links What's new	Request

2. A single landing page will appear with all your products and services.

General Request					
Other General Request	÷				
Network Services					
EVPL		Telstra Programmable Network		IP VPN	
Circuit Enquiry	÷	DHCP/IP	÷	IP Network Address Translation (NAT)	÷
General Request	÷	Circuit Enquiry	÷	DHCP/IP	÷
		BGP Prefix Query	÷	BGP Prefix Query	÷
		IP Network Address Translation (NAT)	÷	Static Route	→

Note: The screenshot is for illustration only. The Products and Services that you will see on your window may vary depending on your subscriptions.

3. Select the type of Request and fill out the required information. You can add an attachment if required, and select 'Submit'.

New request	
	Circuit Enquiry
	Telstra service ID
	Contact phone number
	Contact email address
	Customer internal reference
	Description of request*
	0/400
	File attachment 0/5 Files
	Drop files here
	-or- Upload from your device
	File types supported include jpg .jpg ang.gtf, csv, xlis, xlisv, doc, docv, pdf, bet, brep, ods, xlism and maximum of 5 files with sotal aize limit of 3.4MB
	Submit

Note: The screenshot is for illustration only. The from may vary depending on your subscriptions.

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.

Tracking	5						
We're making it easier	for you to track your items in one	e place.					
Incidents	Requests	Orders	Support en	quiries Planned n	naintenance		
							New request
Requests	_						
Open (7)	Closed (0)]					
Number	Your reference		Item	Location	Status +	Opened	Estimated
SNR0596486	+ 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	O Delayed	20 Jul 22	27 Jul 22

3. Select a Request to view more details.

Tracking	2						
We're making it easie	er for you to track your items	in one place.					
Incidents	Requests	Orders	Support e	nquiries Planned r	maintenance		
							New request
Requests	_						
Open (7)	Closed (0)						
Number	Your reference		Item	Location	Status +	Opened	Estimated
SNR0596486	+ 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	O 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.

SNF Trackin	R0596416 ng > SNR0598418		
Sur	nmary	Details	
☆	Your reference + Add your reference	We're working on providing more details about your requested items. Stay tuned.	
E	Product / service Telstra Programmable Network Services (TPN)	Updates	
Ø	Item Circuit Enquiry	Add a reply	\triangleright
0	Location 40 MILLER STREET NORTH SYDNEY NSW 2060	Comment added	31 Aug 22 12:41pm
Ø	Current progress In progress	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

- 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'. Now you will see the details of all the Planned maintenance events for your managed accounts.

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

Tracking	\rightarrow
Incidents View closed incidents	>
Requests View all requests	>
Orders 7 active orders	>
Planned maintenance 12 active planned maintenance	>

Planned Maintenance	e → 100%
Upcoming	12 >
In progress	>
Completed	69 >
Create event \rightarrow	Track events

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

Track	king						
We're makinj	g it easier for y	rou to track your it	ems in one place.				
Incid	ents	Requests	Orders	Support enquiries	Planned maintenance		
Plan	ned m	aintena	ance				Create event
All	Upcoming	In Progress	Completed Cancelle	ed/Withdraw/Did Not Proceed	S	Gearch icket ID (e.g. PN123443)	Q ∏ Filter
						Com	oany: Snows (2) 🗸 🐳 😳
Category	Ticket ID 👻	Status 👻	Company	Description	Expected impact	Planned start 👻	Planned end 👻 🕕
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London (IW2110181249)	20 minutes outage within th change window	e 22 May 22 06:30	22 May 22 08:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India (IW2201121433)	20 minutes outage within th change window	e 22 May 22 01:30	22 May 22 02:30

3. How to view details for specific Planned maintenance ticket or view impacted service list by a Planned maintenance.



		🚍 Print summa
Summary	Maintenance Details	
Toolat ID PP(225405 Company Name test sal company 2 Company Name Service Impacting - Emergency Service Impacting	Description Brief Summary Test Ticket 3 - in progress Details Test Ticket 3 - in progress Expected Impact 2 Completion Summary Successful Activity	
ല് ⊶icc on 9999227 9KO GMNS 9146826	27 Aug 21 Status Change Status has been changed to Completed from Completed-Awaiting Confirmation 25 Aug 21 Status Change Status has been changed to Completed-Awaiting Confirmation from In Progress Status has been changed to Completed-Awaiting Confirmation from In Progress Status Change Status Change Status Change	27 Aug 21 0 25 Aug 21 0 25 Aug 21 0
How to customize Planned maintenance event view

There are multiple options to customise the Planned maintenance events 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.

Planr	ned m	ainten	ance		_			Create	event	
All	All Upcoming In Progress Completed Cancelled/Withdraw/Did Not Proceed Search Ticket ID (e.g. PN123443)									
Filter									-	
Service ID				~	Date				\sim	
Select your S	Service ID				Select a single date or a	l date range of the	planned mainten	lance		
								Cancel Appl Company: Snows (2)	y filter →	
Category	- Ticket ID -	Status 👻	Company	Description	Expected impa	ict	Planned start	Select an option	Clear	
SI	PN264821	Upcoming	Knorr-Bremse Asia Pacific Holding Limited (HKG)	Telstra will perform Bug correction work – Londor (IW2110181249)	20 minutes ou change windo	tage within the w	22 May 22 06:	🗸 🗸 Test Acco	ount	
SI	PN264820	Upcoming	Knorr-Bremse Asia Pacific Holding	Telstra will perform Bug correction work – India	20 minutes ou change windo	tage within the w	22 May 22 01:	✓ Test Accord	ount	
			Limitea (HKG)	(1972201121433)				Done		

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

٦	Tracking											
W	e're makin	g it easier for y	ou to track your	items in one place.								
	Incid	ents	Requests	Orders	Support enquiries	Planned maintenance						
	All						Ticket ID (e.g. PN123443)	pany: Snows (2) 🗸 🔹				
	Category ·	Ticket ID 👻	Status 👻	Company	Description	Expected impact	Planned start 👻	Planned end 👻 🧃)			
	SI	PN264821	Upcoming	Knorr-Bremse Asia Pacific Holding Limited	Telstra will perform Bug correction work – London (IW2110181249)	20 minutes outage within t change window	^{he} 22 May 22 06:30	22 May 22 08:30				
	SI	PN264820	Upcoming	Knorr-Bremse Asia Pacific Holding Limited	Telstra will perform Bug correction work – India (IW2201121433)	20 minutes outage within t change window	he 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.

Planned maintenance			Create event	t
All Upcoming In Progress Completed Cancelled/Withdraw/Did Not Proce	eed	Search Ticket ID (e.g. PN123443)	Q	Filter
Filter				
Service ID V	Date			~
Select your Service ID	Select a single date or a date rang	e of the planned maintenance		
			Cancel Apply filter	r →

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.

								Company: Snows (2) 🔺	
Ci	ategory 👻	Ticket ID 👻	Status 🔻	Company	Description	Expected impact	Planned start	Select an option	Clear
5	51	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London (IW2110181249)	20 minutes outage within the change window	22 May 22 06	ç 🧹 Test Account	
S	51	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the	22 May 22 01	Test Sal Account	
				···· •	(IW2201121433)	change window	Done		

How to download Planned maintenance events list

 After you log in to Telstra Connect follow steps to <u>view all Planned maintenance</u> <u>events (Page no. 32)</u>. 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.

Track	king											
We're makin	g it easier for y	you to track your if	tems in one place.									
Incid	lents	Requests	Orders	Support enquiries	Planned maintenance							
Plan	Planned maintenance Create event											
All	Upcoming	In Progress	Completed Cancelled	d/Withdraw/Did Not Proceed	S Ti	earch cket ID (e.g. PN123443)	<u>م</u> ۲	⁷ Filter				
Category	Ticket ID 👻	Status 👻	Company	Description	Expected impact	Planned start 👻	Ƴ Planned end ╺	 Export data				
SI	PN264821	Upcoming	Knorr-Bremse Asia Pacific Holding Limited (HKG)	Telstra will perform Bug correction work – London (IW2110181249)	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30					
SI	PN264820	Upcoming	Knorr-Bremse Asia Pacific Holding Limited (HKG)	Telstra will perform Bug correction work – India (IW2201121433)	20 minutes outage within the change window	9 22 May 22 01:30	22 May 22 02:30					

How to track and view all Planned maintenance events

- 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'.

Tracking										
We're making it easier fo	r you to track your item	s in one place.								
Incidents	Requests	Orders	Support enquiries	Planned maintenance]					
Planned r	Planned maintenance Create event									
All Upcoming	In Progress Con	Cancelled/A	Nithdraw/Did Not Proceed		Search Ticket ID (e.g. PN123443)	Q ∏ Filter				
Category Ticket ID 🗸	Status 👻	Company	Description	Expected impact	Compa Planned start 👻	Planned end ▼ ①				

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

Planned Maintenance	e → j 100%
Upcoming	12 >
In progress	>
Completed	69 >
Create event \rightarrow	Track events

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

Company: test sal company 2 🗸 🗸	
Briefly describe the event	
e.g. Software upgrade activity for the Sydney office DNS se	rver
Details	
	,
Tell us more about the planned maintenance event	
Time format (j)	
Time format ① 〇 Local Time	
Time format ① 〇 Local Time • UTC Time	
Time format ① O Local Time O UTC Time	
Time format () Local Time UTC Time Planned Start	~
Time format ① O Local Time O UTC Time Planned Start Select your planned start	~
Time format () Local Time UTC Time Planned Start Select your planned start	~
Time format ① Local Time UTC Time Planned Start Select your planned start Planned End	~
Time format ① Local Time UTC Time Planned Start Select your planned start Planned End Select your planned end	~
Time format ① Local Time UTC Time Planned Start Select your planned start Planned End Select your planned end Expected Impact	~
Time format ① Local Time 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. (5)	✓ ✓ • 0 characters max)
Time format ① 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. (5)	v 10 characters max)
Time format ① Cuccal Time Local Time UTC 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. (S Service ID Select your Service ID	0 characters max)

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

Ξ	٩	Telstra Connect	Requests	Tracking	Silling + Create	¢°	() Support	SU Samuel Telstra Connect User 🔺
					Dashboard > Your settings			Your profile
					Admin			Sign-out
					Samuel Telstra Connect			
					User			
					Details Permissions Notifications			
					Tracking			
					Planned and emergency maintenance notifications			
					Receive emails and notifications in Telstra Connect of any upcoming, rescheduled, completed or withdrawn maintenance events.			

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

≡	₹	Telstra Connect	Requests	Tracking	Billing	+ Create	¢ 0 (?) Support	Sumuel Telstra Connect User 🗸
					Dashboard > Your settings				
					Admin				
					Samuel Telstra Connect				
					User				
					Details Permissions Notifications				
				_				_	
					Tracking				
					Planned and emergency maintenance notifications	(
					Receive emails and notifications in Telstra Connect of any upcoming, rescheduled, completed or withdrawn maintenance events.				



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'.

Tracking	\rightarrow
Incidents View closed incidents	>
Requests View all requests	>
Orders 7 active orders	>
Planned maintenance 12 active planned maintenance	>

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.

Tracking							
We're making it easier for	you to track your items i	n one place.					
Incidents	Requests	Orders	Support enquiries	Planned maintenance	3		
As we build on Telstra Co representative for details	nnect, only some types s.	of orders are currentl	y available to track. If yo	u can't see one of your o	rders here, please contact	t your Telstr	a
					Search your orders		Q 7 Filter
Status							
Select one or more statuse	'S						
Completed	On track						
Product Select one or more product	ls		~				
Date			~				
Select a single date or a da	te range that spans up to 13	months					
						<u>Cancel</u>	Apply →

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

Order summary	Location summary						
						Select columns	🖞 Download summary 🗡
Order number 🔺	Secondary reference 🔺	Order status 🔺	Order estimated 🔺	On	Re	order number	Project manager 🔺
SF0-0130107	ODR-ON00028650P	On track	30 Nov 22	30		 Secondary reference Order status 	Amber Mok
SFO-0142861	ODR-ON00032559P	On track	05 Nov 22	12		Order estimated Order required Order completed	
SFO-0142862	ODR-ON00032559P	On track	05 Nov 22	12		 Project manager Customer 	
SF0-0142863	ODR-ON00032559P	On track	05 Nov 22	12		<u>Cancel</u> Apply →	

4. Select an order 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 mainten	ance	
As we build on Telstra representative for deta	Connect, only some types ails.	of orders are currentl	y available to track. If you	u can't see one of yo	ur orders here, please conta	act your Telstra
					Search your orders	Q 7 Edit filter
On track \times Delay	$^{\rm ved}$ $ imes$					<u>Clear all</u>
Order summary	Location summary					
					🔅 Select columns 🗸	🔱 Download summary 🗡
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.

Locations and products	Pro	oduct details				
View by: Location 🗸 🏹	Ŕ	Product		:=	Product type	
Australia, Victoria, Melbourne - Australia, Victoria,	\rightarrow	LLOOP MEL/MEL&/CUSTOMER/AU SYD/SYLP/TELSTRA/AUS LI	JS - _ 90025511	-	New Provide	
9 Stoney Way - 9 Stoney Way	0	Site address		•	Product status	
ELCOP - New Provide MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/T	8	A End		•	On track	
Australia, Victoria, Melbourne - Hong Kong, Hong K 🗸		9 Stoney Way, Derrimut Australia, 3030	, Melbourne, Victoria,			
Hong Kong, Hong Kong - Hong Kong, Hong Kong $~~\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!\!$		9 Stoney Way, Derrimut Australia, 3030	, Melbourne, Victoria,			
Order summary	31	Product estimated () 30 Nov 22		31	Product required 30 Nov 22	
(#) Order number						
SF0-0130107	Pro	oduct progress				
(#) Secondary reference						
ODR-ON00028650P		Received	Validation		Design and build	Fulfilled
On track	0	Product preparation a Estimated 30 Nov 22	nd network readiness	S		
Order estimated		We are ordering the requ	ired services, equipment	tand	(or) making changes or	our network to prepare
30 Nov 22 🕦		for this product.				
Order required						
30 Nov 22						
9. Broject menager						
Amber Mok						
A Primary contact						
Fiona Suen						
Contract signed						
19 Jul 22						
B Customer						
Test Holding Limited (HKG)						
Customer ID						

How do I view my orders by location

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

racking						
/e're making it easier f	for you to track your items in o	ne place.				
Incidents	Requests	Orders	Support enquiries	Planned maintena	nce	
s we build on Telstra epresentative for deta	Connect, only some types of c ils.	rders are currently a	available to track. If you	can't see one of you	r orders here, please conta	act your Telstra
				5	Search your orders	Q 7 Edit filter
On track \times						Clear all
Order summary	Location summary					
∧ Product →	Service ID 🔺		Туре 🔺	Product status 🔺	Site address 🔺	Product estimated 🔺
🔨 Australia, Vio	toria, Melbourne, Derrimut - /	Australia, Victoria, M	elbourne, Derrimut (1)			
LLOOP	MEL/MEL&/CUSTOME SYD/SYLP/TELSTRA/AU	R/AUS - IS LL 90025511	New Provide	 On track 	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.

racking						
're making it easier for	you to track your items ir	n one place.				
Incidents	Requests	Orders	Support enquiries	Planned maintenance		
we build on Telstra Co presentative for details	nnect, only some types o s.	f orders are currently	available to track. If you	i can't see one of your or	ders here, please cor	itact your Telstra
				Sea	rch your orders	Q V Edit filter
h track $ imes$						<u>Clear all</u>
Order summary	Location summary]				
						🚳 Select columns 🗸
∧ Product ▲	Service ID 🔺		Type 🔺	Product status 🔺	Site address 🔺	Product estimated *
🔨 Australia, Victor	ria, Melbourne, Derrimut	- Australia, Victoria, I	Melbourne, Derrimut (1)			
LLOOP	MEL/MEL&/CUSTON SYD/SYLP/TELSTRA/	IER/AUS - AUS LL 90025511 00000	New Provide	🗿 On track	242 Exhibition St, Melbourne, Victoria, Australia, 3000-30/F, 1 Clear Road, Wan Chai, Hong Kong	30 Nov 22

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

Order summa	ary Location summary				
					🔅 Select columns 🤸
∧ Product	Service ID	Туре 🔶	Product status 🔺	Site addre:	Reset
🔨 Australia	, Victoria, Melbourne, Derrimut - Au	stralia, Victoria, Melbourne, Derrimut	(1)		Product Service ID Type
LLOOP	MEL/MEL&/CUSTOMER// SYD/SYLP/TELSTRA/AUS	NUS - New Provide LL 90025511 New Provide	On track	9, Stoney Wa Melbourne, V Australia, 30 Way, Derrimu Victoria, Aus	 Product status Site address Product estimated
🗸 Australia	, Victoria, Melbourne, Derrimut - Ho	ng Kong, Hong Kong, Wan Chai (1)			 Product required Product completed
✓ Hong Kor	ig, Hong Kong, Wan Chai - Hong Kon	g, Hong Kong, Wan Chai (9)			<u>Cancel</u> 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 fo	or you to track your items i	in one place.					
Incidents	Requests	Orders	Support enquiries	Planned maintenanc	e		
As we build on Telstra C for details.	onnect, only some types o	of orders are currently	y available to track. If you c	can't see one of your or	ders here, p	lease contact	your Telstra representative
					Search y	our orders	Q 7 Filter
Order summary	Location summary						
					Select	t columns 🗸	└ Download summary ∨
Order number 🔺	Secondary reference 🔺	Order status 🔺	Order estimated 🔺	Order required 🔺	Order	All orders	(CSV)
SFO-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22		All orders (PDF) Advanced options	
SF0-0142861	ODR-ON00032559P	On track	05 Nov 22	12 Nov 22	-		

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

Order summany	Location summary				
Order summary	Location summary				
					🔅 Select columns 🗸 🕒 Download summa
Order number 🔺	Secondary reference 🔺	Order status 🔺	Order estimated 🔺	Order required 🔺	All orders (CSV)
					All orders (PDF)
SF0-0130107	ODR-ON00028650P	On track	30 Nov 22	30 Nov 22	- Advanced options
vanced download	summary	1			
e file as					
CSV					
PDF					
ort					
All columns					
The columns I've selecte	ed				
My search and filtered	results only (if applied)				
,					
icel	D	ownload →			

How to accept my order

1. After receiving an email requesting your acceptance, navigate to the respective order's detail page, select 'View our test results and other documents' to view and download attachments.

SFO-0074317 (ODR-ON00021352P)	Order enquiry →
① 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 xisx	
Accept Do not accept →	

2. Select 'Accept' to confirm order acceptance.

SF0-0074317 (ODR-ON00021352P)	Order enquiry →
① 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) ${\color{red}}$	
Accept Do not accept →	

c. Or select 'Do not accept' to decline the order acceptance if there's any issue, you will be required to fill out the order enquiry form. Select 'View Enquiry' to view the details or add additional comments, you can select 'Accept' when the issue is resolved.

SFO-0074317 (ODR-ON00021352P)	Order enquiry →
① 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	2					
We're making it easie	er for you to track your items	in one place.				
Incidents	Requests	Orders	Support enquiries	Planned maintenance		
As we build on Telstr representative for de	a Connect, only some types stails.	of orders are currently	available to track. If you	u can't see one of your or	ders here, please conta	ct your Telstra
				Sea	rch your orders	Q 7 Edit filter
On track \times						<u>Clear all</u>
Order summary	Location summary				② Select columns ~	년 Download summary ~
Order status 🔺	Order estimated 🔺	Order required 🔺	Order completed 🔺	Project manager 🔺	Customer 🔺	Customer ID 🔺
On track	30 Nov 22	30 Nov 22		Amber Mok	Test Holding Limited (HKG)	18026

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



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

What is your enquiry related to?
Your orders
Category
General enquiry
Account name
Knorr-Bremse Asia Pacific Holding Limited (HKG) - 18026
Order number
SF0-0130107
Enter your order number
What is your enquiry?
Tell us about your enquiry
4

Attachments (optional) 0 / 5 files	$(\mathbf{\hat{l}})$
Drop files here	
or	
Upload from your device	
Upload any relevant images or files to support your enquiry or reques	it.
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'.



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

₹	
Your Telstra order enquiry	
4	
Hi Test Users, Thanks for your enquiry. We're looking into this and will be in touch as soor as possible.	ı
Your enquiry details	
Account name: Test Account 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.	

How to track my order enquiries

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

Tracking										
We're making it easier	r for you to track your if	tems 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	SF0-0130107	07 Sep 22				
00677593	New	General enquiry	Test	Telstra	SF0-0130107	07 Sep 22				

Note: If the field 'Assigned to' is Telstra, it means Telstra is handling the case. If it says 'Customer', it means there's a pending action on you.

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

Tracking										
We're making it eas	ier for you to track your it	tems 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	SF0-0130107	07 Sep 22				
00677593	New	General enquiry	Test	Telstra	SF0-0130107	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'.

00677593		
Summary	Details	
 Status On hold Category General enquiry Assigned to ① Customer Submitted 07 Aug 22 22:53 07 Aug 22 17:23 UTC Requested by 	Details of the enquiry provided by you Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod terr na aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut a Related Telstra account number: Test Account Order number: SPO-0130107 Contact name: Sample contact name Email address: test@example.com Phone number: 1234 b678 Activity Add a comment	por incididunt ut labore et dolore ma
Sample contact name Attachments	0	
Telstra attachments document B.xisx	11 Aug 22 Status changed to 'On hold'	11 Aug 22, 09:06p
documentA.xlsx	Status changed to 'In progress'	11 Aug 22, 09:06
	O7 Aug 22 Image: Construction of the second secon	07 Aug 22, 11:32
	Status changed to 'In progress'	07 Aug 22, 11:24
	 Amber Mok from Telstra An update Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu f 	07 Aug 22, 11:22; ugiat nulla pariatur.
	File attached from Telstra document B.xlsx	07 Aug 22, 11:20
	File attached by Sample contact name documentA.xlsx	07 Aug 22, 10:53

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

	<
	An update on your Telstra order enquiry
Hi Sample	Contact Name,
Account na Order num Enquiry: De consectetu dolore mag ullamco lab	me: 'Test Account ber: SFO-0074317 etails of the enquiry provided by you Lorem ipsum dolor sit amet r adipiscing elit, sed do eiusmod tempor incididunt ut labore et ına aliqua. Ut enim ad minim veniam, quis nostrud exercitation ıoris nisi ut aliquip ex ea commodo consequat.
Our latest o voluptate v	comment: An update Duis aute irure dolor in reprehenderit in elit esse cillum dolore eu fugiat nulla pariatur.
To reply or	check the status of your enquiry
	Sign in to Telstra Connect
Need help Check out	using Telstra Connect? our website and user guides.
ONOCK OUL	medate and date guidea.

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

Tracking > 00674169	
00677593	
Summary	Details
Status Closed	Details of the enquiry provided by you Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore mag na aliqua.
Category General enquiry	Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Related Telstra account number: Test Account
Assigned to ①	Order number: SF0-0130107 Contact name: Sample contact name Email address: John@example.com Dence number: 1071 (ESTR
Submitted 11 Aug 22 21:09	Activity
11 Aug 22 15:39 UTC	
Sample contact name	New comments disabled
Attachments	
🗓 Telstra attachments	11 Aug 22
document B.xlsx	Enquiry closed 11 Aug 22, 09:26 pm
	For further queries, you can submit a new enquiry.



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'.

Billing	<i>></i>
View invoices	>
Billing enquiries	>
	View invoices

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

Billing				Company: test sal com	pany 2 🗸 🛛 Billing	account: (i) BP-0001	111 🗸
Invoices	Credit/debit notes	Enquiries				신 Downl	oad 🗸
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 (excl Tax), tax and total amount.

Billing				Company: tes	t sal company 2 ∨	Billing account: (j)	BP-0001111 V
Invoices	Credit/debit notes	Enq	uiries				년 Download ~
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 multiple companies or billing accounts, select them in the top right corner (if applicable).

Billing				Company: test sal comp	any 2	Billing account: BP-00011	11 🗸
Invoices	Credit/debit notes	Enquiries		test sal company 2 Test Account		년 Down	nload 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency	l	Гах	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 download invoices and credit / debit notes

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

1. To download a single invoice, select 'Invoices' tab (highlighted in orange), select the 'three dots' in the right column and choose PDF or CSV format. To download a single credit/debit notes (highlighted in blue), select the 'Credit/debit notes' tab before selecting the 'three dots' in the right column.

Billing				Company: test sal company	2 V Billing acco	ount: 🛈 BP-0001	1111 🗸
Invoices	Credit/debit notes	Enquiries				[J] Dowr	nload 🗸
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 compa	ny 2 🗸 Billing acco	ount: 🛈 BP-000	1111 ~
Invoices	Credit/debit notes	Enquiries				[↓] Dow	nload 🗸
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	Download Invoice	(PDF)	
DI//78-020500-1	01 Mar 22	20 Mar 22		100.00	Download Invoice	(CSV)	
D1473-023303-1		50 Mai 22	000	100.00	Invoice enquiry		

 To download multiple invoices, select 'Invoices' tab (highlighted in orange), select 'Download', choose the format and select the 'Invoices' (up to 20). Select 'Continue'. To download multiple credit/debit notes, select the 'Credit/debit notes' tab (highlighted in blue) before selecting the three dots in the right column.

Billing				Company: test sal compa	iny 2 🗸 Billing acci	ount: 🕕 BP-0001111; 🗸
Invoices	Credit/debit notes	Enquiries				↓ Download へ
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Tax	Invoice (PDF)
DI47S-030012-1	01 May 22	30 May 22	USD	100.00	10.00	Invoice (CSV)
DI47S-029671-1	01 Apr 22	30 Apr 22	USD	100.00	10.00	Summary
Billing Invoices You've selected 2 item	Credit/debit notes	Enquiries		Company: test sal comp	any 2 🧹 🛛 Billing act	count: ① - BP-0001111 ↓ ⊡ Download ∨ <u>Cancel</u> Continue →
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

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

Billing				Company: test sal com	pany 2 🗸 Billing	gaccount: (j) BP-0001111 ↓
Invoices	Credit/debit notes	Enquiries				🗟 Download 🔿
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Tax	Invoice (PDF)
DI56S-070903-1	01 Jul 22	30 Jul 22	USD	25,000.00	1,750.00	Invoice (CSV)
DI56S-068373-1	01 Apr 22	30 Apr 22	USD	25,000.00	1,750.00	Summary

Note: If you have multiple companies or billing accounts, select them in the top right corner (if applicable).

	Billing				Company: test sal company 2 🗸	Billing account:	⁽⁾ BP-0001 [,]	111
	Invoices	Credit/debit notes	Enquiries		test sal company 2 Test Account		신 Downloa	ad ~
	Invoice number	Invoice date 👻	Payment due date 👻	Currency		Tax Tota	lamount	
	DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00 0	.00 2	5,788.00	
L	DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00 0	.00 2	5,788.00	

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

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



2. To raise an 'Invoice enquiry' select 'Invoices' tab (highlighted in orange), select the 'three dots' from the right column and select 'Invoice enquiry'.

Billing				Company: test sal compa	ny 2 🗸 🛛 Billing accour	nt: (i) BP-0001	111 🗸
Invoices	Credit/debit notes	Enquiries				🛃 Dowr	nload 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency	Amount (excl Tax)	Тах	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	Download Invoice (F	PDF)	
DI47S-029509-1	01 Mar 22	30 Mar 22	USD	100.00	Download Invoice (C	CSV)	
					Invoice enquiry		

3. To raise an 'Credit/debit note enquiry', select 'Credit/debit notes' tab (highlighted in blue), select the 'three dots' from the right column and select 'Credit/debit notes enquiry'.

Billing				Company: test sal compa	ny 2 🗸	Billing account: 1 BP-0	001111 🗸
Invoices	Credit/debit notes	Enq	uiries			[J] Dov	wnload 🗸
Reference number	Issued date 👻	Note type	Currency	Amount (excl Tax)	Тах	Total amount	
500008183	14 Apr 22	Credit	USD	2,422,400.00	0.00	2,422,400.00	
					Dowr	nload Credit/debit note (PDF))
					Dowr	nload Credit/debit note (CSV))
					Cred	it/debit note enquiry	

4. To raise an 'Enquiry' directly, select 'Billing', select 'Enquiries' tab, select 'New enquiry'. Choose relevant category, you will be redirected to a form.

Billing			Company: test sal company 2 🐱	Billing account:	: BP-0001111 👘 🗸
Invoices	Credit/debit notes	Enquiries			New enquiry \rightarrow
Case ID 👻	Status 👻	Subject	Invoice or credit/debit number	Assigned to 👻	Date raised 👻
00670357	Closed	Billing enquiry	DI56S-069681-1	Telstra	14 Jul 22
1-1 of 1 Items per	page 25 🗸			← pro	evious 1 Next →

5. A pre-populated support enquiry form will open. Complete the form and select 'Submit enquiry'.

Help and support		Track support enquiries →	
What is your enquiry related to?		Contact name	
Billing		John	
		Enter your first and last name	
Subject		Email address	
Billing enquiry		John@example.com	
Category Others	~	Email a copy of this enquiry to (Optional)	
		Enter one or more email addresses, separated by comma	
Account name		Phone number	
test sal company 2 - 45107		Enter the country code followed by the full phone number	
Related Telstra account number		Back	Submit enquiry
BP-0001111	~		
Enter your Telstra account number. You'll find your account number at the top of your billing			
noices.		We'll respond to you as soon as possible.	
Invoice number(s)	~	Our support team is available Monday to Friday, 9am - 6 except on Hong Kong public holidays.	ipm (UTC+8),
Invoice number(s)			
What is your enquiry?			
Tell us about your enquiry			
	11		
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.			

6. Your enquiry has now been submitted. Track the enquiry by selecting the enquiry number or selecting '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 the corresponding email address and copied to the 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 rt 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'.

Billing	\rightarrow
View invoices	>
Billing enquiries	>
	View invoices

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

Note: 'On hold' status refers to a pending action from you as the customer.

Billing			Company: test sal company 2 🗸	Billing account: ①	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	1 On Hold	Billing enquiry	DI478-030012-1	Customer	17 Aug 22
00662968	New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22

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

Billing			Company: test sal company 2 🗸	Billing account: ①	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	0 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'.

Su	immary	Det	ails		
Ð	Status In progress	Categ	ory: Invoice details enquiry		
¢	Subject Billing enquiry	Accou	ry: sdkjfnkjsdf nt name: test sal company 2 gaccount: BP-0001111		
8	Assigned to ① Telstra	Invoic Email Phone	e number(s): DI47S-030012-1 address: John@example.com e number: 8785765		
	Submitted 12 Oct 21 13:02 12 Oct 21 07:32 UTC	Acti	vity		
282	Requested by Billing User26	Add a	comment		
	Telstra attachments	0			🛿 Attach file 🛛 🗁 Send
	60000468DI61S04464612.csv				
U	Your attachments 60000468DI61S044646131.cs		Vicky Desai from Telstra	12 Oct 21	12 Oct 21, 01:05pm
				12 Oct 21	
		Ē	Vicky Desai from Telstra tcon dep test		12 Oct 21,01:05pm
		Ū	File attached from Telstra		12 Oct 21,01:05pm
		D	File attached from test sal company 2 60000468DI61S044646131.csv		12 Oct 21, 01:02pm
		- -	Ticket exected		

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 reject your enquiry, you can communicate this to the Telstra team in the comments of the enquiry. Comments will be disabled and you will receive an email to confirm this.





Note: If you have multiple companies or billing accounts, select them in the top right corner (if applicable).

Billing				Company: test sal compan	ny 2 ∨ Billing	account: ① BP-0001	111 🗸
Invoices	Credit/debit notes	Enquiries		test sal company 2 Test Account		[산] Downl	oad 🗸
Invoice number	Invoice date 👻	Payment due date 👻	Currency		Гах	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 connect to the IPS portal to view pricing information, request discounts, and generate customer-ready price quotes.

Your quotes	÷
Request quote →	View all

2. Enter details in the fields mentioned to configure the solution. Select 'Get Prices'.

oduct Family	Product					
Connectivity Services (EPL, EPL Express,	EPL	Ý				
EPL						
New V						
Circuit Type	A End Country		A End City		B End Country	
Whole Circuit 🗸	Japan	~	Tokyo	~	USA	~
8 End City	Resilience		Cable Path		A End Pop	
Los Angeles 🗸 🗸	Unprotected	~	AAG+AJC	~	JTHA	~
8 End Pop	Bandwidth		Contract Term		NID (Network Interface Devic	ce)
IWLT 🗸	1 Gbps 🗙		12 Months 🗙		No	~
A End Pop Address						
4th Fir, 1-5-3 Horitomecho Nihonbashi, Ch	nuoku, Tokyo 103-0012					
8 End Pop Address						
and Ele-Suite 305, 27th Ele 624 South Gra	nd Ave. Los Angeles, CA 90017	(NPA/NXX 213/622)				

3. Select 'Proceed' to generate quote

Quote	220808-IN00	00766-0-AC					
No.	Product	Order Type	Description	MRC	NRC	тсч	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 - AAO+AJC, Offer Type - EPL Standard, A End Pop - JTHA, B End Pop - 1WLT, Bandwidth - 1 Opps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - 4th Fit, 15-3 Hontometho Nibonbashi, Chucku, Tokyo 103-0012, B End Pop Address - 3rd Fit-Suite 305, 27th Fit, 624 South Grand Ave, Los Angeles, CA 90017 (NPA/TOX 212/022), Indicative Lead Time - 53 Calendar Days	USD 2,088	USD 0	USD 25,056	53 Calendar Days
			Generate Quote				

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	<i>></i>
Request quote →	View all

	Basket	ID	Basket Name	Account Name	Opportunity Nu	umber C	Created Date	A	ction Menu			
٠	200610	0610-NA0000122-0-UR-B1.0 sdf Customer1 sdf		1	10 Jun 2020 00:50:06		Select Action					
	No.	No. Product Name Description MRC						TCV	Burst Price/ Usage	Orderable Status		
	1	EPL.	Circuit Type - Whole Circuit, A End Cou HongKong, B End City - Hong Kong, Pr Velot, e Obstant, Tome - Tome Enk, MU Suite 304, Cape 5009, 111 Brh Ave, Ne Adrense - 10 Middle Road, Taim Sha Ta Note: The bandwidth you quoted may feasibility check is doned. The Sha Ta Por NID Installation, additional NRC U of Office Hourly will be charged.	Clinicali Type - Whele Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Uncretexter, Cable Path - C2C(1+5)-UUHT, Offer Type - EPL, A End Pop - NYRA, B End Pop - HXHH, Bandwidth - 10 Mobe, Contract Term - 11 Months, NDI Network, Interface Davies, I-o, A End Pop Address Sate 304, Cage 5008, 111 Bith Ave, New York, IV 10011 (NPA/NXX 212/2008, B End Pop Note: The bandwidth you quoted may require scapitly expansion. Please make sure feasibility check is done before quoting to customers. Por IUI) instalation, additional NRC USIPSZ:200 (Offee Hoar Oso-17:30) or USIS3,750 (0					NA	Yes	,	8
	2	EPL	Clicult Type - Whole Circuit, A End Gou HongKong, B End City - Hong Kong, M C20(1+5)+UNITY Offer Type - EPL, A E Mbps, Contract Term - 12 Monthe, NE Suite 304, Cage 5009, 111 8th Ave, Ne Addrese - 10 Middle Road, Tsim Sha T Note: The bandwidth you quoted may feasibility check is done before quotin For NID Installation, additional NRC U of Office Hourly MIB be charged.	ed Office Hour) will be charged. Edwalt Type - While Ercuit: A End Country - USA. End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - Co2(1 +5) -UHY, Offer Type = EVA. End Pop MYAB, B End Pop. HAHH, Bandwidth - 100 Miso, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop. Midness - Suite 304, Cage 300, 111 B th Av, New York, WY 1011 (NPA/NXC 212206), E Bnd Pop Address - 10 Middle Road, Tsim Sha Tsui, Kerwison Note: The bandwidth you quoted may require capacity expansion. Please make size feesibility check is done before quoting to customers.				USD 6,504	NA	Yes	,	

	Baske	t ID	Basket Name	Account Name	Opportunity N	umber C	reated Date		Action Menu			
•	20061	0-NA0000122-O-UR-B1.0	sdf	Customer1	sdf	1	0 Jun 2020 00:50:0	6	✓ Sel Clo	ect Action ne basket	-	
	No.	Product Name	Description			MRC	NRC	TCV	B Ass U Edit	B Assign U Edit basket		
	1	EPL.	Circuit Type - Whole Circuit, A End HompKong, B End City - Hong Kong (2021-6)-HUHT: Offer Type - Erk, Suite 304, Cape 5000, 111 8th Awa Adress - 10 Middle Read, Taim SI Note: The bandwidth you quoted n feasibility check is done before qu For NID Installation, additional NF of Office Hourly will be charged.	Country - USA, A End Olty - New York, J. , Protection/Restoration - Unprotective A End Pop - NYSA, B End Pop - NYSH, A End Pop - NYSA, B End Pop - NYSH, New York, NY 10011 (NPA/NBX 212/20 nay require capacity expansion. Please oring to customera. C USD\$2,500 (Office Hour 09:00-17:00	antry - 103. A End City - New York, B End Country - read-toxin-Resonantian - Uppretextic, Dable Path- End Pape - NY6A, B End Pape - HKHH, Bandwidth - 10 D Network Internationa Dvisiol - No. A End Pape and York - W 10011 (NRA-NUOX 122206), B End Pap regulare capacity expansion. Please make sure rg to countomers. Stöl262,560 (Diffee Hour 09:00-17:00) or USD\$3,750 (Dut		USD 163 USD 0 USD 1,94		NA NA	Escalate Generate quote Rename basket NA Yes		
	2	EPL	Circuit Type - Whole Circuit, A End HongKong, B End City - Hong Kon, C2C(-4)-UHTC, Offer Type - EPI, https, Contract Ferm - 12 Months, Address - 10 Middle Rodan Tsim Si Note: The bandwidth you quoted n For NID Installation, additional Nm of Office hourly will be charged.	Country - USA, A End City - New York, , Protection/Restoration - Unprotected A End Popo - HKHH, NID (Network Interface Device) - No, NID (Network Interface Device) - No, NID (Network Interface Device) - No, Network - Noncont - (Network 212/20 Network - Network - Network - Network Dirac Konstowners, C USD\$2,500 (Office Hour 09:00-17:00)	B End Country - (, Cable Path - Bandwidth - 100 End Pop Address - 6), B End Pop make sure o or USD\$3,750 (Out	USD 542	USD 0	USD 6,504	NA	Yes	,	ŧ

How to download my quote

1. How to view and download my quote

Av Quotes	My Baskets				
View Quotes	My Quotes				
Details	Quote Number	Ŧ	Customer Name	Created Date	Created By
View Quote PDF	220901-IN0000771-0-AC-V1.0		Customer1	2022-09-01 09:49	Akhil Customer1
/iew Quote PDF	220808-IN0000766-0-AC-V1.0		Customer1	2022-08-08 07:00	Akhil Customer1
/iew Quote PDF	220808-IN0000764-0-AC-V1.0		Customer1	2022-08-08 06:24	Akhil Customer1
lew Quote PDF	210607-IN0000675-O-TC-V2.0		Customer1	2021-06-07 10:10	Akhil Customer1
lew Quote PDF	210607-IN0000675-O-TC-V1.0		Customer1	2021-08-07 10:09	Akhil Customer1
iew Quote PDF	210511-IN0000674-0-TC-V1.0		Customer1	2021-05-11 08:02	Akhil Customer1
lew Quote PDF	210510-IN0000673-0-TC-V1.0		Customer1	2021-05-10 11:10	Akhil Customer1
iew Quote PDF	210504-IN0000672-0-TC-V1.0		Customer1	2021-05-04 11:45	Akhil Customer1
iew Quote PDF	210421-DE0008691-E-SS-V1.0		Customer1	2021-04-21 07:44	
iew Quote PDF	210421-DE0008690-E-SS-V1.0		Customer1	2021-04-21 07:40	
lew Quote PDF	210317-IN0000660-0-TC-V2.0		Customer1	2021-03-17 13:42	Akhil Customer1
iew Quote PDF	210317-IN0000660-O-TC-V1.0		Customer1	2021-03-17 13:39	Akhil Customer1
lew Quote PDF	210304-IN0000658-0-TC-V1.0		Customer1	2021-03-04 05:16	Akhil Customer1
iew Quote PDF	210304-IN0000654-0-TC-V1.0		Customer1	2021-03-04 03:40	Akhil Customer1
lew Quote PDF	210303-IN0000653-0-TC-V1.0		Customer1	2021-03-03 08:41	Akhil Customer1
iew Quote PDF	201112-IN0000639-O-TC-V1.0		Customer1	2020-11-12 14:20	Akhil Customer1
iew Quote PDF	201112-IN0000638-0-TC-V1.0		Customer1	2020-11-12 12:52	Akhil Customer1
lew Quote PDF	201112-IN0000637-0-TC-V1.0		Customer1	2020-11-12 10:05	Akhil Customer1

2. Download quote

(Telstra					Quotation				
Acco	unt Name	Date				Total NRC				
Customer1		8 August, 20	022			USD 0				
Basket Ref ID		Generated By			Total MRC					
220808-IN0000764-O-AC-V1.0		Akhil Custo	mer1			USD 1,210				
						Total TCV				
						USD 14,520				
Itemi	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 County: HongKong B End County: Singapore B End Civ: 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: 02 (HONG KONG LANDING STATION, Rural Building Lot 1154, Teleport Chung Hom Kok, Hong Kong B End Pop Address: 20 Ayor Rajah Crescent, 06-08, Singapore 139904 Note: The bandwidth you quoted may require capacity expansion. Ploase make sure feasibility check is done before quoting to customers. For NID installation, additional NRC USD\$2,500 (Office Houry 09:00-17:00) or USD\$3,750 (Out of Office Houry 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 reach out to your Telstra representative

1. On the main dashboard, from the menu, select 'Your account team'.

Telstra Connect ×
Help and support
Your account team
User management
Create new user
Current users
About Telstra Connect
Using Telstra Connect
Frequently asked questions

2. You will see the Telstra contact assigned to your account, who can help you with any enquiries regarding your products and services.

How to raise a support enquiry

1. Navigate to the dashboard and click the "Help" button located at the top right corner of the page.

2. Select "Submit an enquiry"

Help and Support	
How can we help you?	
FAQ	0
Frequently asked questions (FAQs)	Submit a support enquiry
Find answers to the questions we're most commonly asked.	We'll respond to you within 24 hours.
View FAQs →	Submit an enquiry →

3. Select the relevant category and follow the prompts to submit your request.

How to report a fault or bug concerning Telstra Connect

1. To report a bug or fault concerning Telstra Connect, after selecting Support and "Submit an enquiry", select the "Report a bug" option.

Telstra Connect Billing Requests Tracking Shop Create V	Help 🗘	(8) Hote
Help and support		
We typically respond within one business day. You can also check the <u>frequently asked questions</u> .		
What do you need help with?		
O A fault with a product or service		
O Billing, invoices and related enquiries		
Making a change to a product or service		
Order tracking and enquiries		
O Planned maintenance issues		
O User management		
O Managing a report		
O Provide feedback		
O Report a bug		

2. Under the question "What specifically do you need help with?", choose the radio button for "I want to report an error on using T-Connect" and then click "Next".

0	User management
0	Managing a report
0	Provide feedback
0	Report a bug
Wh	nat specifically do you need help with?
Wh	aat specifically do you need help with?

3. You will be directed to the Report an Error page.

Telstra Connect Billing Requests Tracking	hop Create 🗸	Help	۵	(8) Hot
	Report an error			
Report an error	Noticed something not working on Telstra Connect? Tell us about it here.			
Provide feedback	Which application has an error?			
	Select an application			•
	Tell us a little more about the error			
	Share steps to reproduce the error			
				0/300
	Can we contact you to follow up or ask more?			0
			s	ubmit

	g snop Create V	Help L		
	Report an error			
Report an error	Noticed something not working on Telstra Connect? Tell us abo	out it here.		
Provide feedback	Which application has an error?			
	Select an application			
	General			
	Sign in			
	Billing			
	Customer support			
	Your incidents			
	Telstra Connect shop			
	Planned Maintenance			
	Requests			
	Your Services			
	Iracking			
	User management			
【 Telstra Connect Billing Requests Trac	king Shop Create ∨	,	Help 🗘	(8) Hotel
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Telstra Connect Billing Requests Trac Report an error Provide feedback	Shop Create ~ Report an error Noticed something not working on Telstra Connect? Tel Which application has an error? User management Tell us a little more about the error Testing Can we contact you to follow up or ask more?	tl us about it here.	tetp	Rotel 7/300 ⑦

4. Select the relevant option from the list, add additional context, and click "Submit".

5. An "Error report sent" message with a ticket ID will appear, indicating that your ticket has been successfully submitted.

	a structure of some
Report an error	Error report sent
Provide feedback	Ticket ID SNI3547628
	\bigcirc
	Thank you for your time and helping us improve Telstra Connect
	Return to dashboard
	View error

6. Upon submission, the status of your enquiry will be displayed on the tracking page.

Summa	ry		Activity	1				
Brief sum Testing	mary		Add a comm	ent				
☆ Your refer "	ence	Ø Ec	lit 0				🗓 Attac	o h file > Send
P4 Status						Today		
Incident r	aised		🛛 🔒 Incid	ent raised		louy		26 Oct 24, 06:14pi
Today 054	140m							
Tradev D5-4	it easier for yo	u to track your ite ests 0	ems in one pla	ice. Support enquiries	Planned mainte	anance		
Trodev 08:-	it easier for yo	u to track your ite ests 0	oms in one pla rders s	i ce. Support enquiries	Planned mainte	anance	TW Hub 🖸	Raise incident
Trodeu AR-2 Track	ting tit easier for yo Requ	u to track your ite ests O	ems in one pla rders 8	i ce. Support enquiries	Planned mainte	enance	TW Hub 🖸	Raise incident
Trodev 08-2	it easier for yo Requ	u to track your ite ests O	oms in one pla	i ce. Support enquiries	Planned mainte	enance SNI3 Incide	TW Hub 了 1547628 nt number, your reference.	Raise incident
Trodeu AR-2 Track	it easier for yo	u to track your ite ests O Track all	oms in one pla rders \$	i ce. Support enquiries	Planned mainte	snance SNI3 Incide	TW Hub C 1547628 mt number, your reference. Select columns ~	Raise incident
Troday 08-2 Track	it easier for yo Requ	u to track your ite ests O Track all	oms in one pla rders \$ open incidents an Brief summary ~	Jupport enquiries	Planned mainte	snance SNI3 Incide he last 45 days, 4 Assigned to ~	TW Hub C 1547628 Int number, your reference, Select columns ~ Estimated resolution ~	Raise incident summary V Fitt

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

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

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