



All services

August 2025



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Introduction

The 'All services' page is your go-to destination for a complete view of your active services designed to make navigation simple. Accessible via the 'Your products and services' tile, this page brings together key service details, tools, and actions in one place.

We have introduced the 'quick access' section in the page header and updated the table design in order to improve the accessibility of the page, providing better user experience.

How to access All services page

Telstra Connect Login

All customers who currently have 'View all services' permission and have subscribed to any active services can access the All services page.

This section describes how to login into Telstra Connect and access All services page.

Step 1: Login to Telstra Connect

Login to Telstra Connect via <https://connectapp.telstra.com> and enter your username, which is the email address you created your Telstra Connect account with.

Sign in to Telstra Connect

Username

This may be the email address you receive Telstra Connect communications from, the email address you provided when you created your Telstra Connect account, or your company email address.

☐ Remember username

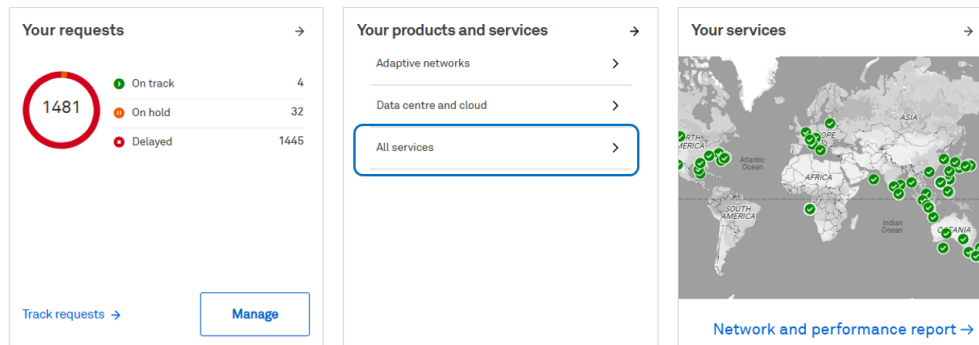
If you tick this box we'll remember your username. Leave it unticked if you're using a public or shared device.

Next

[Get Telstra Connect access](#)

Step 2: Navigate to All services page

A. Click on 'All services' under 'Your products and services' tile.



All services page: Major functionalities

In the All services page, you can:

- View quick access options in page header
- View service summary of all your active services
- Raise and track service requests/ incidents (for permitted users)
- Raise and track incidents (for permitted users)

Telstra Connect


BillingRequestsTrackingCreate


Help


newQATest

Home / Your products and services /

All services

Network and performance reports

Adaptive Networks

Data centre and cloud

ServicesMake an updateIncidentsHelp and Support

Services

Filter By

CompanyLocationService type


Minimum 3 characters to search

Search table

Select columnsExport table

Showing 1-25 of 9549 items.

Items per page25

Company	Service ID	Your service reference	Service type	A End site address	Z End site address
Test Account	-	+ Add your reference	-	-	-
Test Account	HKG ACN 90121916	+ Add your reference	ACN	, , Telecom House, 3, G...	, , Telecom Hous
Test Account	HKG ACN 90121917	+ Add your reference	ACN	, , Telecom House, 3, G...	, , Telecom Hous
Test Account	HKG ACN 90121918	nnn 11121test46	 ACN	, , Telecom House, 3, G...	, , Telecom Hous

Registered Telstra®

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Test Account	HYO ACN 90122171	+ Add your reference	ACN	, , Disney Land, 2, Any ...	, , Disney Land, 2
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Test Account	HYO ACN 90122172	+ Add your reference	ACN	, , Disney Land, 2, Any ...	, , Disney Land, 2
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Make an update

Raise a request
Submit queries, request changes or access.

Track requests
View all requests.

Incidents

Raise an incident
Report incidents and outages.

Track incidents
View all incidents.

Help and support

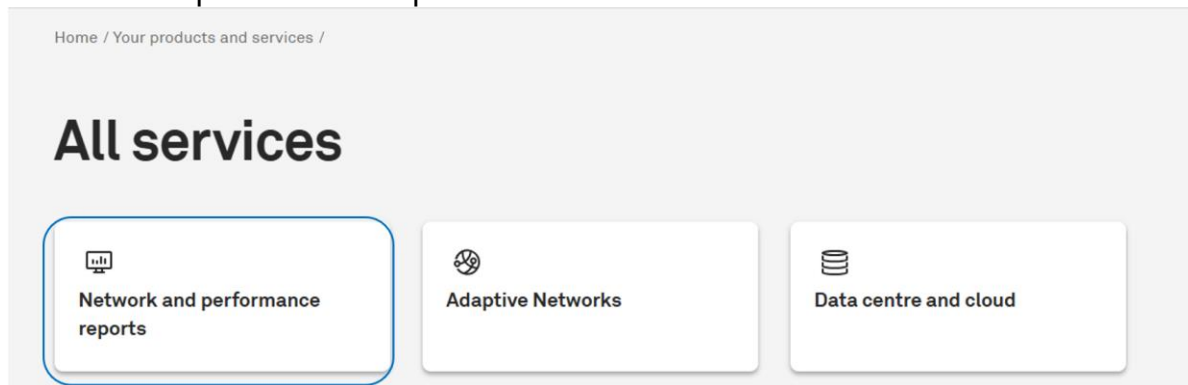
Frequently asked questions	→
Raise support enquiries	→
Track support enquiries	→

Top ↑

All services page: Quick access

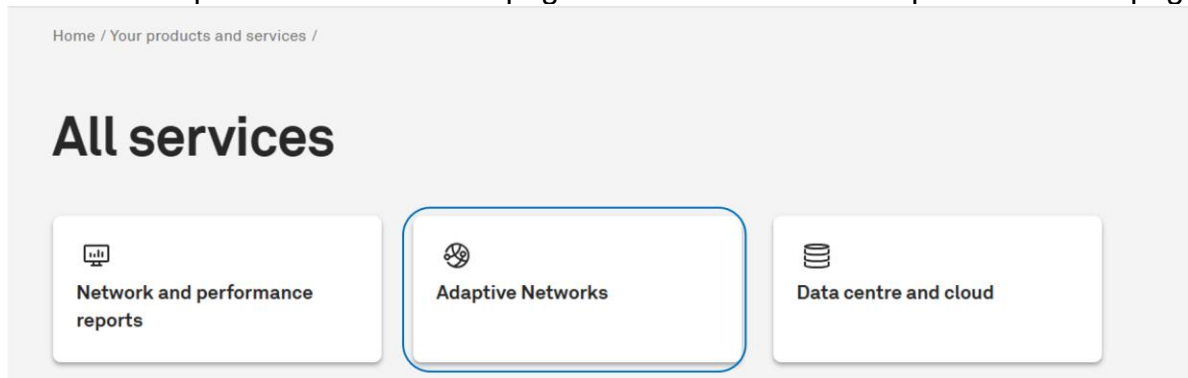
Network and performance reports

Click on 'Network and performance report' in the page header to open the service tool: Network and performance report in a new tab



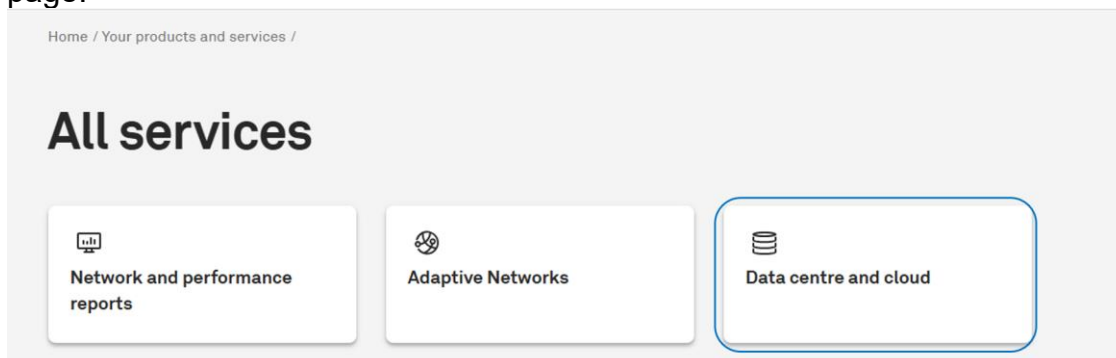
Adaptive Networks

Click on 'Adaptive Networks' in the page header to visit the 'Adaptive networks' page.



Data centre and cloud

Click on 'Data centre and cloud' in the page header to visit the 'Data centre and cloud' page.



All services page: Service table

From the services table, you can:

1. View summary of all active services

Filter By

Company Location Service type

Minimum 3 characters to search

Search table

Select columns Export table

Showing 1-25 of 9549 items. Items per page 25

Company	Service ID	Your service reference	Service type	A End site address	Z End site address
Test Account	-	+ Add your reference	-	-	-
Test Account	HKG ACN 90121916	+ Add your reference	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121917	+ Add your reference	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121918	nnn 11121test46	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121919	test 01	ACN	., Telecom House, 3, G...	., Telecom House

2. Select columns to display in the table

Filter By

Company Location Service type

Minimum 3 characters to search

Search table

Select columns Export table

Showing 1-25 of 9549 items. Items per page 25

Company	Service ID	Your service reference	Service type	A End site address	Z End site address
Test Account	-	+ Add your reference	-	-	-
Test Account	HKG ACN 90121916	+ Add your reference	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121917	+ Add your reference	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121918	nnn 11121test46	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121919	test 01	ACN	., Telecom House, 3, G...	., Telecom House

Showing 11 items, 7 selected.

- ☒ Service type
- ☒ A end site
- ☒ Z end site
- ☒ Bandwidth
- ☐ Billing account
- ☐ Parent service ID
- ☐ Contract terms (months)
- ☐ Contract expiry

Cancel Apply

3. Export table to CSV file

Filter By

Company Location Service type

Minimum 3 characters to search

Search table

Select columns Export table

Showing 1-25 of 9549 items. Items per page CSV

Company	Service ID	Your service reference	Service type	A End site address	Z End site address
Test Account	-	+ Add your reference	-	-	-
Test Account	HKG ACN 90121916	+ Add your reference	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121917	+ Add your reference	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121918	nnn 11121test46	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121919	test 01	ACN	., Telecom House, 3, G...	., Telecom House
Test Account	HKG ACN 90121920	testt	ACN	., Telecom House, 3, G...	., Telecom House

4. Click on service ID to visit corresponding service detail page

Company	Service ID	Your service reference	Service type	A End site address	Z End site address
Test Account	-	+ Add your reference	-	-	-
Test Account	HKG ACN 90121916	+ Add your reference	ACN	, , Telecom House, 3, G...	, , Telecom House
Test Account	HKG ACN 90121917	+ Add your reference	ACN	, , Telecom House, 3, G...	, , Telecom House
Test Account	HKG ACN 90121918	nnn 11121test46 ✎	ACN	, , Telecom House, 3, G...	, , Telecom House

5. Add/edit 'Your service reference'

Company	Service ID	Your service reference	Service type	A End site address	Z End site address
Test Account	-	+ Add your reference	-	-	-
Test Account	HKG ACN 90121916	+ Add your reference	ACN	, , Telecom House, 3, G...	, , Telecom House
Test Account	HKG ACN 90121917	+ Add your reference	ACN	, , Telecom House, 3, G...	, , Telecom House

Filter By

Company Location Service type

Minimum 3 characters to search

Search table

Showing 1-25 of 9549 items

Items per page 25

Export table

Add a reference for

Your service reference (optional)

Help identify your service with a nickname. Use letters, numbers and spaces only.

Cancel Save

Search & Filter

By applying search & filters, you can

- Filter by company, location and service type.
- Search with keywords of service summary (e.g. Your service reference, etc.).

Filter By

Company ▾

Location ▾

Service type ▾

Minimum 3 characters to search

Search table

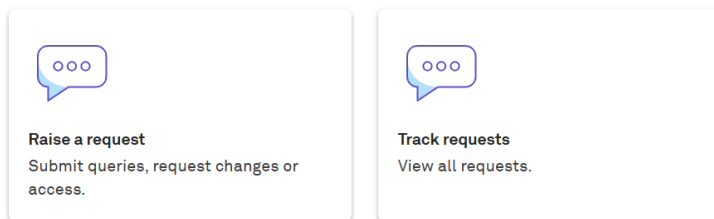
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All services page: Make an update

Based on user access level, user can:

1. Raise a request
2. Track requests

Make an update

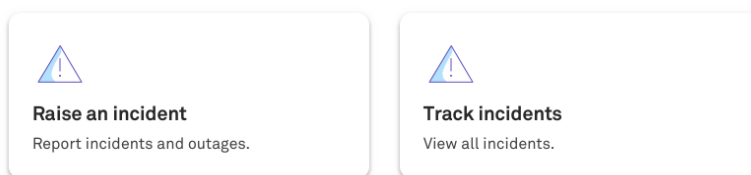


All services page: Incidents

Based on user access level, user can:

1. Raise an incident
2. Track incidents

Incidents



All services page: Help and support

Based on user access level, users can have quick access to:

1. Frequently asked questions
2. Raise support enquiries
3. Track support enquiries

Help and support

Frequently asked questions	→
Raise support enquiries	→
Track support enquiries	→

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

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

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