

Telstra Connect International - End to End User Guide



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Introduction



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



Platform designed for you, by you

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 let's build it together.



Self-service

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



Save time

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:



User management

Easily manage your user access and permission rights.



Your services

View all your active services.



Tracking

Incidents

Submit, review and track faults.

Your requests

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

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.

A photograph of a person's hands typing on a black laptop keyboard. The laptop is open and resting on a wooden desk. The person's left hand has a gold ring on the ring finger. The background is blurred, showing a green shirt and another person's hand. The image is partially covered by a large blue circle on the left side.

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

Sign in to Telstra Connect

[Back to previous](#)

Username

test@example.com

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

Password

Enter your 10 to 64-character password.



I'm not a robot



reCAPTCHA
Privacy - Terms

Sign in

Reset password



Check your inbox

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



User management



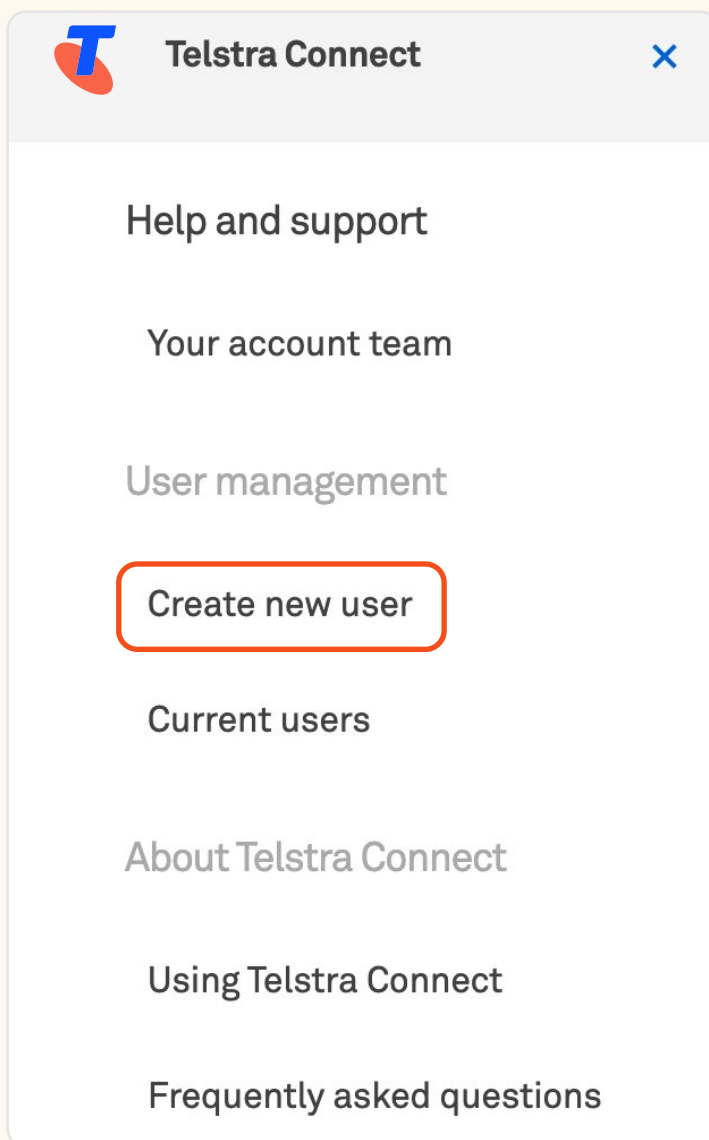
Note: This is only available for admin users.

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.



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



Create new user

User details

First name

Enter first name

Last name

Enter last name

Email

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

Confirm email

Enter the same email as above

Office phone number

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

Mobile phone number

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

Office address

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

Street Address ▼

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

Building name / level / suite (optional)

e.g. Clarence house, level 21, suite 4

Suburb / town / city

Enter suburb

State / province

Enter state / province

Country ▼

Select country

Zip / postcode

Enter postcode

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



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'.

Permissions for Test Test

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

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

User management
Provide Telstra Connect access to others in your company.
☐ Create and edit users

Submit and track

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

☒ Incidents

☒ Service requests

☒ Planned maintenance

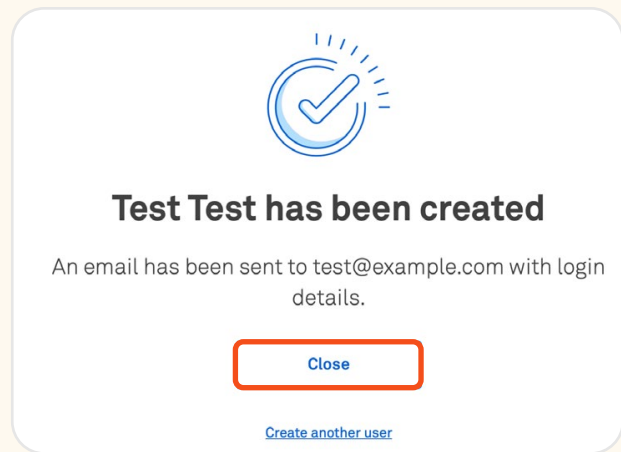
☒ Orders

Billing

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

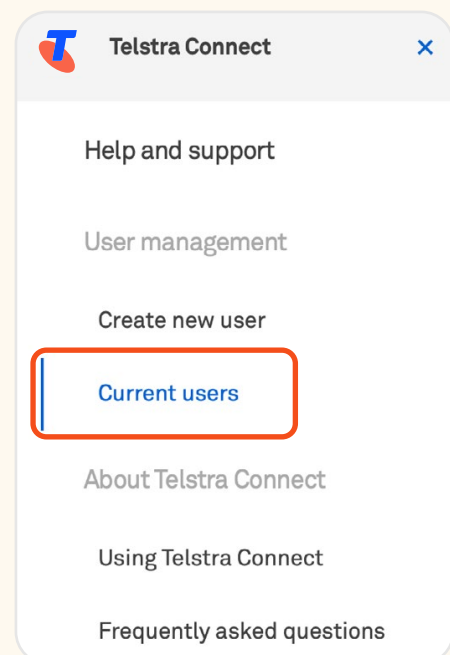
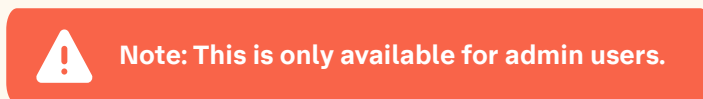
[Back](#) [Submit](#)

- 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.

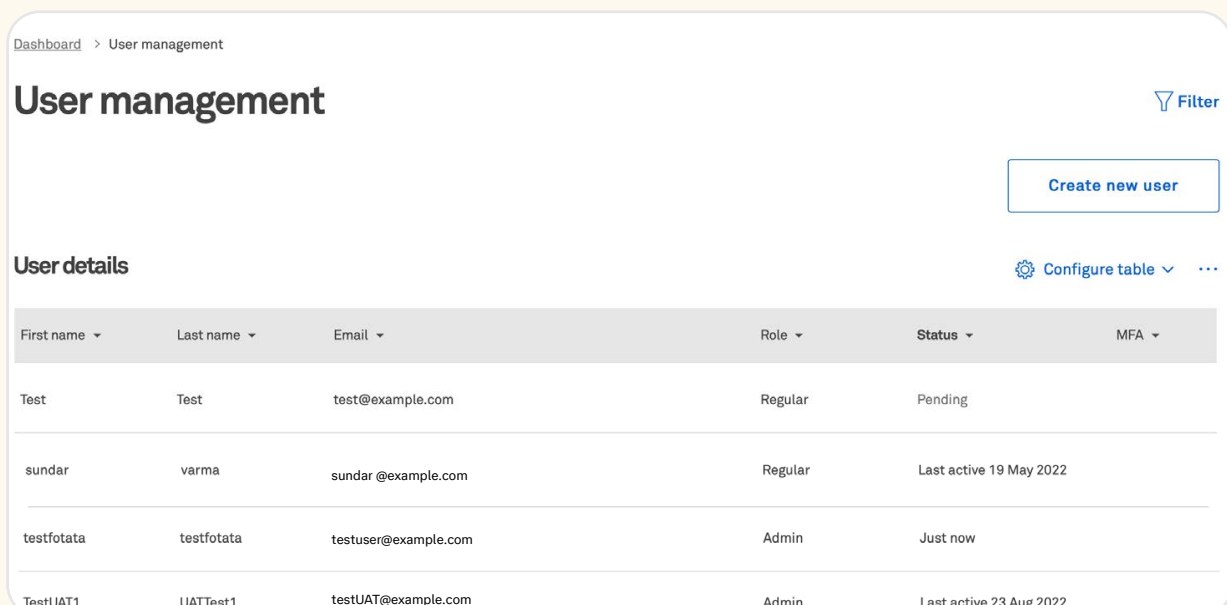


Manage existing user's details and permissions

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



- 2 Select the user you wish to manage.





3 You can then edit their details.

Dashboard > User management > User details

Regular

test contact67

[Edit](#)

Details Permissions

Email
testuser@example.com

Office phone number
123456

Mobile phone number
123456789

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

Deactivate users

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

Details **Permissions**

Account controls and permissions Deactivated ☒ Active

Multi-factor authentication Off ☐ On

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

User management

Provide Telstra Connect access to others in your company.

☐ Create and edit users

Submit and track

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

☒ Incidents

☒ Service requests

☐ Planned maintenance

☒ Orders

Billing

☒ View and download invoices

This includes credit and debit notes, where applicable.

[Submit](#)



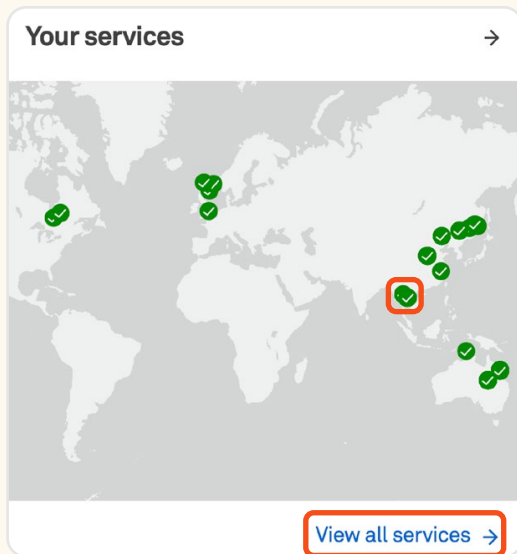
Your services

With Your services, you can view:

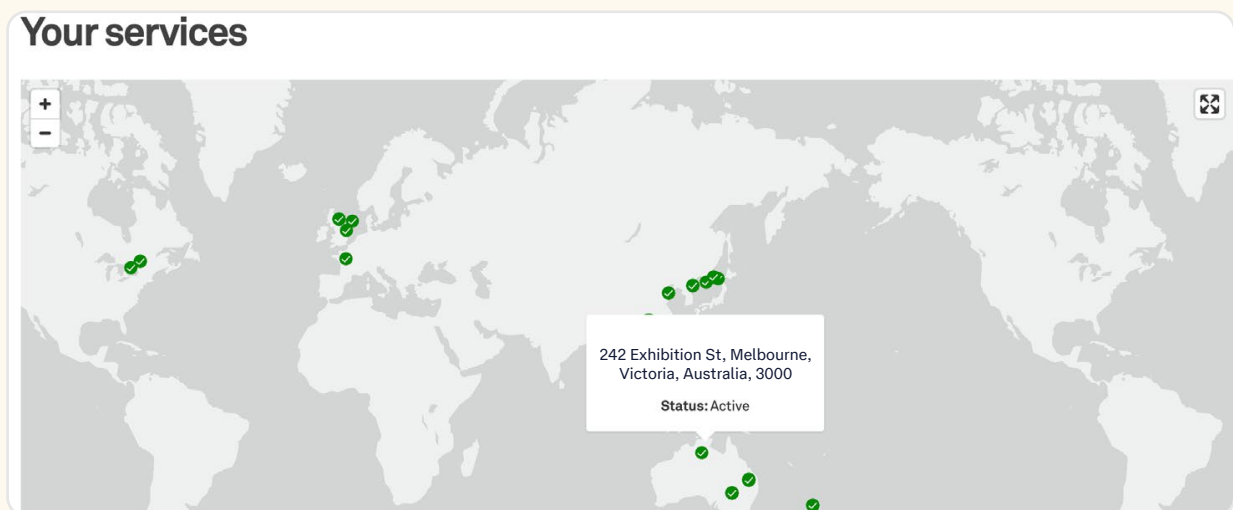
- Service location in a map
- Services list
- Service details

How to view service location in a map

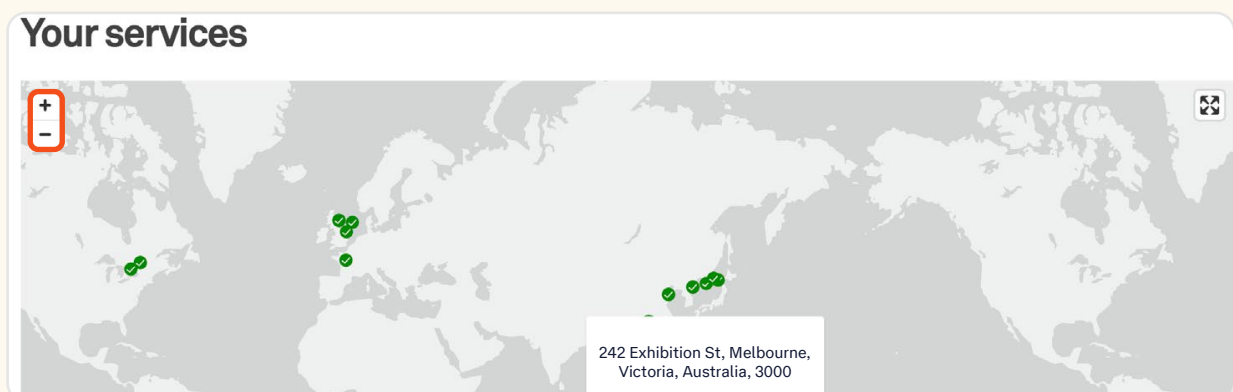
- 1 On the main dashboard, from 'Your services' tile, select 'View all services' for the full list of services or click on the green dots for a 'sorted' view.



- 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.



Your services

[Hide map](#) [Filter](#)

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

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

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

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

242 Exhibition St, Melbourne, Victoria, Australia, 3000

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

How to customize Your services view



There are multiple options to 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.

Hide map

Search your services

Location

Select one or more location

Service type

Select one or more service type

Cancel Apply filter

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

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

Hide map

Search your services

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

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

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

Hide map

Search your services

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

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



- 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.

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	-

How to download Your services list

- 1 After you log in to Telstra Connect follow steps to [View all Services \(Page No.42\)](#). On the Your Service summary page, select 'Download summary' and export the csv file.

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	-

How to view service details

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

View all services →

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



[Hide map](#) Search your services Filter

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

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

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

[Dashboard](#) > [Your services](#) > SAI GID 9303841

SAI GID 9303841

Service information

Account Name
test sal company 2

Account ID
10000

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

Service ID
SAI GID 9303841

Product
GID

Details

[Create incident](#)

Incidents (0)

Planned maintenance (0)

Service request

Network and performance reports

IP route and domain management

- 4 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 9303841

SAI GID 9303841

Service information

Account Name
test sal company 2

Account ID
10000

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

Service ID
SAI GID 9303841

Product
GID

Bandwidth
100M

Details

[Create incident](#)

Incidents (0)

Planned maintenance (0)

Service request

Network and performance reports

IP route and domain management



a Network and performance reports

Network and performance reports 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.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/Telstra_Connect_Intl_How_to_Guide_Network_and_Performance_Reports.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.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/How%20to%20guide%20for%20IP%20Prefix%20and%20Route%20Management%20-%20Domain%20Name%20System%20\(DNS\).pdf](https://www.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/How%20to%20guide%20for%20IP%20Prefix%20and%20Route%20Management%20-%20Domain%20Name%20System%20(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.telstra.com.hk/content/dam/shared-component-assets/tecom/campaigns/t-connect/How%20to%20guide%20for%20IP%20Prefix%20and%20Route%20Management%20-%20Route%20Management.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

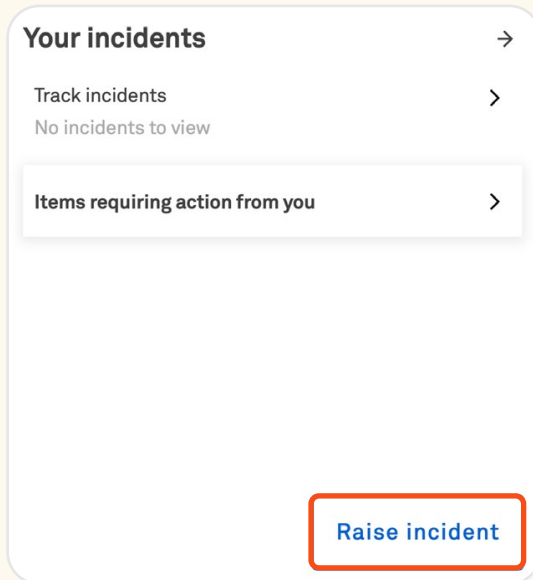
Your incidents



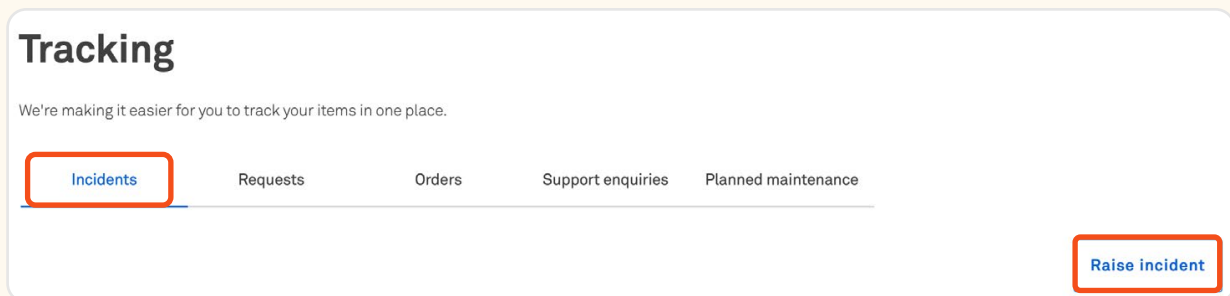
How to raise an Incident

1 There are 3 ways to raise a new Incident

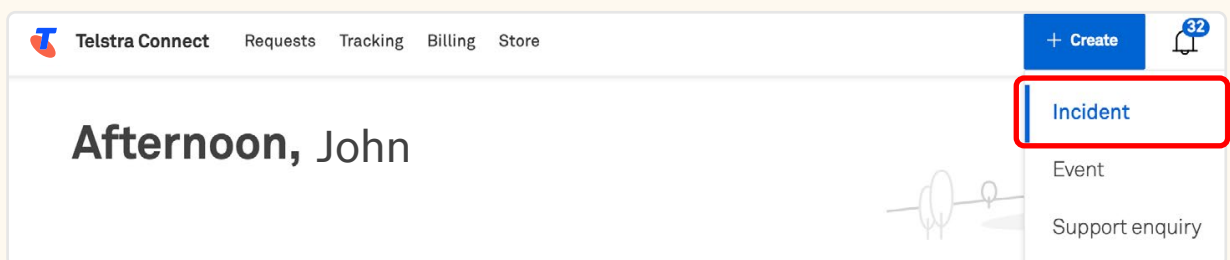
a On the main dashboard, from 'Your incidents' tile, select 'Raise incident'.



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



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



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



Raise incident

What is the affected product or service ID? 

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

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

a

Raise incident

What is the affected product or service ID?

MASTER GIP 0000000 

✓ Product name: Global IP Virtual Private Network

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

Issue(s) found

Please investigate the existing issues related to this service before raising an incident.

[Continue to raise an incident](#) →

b

Raise incident

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 [search for it by location](#) or [enter a service ID manually](#)

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 [enter a new service ID](#).

[Continue to raise an incident](#) →

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



Raise incident

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 [search for it by location](#) or [enter a service ID manually](#)

① The diagnostic test results for this service will be included when you raise this incident.

Diagnostic test results. [Show results](#)

Category

A brief summary of the incident
E.g. "Device is online but link is down since 9am"

Details of the incident

Include as much information as possible that will help the investigation, including but not limited to any troubleshooting you've done, error messages received, 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

☐ Disruption to work

☐ Unable to work

What locations is it impacting?

☐ Single location

☐ Multiple locations

☐ Not sure

Attachments (optional) 0 / 5 files

Attachments (optional)
or
[Upload from your device](#)

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

Note: The details you upload will be visible to others in your organization. Please do not upload personal or sensitive information you don't want others to see.

☒ I consent to sharing the details of the attachment/s with Telstra agents and others in my organisation with Telstra Connect access.

☐ Raise Incident on behalf of (optional)

Sometimes the fastest way to resolve an incident is to give you a call. In that case, who is the best person to call?

A site / technical contact	Me
----------------------------	----

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 →](#)

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

Incident submitted

Incident number: [SNI1586806](#)

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

[View incidents](#)

How to track my Incidents



1 You can view your list of incidents

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

Your incidents →

Track incidents >

No incidents to view

Items requiring action from you >

Raise incident

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

Tracking →

Incidents >

View closed incidents

Requests >

View all requests

Orders >

7 active orders

Planned maintenance >

12 active planned maintenance

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

Incident number, your reference, summary

Open × Clear all

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

Select columns Export table CSV

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

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

Incident number, your reference, summary

Open × Clear all

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

Select columns Export table CSV

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

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

Tracking > SNI1586375

SNI1586375

Summary

Brief summary

[IGNORE] Test Ticket

Your reference

Not specified

Status

Cancelled

Incident raised

Last Wednesday 07:56am

Estimated resolution time

To be determined

Actual resolution time

Last Wednesday 07:57am

Affected service

Other | To be determined

Location

-

Raised by

Our Customer
e: Not available

Watched by ⓘ

example1
example1@example.com

example2
example2@example.com

example3
example3@example.com

example4
example4@example.com

example5
example5W@example.com

[Show more \(4\)](#)

Activity

Add a comment

New comments are disabled

31 Aug 22

Status changed to Cancelled

31 Aug 22, 07:57am

Telstra

31 Aug 22, 07:57am

This is a test ticket, please ignore.

Telstra

31 Aug 22, 07:57am

Test Message

Priority changed to P4

31 Aug 22, 07:57am

Status changed to Open

31 Aug 22, 07:57am

Incident raised

31 Aug 22, 07:56am

Attachments


Your attachments

No attachment

24



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



Your incident has been updated

Company
Test Account

Incident number
SNI1586746

Your reference

Status
In Progress

Affected service
MASTER GIP 100000

Location
Australia

Raised by
John

You can keep track of this incident in Telstra Connect.

[Track incident](#)

Update
File attached by User1: MicrosoftTeamsimage 1.png

Details

Service Type: ATM/FR Network

Category: ATM/FR Network

A brief summary of the incident: test incident

Details of the incident: t

Your reference (optional): Test_Reference

What effect is this incident having?: Able to work

What locations is it impacting?: Single site

Customer Reference ID: Test_Reference

Tell Us More:

Site Contact Name: user user3

Site Contact Number: 09111111115 or +9222222226

Operating Hours: 9am to 5pm

Attachment/s consent given: true

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

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

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

Summary

Brief summary
Test

Your reference
12345

Status
Open

Incident raised
Today 02:01pm

[Edit](#)

Activity

Add a comment

0

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

Today

Incident raised 09 Sep 22, 02:01pm

Details of the incident
Test

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.

Tracking > SNI2906894

SNI2906894

Summary

- Brief summary**
Issue with International Roamingggg
- Your reference**
testing
- Status**
Open

Activity

Add a comment

0

Attach file Send

21 Nov 24

Telstra 21 Nov 24, 07:00pm

b When the incident reaches the escalation threshold, a new button will become visible on the Incident Detail page.

Tracking > SNI2906894

SNI2906894

[Request an urgent update](#)

Summary

- Brief summary**
Issue with International Roamingggg
- Your reference**
testing
- Status**
Open

Activity

Add a comment

0

Attach file Send

21 Nov 24

Telstra 21 Nov 24, 07:00pm

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

Tracking > SNI2906894

SNI2906894

[Request an urgent update](#)

Summary

- Brief summary**
Issue with International Roamingggg
- Your reference**
testing

Activity

Add a comment

0

Attach file Send

- 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

we'll look into it straight away and get back to you as soon as possible.

Why are you requesting an urgent update?

- ☐ Lack of response
- ☐ Breached restore service level agreement (SLA)
- ☐ Business impact has increased
- ☐ Critical services impacted

Please select one or more options

Additional comments
Test Comment

Cancel Submit →

Urgent update request

we'll look into it straight away and get back to you as soon as possible.

Why are you requesting an urgent update?

- ☒ Lack of response
- ☒ Breached restore service level agreement (SLA)
- ☐ Business impact has increased
- ☐ Critical services impacted

Additional comments
This is a required field

Cancel 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.



Urgent update request

Let us know why you need an urgent update. Once you submit this request, we'll look into it straight away and get back to you as soon as possible.

Why are you requesting an urgent update?

☒ Lack of response

☒ Breached restore service level agreement (SLA)

☐ Business impact has increased

☐ Critical services impacted

Additional comments

Test Comment

[Cancel](#) [Submit →](#)

- 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.

Tracking > SNI2906894

SNI2906894

[Request an urgent update](#)

Summary

Brief summary
Issue with International Roamingggg

Your reference
testing

Status
Open

Incident raised
09 Jul 2024 - 07:46pm

Estimated resolution time
09 Jul 2024 - 11:46pm

Affected service
ETHERNET | HKG SNG IPL 90061081

Location
SingaporeSite

Parent incident
TASH0484349

Raised by
Tshoprest Tshoprest
e: tshoprest@gmail.com

Activity

Add a comment

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

Today

Telstra 28 Nov 24, 10:59am

Your urgent update request is now with a Level 5 customer officer. We'll get back to you as soon as possible.

Urgent update request:
Reason: Lack of response, Breached restore service level agreement (SLA)
Evidence/validation: Test Comment

21 Nov 24

Telstra 21 Nov 24, 07:00pm

Your urgent update request is now with a Level 4 customer officer. We'll get back to you as soon as possible. Also, the 'Request an urgent update' link will be re-enabled in 12 hours.

Urgent update request:
Reason: Lack of response
Evidence/validation: test

- 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

Status	Count
On track	0
On hold	0
Delayed	0

Track requests → **Manage**

- 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	Item	Location	Status	Opened	Estimated
--------	----------------	------	----------	--------	--------	-----------

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

Telstra Connect Requests Tracking Billing

Afternoon, John

Useful links [What's new](#)

+ Create

- Incident
- Event
- Support enquiry
- 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, .jpeg, .png, .gif, .csv, .xls, .xlsx, .doc, .docx, .pdf, .txt, .bmp, .ods, .xism and maximum of 5 files with total size limit of 3.4MB

Submit




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



Request submitted

Request ID [SNR0596416](#)



We'll get back to you shortly.

Use the request ID link above to check on the progress of your request.

In meantime you can [add your own reference](#).

[View all requests](#)

[New request](#)

How to track my Requests

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

Tracking →

Incidents >
View closed incidents

Requests >
View all requests

Orders >
7 active orders

Planned maintenance >
12 active planned maintenance

- 2 A list of your Requests will appear grouped under 'Open' and '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
SNR0596468	+ Add your reference	Circuit Enquiry	40 MILLER STREET NORTH SYDNEY NSW 2060	On track	08 Sep 22	13 Sep 22
SNR0596416	+ Add your reference	Circuit Enquiry	40 MILLER STREET NORTH SYDNEY NSW 2060	On track	31 Aug 22	07 Sep 22
SNR0595710	Test	Edit Remote Hands Request	000000	Delayed	20 Jul 22	27 Jul 22

3 Select a Request to view more details.



Tracking

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

Incidents **Requests** Orders Support enquiries Planned maintenance

[New request](#)

Requests

Open (7) Closed (0)

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

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

SNR0596416

[Tracking](#) > SNR0596416

Summary

Your reference
[+ Add your reference](#)

Product / service
Telstra Programmable Network Services (TPN)

Item
Circuit Enquiry

Location
40 MILLER STREET NORTH SYDNEY NSW 2060

Current progress
In progress

Details

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

Updates

[➤](#)

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

Requested Item RITM0652278 Circuit Enquiry has been approved

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

Tracking

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

Incidents **Requests** Orders Support enquiries Planned maintenance

[New request](#)

Requests

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

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



Planned Maintenance

With Planned maintenance you can:

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

Planned maintenance



How to track and view all Planned maintenance events

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

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

Tracking →

Incidents >
View closed incidents

Requests >
View all requests

Orders >
7 active orders

Planned maintenance >
12 active planned maintenance

- b** On the main dashboard, under '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.

Planned Maintenance →

Planned Maintenance Successful ⓘ 100%

Upcoming 12 >

In progress >

Completed 69 >

Create event →

Track events

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



Tracking

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

Incidents Requests Orders Support enquiries **Planned maintenance**

Planned maintenance

Create event

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

Search Ticket ID (e.g. PN123443) Filter

Company: Test Account

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

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

a

One can click on the specific ticket ID (PN12XXX) to go to the respective detailed page.

b

Detailed page will have additional details about the change, including the service/s impacted, a detailed description, and the change timelines.

c

If your Planned maintenance has been completed, one can also view the completion summary as updated by our Planned maintenance team.

d

Print the summary of the change using the quick link.

Dashboard > Planned maintenance > #PN254206

#PN254206

Print summary

Ticket ID
PN254206

Company Name
test sai company 2

Category
Service Impacting - Emergency

Status
Completed-Successful

Planned Start
25 Aug 21 08:40
25 Aug 21 03:10 UTC

Planned End
27 Aug 21 08:40
27 Aug 21 03:10 UTC

Service(s) Impacted
HKG GIP 12345
SKO GMNS 12345

Description

Brief Summary
Test Ticket 3 - in progress

Details
Test Ticket 3 - in progress

Expected Impact
2

Completion Summary
Successful

Activity

27 Aug 21

Status Change
Status has been changed to Completed from Completed-Awaiting Confirmation
27 Aug 21 04:10

25 Aug 21

Status Change
Status has been changed to Completed-Awaiting Confirmation from In Progress
25 Aug 21 04:09

25 Aug 21

Status Change
Status has been changed to In Progress from Upcoming
25 Aug 21 03:10

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.

Planned maintenance

Create event

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

Search
Ticket ID (e.g. PN123443)

Filter

Service ID
Select your Service ID

Date
Select a single date or a date range of the planned maintenance

Cancel Apply filter →

Company: Test Account (2) ...

Category	Ticket ID	Status	Company	Description	Expected impact	Planned start	Select an option	Clear
SI	PN264821	Upcoming	Test Account	Telstra will perform Bug correction work – London	20 minutes outage within the change window	22 May 22 06:30	✓ Test Account	
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30	✓ Test sal account	

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.

Tracking

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

Incidents Requests Orders Support enquiries Planned maintenance

Planned maintenance

Create event

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

Search
Ticket ID (e.g. PN123443)

Filter

Company: Test Account (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	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30
SI	PN264820	Upcoming	Test Account	Telstra will perform Bug correction work – India	20 minutes outage within the change window	22 May 22 01:30	22 May 22 02:30



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

Planned maintenance Create event

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

Search Filter
Ticket ID (e.g. PN123443)

Filter

Service ID ▼ **Date** ▼
Select your Service ID Select a single date or a date range of the planned maintenance

Cancel Apply filter →

- 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.

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

Company: Test Account (2) ... Clear

Select an option

- ✓ Test Account
- ✓ Test sal account

Done

How to download Planned maintenance events list

- 1 After you log in to Telstra Connect follow steps to view all Planned maintenance events (Page no. 32). 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.

Tracking

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

Incidents Requests Orders Support enquiries Planned maintenance

Planned maintenance Create event

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

Search Filter
Ticket ID (e.g. PN123443)

Company: Test Account (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	20 minutes outage within the change window	22 May 22 06:30	22 May 22 08:30

Export data

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'.

The screenshot shows the 'Tracking' page with a sub-header 'Planned maintenance'. The 'Planned maintenance' tab is highlighted with a red box. Below the tabs, there are filters for 'All', 'Upcoming', 'In Progress', 'Completed', and 'Cancelled/Withdraw/Did Not Proceed'. A search bar is present with the placeholder text 'Ticket ID (e.g. PN123443)'. A 'Create event' button is highlighted with a red box in the top right corner. Below the filters, there is a table with columns: Category, Ticket ID, Status, Company, Description, Expected impact, Planned start, and Planned end.

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

The screenshot shows the 'Planned Maintenance' tile on the main dashboard. It displays a progress bar for 'Planned Maintenance Successful' at 100%. Below the progress bar, there are three rows: 'Upcoming' with 12 items, 'In progress' with 0 items, and 'Completed' with 69 items. At the bottom, there are two buttons: 'Create event' (highlighted with a red box) and 'Track events'.



Planned maintenance event

Company: test sal company 2 ▾

Briefly describe the event

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

Details

Tell us more about the planned maintenance event

Time format ⓘ

☐ Local Time

☒ UTC Time

Planned Start ▾

Select your planned start

Planned End ▾

Select your planned end

Expected Impact

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

Service ID ▾

Select your Service ID

[Back](#)


[Submit event →](#)

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



Planned maintenance event submitted

Ticket ID PN255920

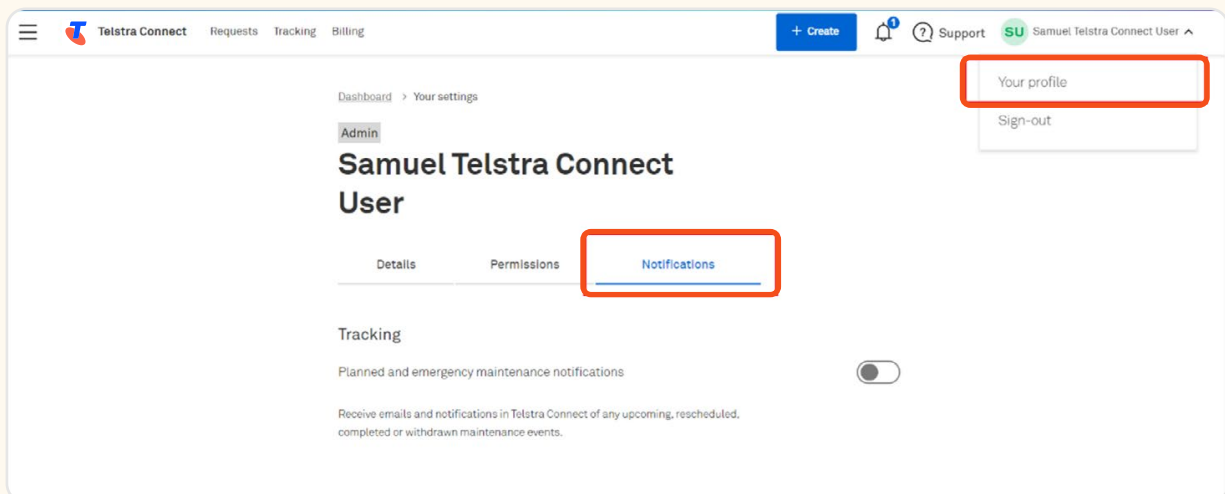


[View all Planned Events](#)

[Submit Another Event](#)

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

- 1** Navigate to Your Profile > Notifications Tab



Dashboard > Your settings

Admin

Samuel Telstra Connect User

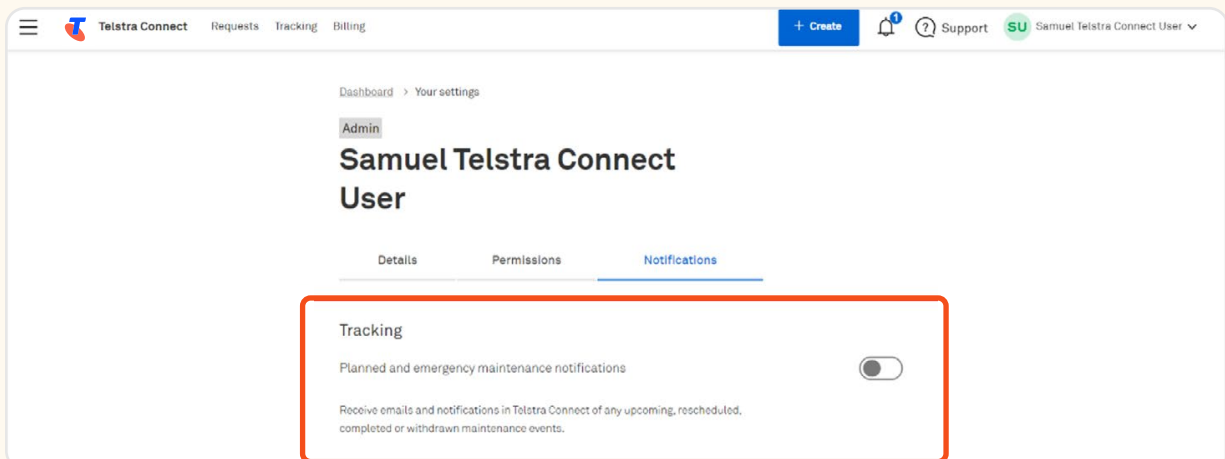
Details Permissions **Notifications**

Tracking

Planned and emergency maintenance notifications ☐

Receive emails and notifications in Telstra Connect of any upcoming, rescheduled, completed or withdrawn maintenance events.

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



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.

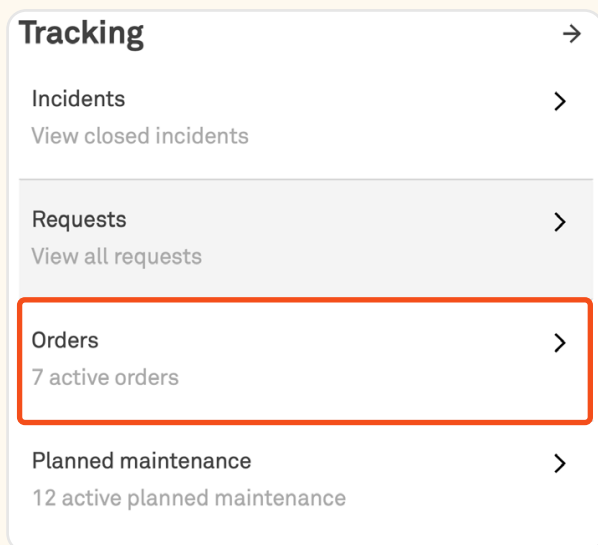


Your orders

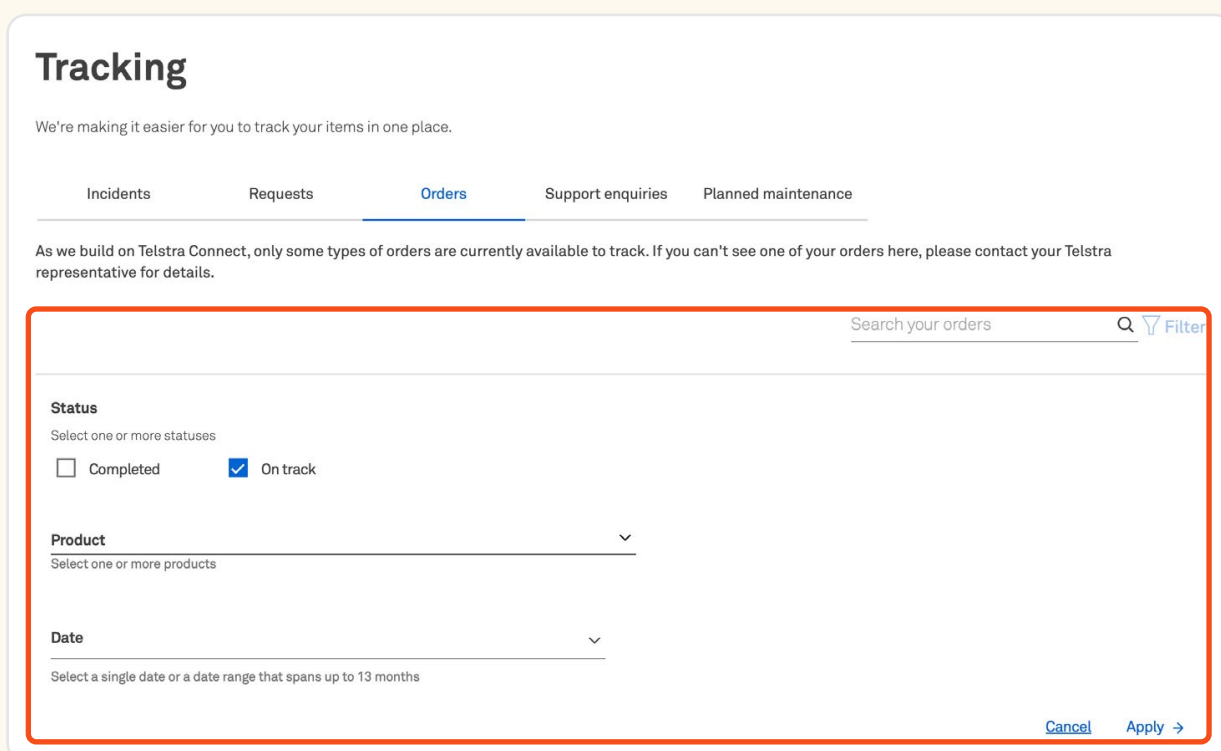
With orders, you can track a range of your products and services that you order from today onwards.

How to track and view my order

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



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





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

Order summary Location summary

Select columns ^ Download summary v

Reset

- ☒ Order number
- ☒ Secondary reference
- ☒ Order status
- ☒ Order estimated
- ☒ Order required
- ☒ Order completed
- ☒ Project manager
- ☒ Customer

Cancel Apply →

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

- 4 Select an order to view more details.

Tracking

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

Incidents Requests **Orders** Support enquiries Planned maintenance

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

Search your orders Edit filter

On track x Delayed x Clear all

Order summary Location summary

Select columns v Download summary v

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

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



Tracking > SFO-0130107

SFO-0130107 (ODR-ON00028650P)

Order enquiry →

Locations and products

View by: Location ▾

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

9 Stoney Way - 9 Stoney Way

LL00P - New Provide

MEL/MEL&/CUSTOMER/AUS - SYD/SYLP/T...

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

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

Order summary

Order number

SFO-0130107

Secondary reference

ODR-ON00028650P

Product details

Product

LL00P

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

Product type

New Provide

Site address

A End

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

Z End

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

Product estimated

30 Nov 22

Product required

30 Nov 22

Product status

On track

Product progress

Received

Validation

Design and build

Fulfilled

Order status

On track

Order estimated

30 Nov 22 ⓘ

Order required

30 Nov 22

Project manager

Amber Mok

Primary contact

Fiona Suen

Contract signed

19 Jul 22

Customer

Test Holding Limited (HKG)

Customer ID

18026

Product preparation and network readiness

Estimated 30 Nov 22

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

44

How do I view my orders by location



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

Tracking

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

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

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

[Edit filter](#)

On track ×

[Clear all](#)

Order summary

Location summary

[Select columns](#)

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

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

Tracking

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

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

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

[Edit filter](#)

On track ×

[Clear all](#)

Order summary

Location summary

[Select columns](#)

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

- 3 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 ^

Reset

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

Cancel Apply →

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

How do I download a summary of my orders

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

Tracking

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

Incidents Requests Orders Support enquiries Planned maintenance

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

Search your orders Filter

Order summary Location summary

Select columns v Download summary v

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

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

Location summary

⚙️ Select columns

📄 Download summary

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

All orders (CSV)

All orders (PDF)

Advanced options

Advanced download summary

Save file as

☒ CSV

☐ PDF

Export

☒ All columns

☐ The columns I've selected

☒ My search and filtered results only (if applied)

How to accept my order

- 1 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 →

ⓘ Do you accept that this order is fulfilled?

Please note that if you do not respond by 30 Sep 22, we will automatically commence billing.

View our tests result/s and other document/s (if applicable) ^

test_result_1.xlsx

Accept

Do not accept →

- 2 Select 'Accept' to confirm order acceptance.

SFO-0074317 (ODR-ON00021352P)

Order enquiry →

ⓘ Do you accept that this order is fulfilled?

Please note that if you do not respond by 30 Sep 22, we will automatically commence billing.

View our tests result/s and other document/s (if applicable) v

Accept

Do not accept →



- 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 →](#)

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

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

Tracking

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

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

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

[Edit filter](#)[On track ×](#)[Clear all](#)[Order summary](#)[Location summary](#)[Select columns ▾](#)[Download summary ▾](#)

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

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

Tracking > SFO-0130107

SFO-0130107 (ODR-ON00028650P)

[Order enquiry →](#)

Locations and products

View by: Location ▾

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

200 Park Road - 200 Park Road

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

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

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

Product details

Product
LLOOP
MEL/MEL&/CUSTOMER/AUS -
SYD/SYLP/TELSTRA/AUS LL 9000000

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

Product type
New Provide

Product status
On track

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



Help and support

What is your enquiry related to?

Your orders

Category

General enquiry

Account name

Test Account

Order number

SFO-0130107

Enter your order number

What is your enquiry?

Tell us about your enquiry

Attachments (optional) 0 / 5 files



Drop files here

or

[Upload from your device](#)

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

Contact name

John

Enter your first and last name

Email address

John@example.com

Email a copy of this enquiry to (Optional)

Enter one or more email addresses, separated by comma

Phone number

12345678

Enter the country code followed by the full phone number

[Back](#)

[Submit enquiry](#)



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

Enquiry submitted

You will receive an email shortly with more information

Enquiry number: [00677593](#)

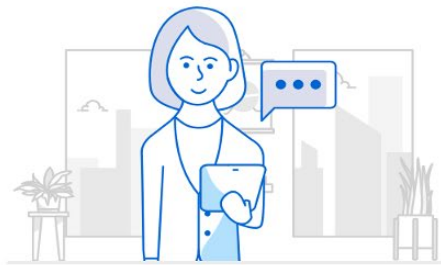
[Track enquiries](#)



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



Your Telstra order enquiry



Hi Test Users,

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

Your enquiry details

Account name: **Test 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](#).

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

How to track my order enquiries



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

Tracking

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

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

[Order enquiry](#)

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



Note: If the field 'Assigned to' is Telstra, it means Telstra is handling the case. If it 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 easier for you to track your items in one place.

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

[Order enquiry](#)

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

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



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

Tracking > 00677593

00677593

Summary



Status

On hold



Category

General enquiry



Assigned to

Customer



Submitted

07 Aug 22 22:53

07 Aug 22 17:23 UTC



Requested by

Sample contact name

Attachments



Telstra attachments

[document B.xlsx](#)



Your attachments

[documentA.xlsx](#)

Details

Details of the enquiry provided by you

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Related Telstra account number: **Test Account**

Order number: SFO-0130107

Contact name: **test@example.com**

Email address: testuserfotata@getnada.com

Phone number: 1234 5678

Activity

Add a comment

0

[Attach file](#)

[Send](#)

11 Aug 22



Status changed to 'On hold'

11 Aug 22, 09:06pm



Status changed to 'In progress'

11 Aug 22, 09:06pm

07 Aug 22



Enquiry closed

07 Aug 22, 11:32pm

For further queries, you can [submit a new enquiry](#).



Status changed to 'In progress'

07 Aug 22, 11:24pm



John

07 Aug 22, 11:22pm

An update

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



File attached from Telstra

07 Aug 22, 11:20pm

[document B.xlsx](#)



File attached by Sample contact name

07 Aug 22, 10:53pm

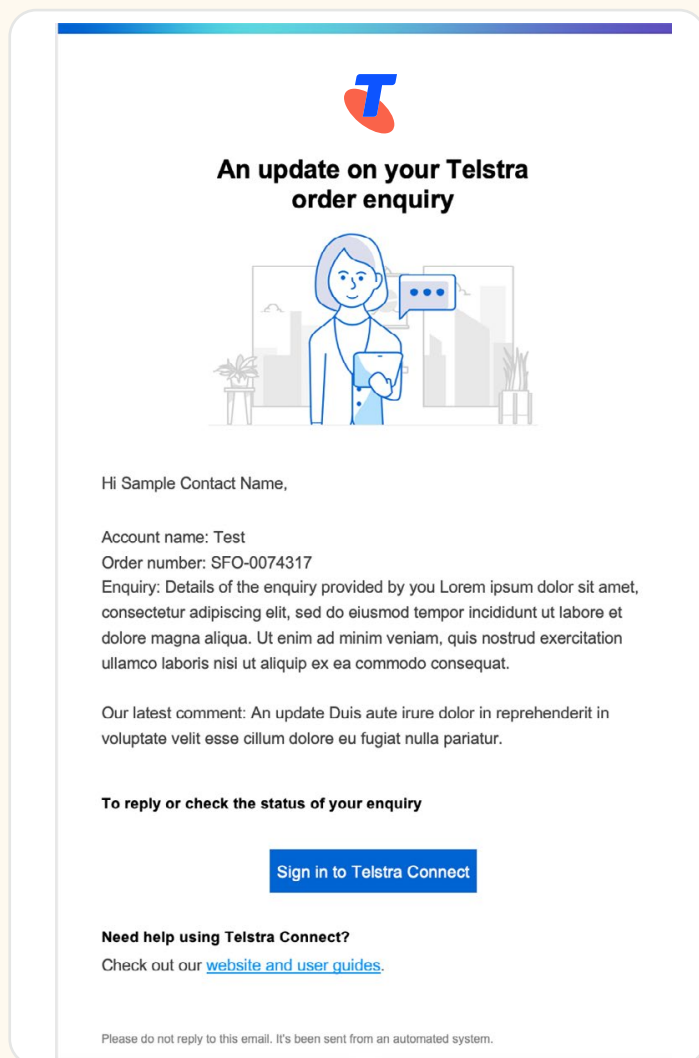
[documentA.xlsx](#)



Enquiry created

07 Aug 22, 10:53pm

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



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

Tracking > 00677593

00677593

Summary

- Status**
Closed
- Category**
General enquiry
- Assigned to**
-
- Submitted**
11 Aug 22 21:09
11 Aug 22 15:39 UTC
- Requested by**
Sample contact name

Attachments

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

Details

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

Related Telstra account number: **Test Account**
Order number: SFO-0130107
Contact name: Sample contact name
Email address: **John@example.com**
Phone number: 1234 5678

Activity

New comments disabled

Enquiry closed

11 Aug 22

11 Aug 22, 09:26pm

For further queries, you can [submit a new enquiry](#).



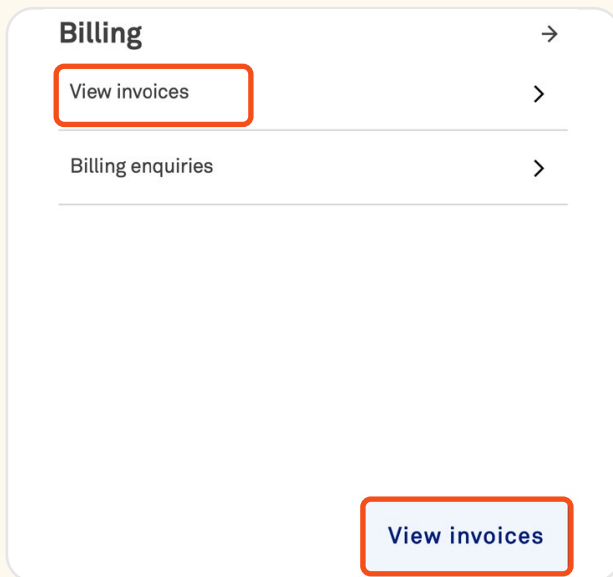
Billing

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

How to view invoices and credit / debit notes

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



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

The screenshot shows the 'Billing' dashboard with the 'Invoices' tab selected and highlighted with a red box. The dashboard includes a header with 'Company: test sal company 2' and 'Billing account: BP-0001111'. Below the tabs, there is a table of invoices.

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

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

The screenshot shows the 'Billing' dashboard with the 'Credit/debit notes' tab selected and highlighted with a red box. The dashboard includes a header with 'Company: test sal company 2' and 'Billing account: BP-0001111'. Below the tabs, there is a table of credit and debit notes.

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



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



Billing

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

Invoices

Credit/debit notes

Enquiries

test sal company 2

Test Account

Download ▼

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

How to 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 ▼ Billing account: BP-0001111 ▼

Invoices

Credit/debit notes

Enquiries

Download ▼

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

Billing

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

Invoices

Credit/debit notes

Enquiries

Download ▼

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

Download Invoice (PDF)

Download Invoice (CSV)

Invoice enquiry



- 2 To download multiple invoices, select 'Invoices' tab (highlighted in orange), 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 company 2 Billing account: JP- BP-0001111

Invoices Credit/debit notes Enquiries

Download

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

Invoice (PDF)
Invoice (CSV)
Summary

Billing Company: test sal company 2 Billing account: JP-0 BP-0001111

Invoices Credit/debit notes Enquiries

Download

You've selected 2 items to download (max 20) Cancel Continue

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

- 3 To download an invoice summary, select 'Invoices' tab (highlighted in orange), 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 company 2 Billing account: 6000 BP-0001111

Invoices Credit/debit notes Enquiries

Download

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

Invoice (PDF)
Invoice (CSV)
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: 6000 BP-0001111

Invoices Credit/debit notes Enquiries

test sal company 2
Test Account

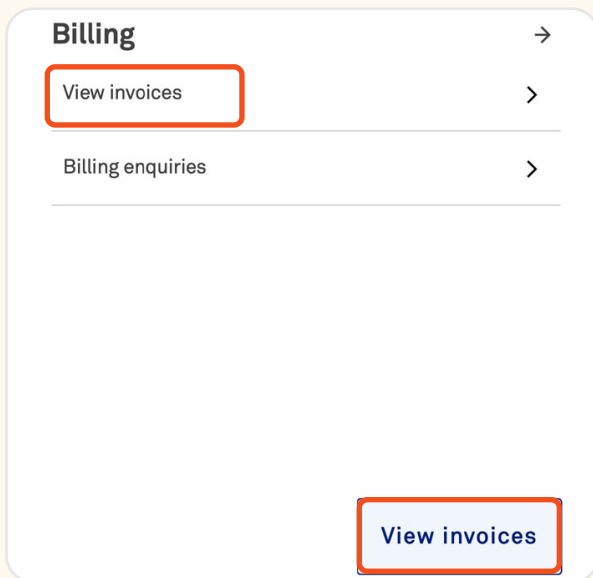
Download

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

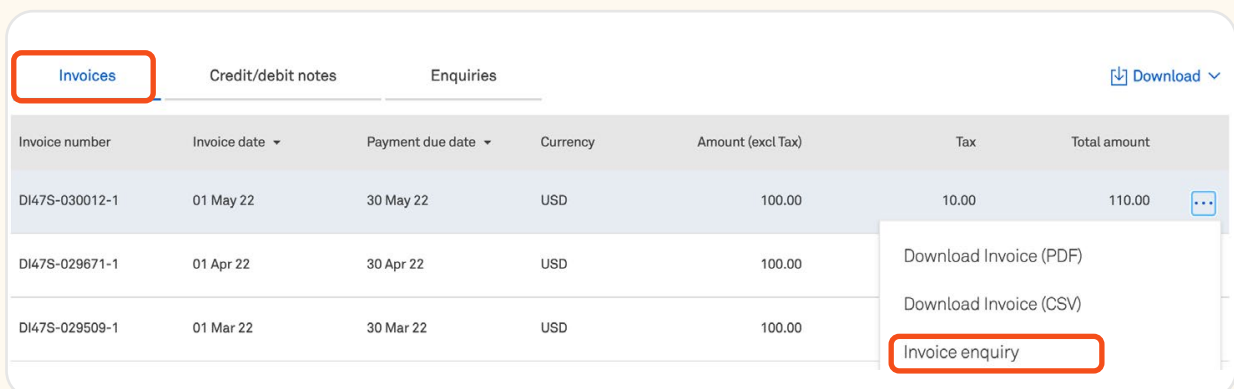
How to raise a billing / invoice / credit / debit note enquiry



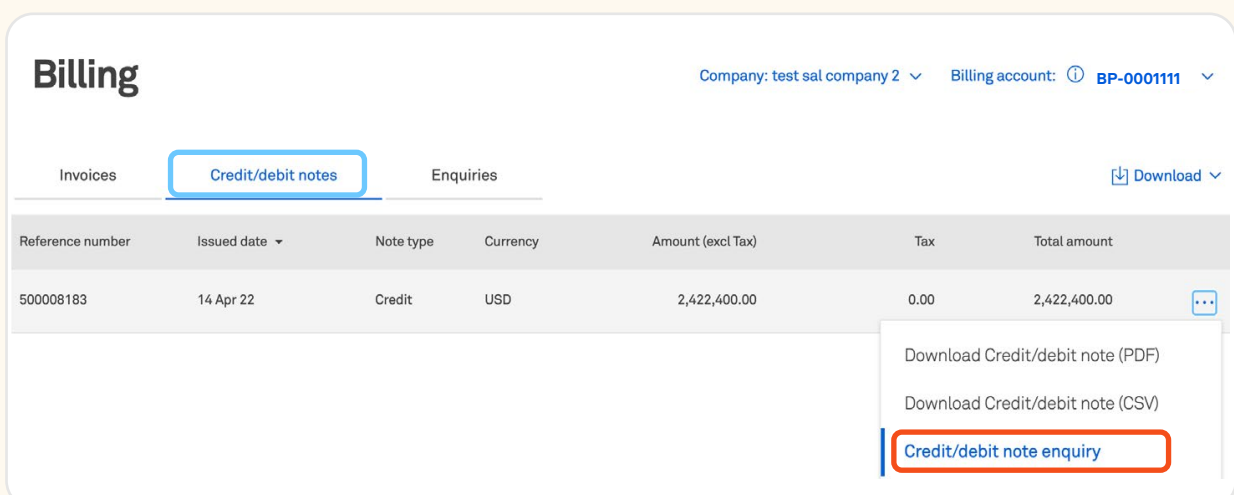
- 1 Select 'View invoices' from the Billing tile in the main dashboard.



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



- 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 →

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

← Previous 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?

Billing

Subject

Billing enquiry

Category

Others

Account name

test sal company 2 - 45107

Related Telstra account number

BP-0001111

Invoice number(s)

Invoice number(s)

What is your enquiry?

Tell us about your enquiry

Attachments (optional) 0 / 5 files

Drop files here

or

Upload from your device

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

Contact name

John

Enter your first and last name

Email address

John@example.com

Email a copy of this enquiry to (Optional)

Enter one or more email addresses, separated by comma

Phone number

Enter the country code followed by the full phone number

Back

Submit enquiry

We'll respond to you as soon as possible.

Our support team is available Monday to Friday, 9am - 6pm (UTC+8), except on Hong Kong public holidays.

- 6 Your enquiry has now been submitted. Track the enquiry by selecting the enquiry number or 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?

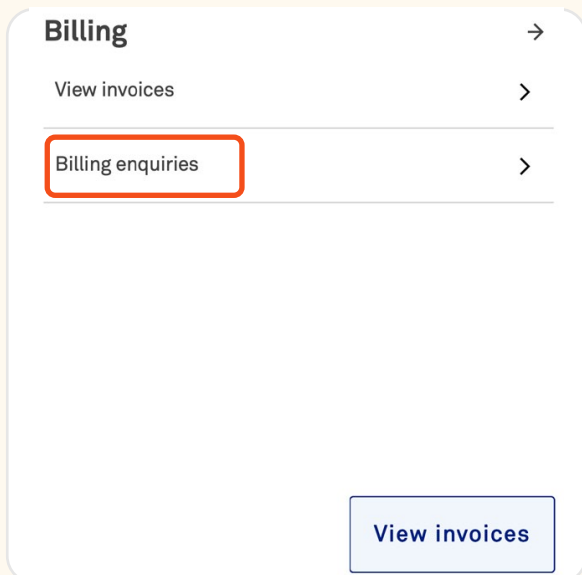
[Sign in to Telstra Connect](#) - the quickest and easiest way for you to get support and to view, manage and track your services.

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

How to track my billing enquiries?



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



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



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

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

Invoices Credit/debit notes **Enquiries** New enquiry →

Case ID	Status	Subject	Invoice or credit/debit number	Assigned to	Date raised
00677676	Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22
00674814	Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22
00674811	On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22
00662968	New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22

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

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

Invoices Credit/debit notes **Enquiries** New enquiry →

Case ID	Status	Subject	Invoice or credit/debit number	Assigned to	Date raised
00677676	Closed	Billing enquiry	DI47S-030012-1	Telstra	31 Aug 22
00674814	Closed	Billing enquiry	DI47S-030012-1	Telstra	17 Aug 22
00674811	On Hold	Billing enquiry	DI47S-030012-1	Customer	17 Aug 22
00662968	New	Billing enquiry	DI47S-029671-1	Telstra	09 Jun 22

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



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

Dashboard > Billing enquiries > 00677676

00677676

Summary

Status

In progress

Subject

Billing enquiry

Assigned to

Telstra

Submitted

12 Oct 21 13:02

12 Oct 21 07:32 UTC

Requested by

Billing User26

Telstra attachments

[60000468DI61S04464612.csv](#)

Your attachments

[60000468DI61S044646131.csv...](#)

Details

Category: Invoice details enquiry

Enquiry: sdkjfnkjsdf

Account name: **test sal company 2**

Billing account: **BP-0001111**

Invoice number(s): **DI47S-030012-1**

Email address: **John@example.com**

Phone number: 8785765

Activity

Add a comment

0

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

12 Oct 21

Vicky Desai from Telstra

12 Oct 21, 01:05pm

toon dep test

File attached from Telstra

12 Oct 21, 01:05pm

[60000468DI61S04464612.csv](#)

File attached from **test sal company 2**

12 Oct 21, 01:02pm

[60000468DI61S044646131.csv](#)

Ticket created

12 Oct 21, 01:02pm



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

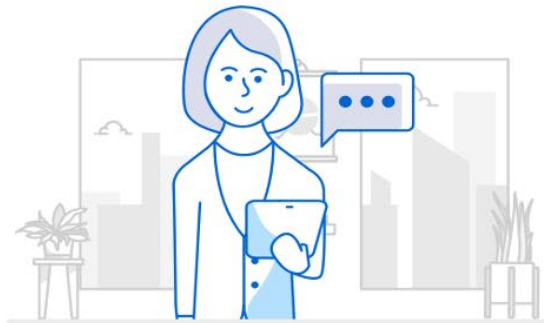
When the enquiry is complete, the status will be changed to 'Closed' and new comments will be disabled.



Note: If you want to 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.



An update on your Telstra billing enquiry



Account name: Testtest sal company 2

Billing account: 123 BP-0001111

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

Enquiry: test

Our latest comment: comments

To reply or check the status of your enquiry

[Sign in to Telstra Connect](#)

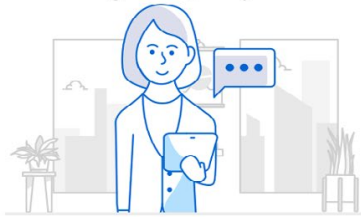
Need help?

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

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



We've Rejected your Telstra billing enquiry case



Hi Test Account,

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

Account name : test sal company 2

Billing account: BP-0001111

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

Enquiry: test

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

Need help?

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

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



We've Closed your Telstra billing enquiry case



Hi Test Account,

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

Account name : test sal company 2

Billing account: BP-0001111

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

Enquiry: test

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

Need help?

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

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



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

Billing

Company: test sal company 2

Billing account: BP-0001111

Invoices

Credit/debit notes

Enquiries

Download

Invoice number	Invoice date	Payment due date	Currency	Tax	Total amount	
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	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:

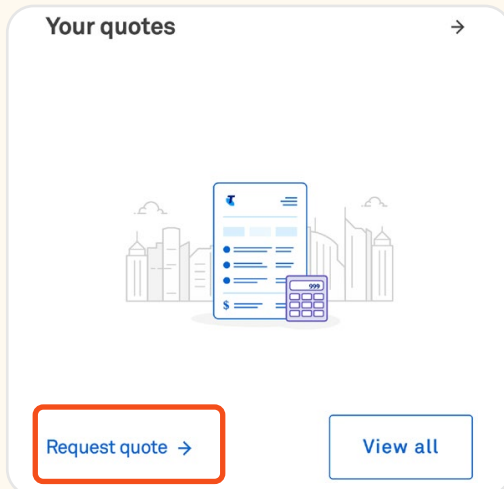
- Easily search by price
- Create a product basket
- Generate and view quotes in one place

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.



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

Price Query

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

EPL

Order Type: New

Circuit Type: Whole Circuit

A End Country: Japan A End City: Tokyo B End Country: USA

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

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

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

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

Get Prices

- 3 Select 'Proceed' to generate quote

Quote: 220808-IN0000766-O-AC

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


Generate Quote **Proceed**

How to view and edit my quote



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

Your quotes



[Request quote](#) [View all](#)

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

Basket ID		Basket Name	Account Name	Opportunity Number	Created Date	Action Menu			
200610-NA0000122-Q-UR-B1.0		sdf	Customer1	sdf	10 Jun 2020 00:50:06	<div><div>✓ Select Action</div><div>Clone basket</div><div>Delete basket</div><div>Assign</div><div>Edit basket</div><div>Escalate</div><div>Generate quote</div><div>Rename basket</div></div>			
No.	Product Name	Description	MRC	NRC	TCV				
1	EPL	<p>Circuit Type - Whole Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - C2C(1+5)+UNITY Offer Type - EPL, A End Pop - NYSA, B End Pop - HKHH, Bandwidth - 10 Mbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - Suite 304, Cage S009, 111 8th Ave, New York, NY 10011 (NPA/NXX 212/208), B End Pop Address - 10 Middle Road, Tsim Sha Tsui, Kowloon</p> <p>Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers.</p> <p>For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged.</p>	USD 163	USD 0	USD 1,956	NA	Yes		
2	EPL	<p>Circuit Type - Whole Circuit, A End Country - USA, A End City - New York, B End Country - HongKong, B End City - Hong Kong, Protection/Restoration - Unprotected, Cable Path - C2C(1+5)+UNITY Offer Type - EPL, A End Pop - NYSA, B End Pop - HKHH, Bandwidth - 100 Mbps, Contract Term - 12 Months, NID (Network Interface Device) - No, A End Pop Address - Suite 304, Cage S009, 111 8th Ave, New York, NY 10011 (NPA/NXX 212/208), B End Pop Address - 10 Middle Road, Tsim Sha Tsui, Kowloon</p> <p>Note: The bandwidth you quoted may require capacity expansion. Please make sure feasibility check is done before quoting to customers.</p> <p>For NID installation, additional NRC USD\$2,500 (Office Hour 09:00-17:00) or USD\$3,750 (Out of Office Hour) will be charged.</p>	USD 542	USD 0	USD 6,504	NA	Yes		

How to download my quote



1 How to view and download my quote

ProductsPrice QueryViewReportUseful InformationNeed Help?Log Out

My Quotes

My BasketsMy Quotes

>View Quotes

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

1 - 20 of 230 items

2 Download quote.

Quotation

Account Name

Customer1

Basket Ref ID

220808-IN0000764-O-AC-V1.0

Date

8 August, 2022

Generated By

Akhil Customer1

Total NRC

USD 0

Total MRC

USD 1,210

Total TCV

USD 14,520

Price is valid until October 7, 2022 unless otherwise specified

Itemized Quote

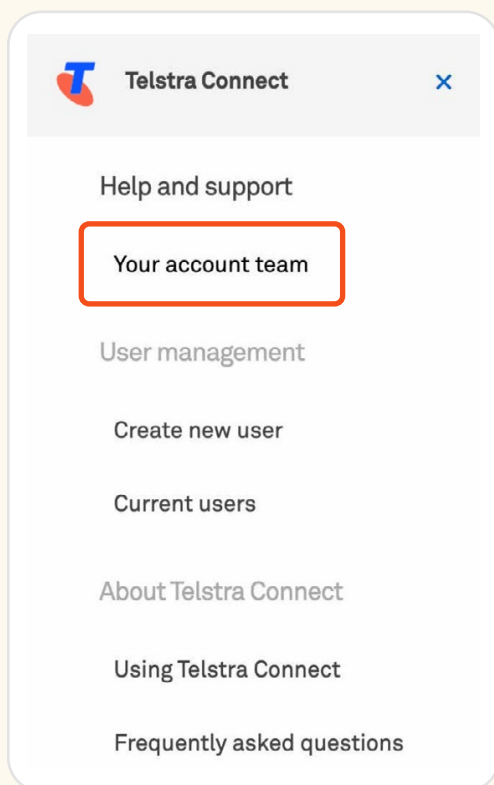
Site	Description	Usage Price/ Burst	NRC	MRC	TCV
1.1	EPL Circuit Type: Whole Circuit A End Country: HongKong A End City: Hong Kong B End Country: Singapore B End City: Singapore Resilience: Unprotected Cable Path: /AAE1, Offer Type: EPL Standard A End Pop: HKCC B End Pop: ISTT Bandwidth: 1 Gbps Contract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



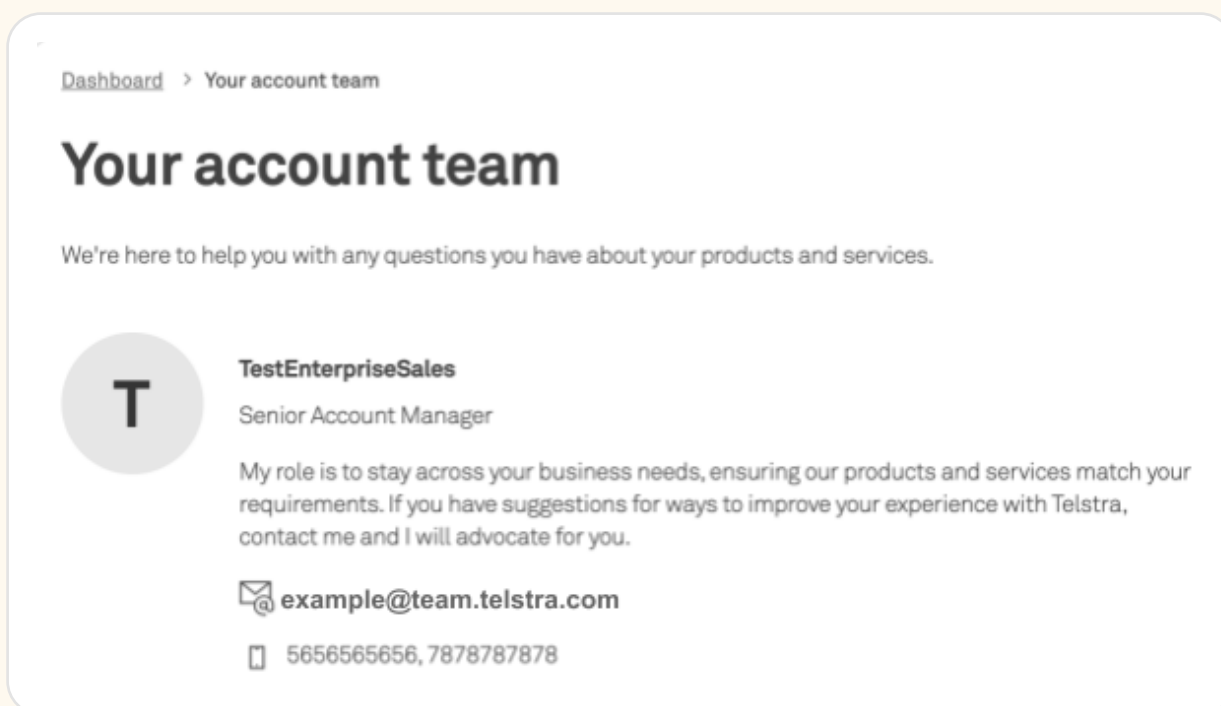
Support

How to reach out to your Telstra representative

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



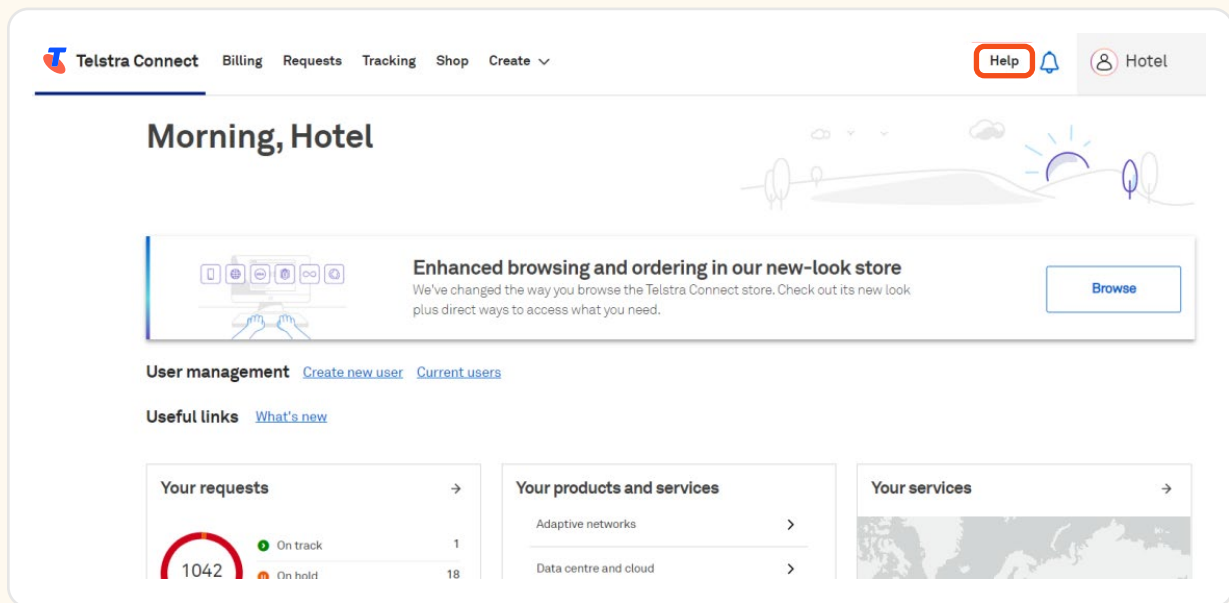
- 2 You will see the Telstra contact assigned to your account, who can help you with any enquiries regarding your products and services.



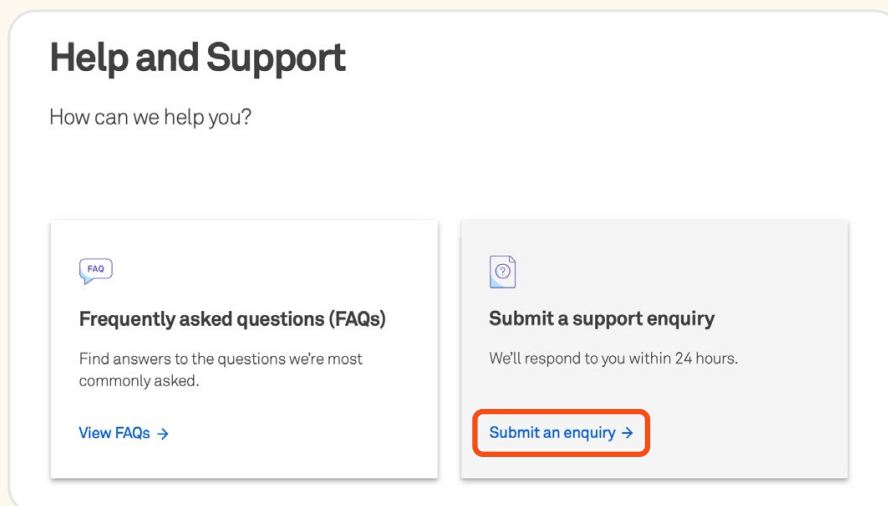
How to raise a support enquiry



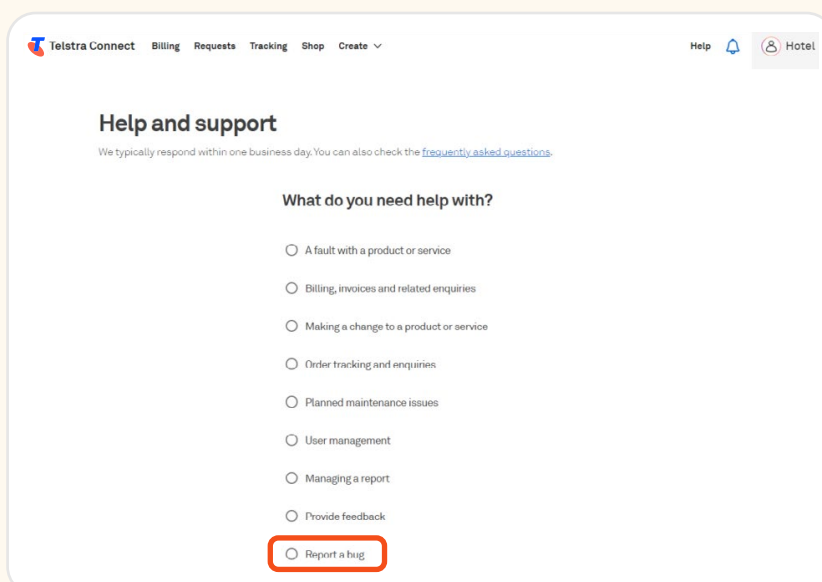
- 1 Navigate to the dashboard and click the “Help” button located at the top right corner of the page.



- 2 Select “Submit an enquiry”



- 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 ▾ Help ⓘ Hotel

Help and support

We typically respond within one business day. You can also check the [frequently asked questions](#).

What do you need help with?

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

- 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”.

☐ User management

☐ Managing a report

☐ Provide feedback

☒ Report a bug

What specifically do you need help with?

☒ I want to report an error on using T-Connect

Next

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

Telstra Connect Billing Requests Tracking Shop Create ▾ Help ⓘ Hotel

Report an error

Noticed something not working on Telstra Connect? Tell us about it here.

Which application has an error?
Select an application

Tell us a little more about the error
Share steps to reproduce the error

☒ Can we contact you to follow up or ask more?

Submit

4

Select the relevant option from the list, add additional context, and click “Submit”.



Telstra Connect Billing Requests Tracking Shop Create ▾ Help ⓘ Hotel ▾

Report an error
Provide feedback

Report an error
Noticed something not working on Telstra Connect? Tell us about it here.

Which application has an error?
Select an application

- General
- Sign in
- Billing
- Customer support
- Your incidents
- Telstra Connect shop
- Planned Maintenance
- Requests
- Your Services
- Tracking
- User management

Tell us a little more about the error
Testing 7/300

☒ Can we contact you to follow up or ask more? ⓘ

Submit

5

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

Report an error
Provide feedback

Error report sent
Ticket ID SNI3547628

✓

Thank you for your time and helping us improve
Telstra Connect

Return to dashboard

[View error](#)

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



Tracking > SNI3547628

SNI3547628

Summary

Brief summary

Testing

Your reference

"

Status

Open

Incident raised

Today 05:14pm

Estimated resolution time

Today 05:14pm

Activity

Add a comment

0

Attach file Send

Today

Incident raised 26 Oct 24, 08:14pm

Tracking

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

Incidents

Requests

Orders

Support enquiries

Planned maintenance

TW Hub

Raise incident

SNI3547628

Filter

Incident number, your reference, summary

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

Select columns

Export table

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution	Raised by
P4	SNI3547628	"	Testing	Cancelled	To be confirmed	Telstra	25 Oct 2024 5pm	sdwan ro



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

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



telstra.com/international/TelstraConnect