



How to make a 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

February 2025



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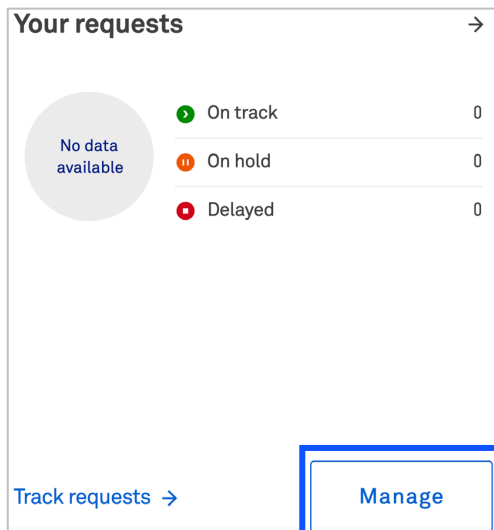
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How to make a Request

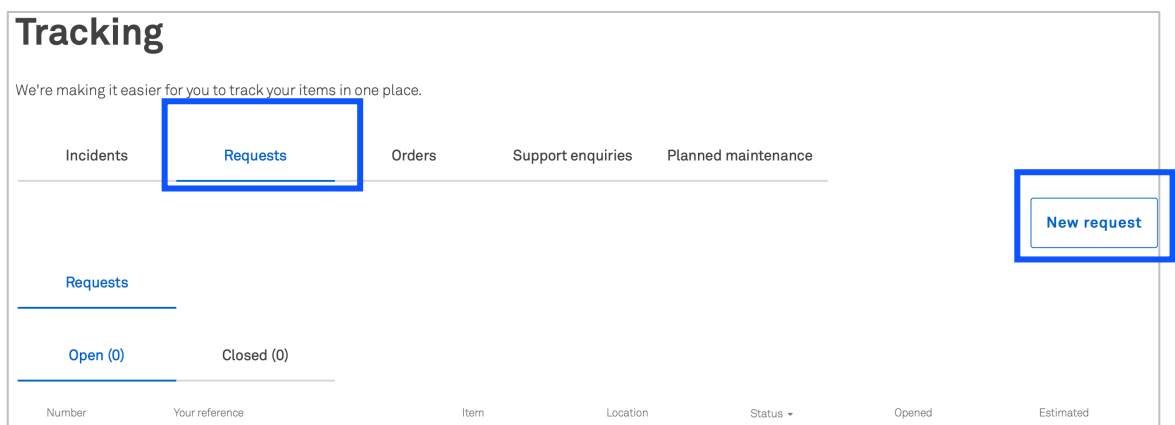
1. There are three ways to create a new Request.

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

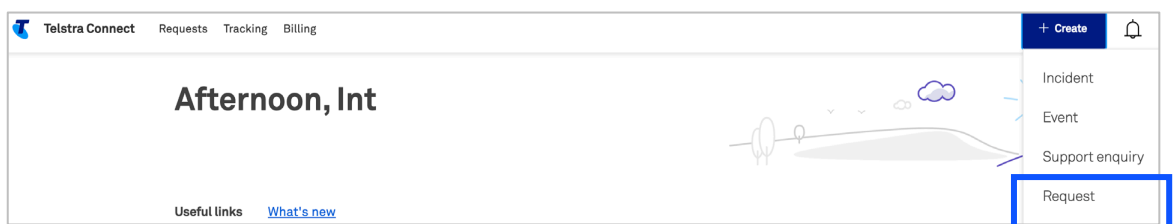
- A. Through **'Manage'** from your dashboard



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



- C. On the top panel, select **'Create'** and select **'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-

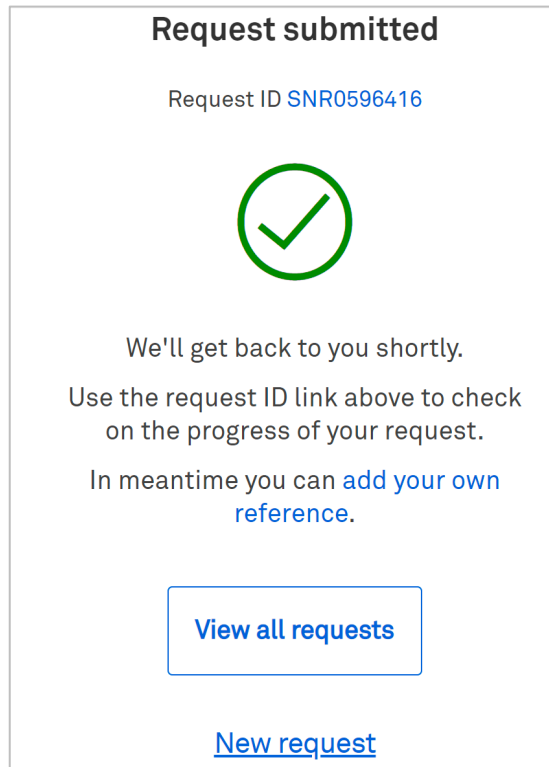
[Upload from your device](#)

File types supported include .jpg, .jpeg, .png, .gif, .csv, .xls, .xlsx, .doc, .docx, .pdf, .txt, .bmp, .ods, .xslm and maximum of 5 files with total size limit of 3.4MB

Submit

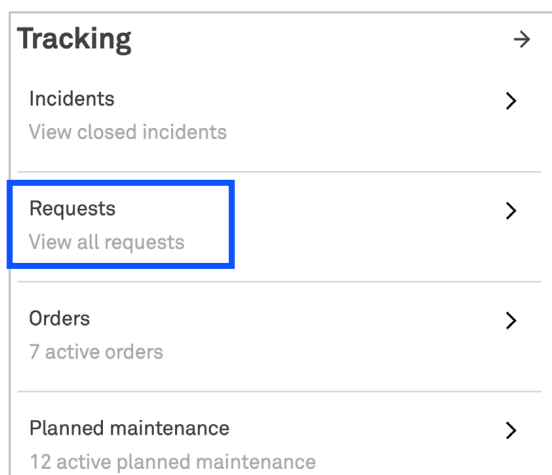
Note: The screenshot is for illustration only. The from may vary depending on your subscriptions.

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

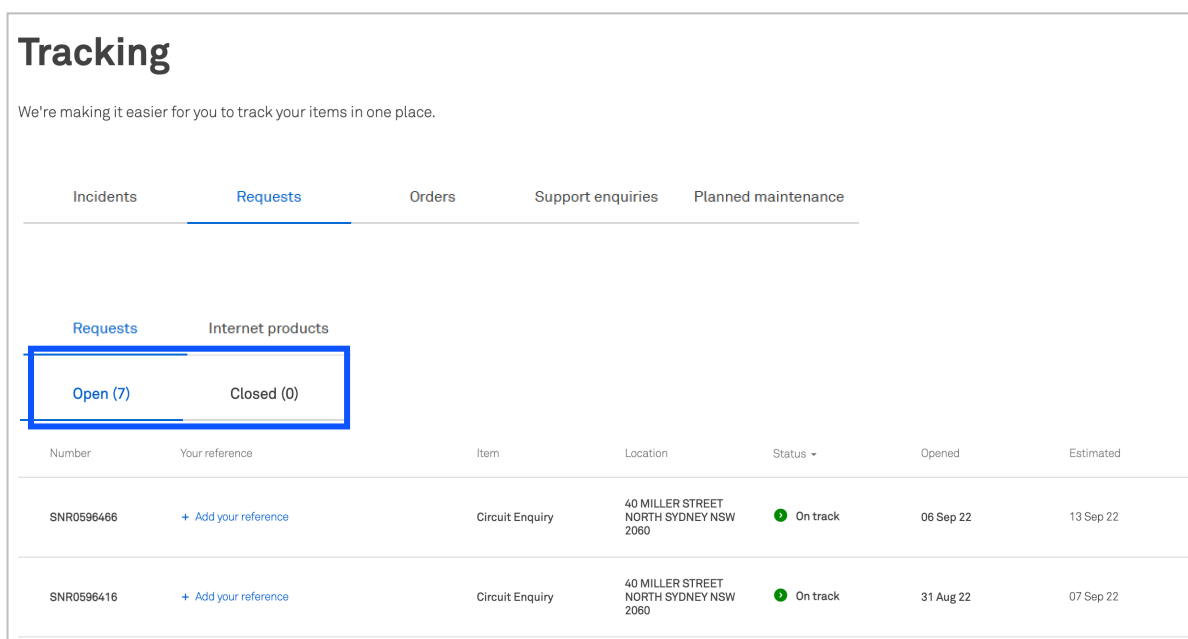


How to track my Requests

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



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



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

Requests

Open (7) Closed (0)

[New request](#)

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

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Incidents **Requests** Orders Support enquiries Planned maintenance

Requests

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

[New request](#)

Number	Your reference	Item	Location	Status	Opened	Estimated
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If you have any questions or feedback, please contact your Telstra International representative.

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