

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



D 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

• 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.

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 <u>search for it by location</u> or <u>enter a service ID manually</u>	
	 ① Issue(s) found Please investigate the existing issues related to this service before raising an incident. Continue to raise an incident → 	
D	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 <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 → 	

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

Mate the affected product or sample 191 Matter define optication is an element in the base of t	Raise incident	Attachments (optional) 0 / 5 files
Product name: Global P Wrule Hives Network Fyou don't know your renyice 10 you can generic for it by location or enter a service will be included when you respects it bin incident. Use diagnostic best results for this service will be included when you respects it bin incident. Degregory	What is the affected product or service ID? MASTER GIP 0000001 ~	Attachments (optional) or
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Disposition test results. Show results Catigory A field nummary of the incident Eg: "barles in circle an incident is to give you a call. In that case, who is the best person to call? A site / technical contact Me is the best time to call? Image: The incident is incident as possible that will help the investigation, including but not times are resultable Monday to Friday Pare Pare AESI/AEDI, accluding public holidays. Include as much information as possible that will help the investigation, including but not times are resultable Monday to Friday Pare Pare AESI/AEDI, accluding public holidays. Include as much information as possible that will help the investigation, including but not times are resultable Monday to Friday Pare Pare AESI/AEDI, accluding public holidays. Include as much information as possible that will help the investigation, including but not times are resultable Monday to Friday Pare Pare AESI/AEDI, accluding public holidays. Vare reference that will help you and your team recognises the incident later. What offect is this incident having? Include to work Include to work <	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/s with Telstra agents and others in my organisation with Telstra Connect access.
Citegory Abrief summary of the incident 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 brief summary of the incident A site / technical contact Me Ege * Device is online but link is down since Bun* A site / technical contact Me Details of the incident Me is the best time to call? Met of our resolution tasms are available Monday to Priday Pam - Pam AESTAEDT, sectualing put not summaries impacted. Submit incident > Nuclude as much information as possible that will help the investigation, including but not interes are available Monday to Priday Pam - Pam AESTAEDT, sectualing put not summaries impacted. Submit incident > Your reference (optional) Enter a reference that will help you and your team recegnise this incident later. Submit incident > What locations is it impacting? Discuption to work Discuption to work Single location Single location Single locations Single location Single locations Nuttiple locations Nuttiple locations Single location Single location	Diagnostic test results. Show results	Raise Incident on behalf of (optional)
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 Single location Multiple locations Not sure 	What locations is it impacting?	
 Multiple locations Not sure 	○ Single location	
O Not sure	O Multiple locations	
	O Not sure	

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

On the main dashboard, f 'Your incidents' tile, selec 'Track incidents'.	from	b On the main dashboard 'Tracking' tile, select 'I	d, from ncidents'.
Your incidents	>	Tracking	÷
Track incidents No incidents to view	>	Incidents View closed incidents	>
Items requiring action from you	>	Requests View all requests	>
		Orders 7 active orders	>
		Planned maintenance 12 active planned maintenance	>
Raise	e incident		

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 ×								<u>Clear a</u>
Track all open i	ncidents and incider	ts that have been clo	sed in the last 45 da	ays.		Ø	Select columns 🗸	└] Export table ∽
Priority +	Number +	Your reference +	Brief summary 👻	Status +	Location +	Assigned to 👻	Estimated resolution	CSV
P1	SNI2813425		Test Short Description	Open	To be confirmed	Telstra	11 May 2023 8pm	Darpan Test

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

						Incident number, your reference, summary			
Open ×								<u>Clear</u> a	
Track all open i	ncidents and incider	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 resolution	CSV	
P1	SNI2813425		Test Short Description	Open	To be confirmed	Telstra	11 May 2023 8pm	Darpan Test	
P1	SNI2818083		Test Short	Open	To be confirmed	Telstra	19 Jul 2023 3pm	Darpan Test	

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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.

Tracking > SNI1586375

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

SNI1586375 Summary Activity Brief summary Add a comment [IGNORE] Test Ticket New comments are disabled ☆ Your reference Not specified 31 Aug 22 P4 Status Status changed to Cancelled Cancelled 📃 Telstra iii Incident raised Last Wednesday 07:56am This is a test ticket, please ignore. () Estimated resolution time 📃 Telstra To be determined Test Message () Actual resolution time Last Wednesday 07:57am Priority changed to P4 Affected service Other | To be determined Status changed to Open O Location 🛛 🔒 Incident raised & 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)

Attachments

Vour attachments

31 Aug 22, 07:57am

31 Aug 22, 07:56am

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
Track incident
Update
File attached by User1: MicrosoftTeamsimage 1.png
Details
∰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 insident basise?: Able to work
ffWhat 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
yyraaciinionus conseilt given, tide
Estimated resolution time
2022-09-09 00.04.30 EIC/010

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	0		🛿 Attach file 🛛 🏷 Send
P3	Status Open		Today	
	Incident raised Today 02:01pm	Details of the incident Test		09 Sep 22, 02:01pm

How to escalate my Incidents

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.

When an incident is newly created, the 'escalation button' is hidden.

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

Tracking > SNI2906894		Tracking > SNI2906894	
SNI2906894		SNI2906894	<u>Request an urgent update</u>
Summary	Activity	Summary Ac	tivity
Brief summary Issue with International Roamingggg	Add a comment	Brief summary Add Issue with International Roamingggg	a comment
☆ Your reference testing	0 🗋 Attach file >> Send	☆ Your reference 0 testing ⊘ Edit	🛛 Attach file 🕞 Send
P1 Status Open	21 Nov 24	PI Status	Z1 Nov 24

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

Tracking > SNI2906894			
SNI2906894			<u>Request an urgent update</u>
Summary		Activity	
Brief summary Issue with International Roamingggg		Add a comment	
☆ Your reference testing	🖉 Edit	0	🛿 Attach file 🕞 Send

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 po	×	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?		Why are you requesting an urgent update?
Breached restore service level agreement	(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 Test Comment		Additional comments This is a required field
Cancel	Submit →	<u>Cancel</u> Submit →

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.



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 un	gent.update
Summary		Activity			
Brief summary Issue with International Roamingggg		Add a comment			
☆ Your reference teeping	DEat	0		Attach file	⊳ Send
Status Open			Today		
Incident raised 09 Jul 2024 - 07:48 pm		P Telstra Your urgent update request is now	with a Level 6 customer officer. We'll ge	25 t back to you as soon as	Nov 24, 10:56am a possible.
Estimated resolution time 09 Jul 2024 - 11:46 pm		Urgent update request Reason: Lack of response, Breache Evidence/validation: Test Commen	d restore service level agreement (SLA) I		
Affected service ETHERNET HKG SNG IPL 90081081			21 Nov 24		
Location SingappreSite		🕮 Telstra		21	Nov 24, 07:00pm
A Parent incident		Your urgent update request is now the 'Request an urgent update' line	with a Level 4 customer officer. We'll ge will be re-enabled in 12 hours	t back to you as soon a	s possible. Also,
TA5K0464349		Urgent update request Reason: Lack of response Evidence/validation: test			
Ab Marsed by Tshoptest Tshoptest		Service rangements and			

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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.



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