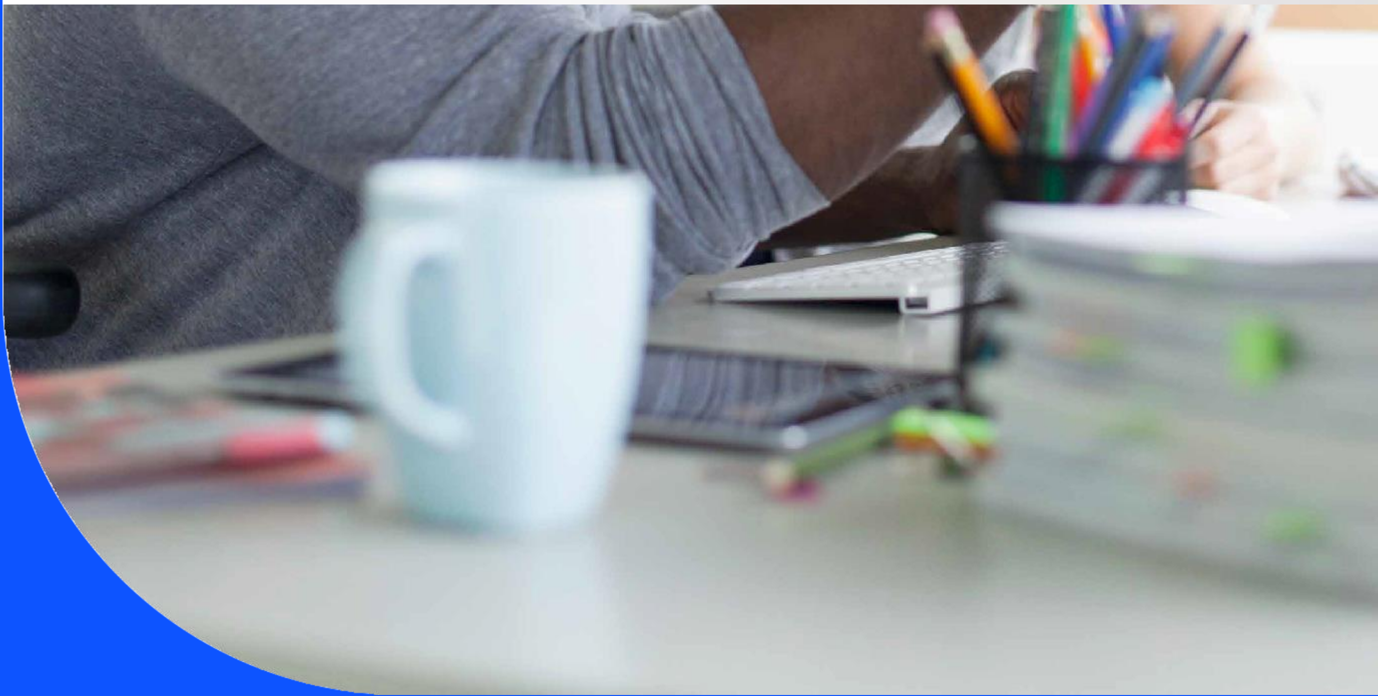
Telstra Connect International - End to End User Guide

Content



Introduction

Introduction

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

Platform designed for you, by you

Fast and efficient management of your most important IT infrastructure – your network.

Self-service

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

Save time

Flexibly manage services on-the-go with the mobile or desktop application.

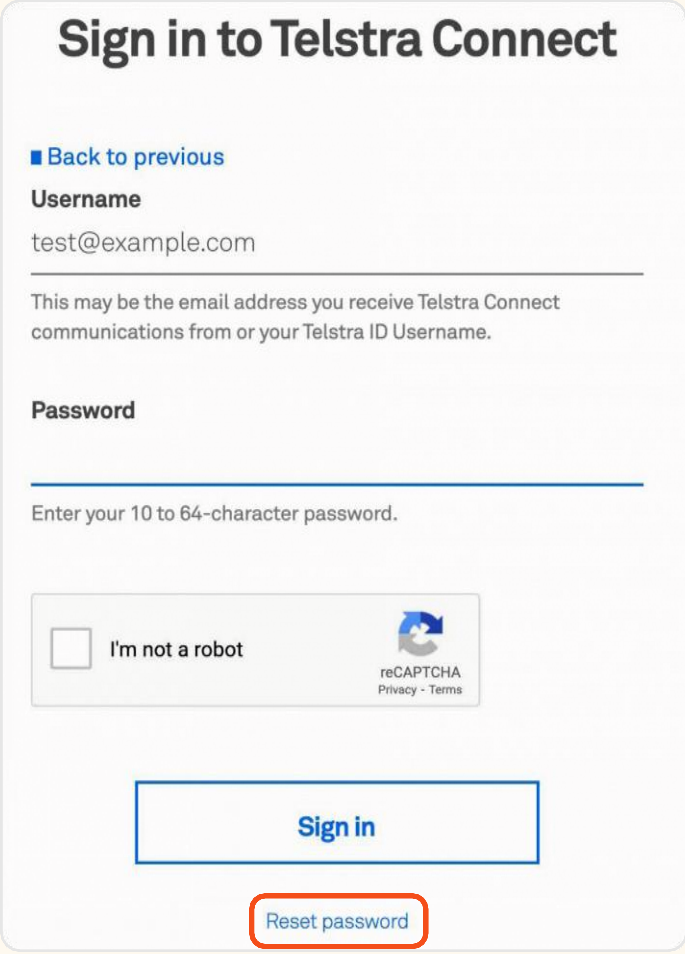
Over time, we will continue to improve and expand upon our rich feature offering, which currently includes:

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.

Access the portal

Access the portal

You can access Telstra Connect via this address: https://connectapp.telstra.com/



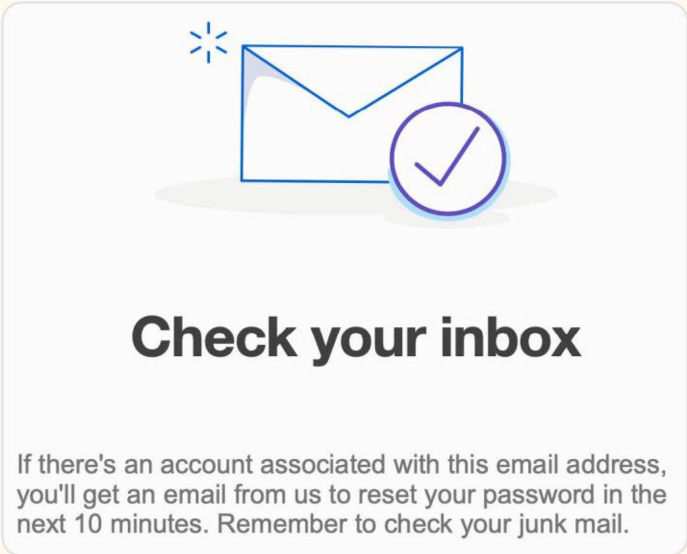
Password reset

If you want to change your password or reset it, you can do so by clicking the 'Reset password' button on the page.

The link to set a new password will be sent to your registered email.

Password reset rules to be followed:

- Password should be 10-64 characters long
- Include at least one uppercase letter
- Include at least one number



User management

User management

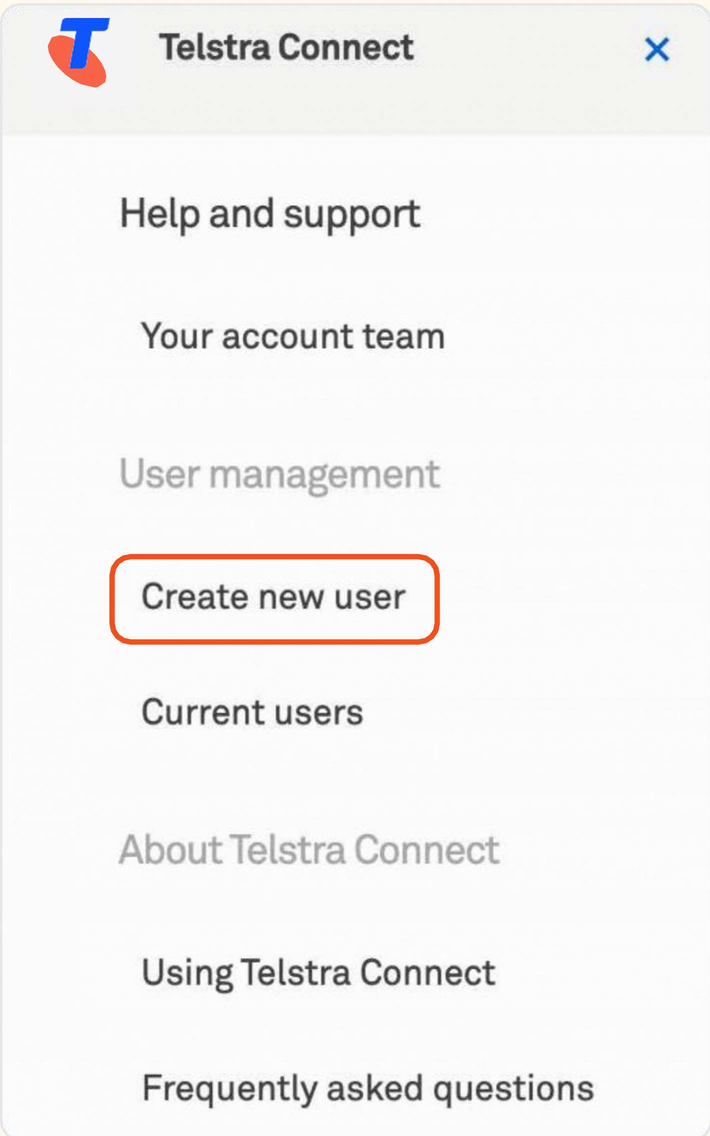
Note: This is only available for admin users.

With the User management feature, you can easily manage user access and user permissions anytime, from anywhere. The following activities are possible through the User management feature:

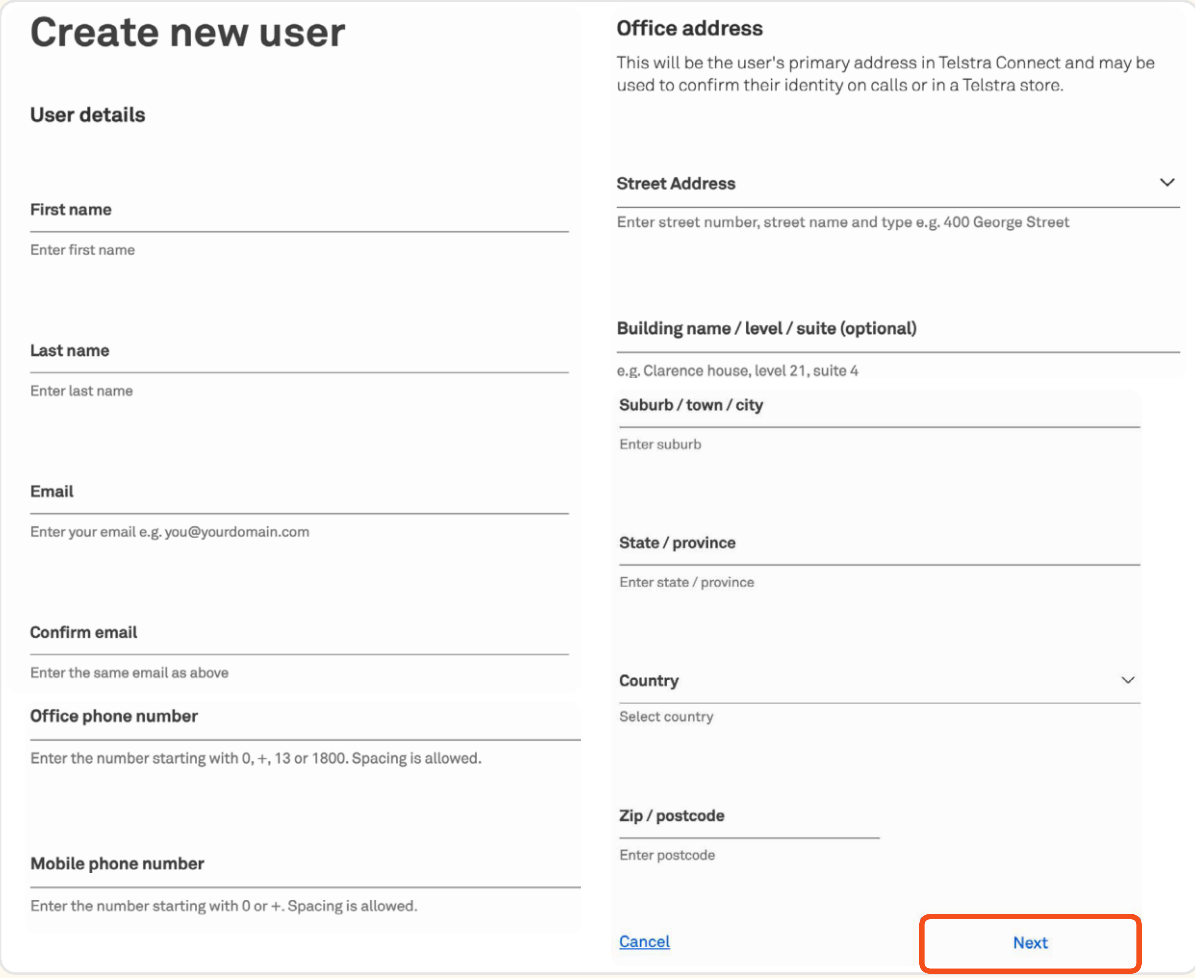
- Onboard new users
- Manage existing user details and permissions
- Deactivate users

Create new users

1. **From the side menu, select 'Create new user' to add a new user.**



2 **Complete the form with details of the new user and select 'Next'. All fields are mandatory on this page.**

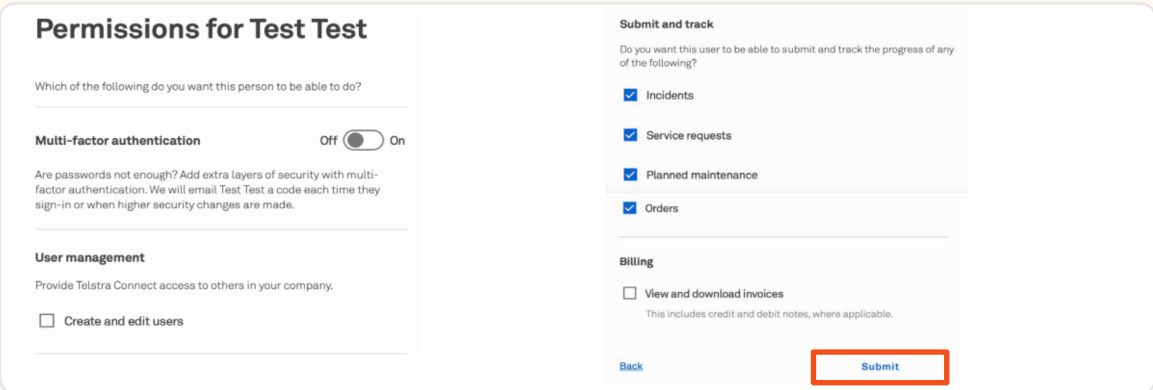


3

Note: All fields are mandatory on this page

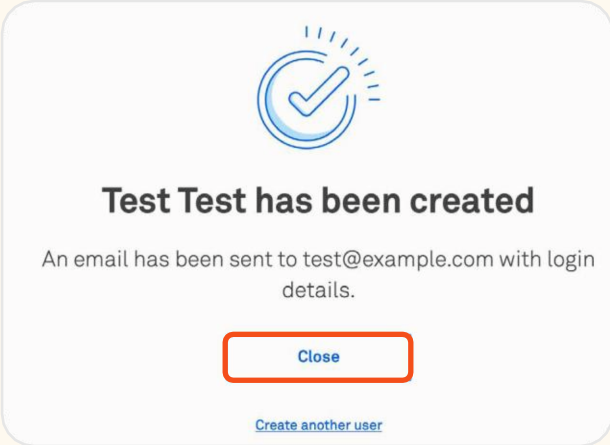
You can choose the type of role and permission that is assigned to the user on Telstra Connect for the following features:

- Multi-factor authentication
- User management
- Submit and track
- Billing



Upon completing the form, click 'Submit'.

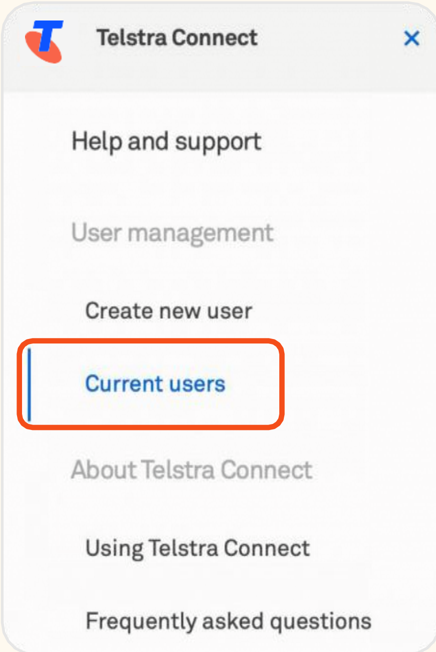
4. **The new user is set up and will receive an email with login details. You now have the option to close the window or create another user.**



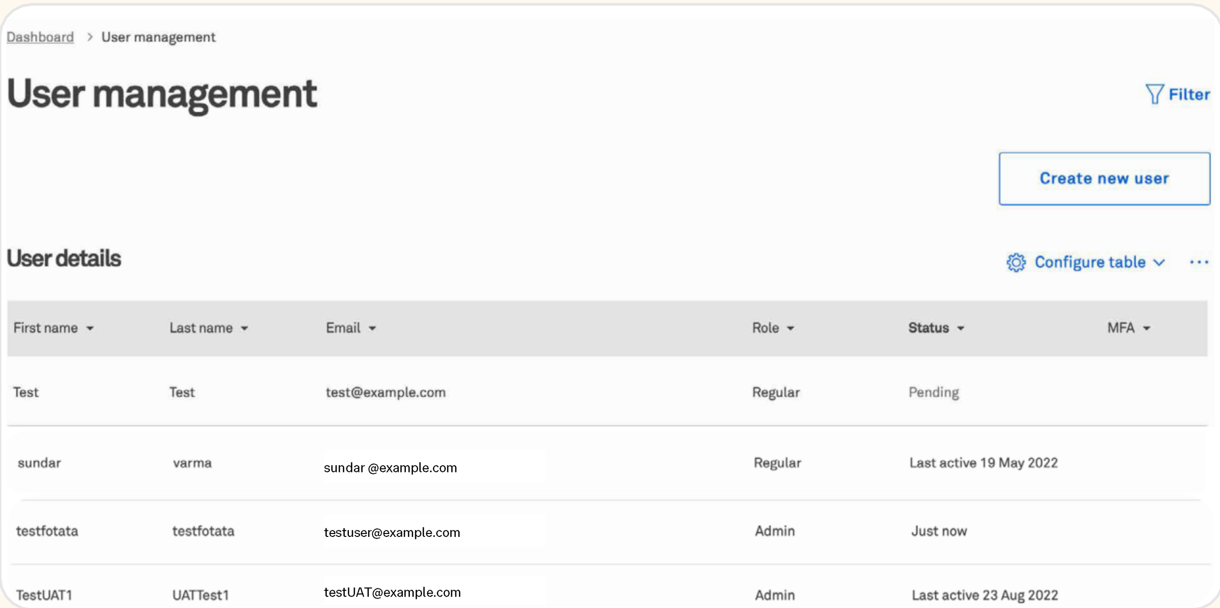
Manage existing user's details and permissions

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

Note: This is only available for admin users.

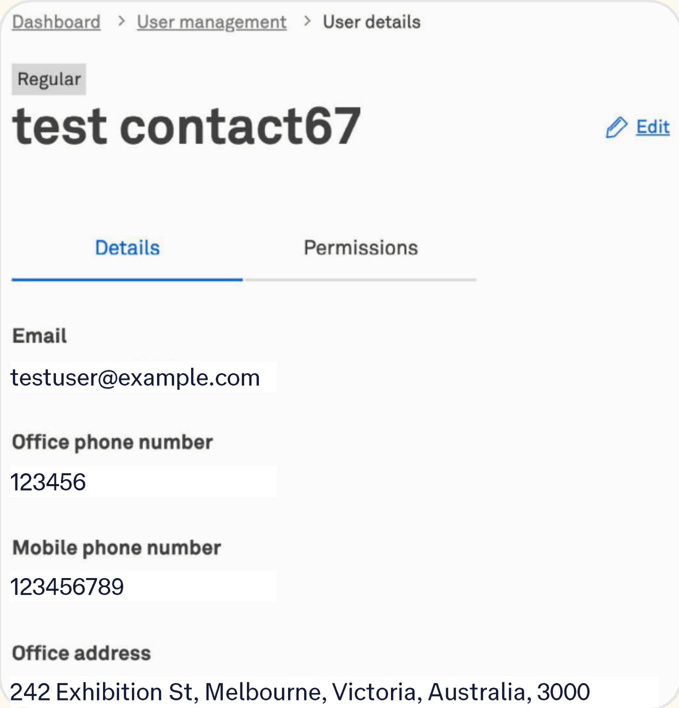


2. **Select the user you wish to manage.**



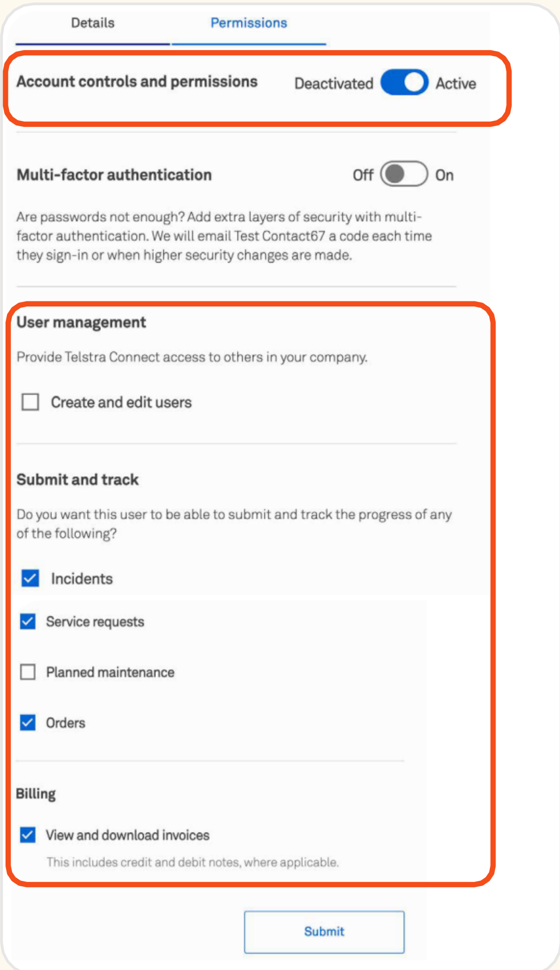
First name	Last name	Email	Role	Status	MFA
Test	Test	test@example.com	Regular	Pending	
sundar	varma	sundar @example.com	Regular	Last active 19 May 2022	
testfotata	testfotata	testuser@example.com	Admin	Just now	
TestUAT1	UATTest1	testUAT@example.com	Admin	Last active 23 Aug 2022	

3 You can then edit their details.



Deactivate users

1 You can change a user's permissions or deactivate a user, on this screen



Your services

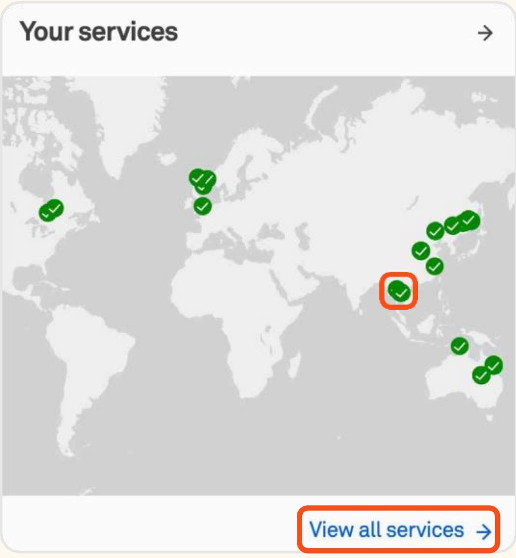
With Your services, you can view:

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

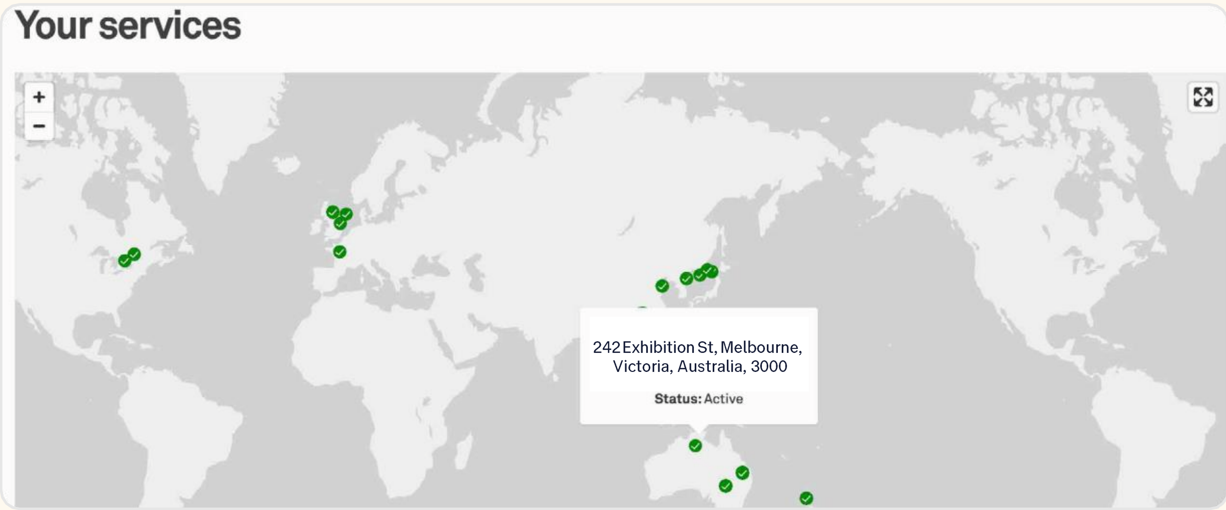
Your services

How to view service location in a map

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



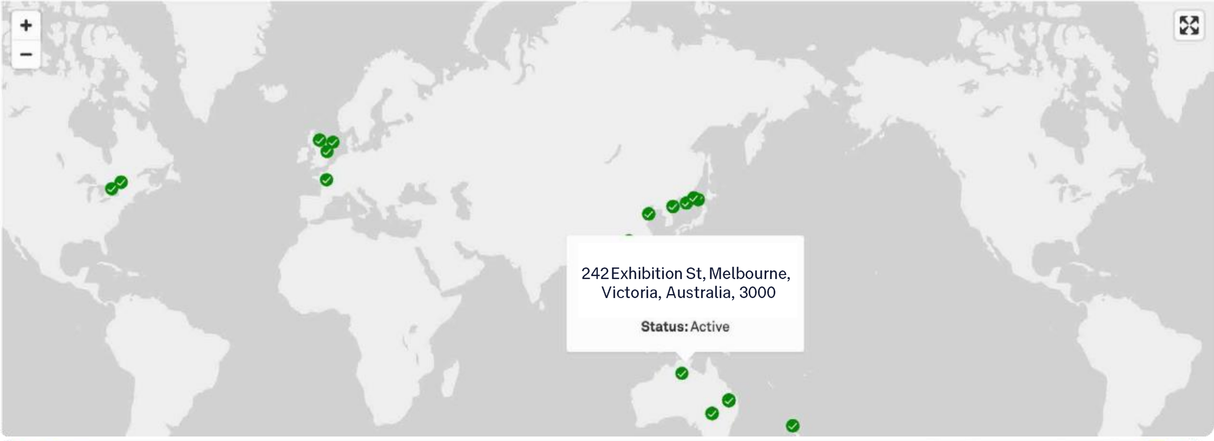
2. Hover the mouse on the green pointers in the map to view the service location.



3. Use the +/- sign to maximize or minimize the map view.

4 The full list of available services, can be seen just below the map.

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	-
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.

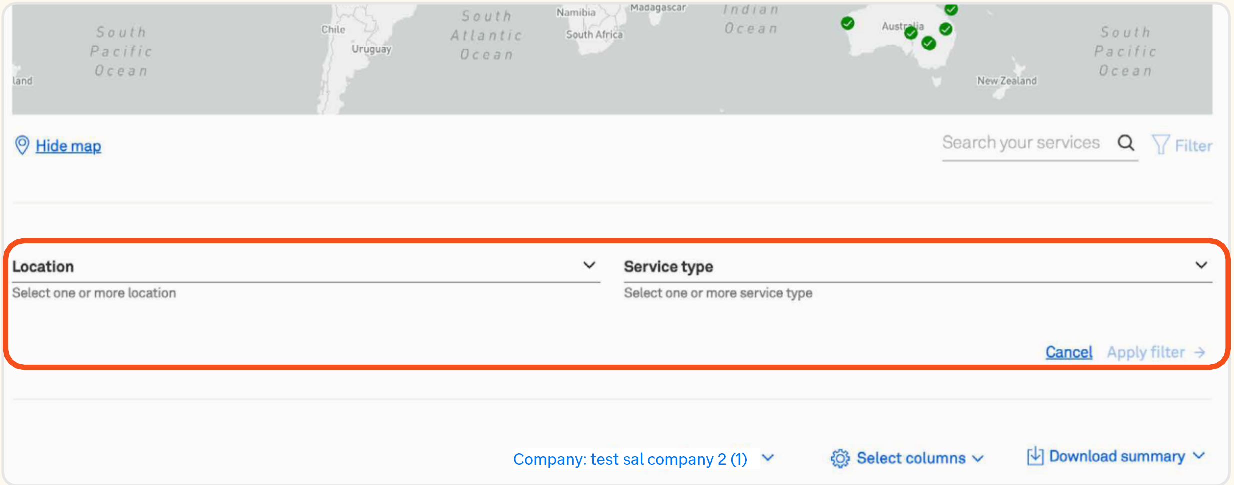
242 Exhibition St, Melbourne, Victoria, Australia, 3000

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

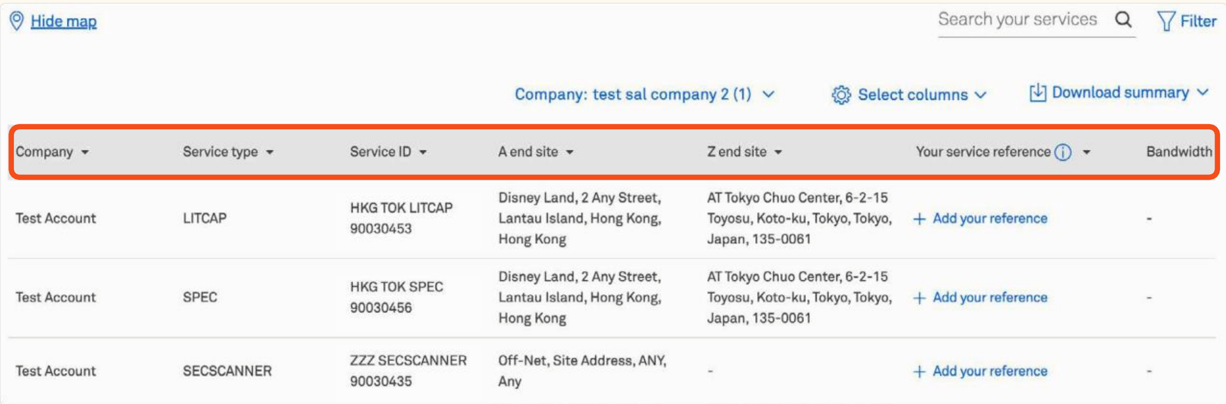
How to customize Your services view

There are multiple options to customize the Your services view:
1. Filter 2. Sort 3. Search 4. Account view

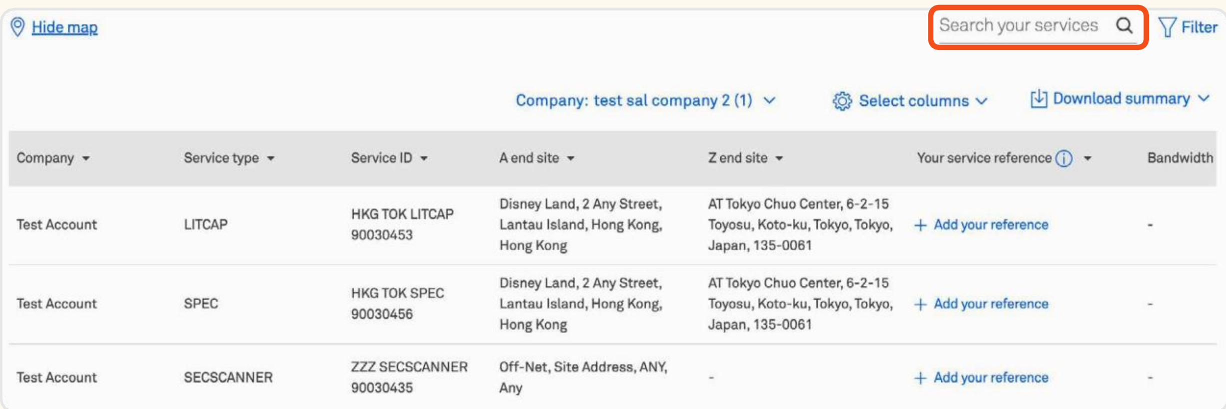
1 **In the Your services list page, you can use the filter options to filter by location or service type.**



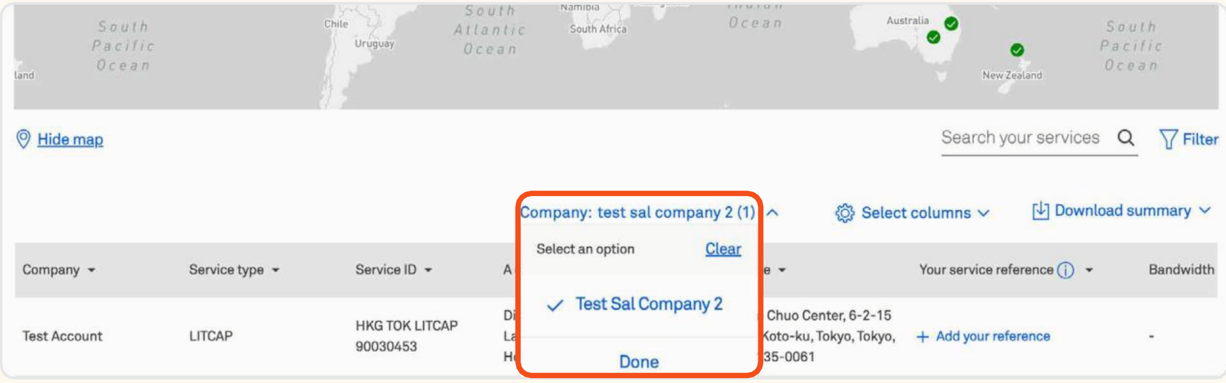
2 **In the Your services list page, you can customize the view by sorting any of the category headings.**



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

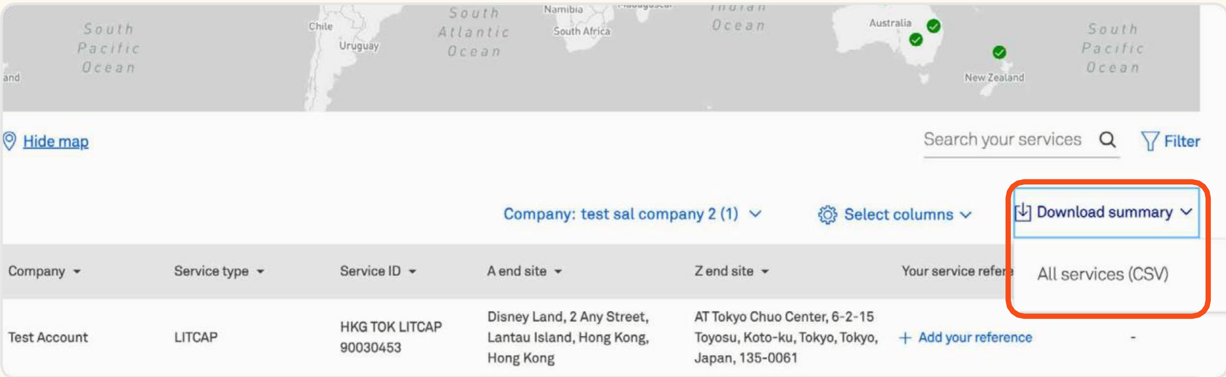


4 **If you have permission to access multiple accounts in Telstra Connect, you can use the ‘Company’ dropdown to select any or multiple accounts to view all the services.**



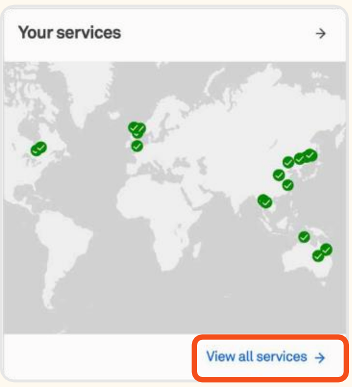
How to download Your services list

1 **After you log in to Telstra Connect follow steps to view all Services. On the Your Service summary page, select ‘Download summary’ and export the csv file.**

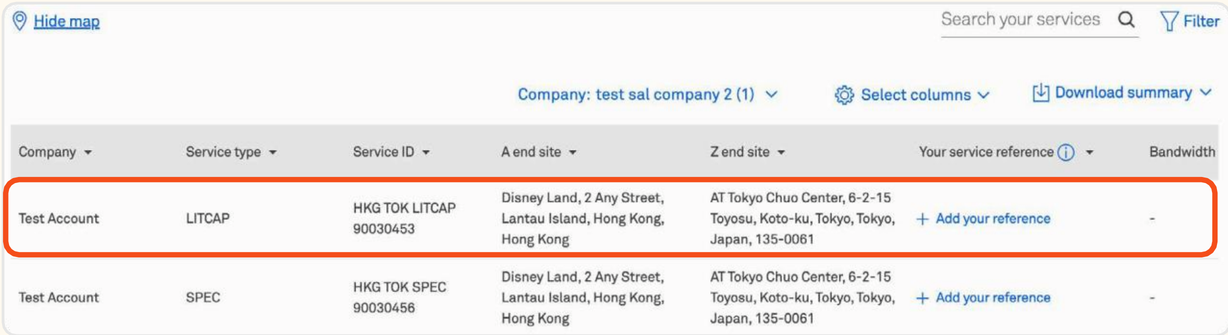


How to view service details

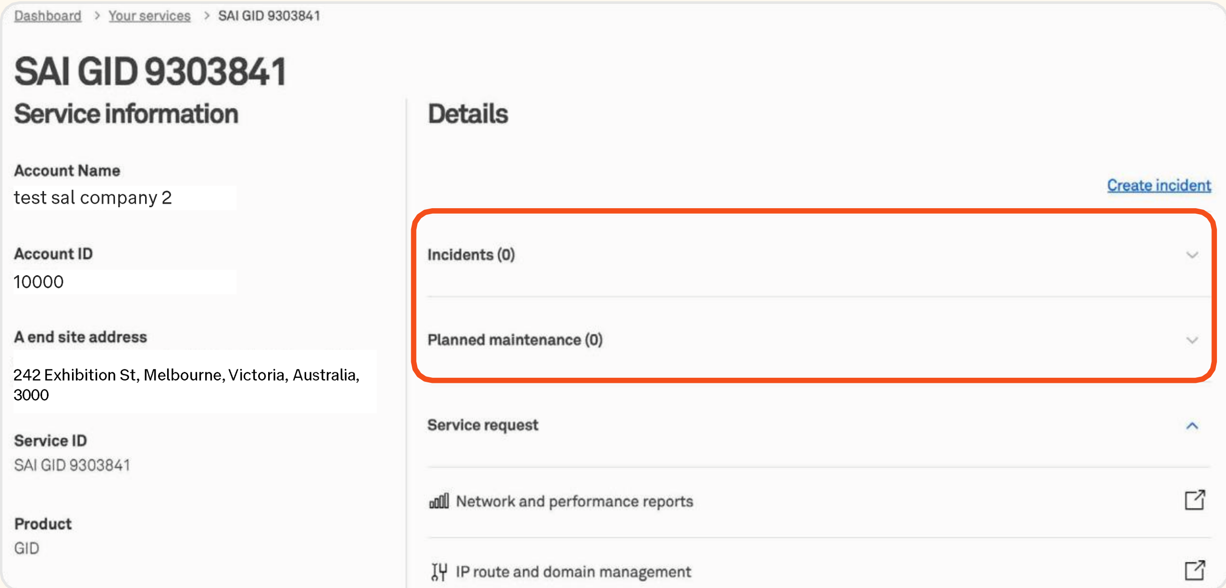
1 **On the main dashboard, from ‘Your services’ tile, select ‘View all services’.**



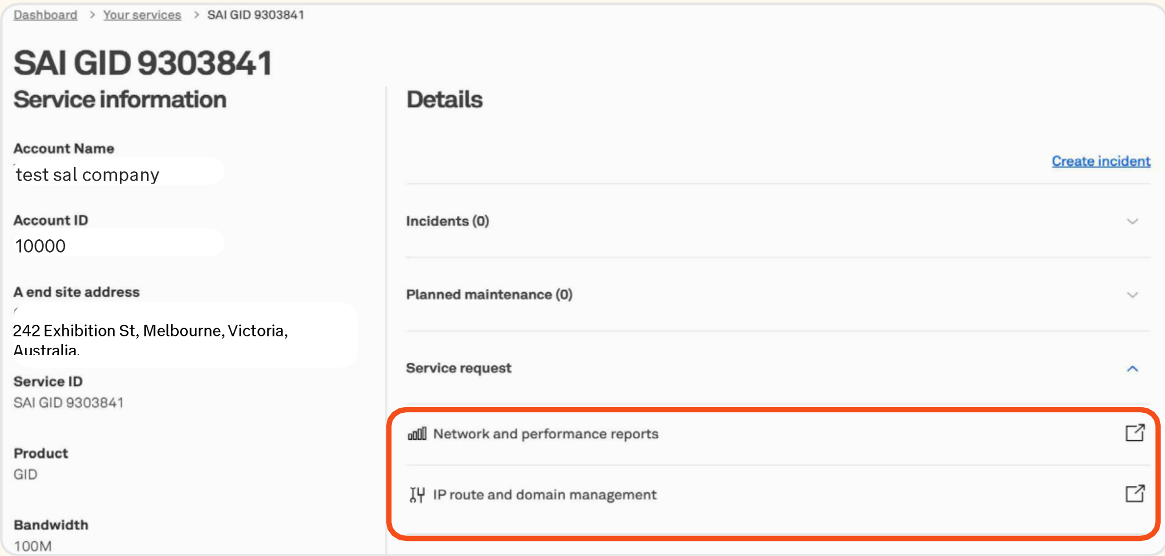
2 When you select a service, you will be redirected to a service detail page which will contain more information about your services.



3 You can view 'Incidents' and 'Planned maintenance' tickets' associated with the selected service.



4 Additional reports can be access from the service detail page. "Network and performance report" will be displayed for EPL, EVPL, GID, GMNS, ICBS, IPT, IPVPN, IPX or VPLS services while "IP route and domain management" will be displayed for GID or IPT service. User guides can be accessed through the links below.



a Network and performance reports

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

How to Guide for Network and Performance Reports

b IP Prefix and Route Management - Domain Name System

Your Domain Name System (DNS) application will allow you to manage your primary, secondary and reverse DNS for Internet services provided by Telstra.

Post clicking on the link you will be redirected to an external site through single sign on.

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

How to Guide for IP Prefix and Route Management - DNS

c IP Prefix and Route Management

The Route Management application provides the ability to update, view and add IP prefixes for your Telstra Internet services. This can be done as a single request or multiple requests.

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

More details on how to use the IP Prefix and Route Management application can be found in our user guide.

How to Guide for IP Prefix and Route Management

Your incidents

With incidents you can:

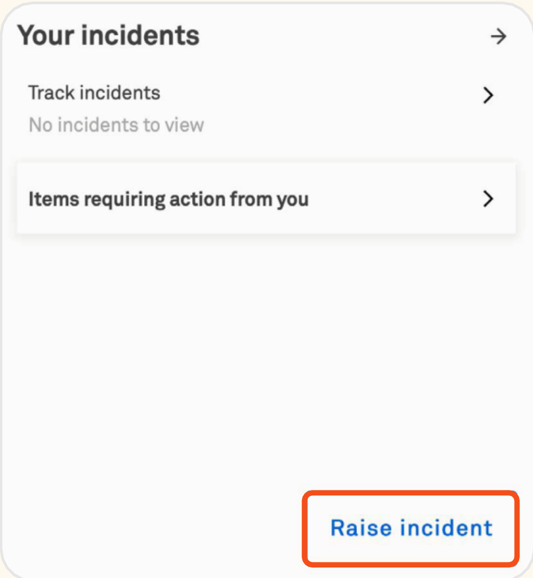
- Raise an Incident by answering 8 simple questions, saving you time on the phone
- View and track the progress of your Incident in near real time
- Interact on the Incident without having to call your account representative or service desk for updates

Your incidents

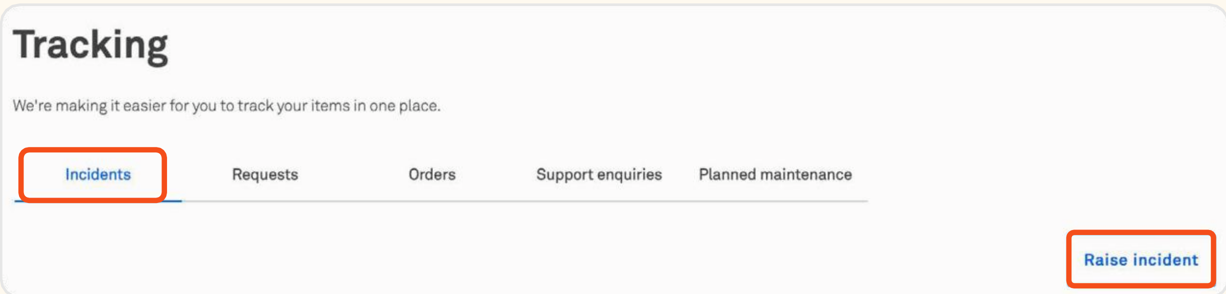
How to raise an Incident

1 **There are 3 ways to raise a new Incident**

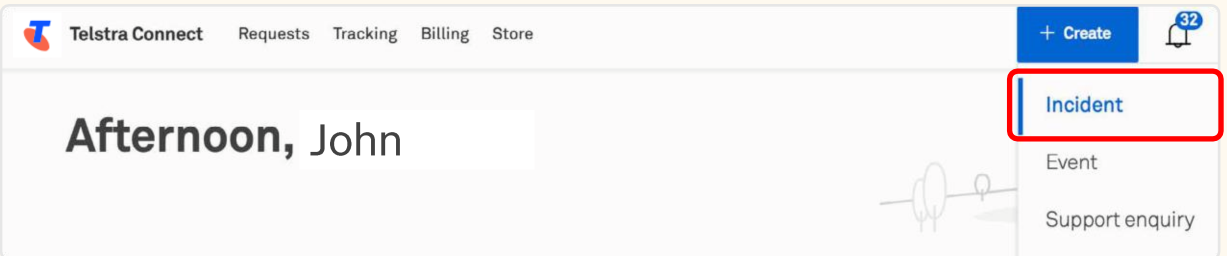
a **On the main dashboard, from ‘Your incidents’ tile, select ‘Raise incident’.**



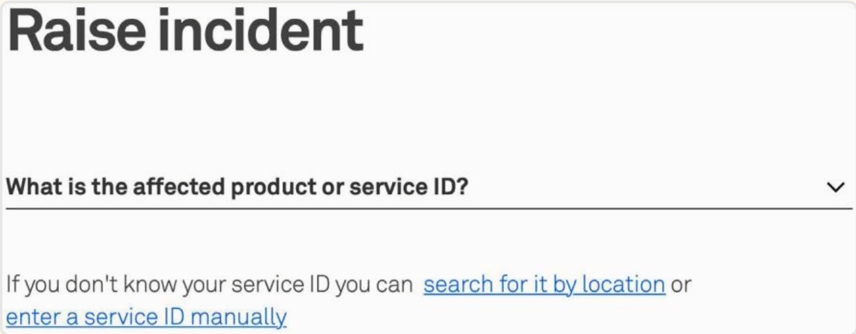
b **On the ‘Tracking’ page, from ‘Incidents’ tab, select ‘Raise incident’.**



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.

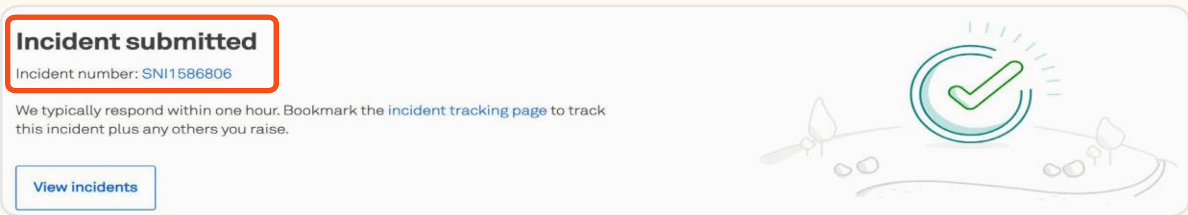


3 Once you have selected a service, the system will automatically run a proactive triage, and any open incidents or planned maintenance events will be displayed.

4 **If your incident was not previously reported, complete the incident form. Add any relevant attachments and select 'Submit incident'.**

0000001

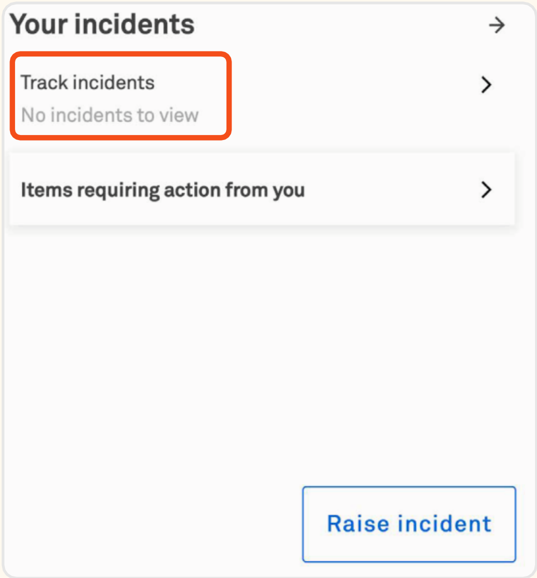
5 **Your Incident is now submitted. You can track the Incident through the Incident ID and you will also receive an email when the ticket is created.**



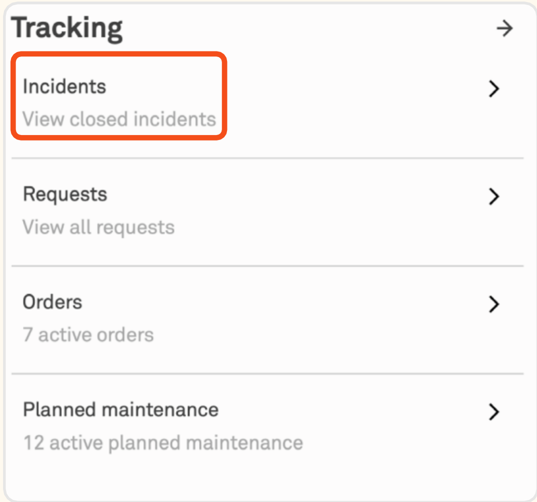
How to track my Incidents

1 You can view your list of incidents

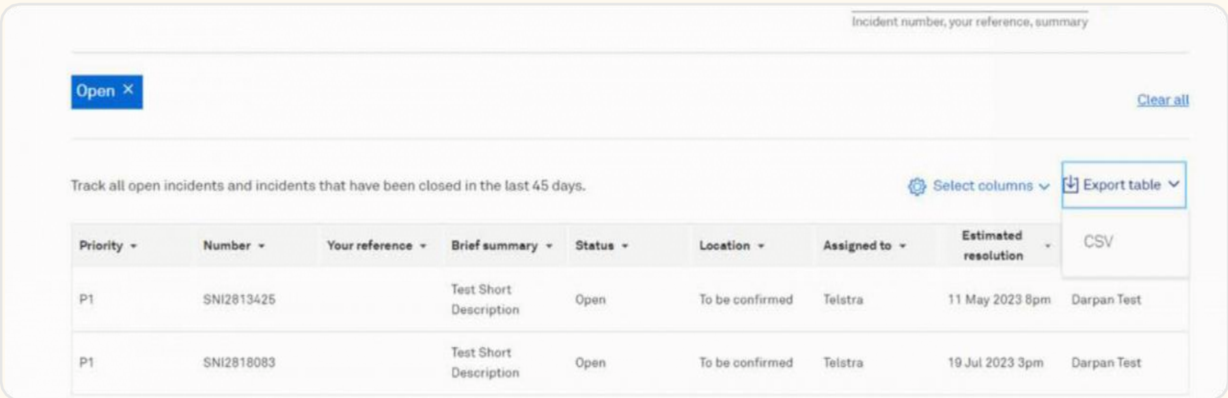
a On the main dashboard, from 'Your incidents' tile, select 'Track incidents'.



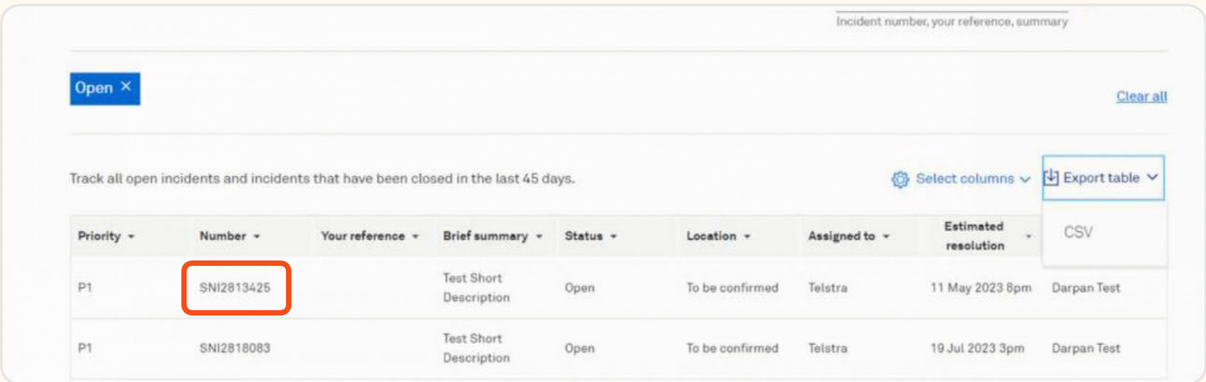
b On the main dashboard, from 'Tracking' tile, select 'Incidents'.



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.



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



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

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

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

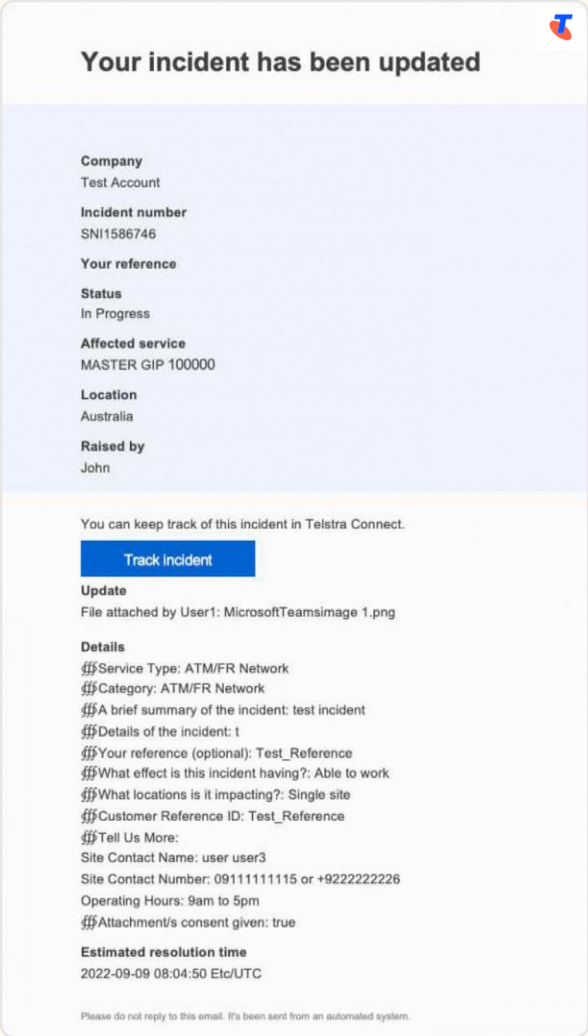
31 Aug 22

Status changed to Cancelled	31 Aug 22, 07:57am
Telstra This is a test ticket, please ignore.	31 Aug 22, 07:57am
Telstra Test Message	31 Aug 22, 07:57am
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

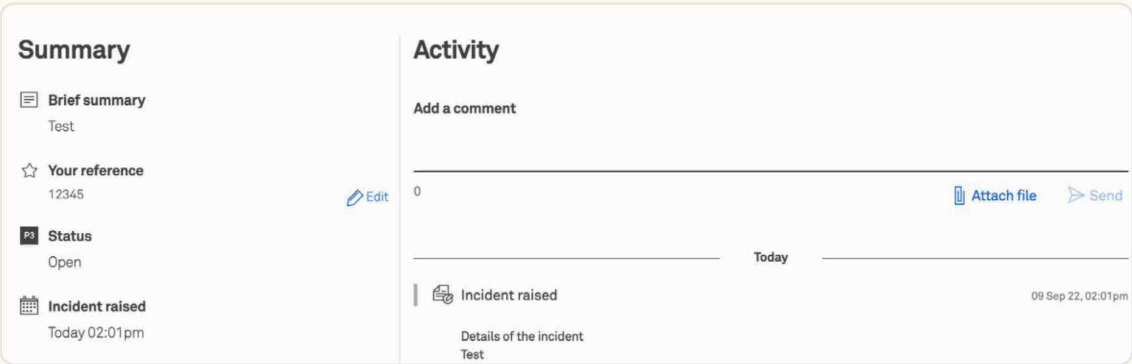
Attachments

Your attachments
No attachment

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



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



Your request

With requests you can:

- Easily raise new service requests via a simple to use web form
- View and track the progress of all open service requests

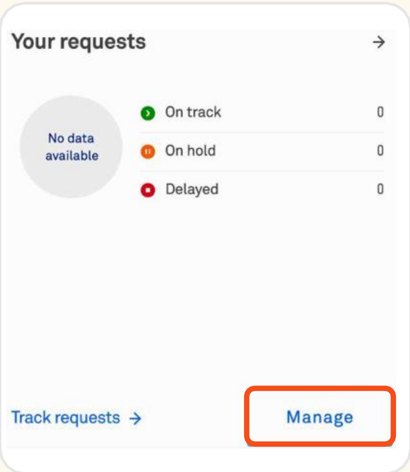
Your request

How to make a Request

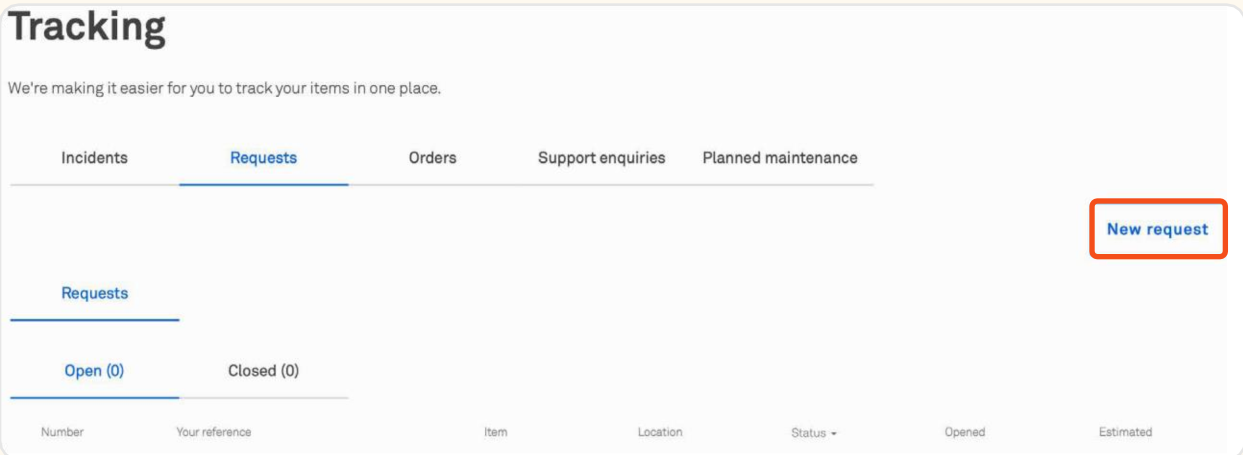
1. There are three ways to create a new Request.

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

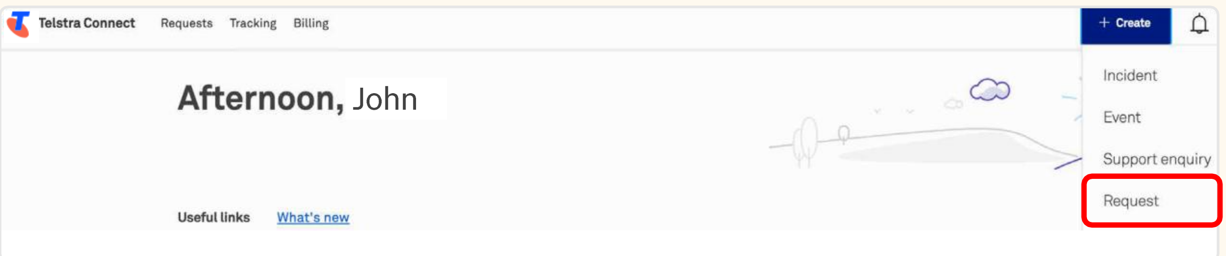
a. Through ‘Manage’ from your dashboard



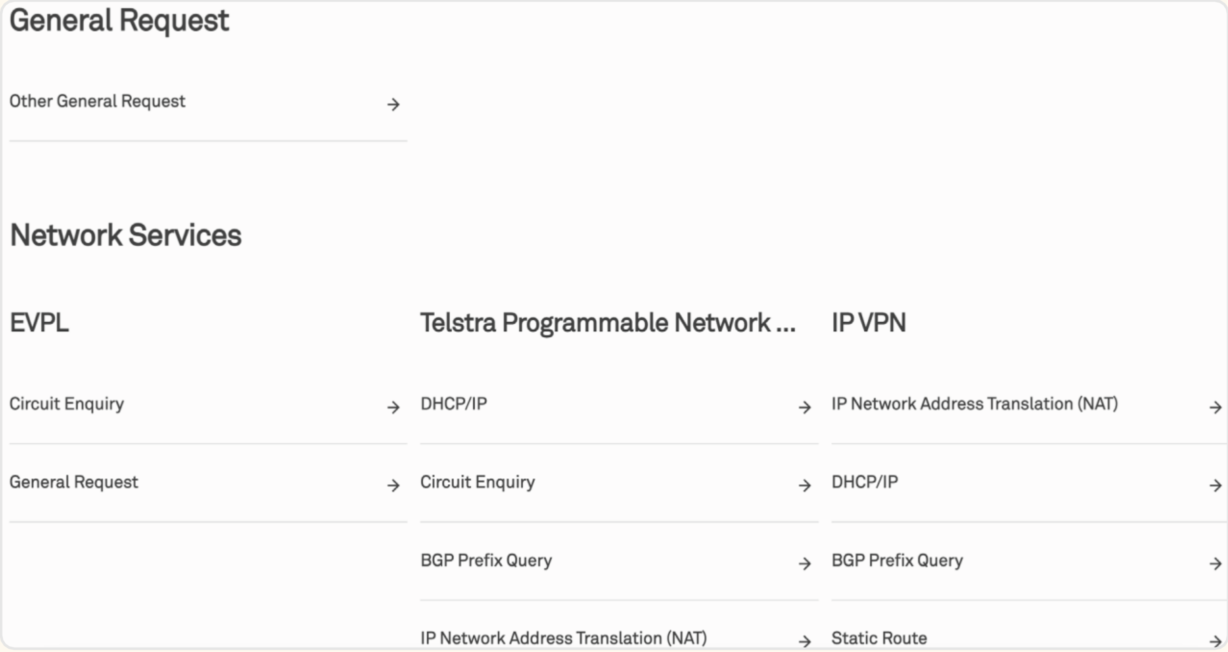
b. On the Tracking list page, ‘Requests’ tab, select ‘New request’.



c. On the top panel, select ‘Create’ and select ‘Request’

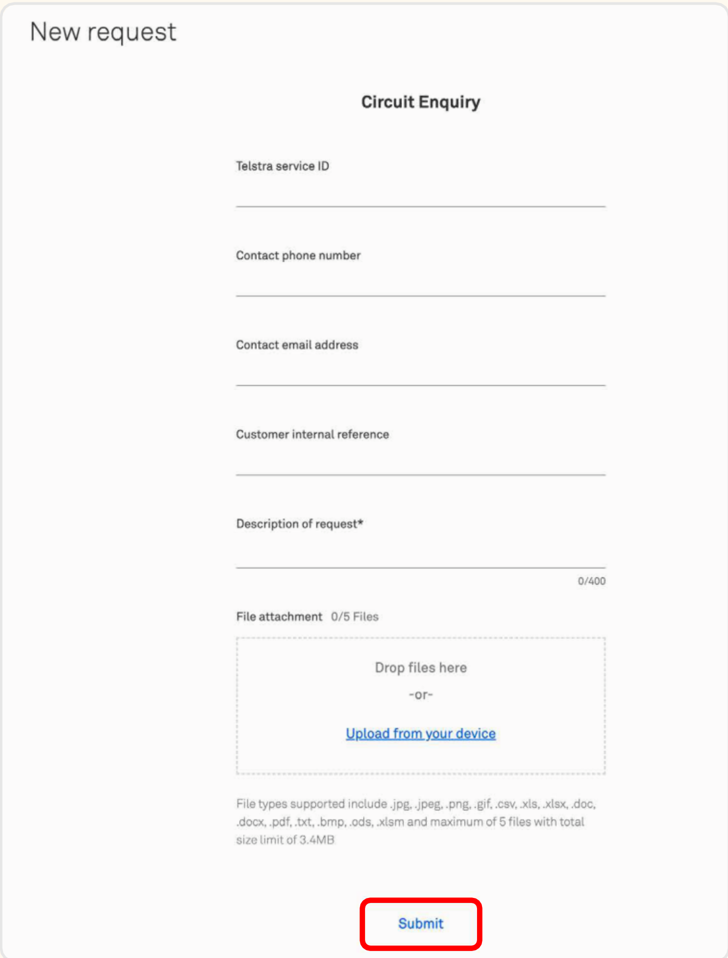


2 A single landing page will appear with all your products and services.



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'.**



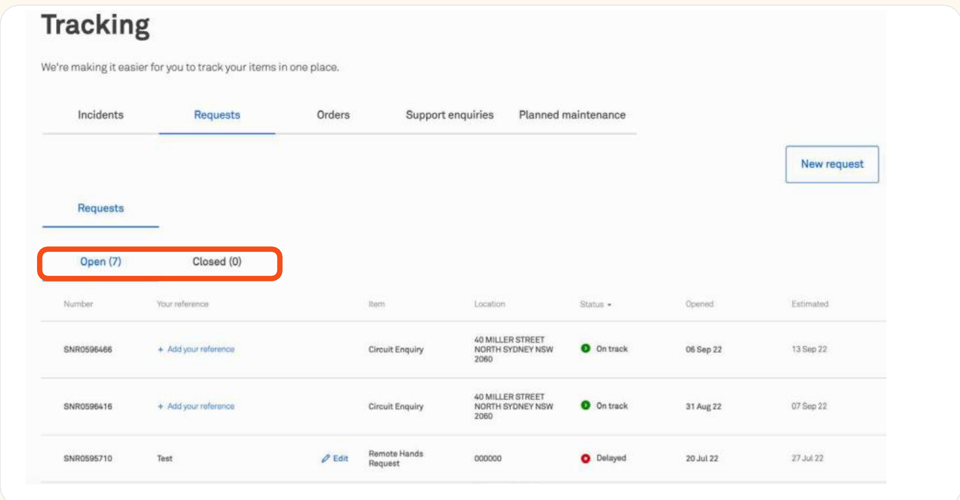
Note: The screenshot is for illustration only. The form may vary depending on your subscriptions.

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

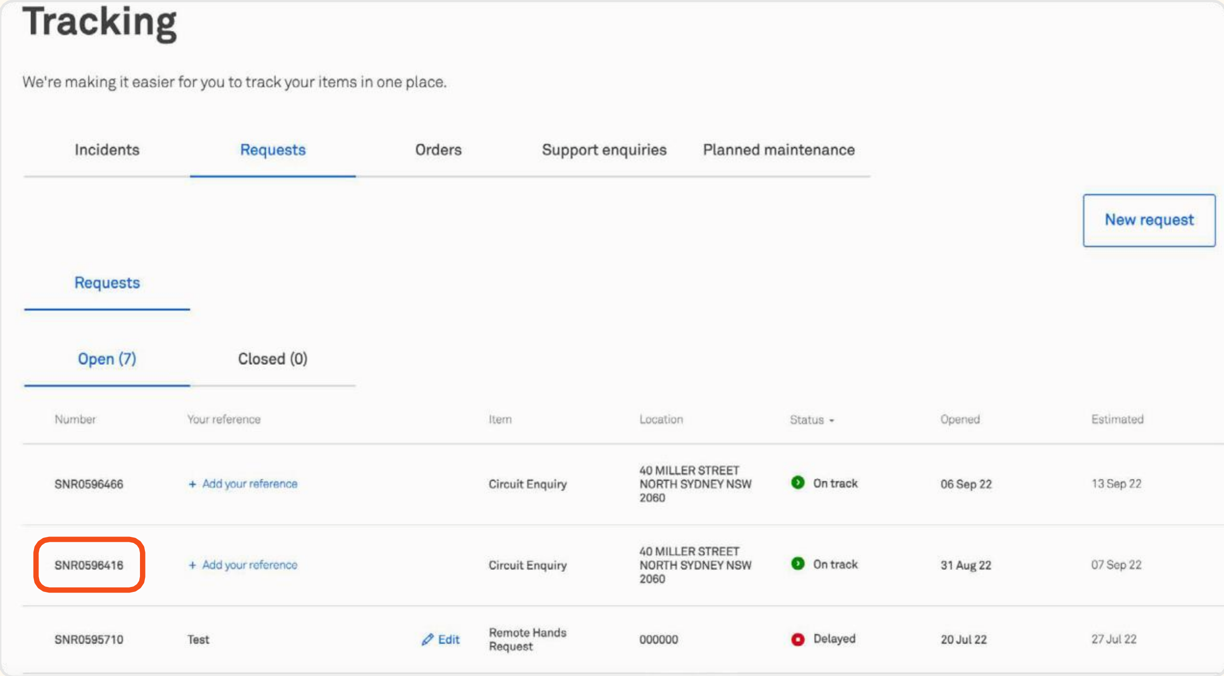
How to track my Requests

1. Select ‘Requests’ from the Tracking tile in the main dashboard.

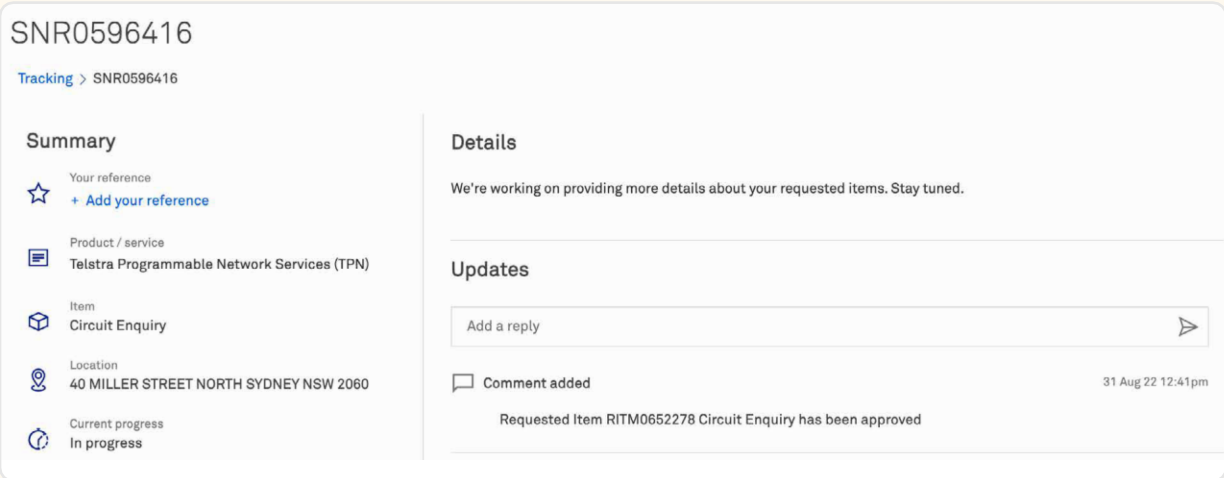
2. A list of your Requests will appear grouped under ‘Open’ and ‘Closed’ tab.



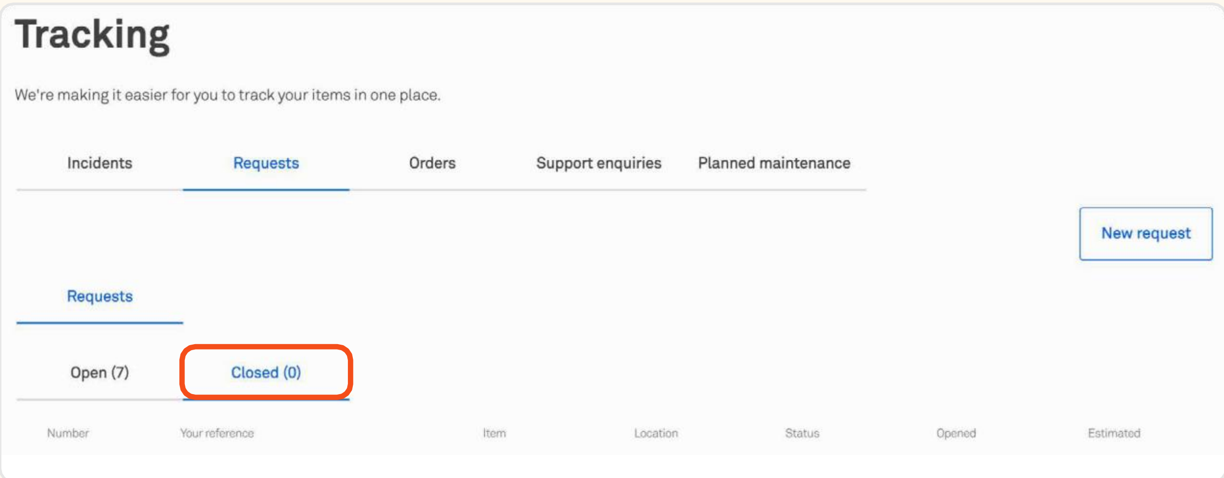
3 Select a Request to view more details.



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



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



Planned Maintenance

With Planned maintenance you can:

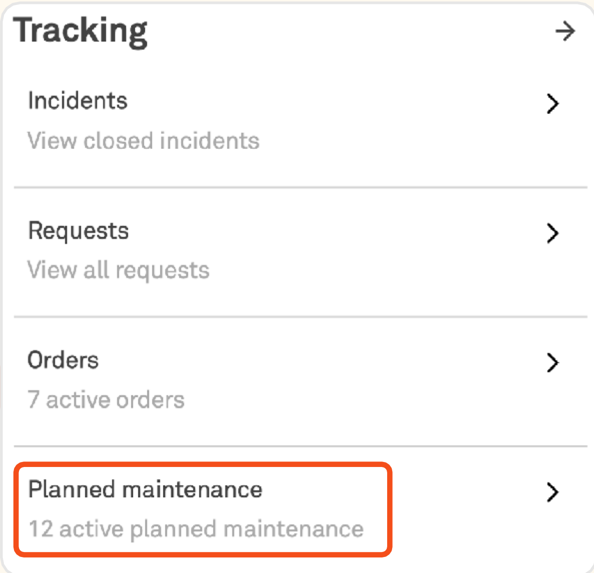
- View all upcoming events and historical events for the last 6 months
- Filter through your tickets
- Export ticket details into a CSV file

Planned maintenance

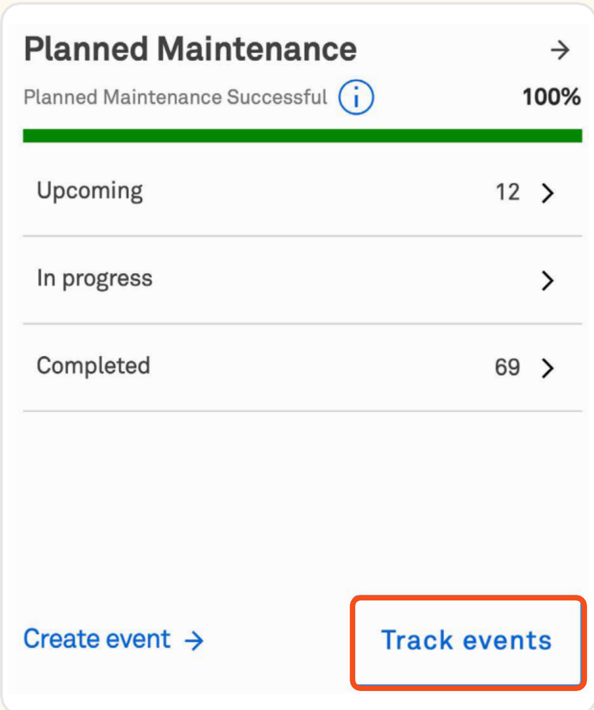
How to track and view all Planned maintenance events

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

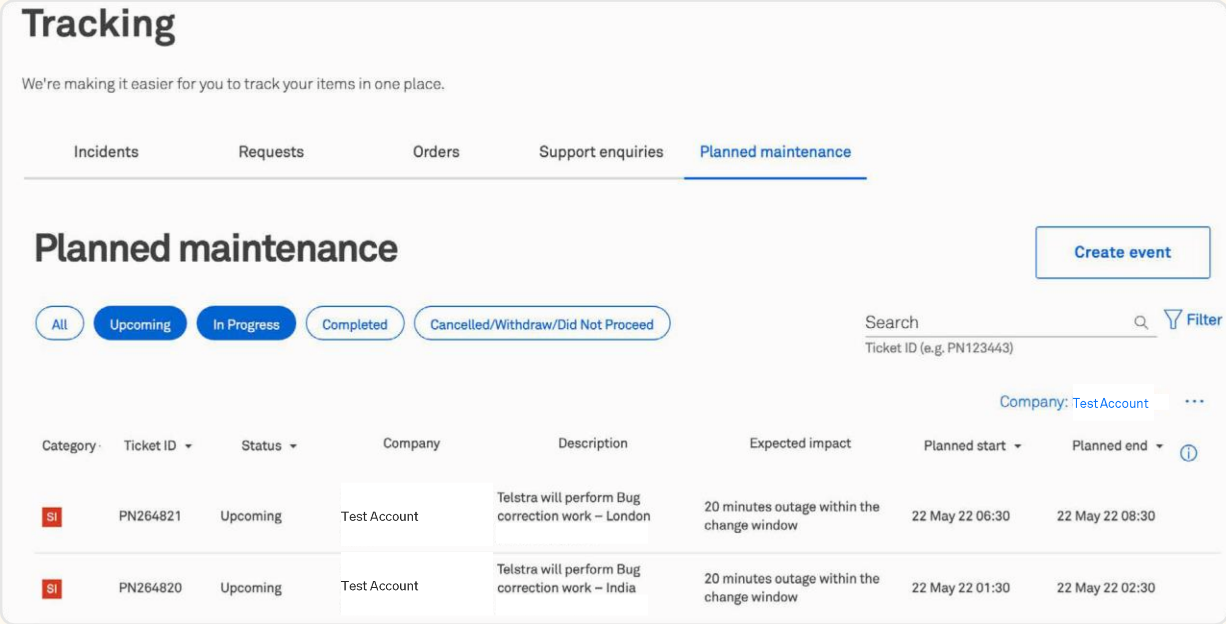
a) On the main dashboard, under 'Tracking' tile, select 'Planned maintenance'. You will see the details of all planned maintenance events for your managed accounts.



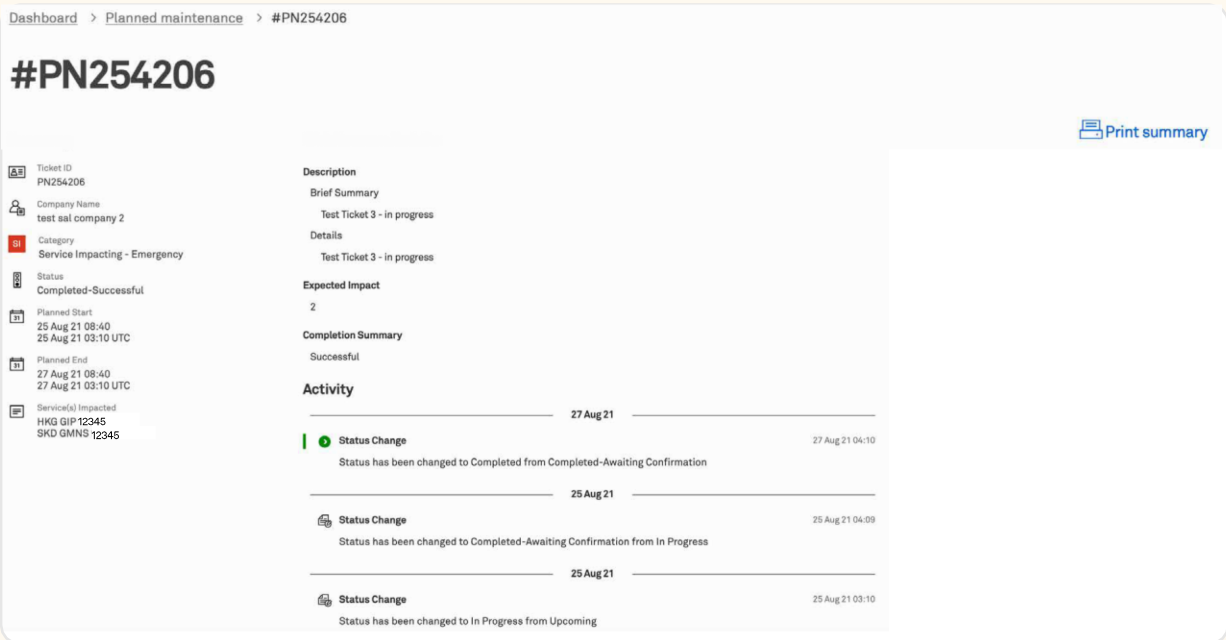
b) On the main dashboard, under the 'Planned maintenance' tile, you will see a high level snapshot of upcoming, in progress and completed maintenance events. Select 'Track events' to see the details of all planned maintenance events for your managed accounts.



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



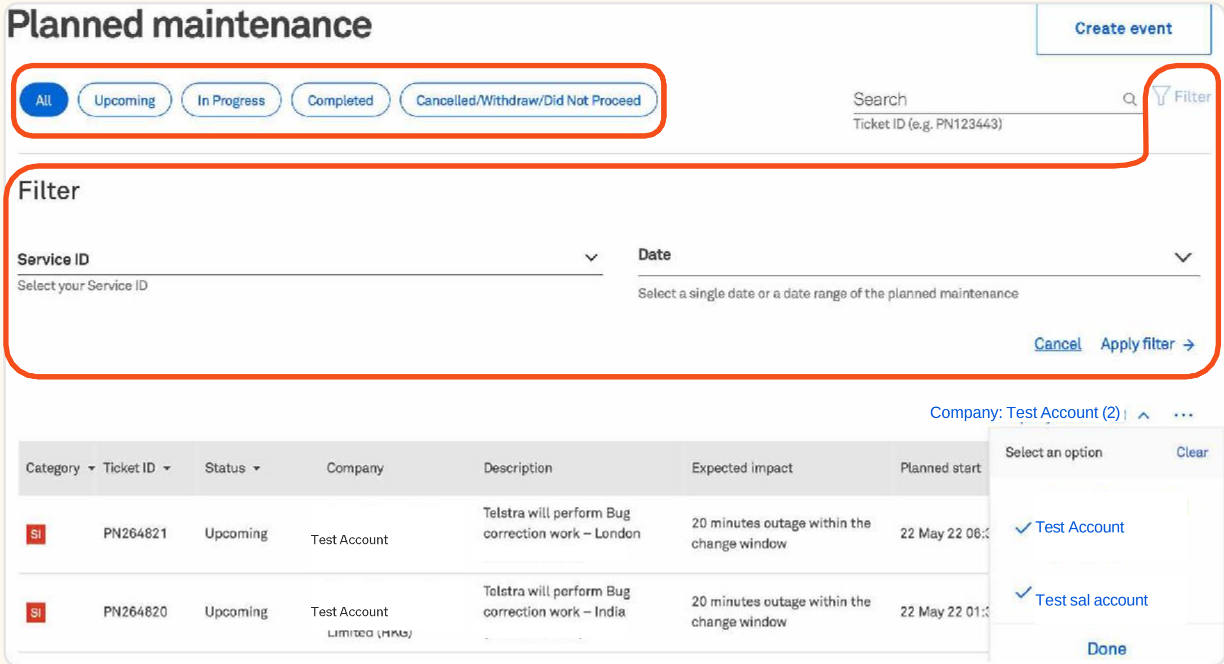
3 To view details for specific planned maintenance tickets or to view the list of services impacted by a planned maintenance, follow the instructions below:



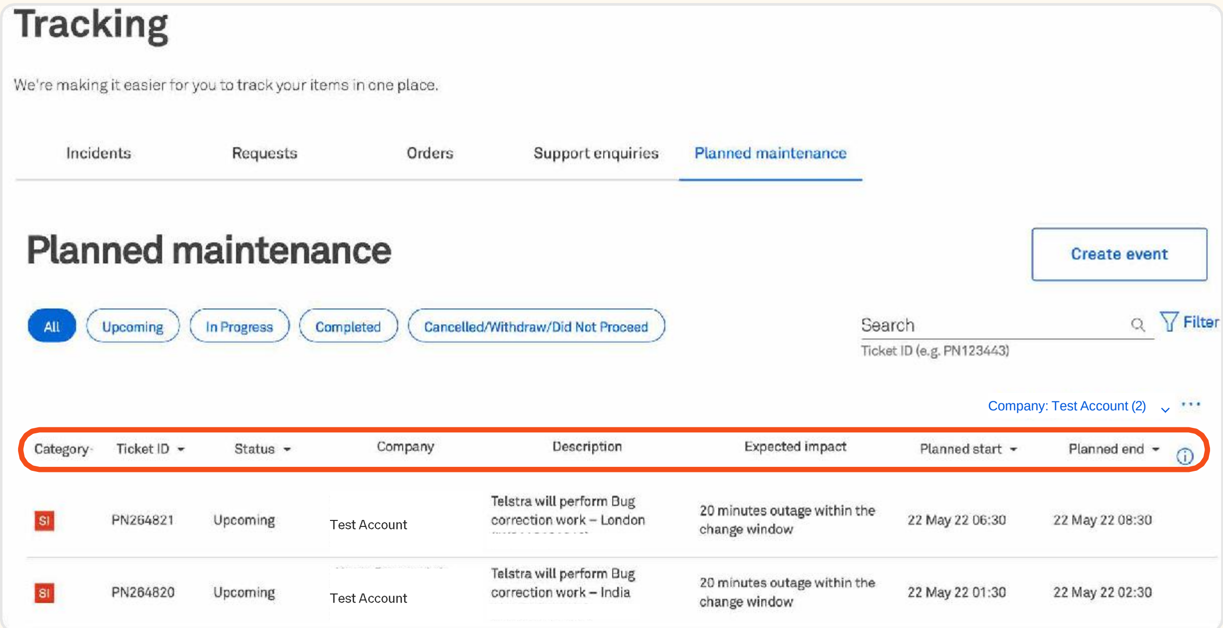
How to customize planned maintenance event view

There are multiple options to customize the planned maintenance event view:
1. Filter 2. Sort 3. Search 4. Account view.

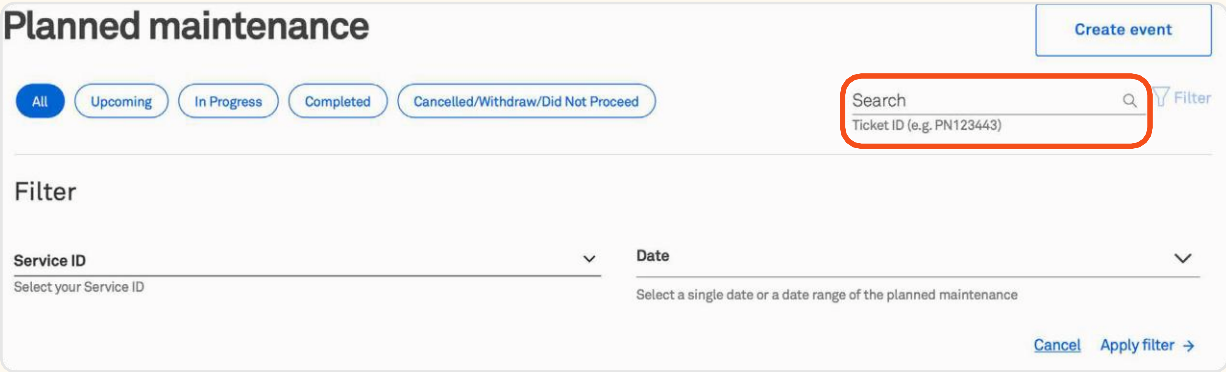
1 **In the planned maintenance list page, you can use any of the pre built status filters: Upcoming / In progress / Completed / Cancelled or the filter option for detailed views.**



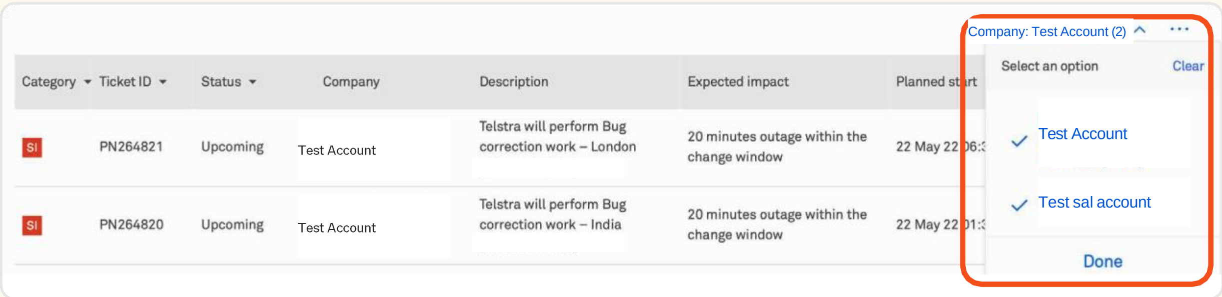
2 **In the Planned maintenance list page, you can customize the view by sorting any of the category headings: Ticket ID / Status / Planned start / Planned end.**



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

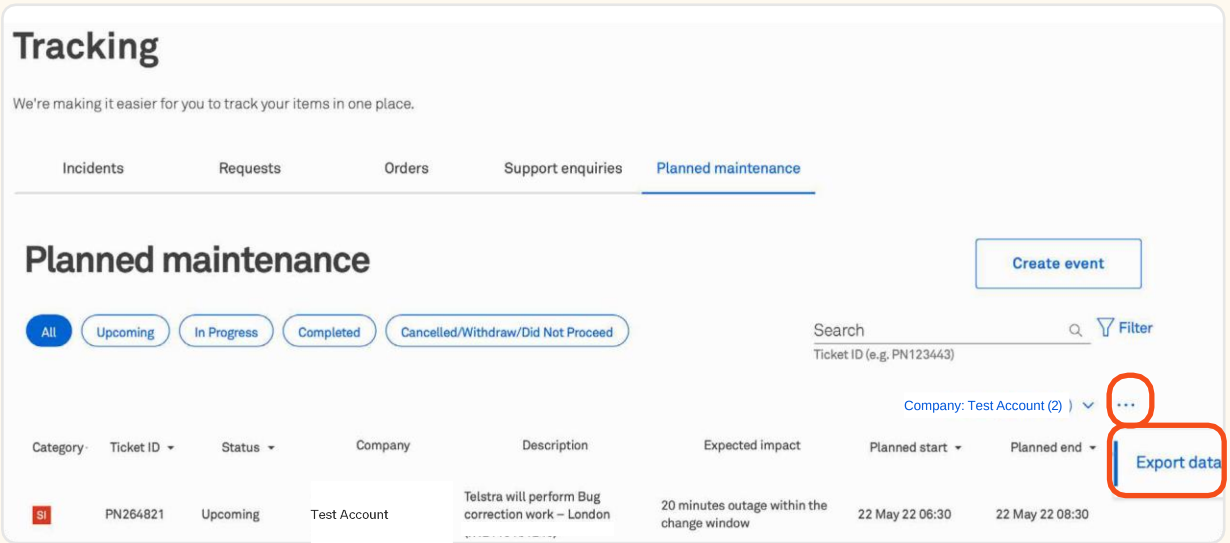


4 If you have permission to access multiple accounts in Telstra Connect, you can use the ‘Company’ dropdown’ to select any or multiple accounts to view the Planned maintenance events.



How to download planned maintenance events list

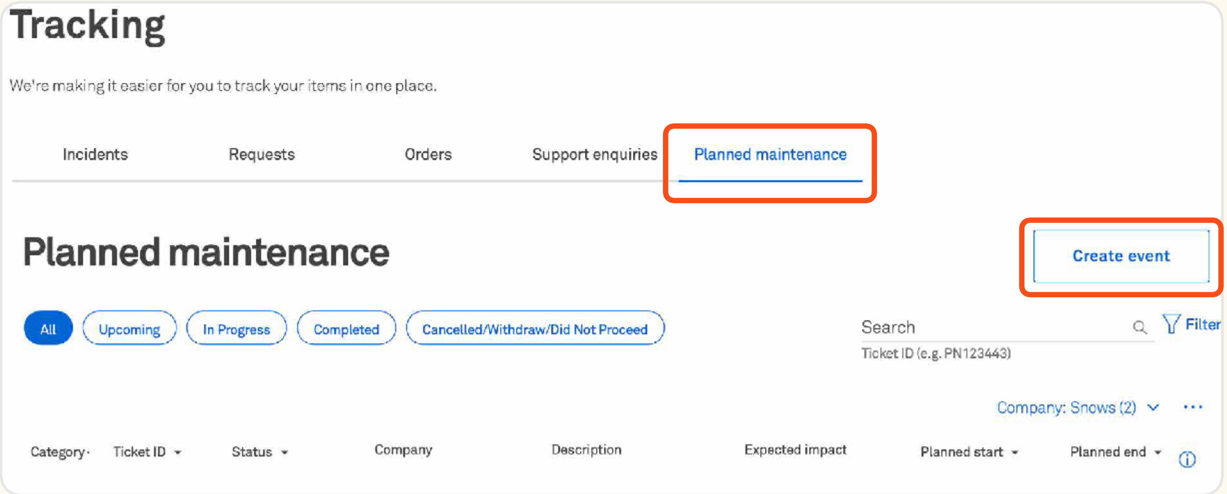
1 After you log in to Telstra Connect follow steps to view all Planned maintenance events. On the Planned maintenance summary page, select the ‘three dots’ to ‘Export data’ and download the csv file. You can also apply filters and then export.



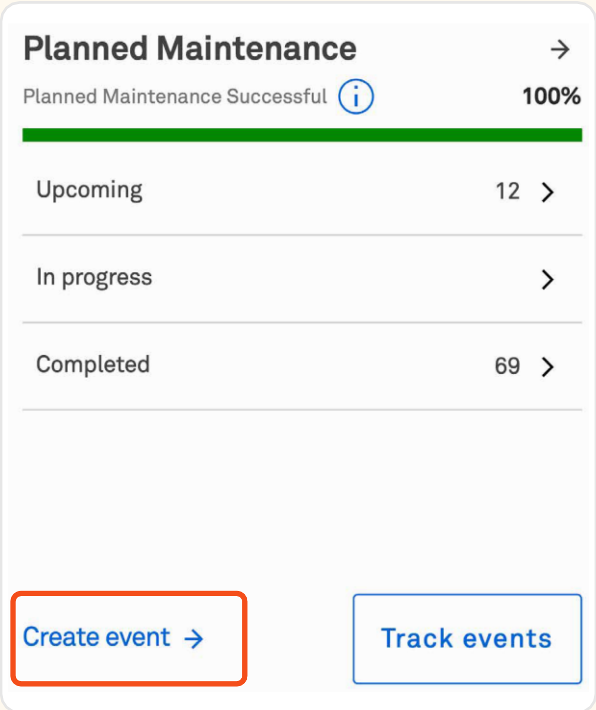
How to create a planned maintenance event

1. There are two ways by which you can create planned maintenance events:
a) via ‘Tracking’ page or b) via ‘Planned maintenance’ tile

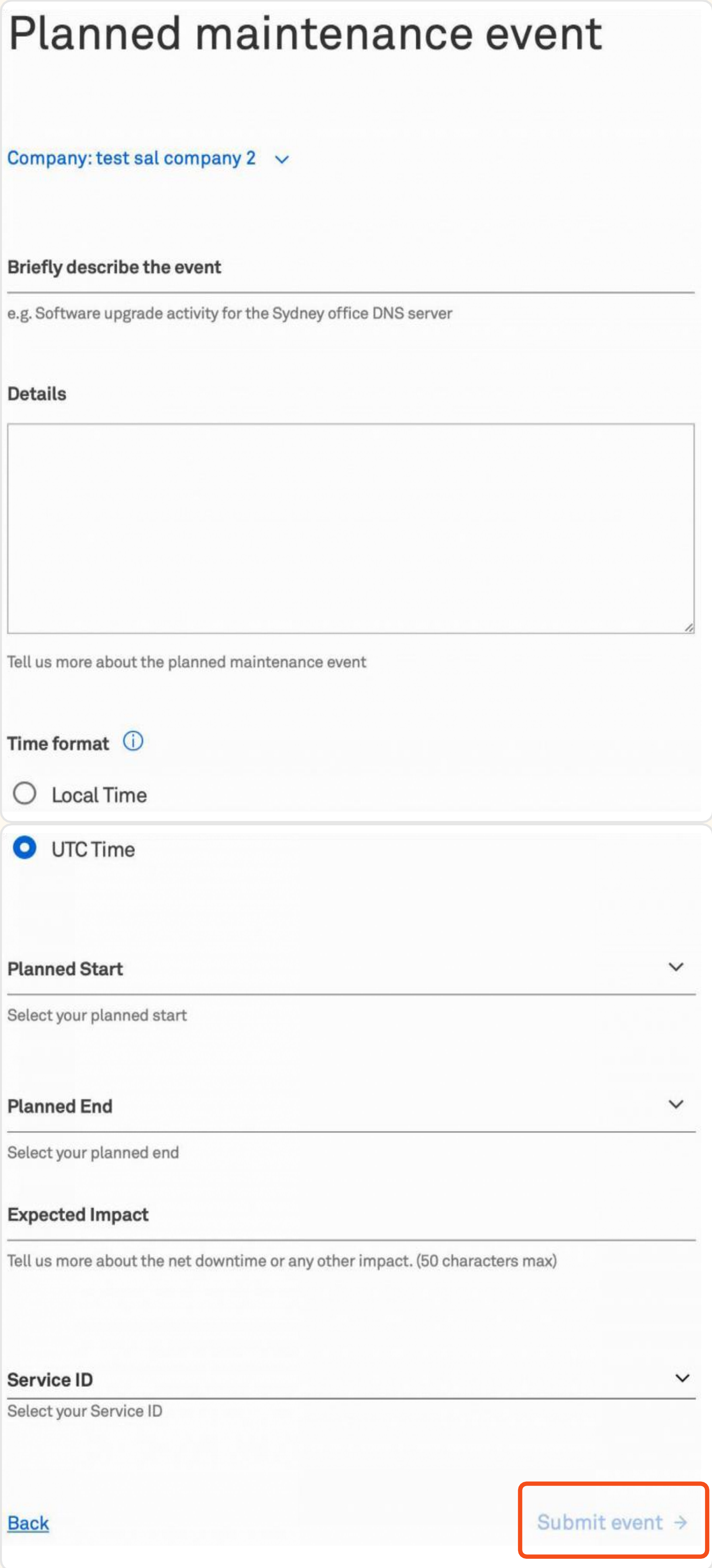
a. On the ‘Tracking’ page, from ‘Planned maintenance’ tab, select ‘Create event’.



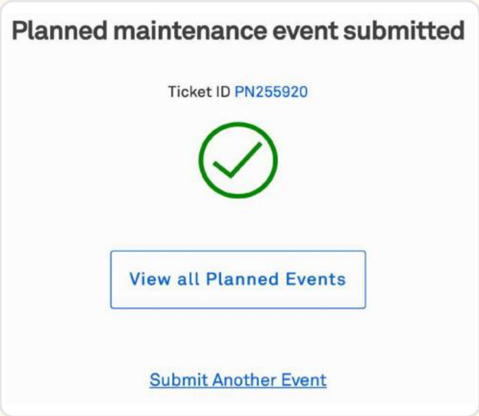
b. On the main dashboard, from ‘Planned maintenance’ tile, select ‘Create event’.



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

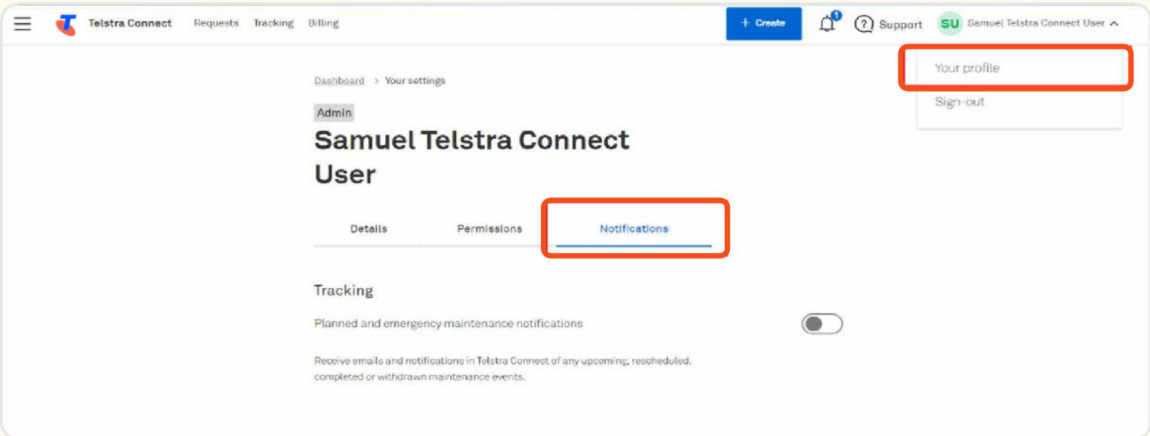


3 Your planned maintenance event has now been submitted. You can track the event through the event number and you will also receive an email when the case is created.

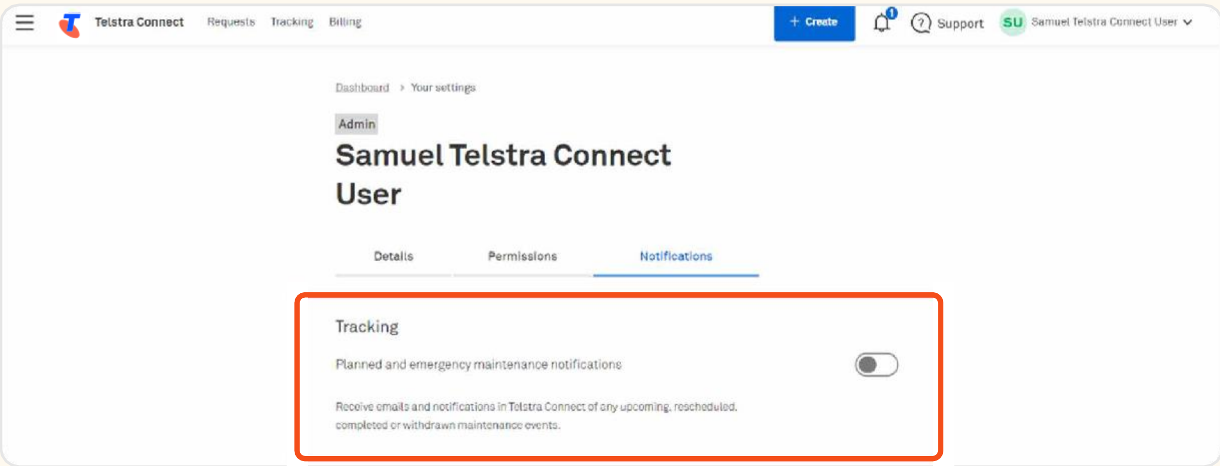


How to subscribe or unsubscribe for planned and emergency maintenance email notifications

1 Navigate to Your Profile > Notifications Tab



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



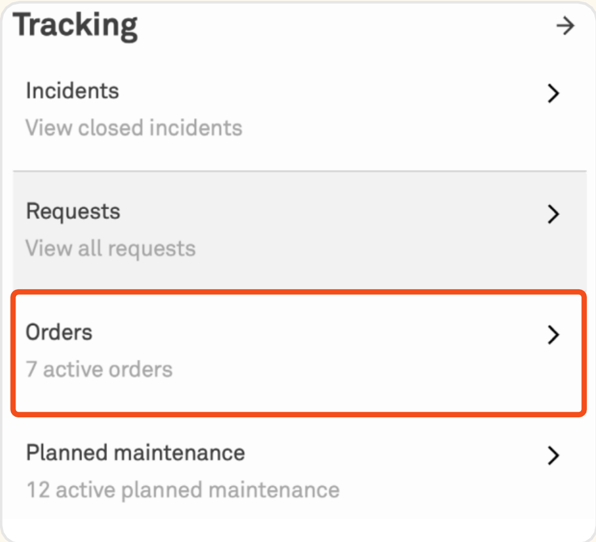
Your orders

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

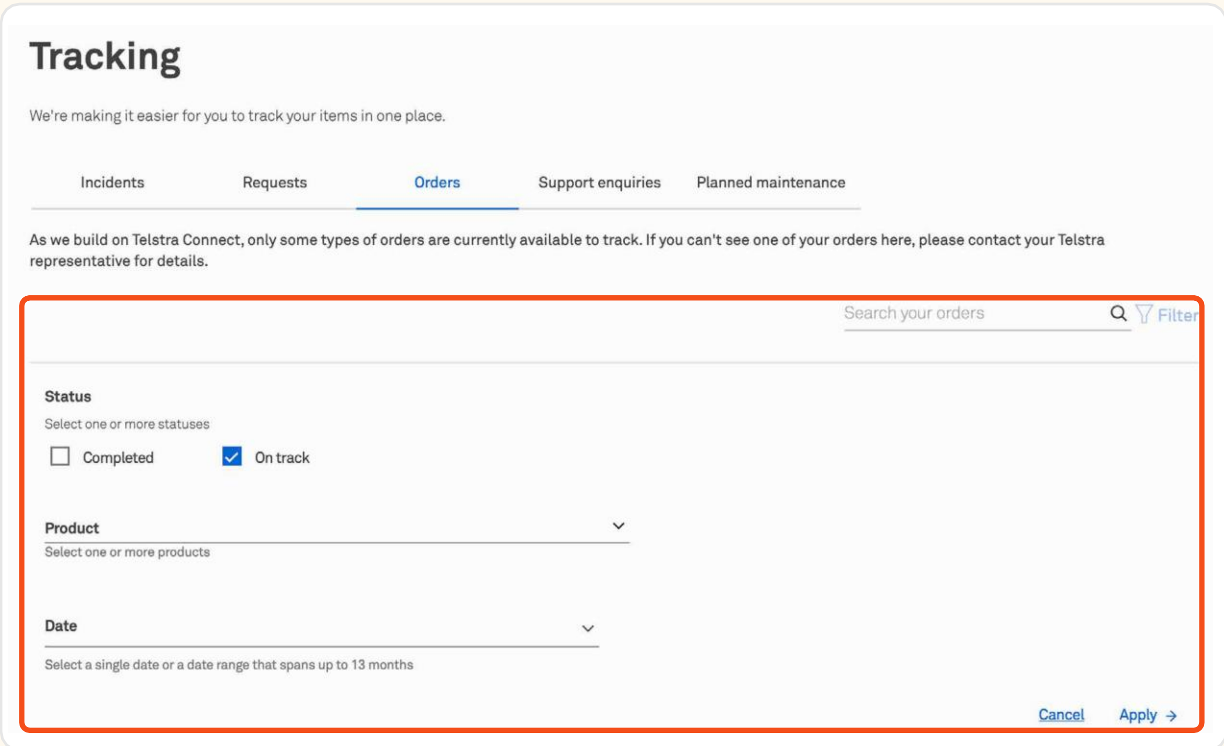
Orders

How to track and view my order

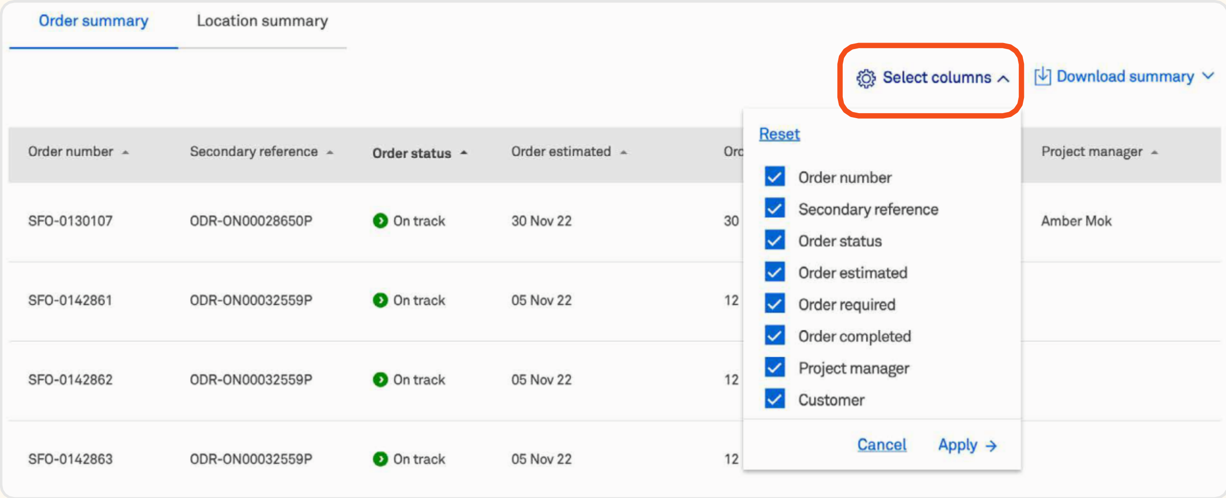
1. On the main dashboard, from the ‘Tracking’ tile, select ‘Orders’.



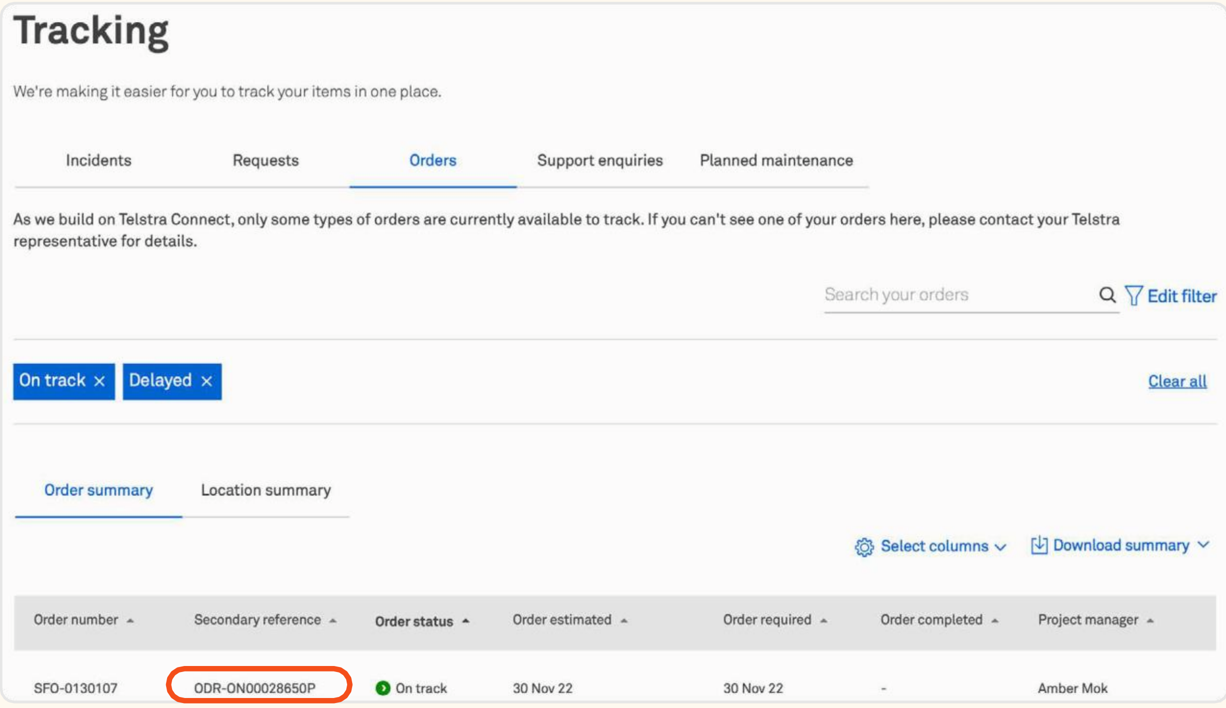
2. You will see a list of your orders with details. You can search for an order in the search bar and filter by status and product.



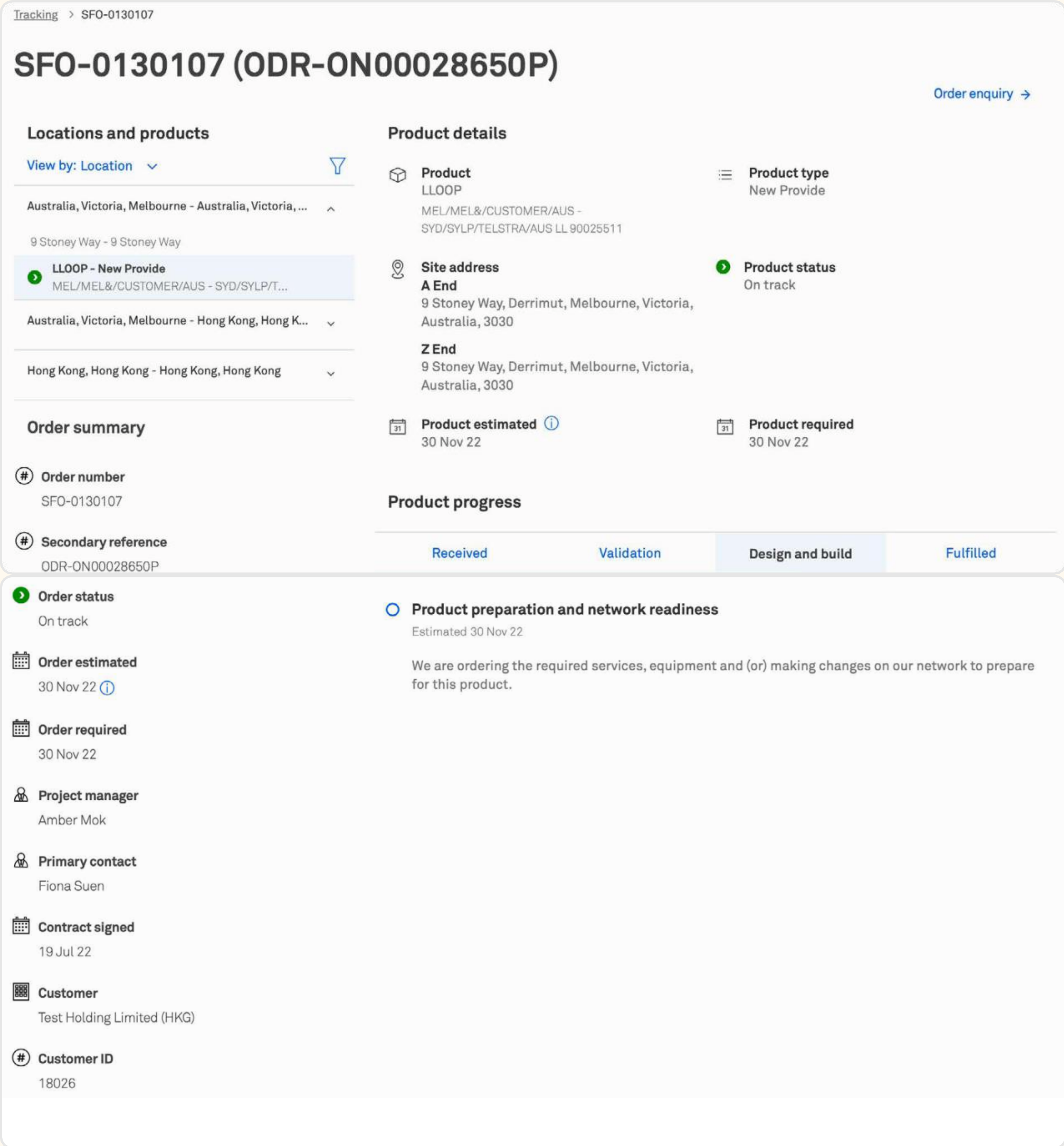
3 To change the columns that are displayed in your table of orders by clicking ‘Select columns’, checking the boxes and hitting ‘Apply’.



4 Select an order to view more details.

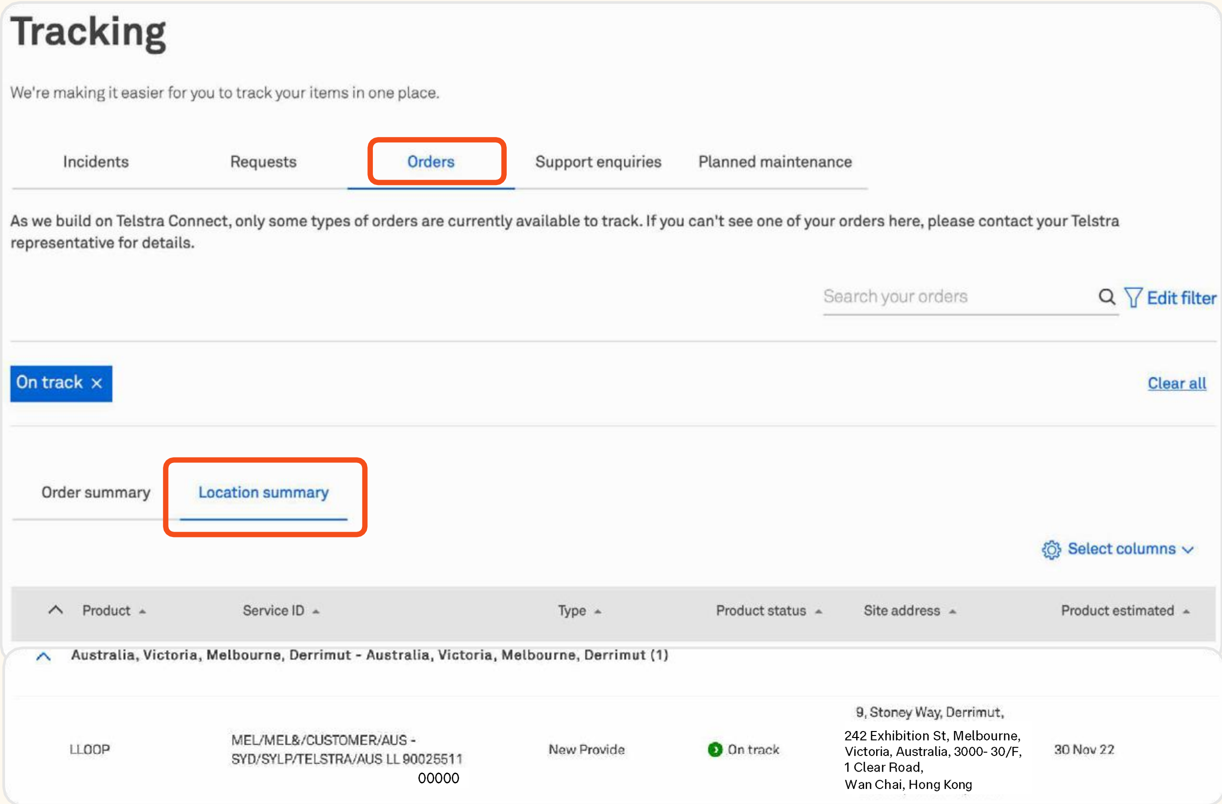


5 You can view more details on the 'Order Tracking' page including product details, order summary and product progress.

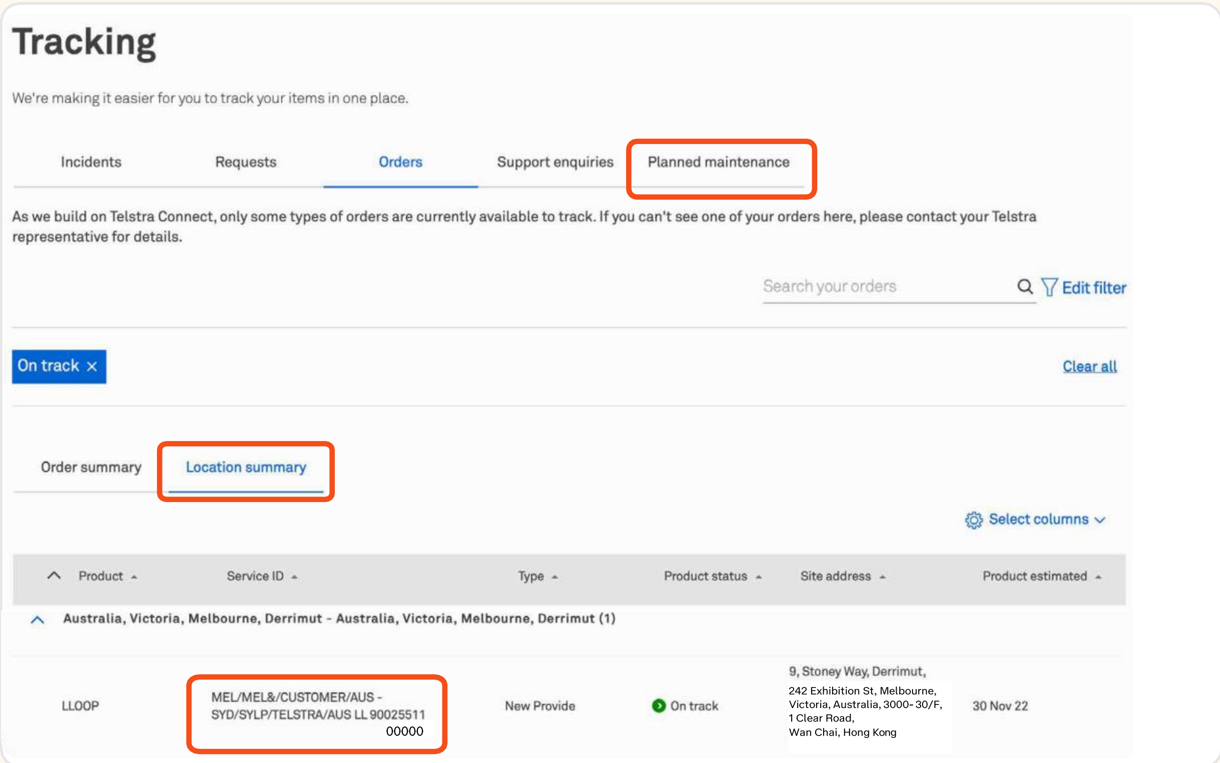


How do I view my orders by location

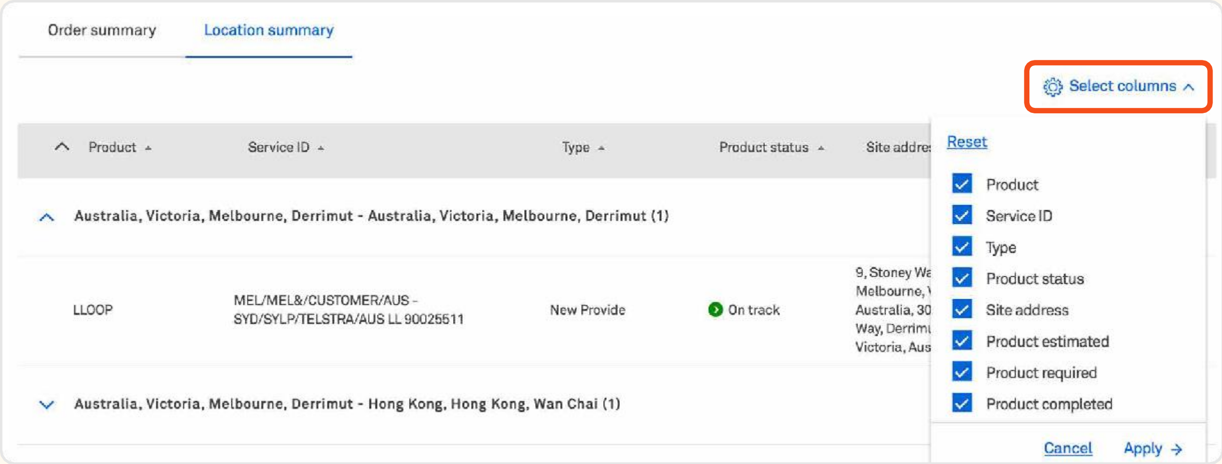
1 On the 'Tracking' tile, under the 'Orders' tab, select 'Location summary' tab.



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.

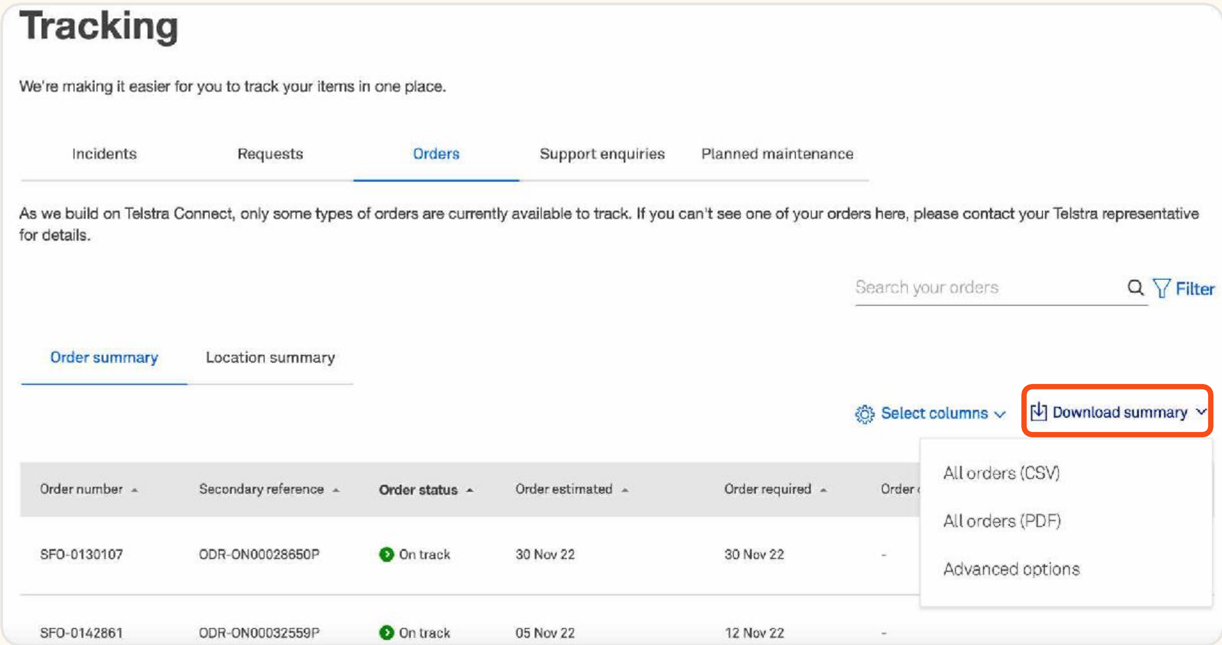


3. Change the columns that are displayed in your table of orders by clicking 'Select columns', checking the required boxes and clicking 'Apply'.

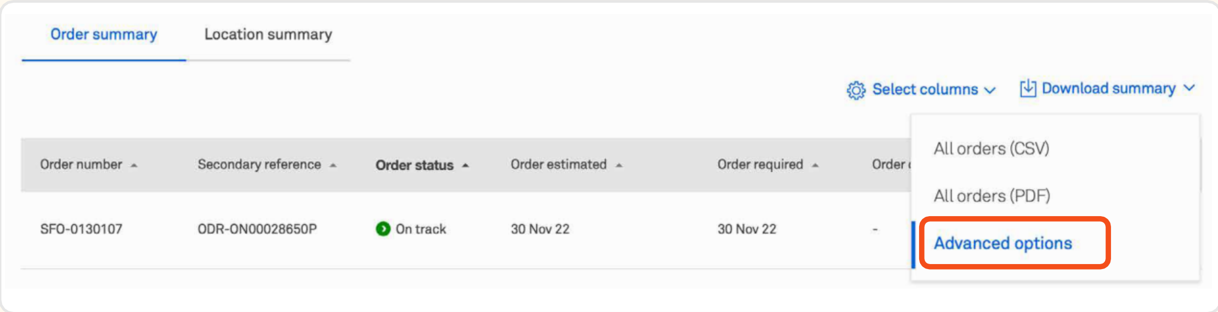


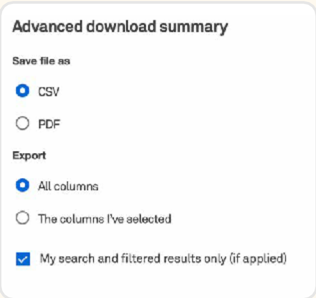
How do I download a summary of my orders

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



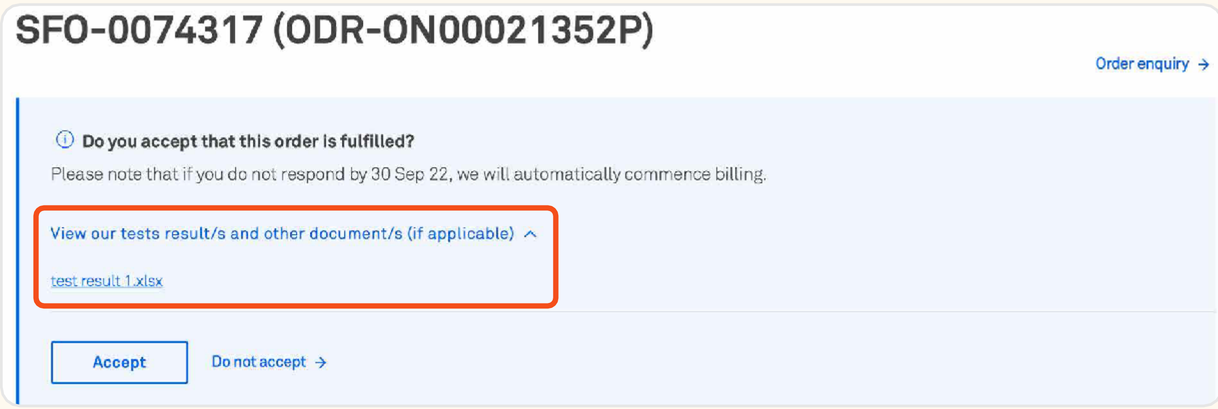
2 By selecting advanced options, you have the option to save the file in CSV or PDF, export specific columns and include only the filtered results. Click 'Download' once you have selected your options.



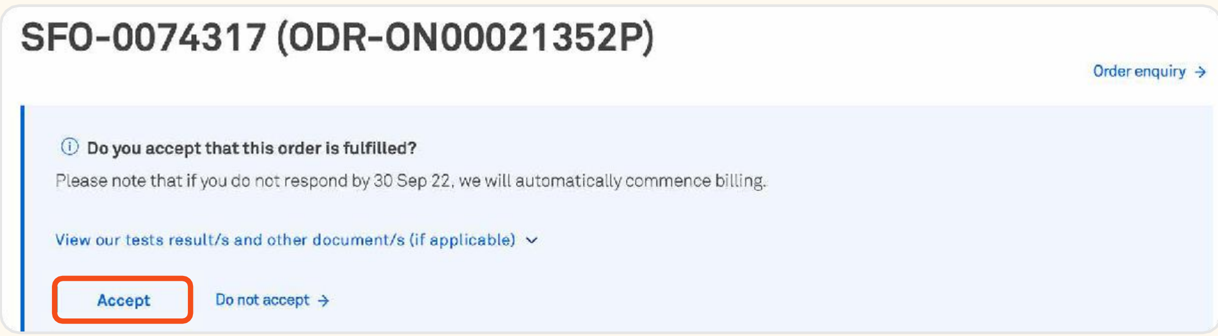


How to accept my order

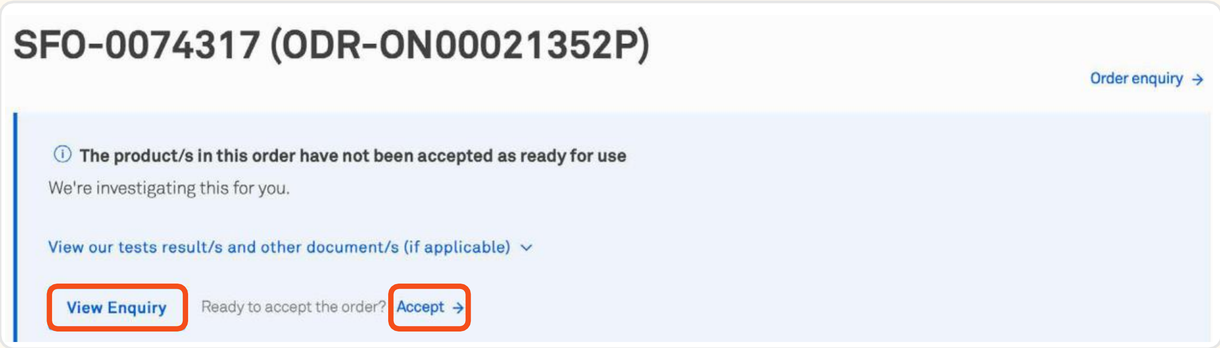
1 When you receive an email requesting acceptance of an order, navigate to the respective order's detail page. To view and download attachments select 'View our test result/s and other document/s'.



2 Select 'Accept' to confirm order acceptance.

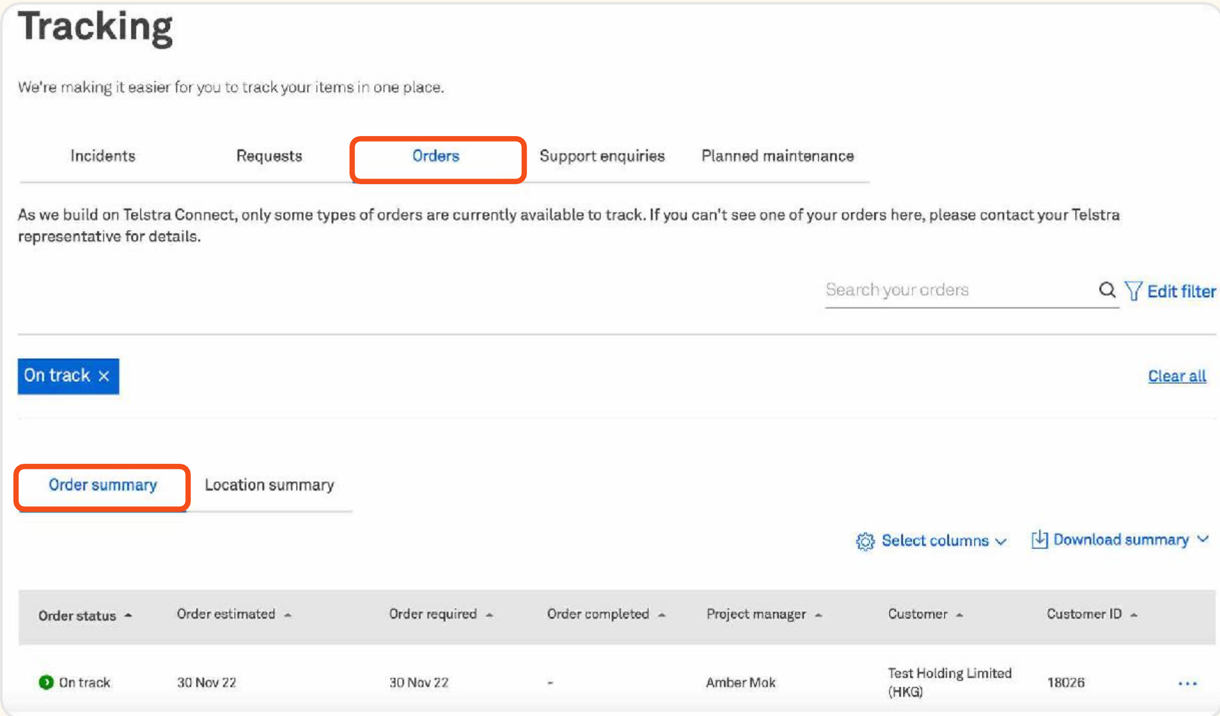


3 If there is an issue with the order, select ‘Do not accept’ to decline the order. You will then be required to fill out the order enquiry form. Select ‘View Enquiry’ to view the details or add additional comments. Click ‘Accept’ once the issue is resolved.

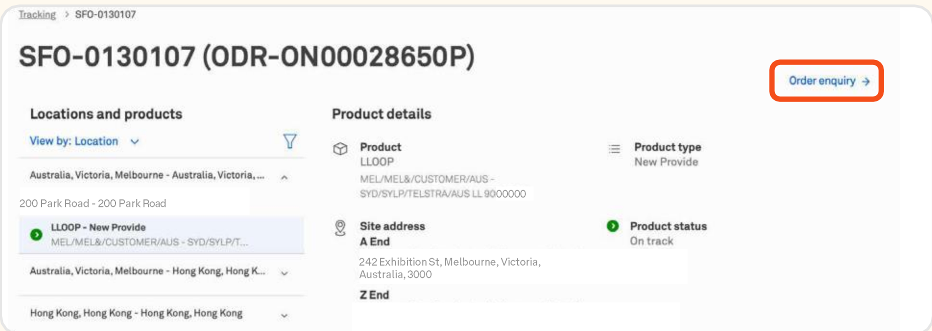


How to raise an order enquiry

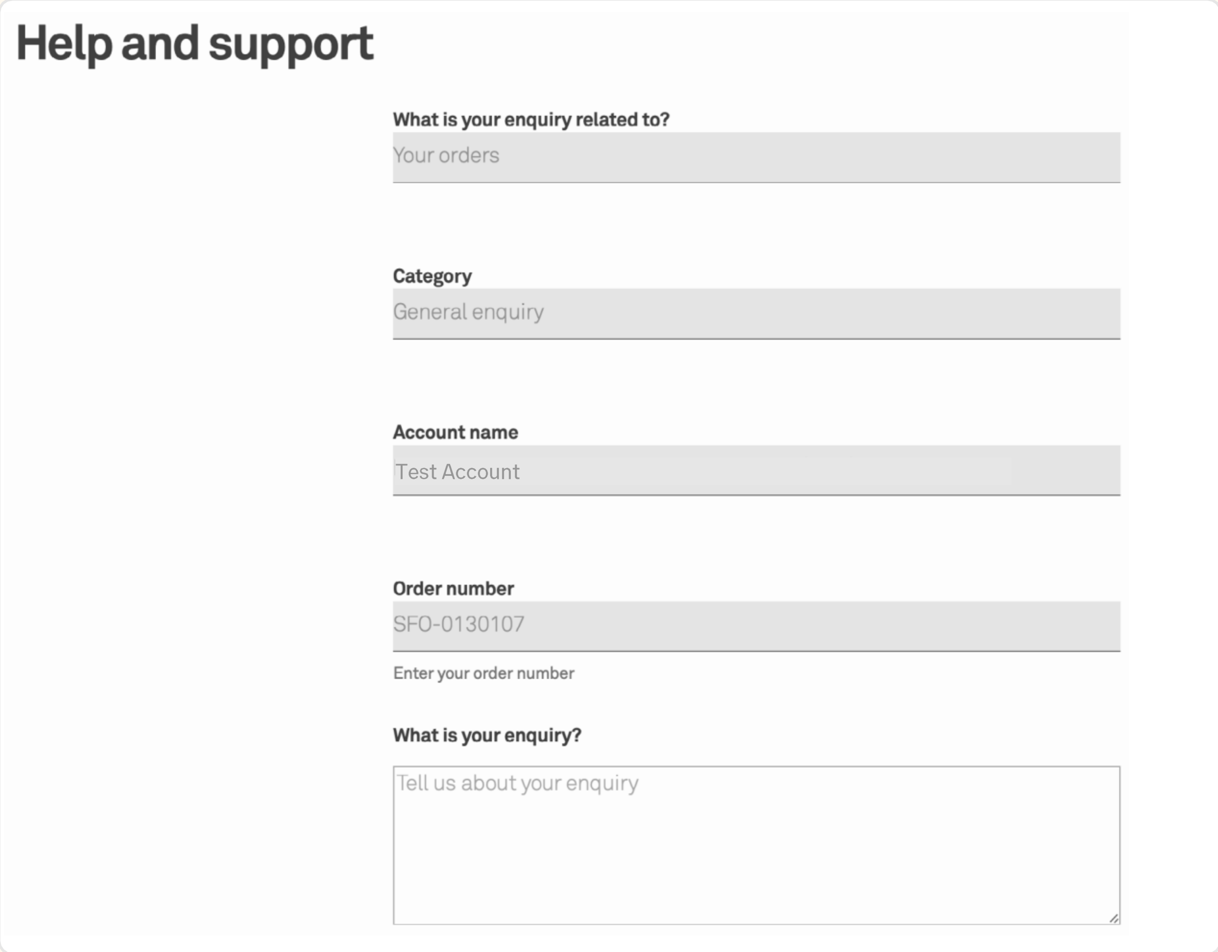
1 On the ‘Tracking’ tile, under the ‘Orders’ tab, select ‘Order summary’. Select the order you wish to raise an enquiry about and you will be redirected to the detail page.



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



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

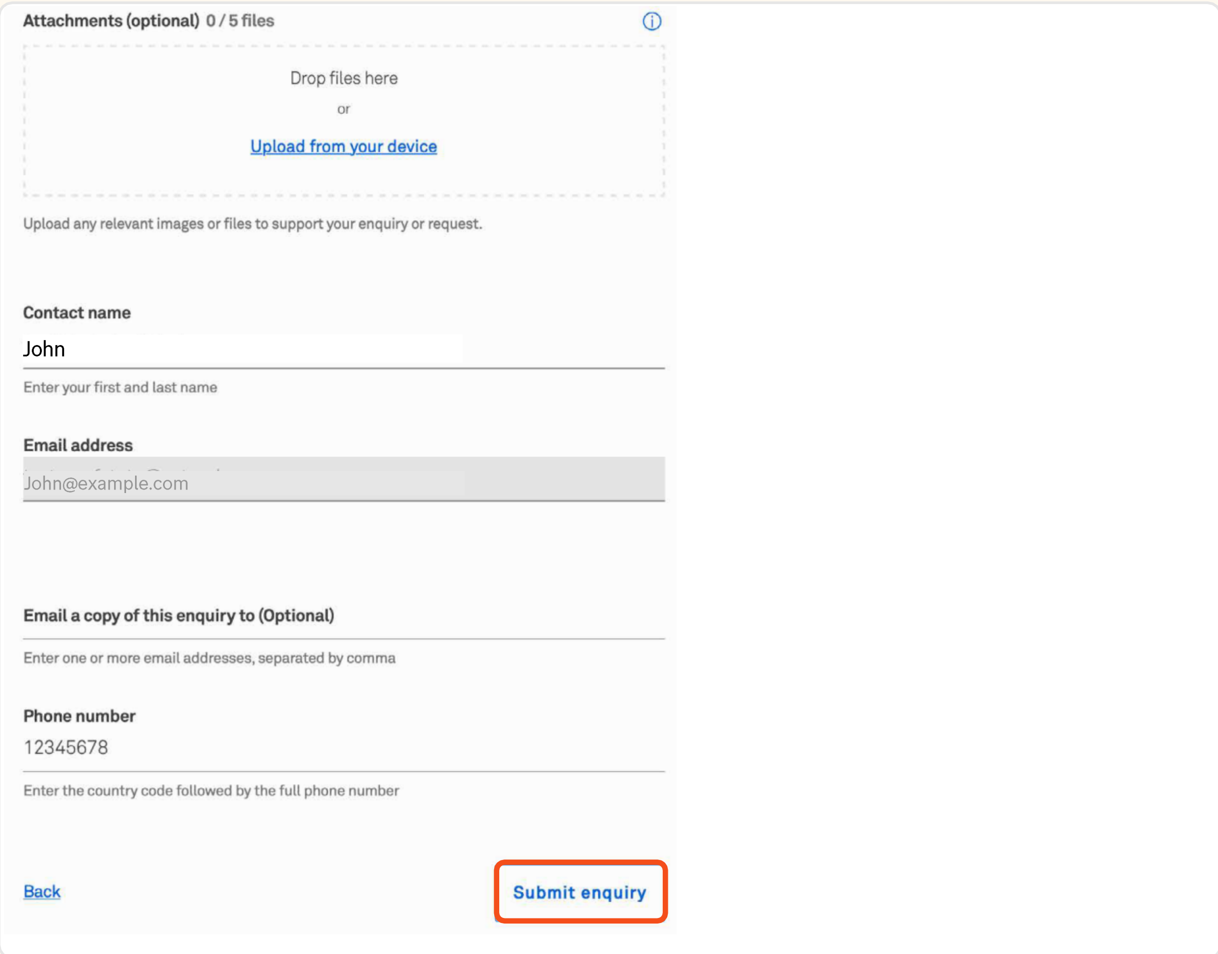
Order number

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 Ac-**
Order number: SFO-0074317
Enquiry: Test

Check the status of your enquiry

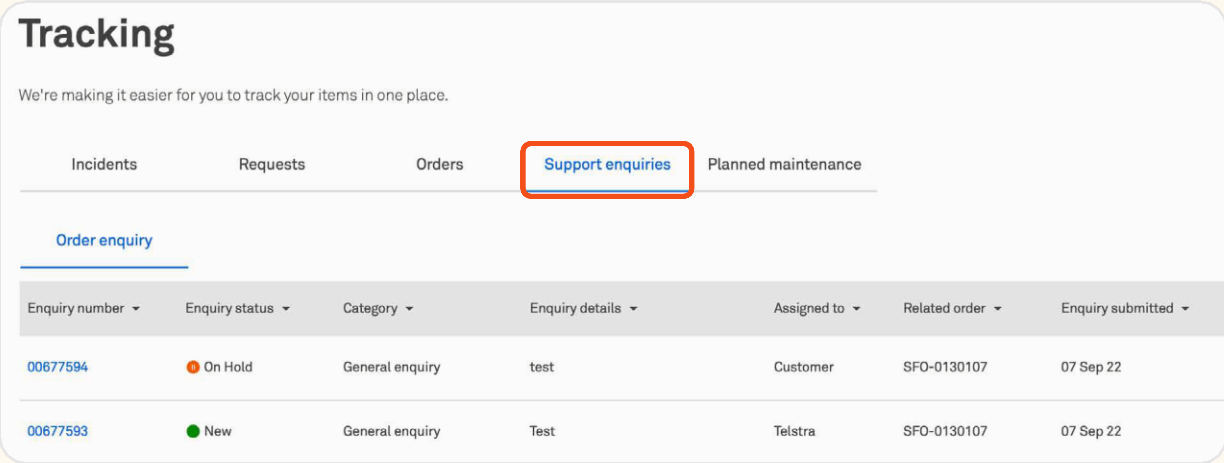
Sign in to Telstra Connect

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

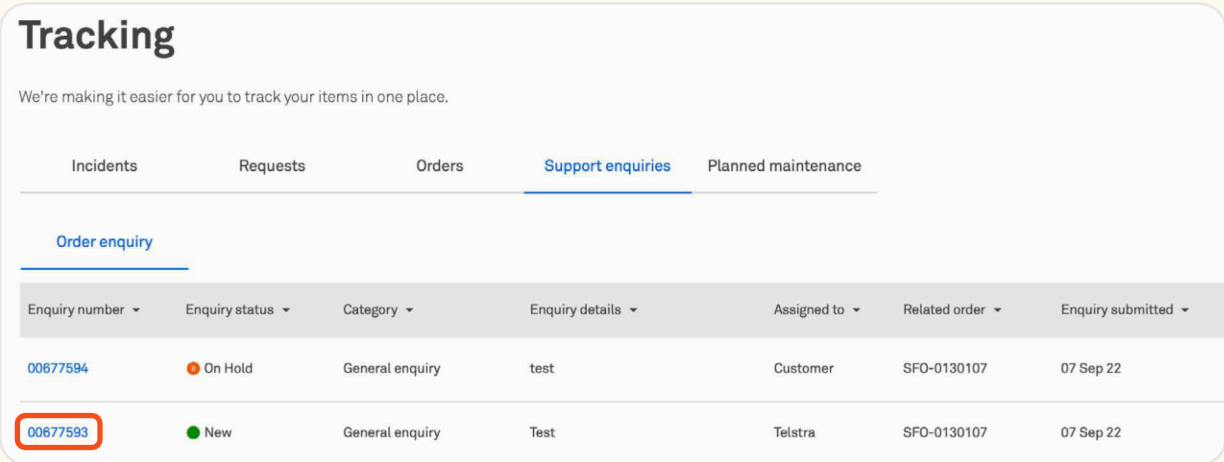
1. On the ‘Tracking’ page, select ‘Support enquiries’ to view a list of enquiries.



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 is assigned to ‘Customer’, it means there is a pending action on you, as the customer.

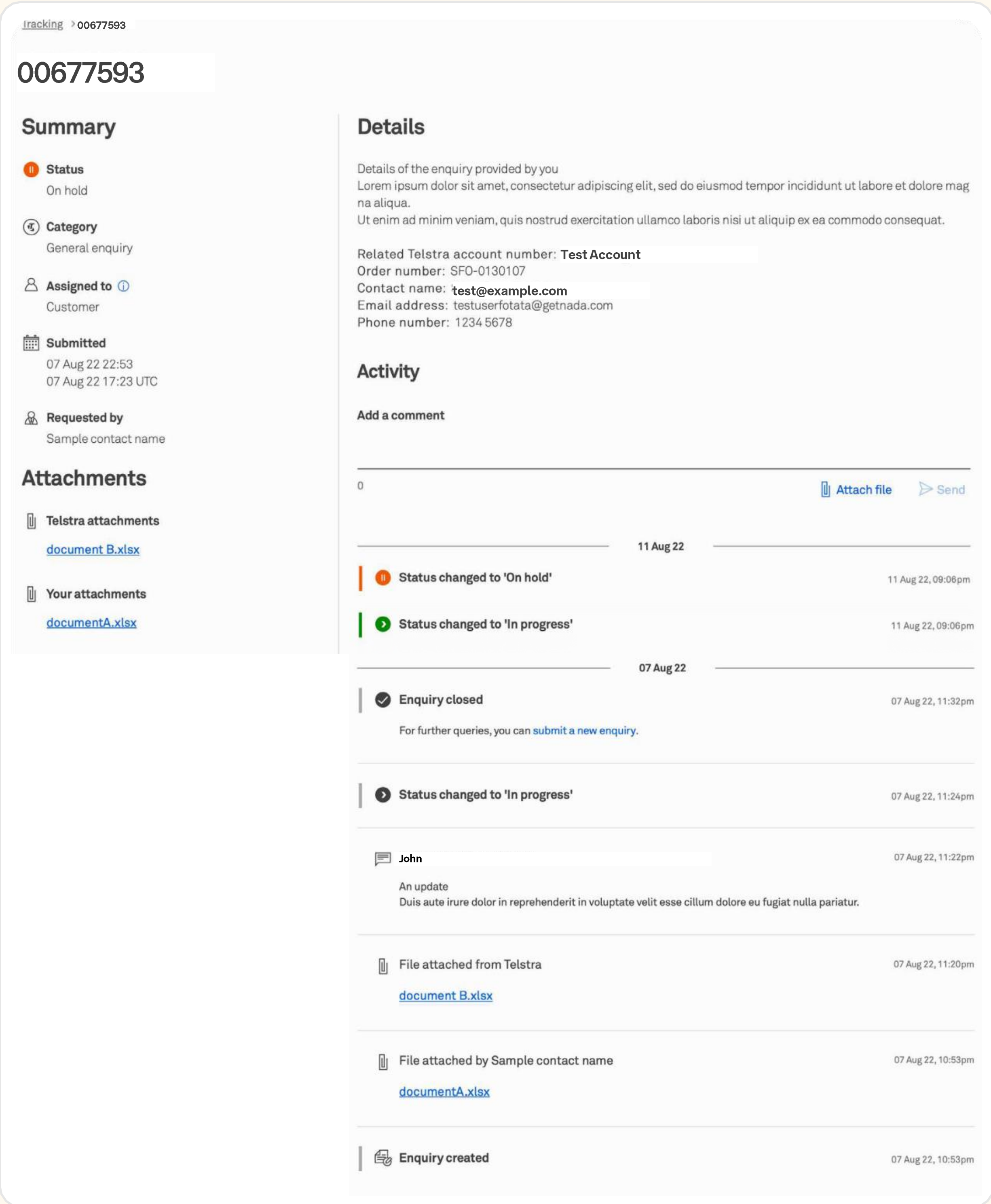
2. To view more details, you can select the enquiry



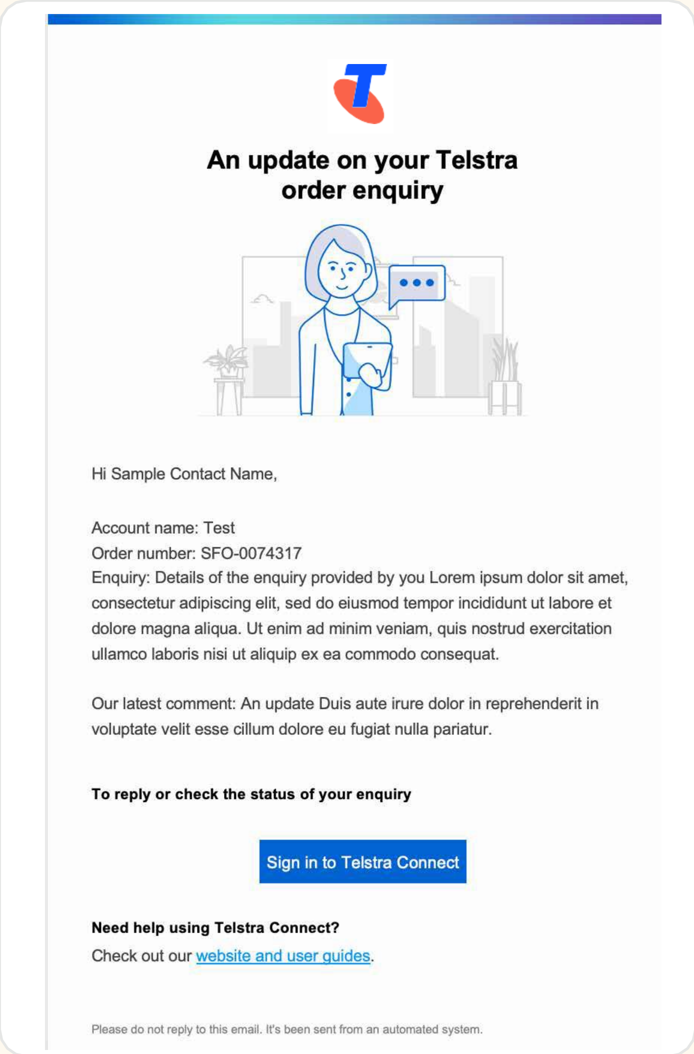
Enquiry number	Enquiry status	Category	Enquiry details	Assigned to	Related order	Enquiry submitted
00677594	On Hold	General enquiry	test	Customer	SFO-0130107	07 Sep 22
00677593	New	General enquiry	Test	Telstra	SFO-0130107	07 Sep 22

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'.



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


An update on your Telstra order enquiry

Hi Sample Contact Name,

Account name: Test
Order number: SFO-0074317
Enquiry: 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.

Our latest comment: An update Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur.

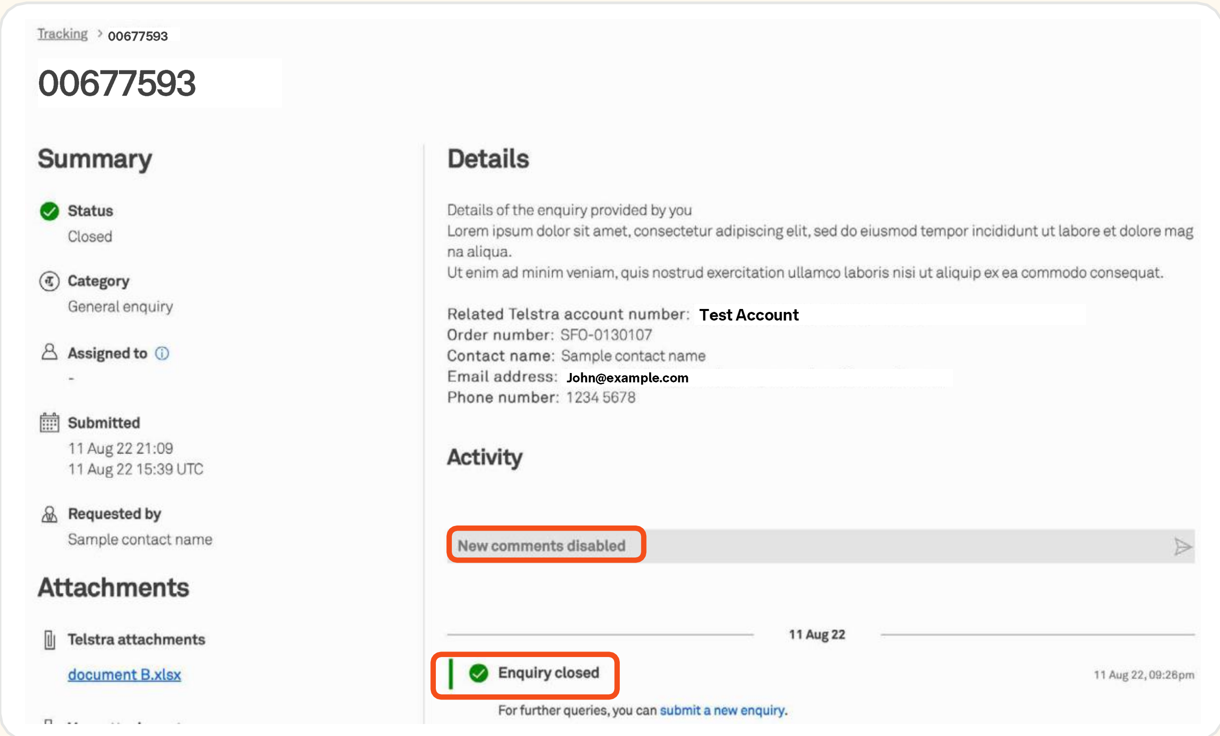
To reply or check the status of your enquiry

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.

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



Billing

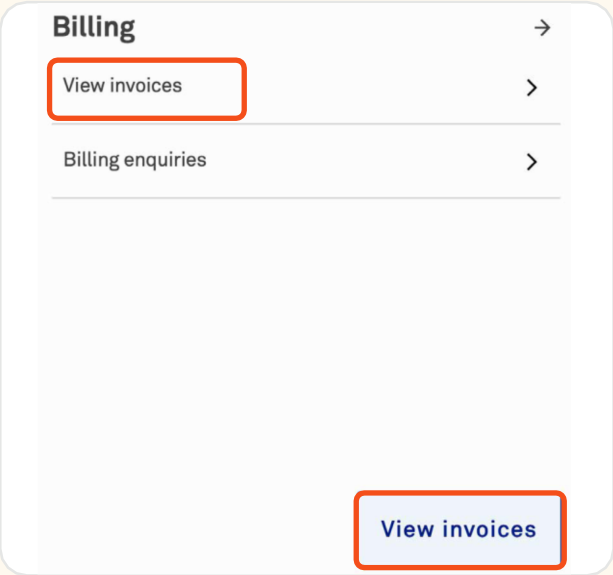
With Billing you can:

- Download bills for all your products and services
- Access the past 13 months of invoices, see when they were issued and the total amount due
- Raise and track billing enquiries for invoices, credit and debit notes

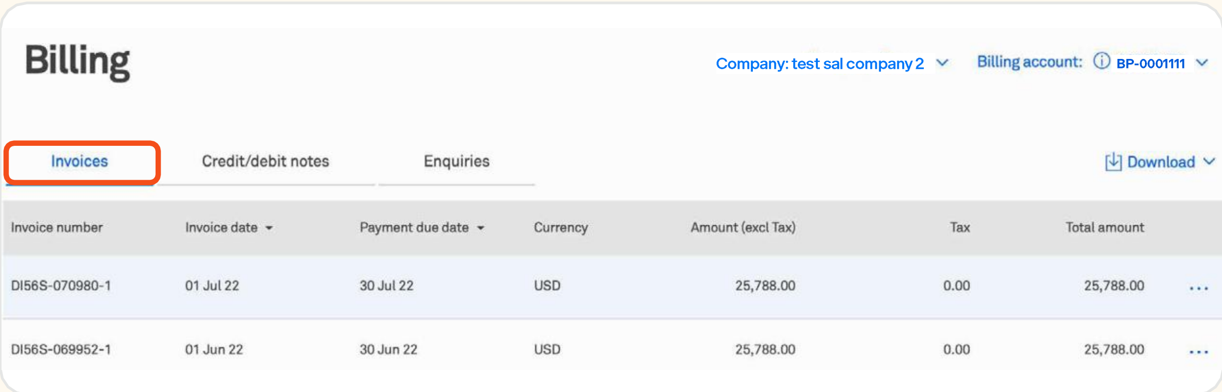
Billing

How to view invoices and credit / debit notes

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

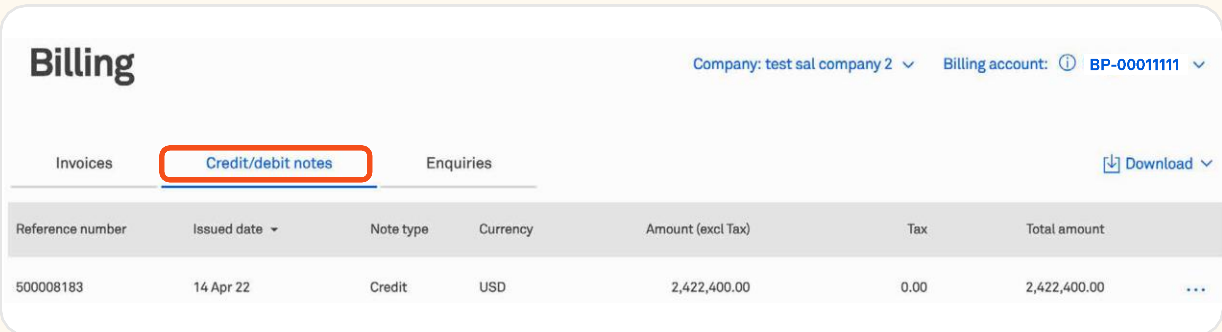


a. Select 'Invoices' tab. A list of your invoices will appear including invoice date, payment due date, currency, amount (excluding tax), tax and total amount.



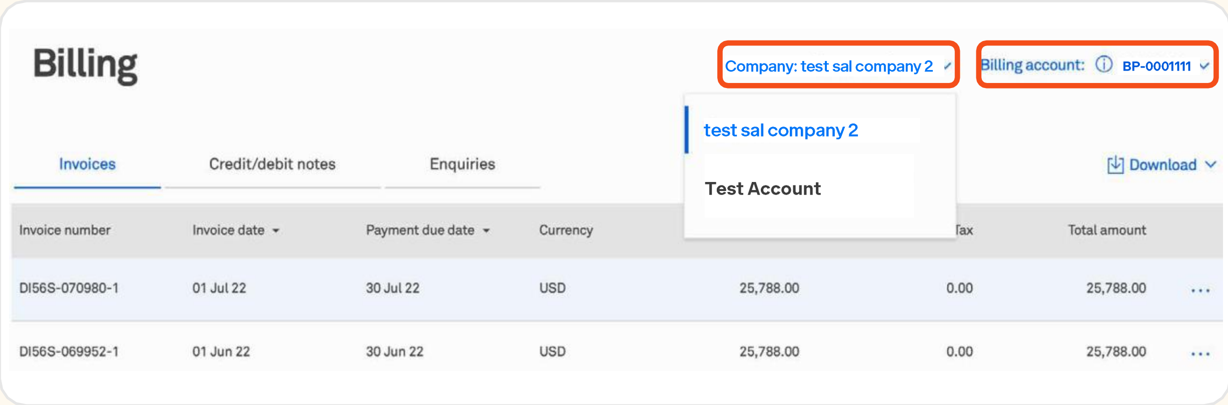
Invoice number	Invoice date	Payment due date	Currency	Amount (excl Tax)	Tax	Total amount
DI56S-070980-1	01 Jul 22	30 Jul 22	USD	25,788.00	0.00	25,788.00
DI56S-069952-1	01 Jun 22	30 Jun 22	USD	25,788.00	0.00	25,788.00

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 (excluding tax), tax and total amount.



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

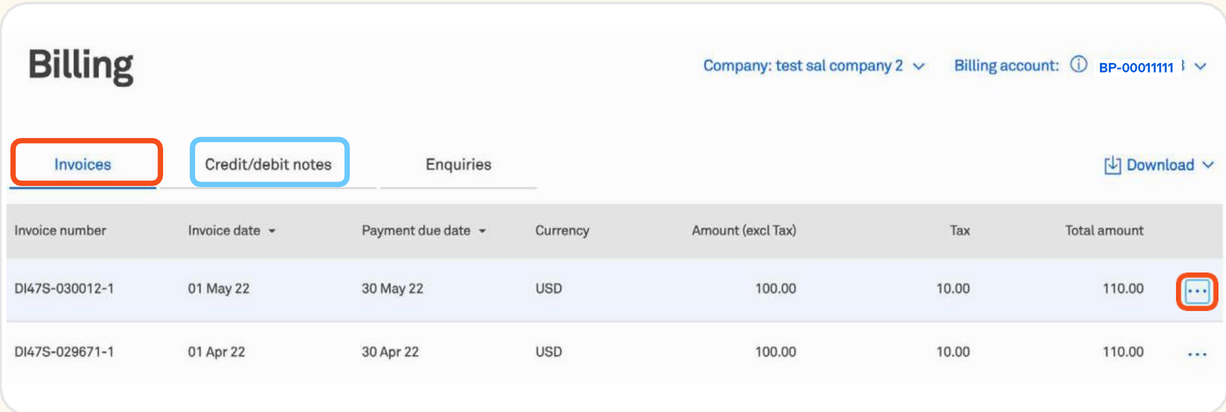
Note: If you have access to multiple companies or billing accounts, select the appropriate company or account in the top right corner

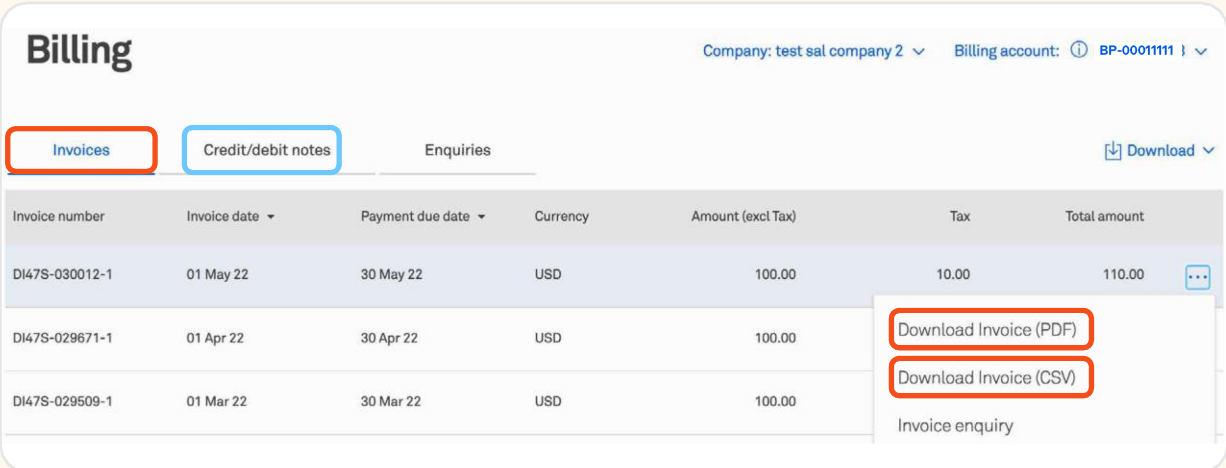


How to download invoices and credit / debit notes

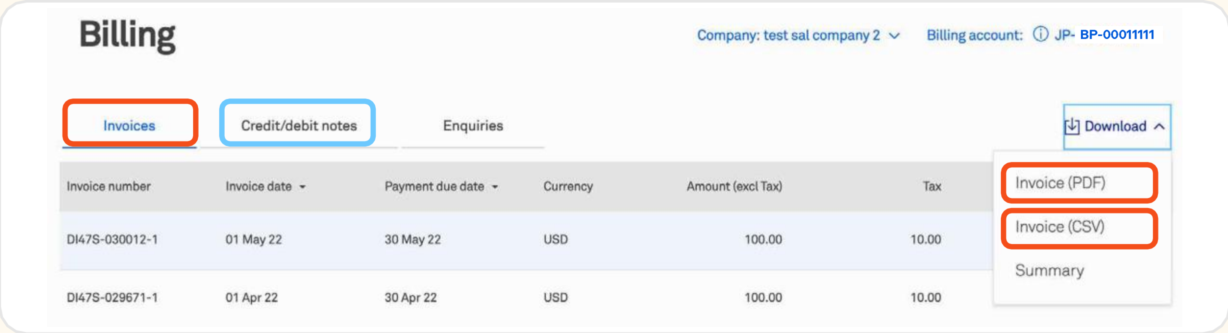
Note: All downloaded files will be in the local download folder in your PC

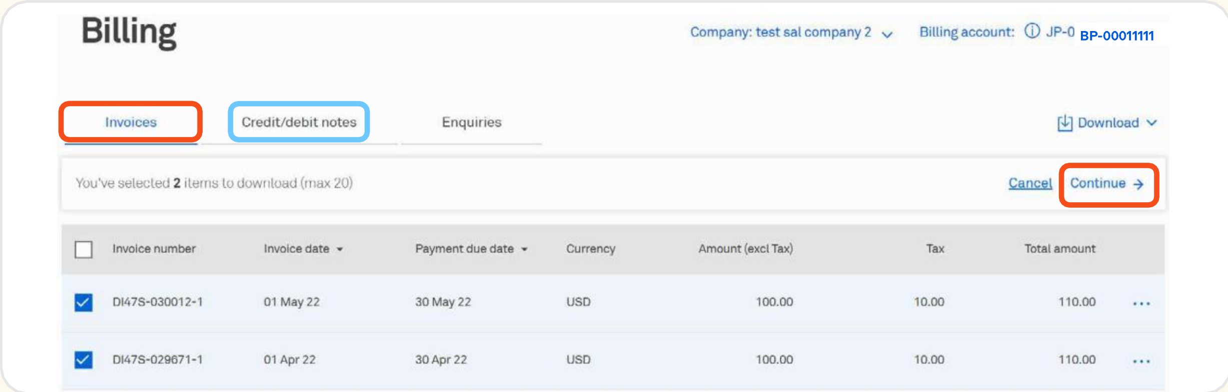
1. **To download a single invoice, select 'Invoices' tab (highlighted in orange), click the ellipsis to the right and choose PDF or CSV format.**
To download a single credit/debit note (highlighted in blue), select the 'Credit/debit notes' tab before clicking the ellipsis to the right of the appropriate credit/debit note.



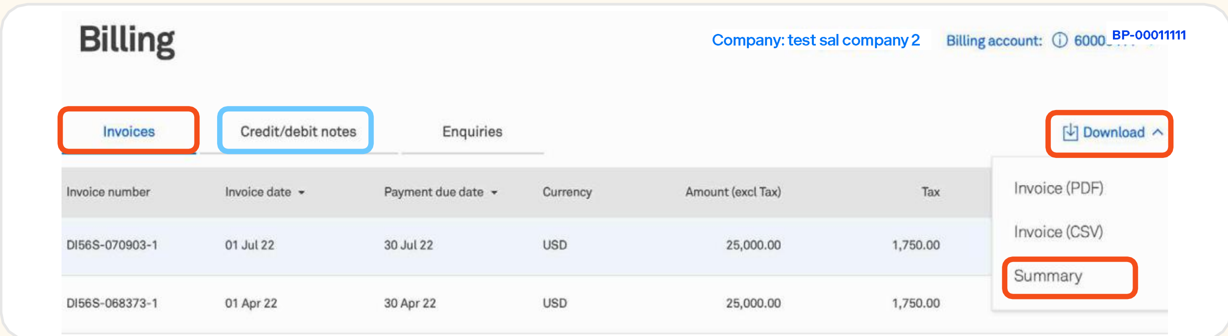


2 **To download multiple invoices, select 'Invoices' tab (highlighted in orange), click 'Download', choose the format, select the required invoices (up to 20) and click 'Continue'. To download multiple credit/debit notes, select the 'Credit/debit notes' tab (highlighted in blue) before clicking "Download", choosing the format and the required credit/debit notes.**

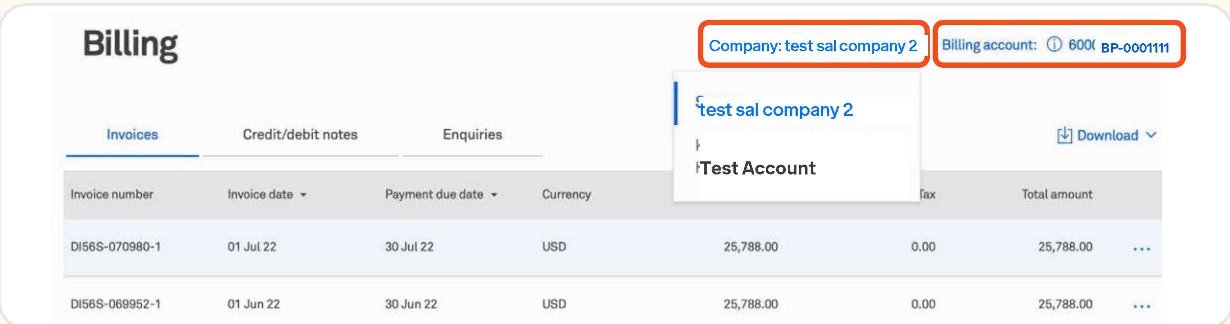




3 **To download an invoice summary, select 'Invoices' tab (highlighted in orange), click 'Download' and 'Summary'.**
To download a credit/debit notes summary, select the 'Credit/debit notes' tab (highlighted in blue) before clicking 'Download'.

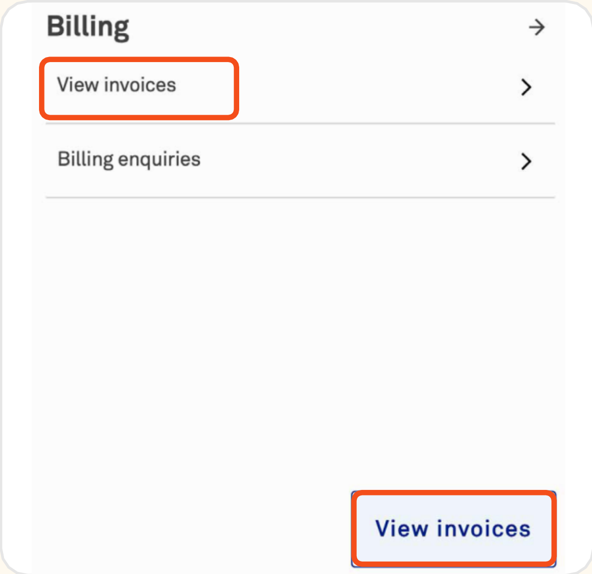


Note: If you have access to multiple companies or billing accounts, select the appropriate company or account in the top right corner

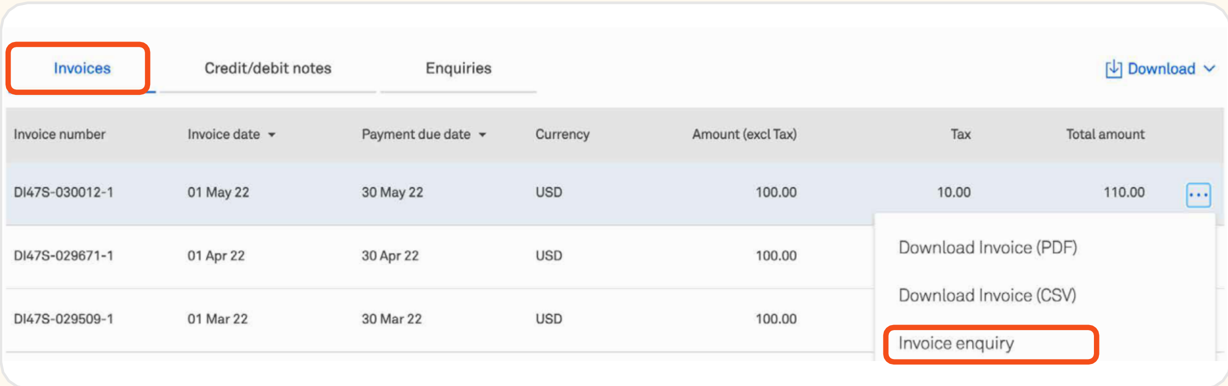


How to raise a billing / invoice / credit / debit note enquiry

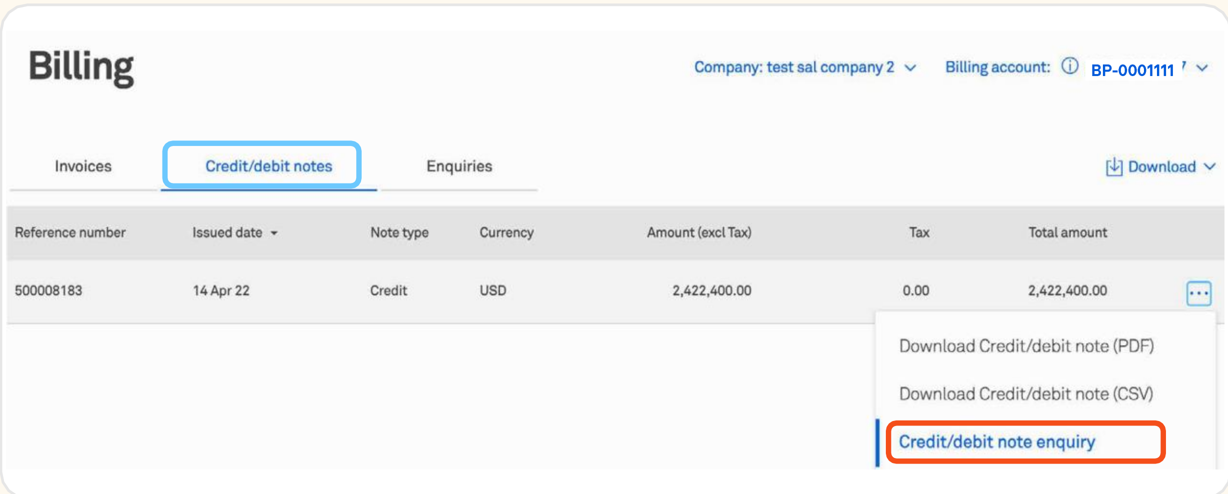
1. Select ‘View invoices’ from the Billing tile in the main dashboard.



2. To raise an enquiry about an invoice, select the ‘Invoices’ tab (highlighted in orange), click the ellipsis to the right and click ‘Invoice enquiry’.

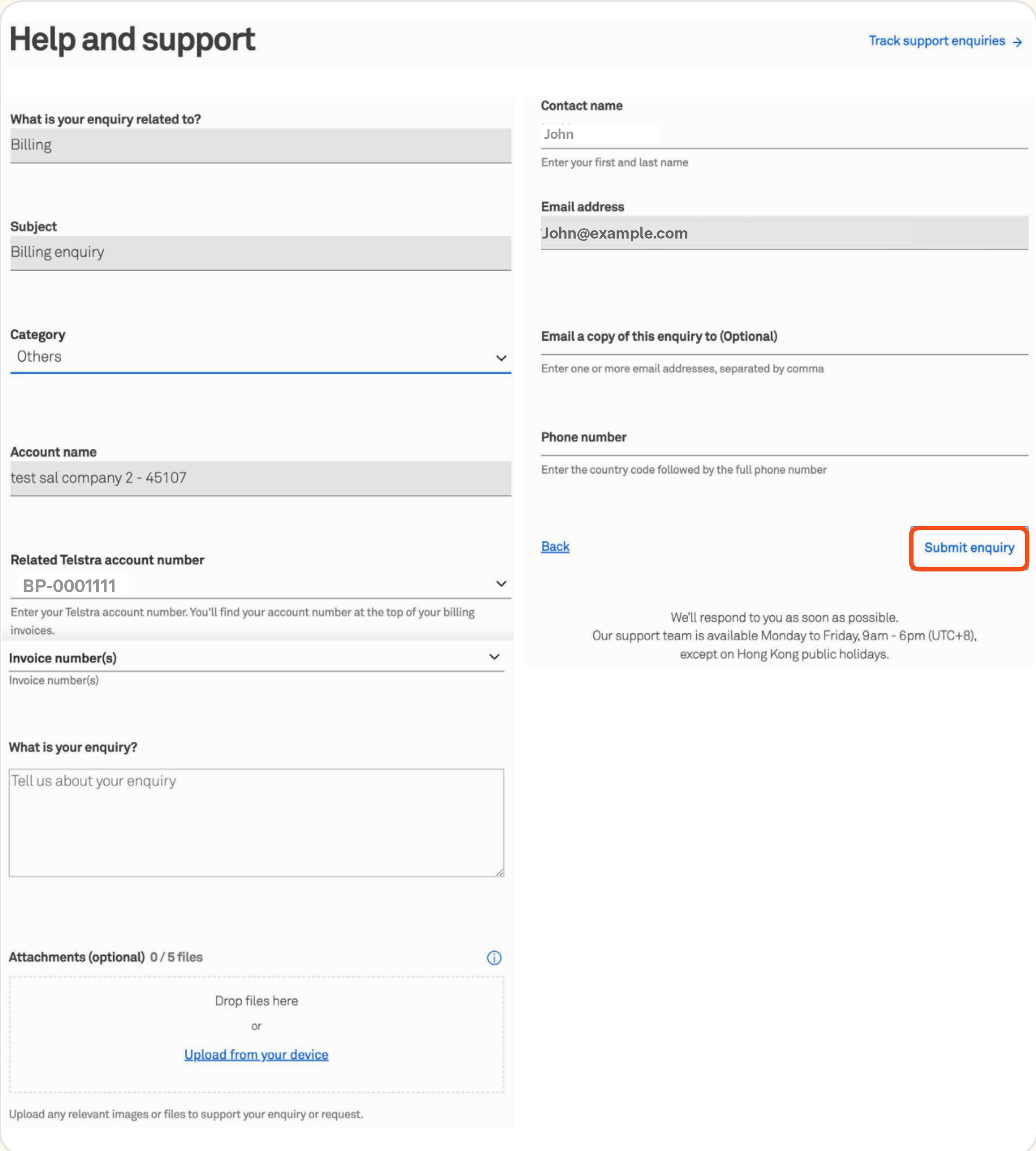


3. To raise a ‘Credit/debit note enquiry’, select ‘Credit/debit notes’ tab (highlighted in blue), click the ellipsis to the right and click ‘Credit/debit note enquiry’.

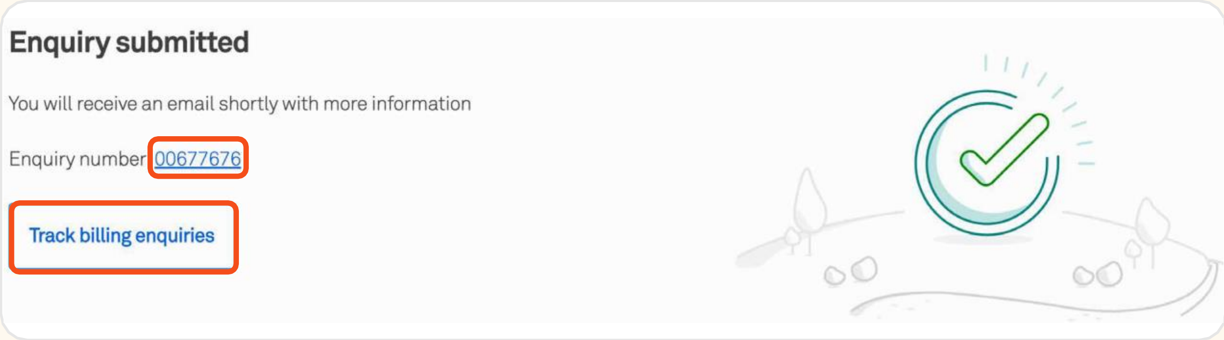


4 To raise an 'Enquiry' directly, select 'Billing', click 'Enquiries' tab and 'New enquiry'. Choose the relevant category, to open a pre-populated support enquiry form.

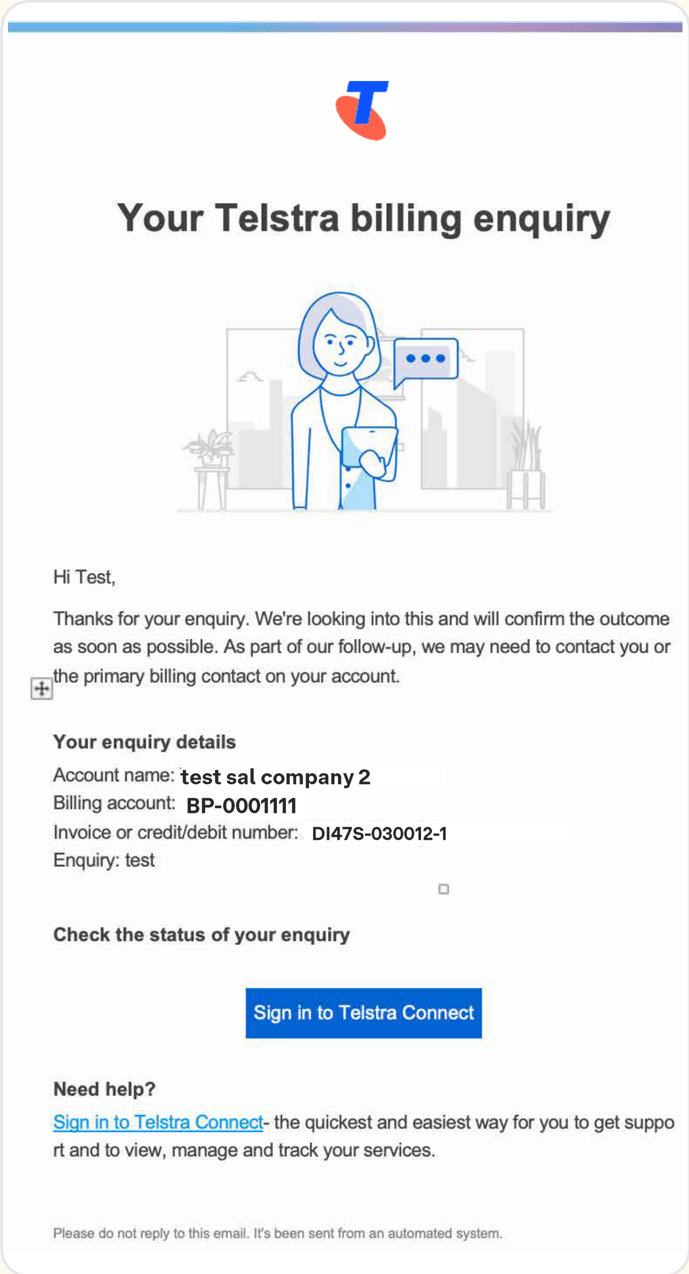
5 Complete the form and click 'Submit enquiry'.



6. **Your enquiry has now been submitted. Track the enquiry by selecting the enquiry number or clicking ‘Track billing enquiries’.**



7. **A confirmation email will be sent to your corresponding email address and copied to any additional email (optional).**

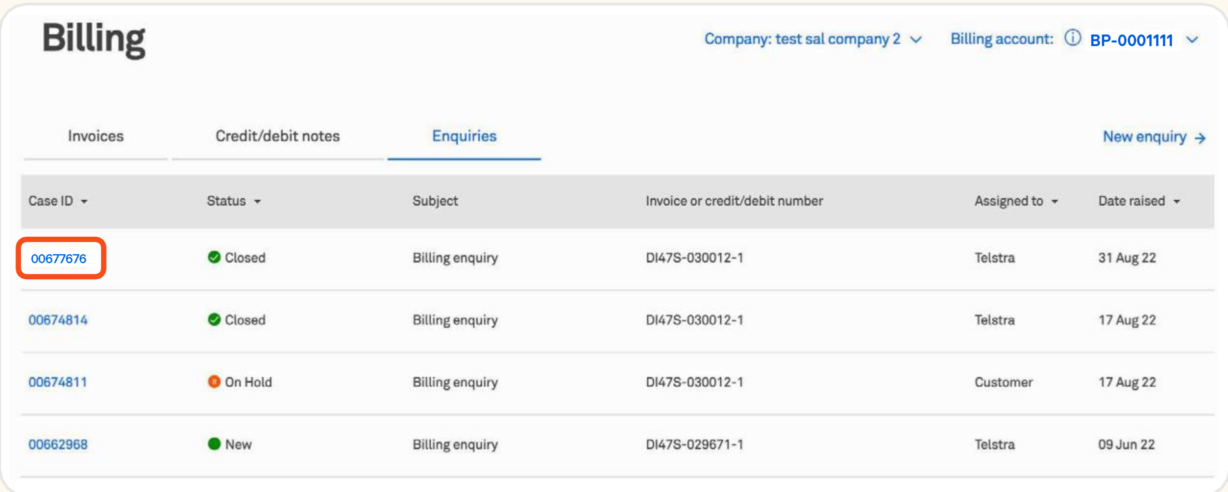


How to track my billing enquiries?

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

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

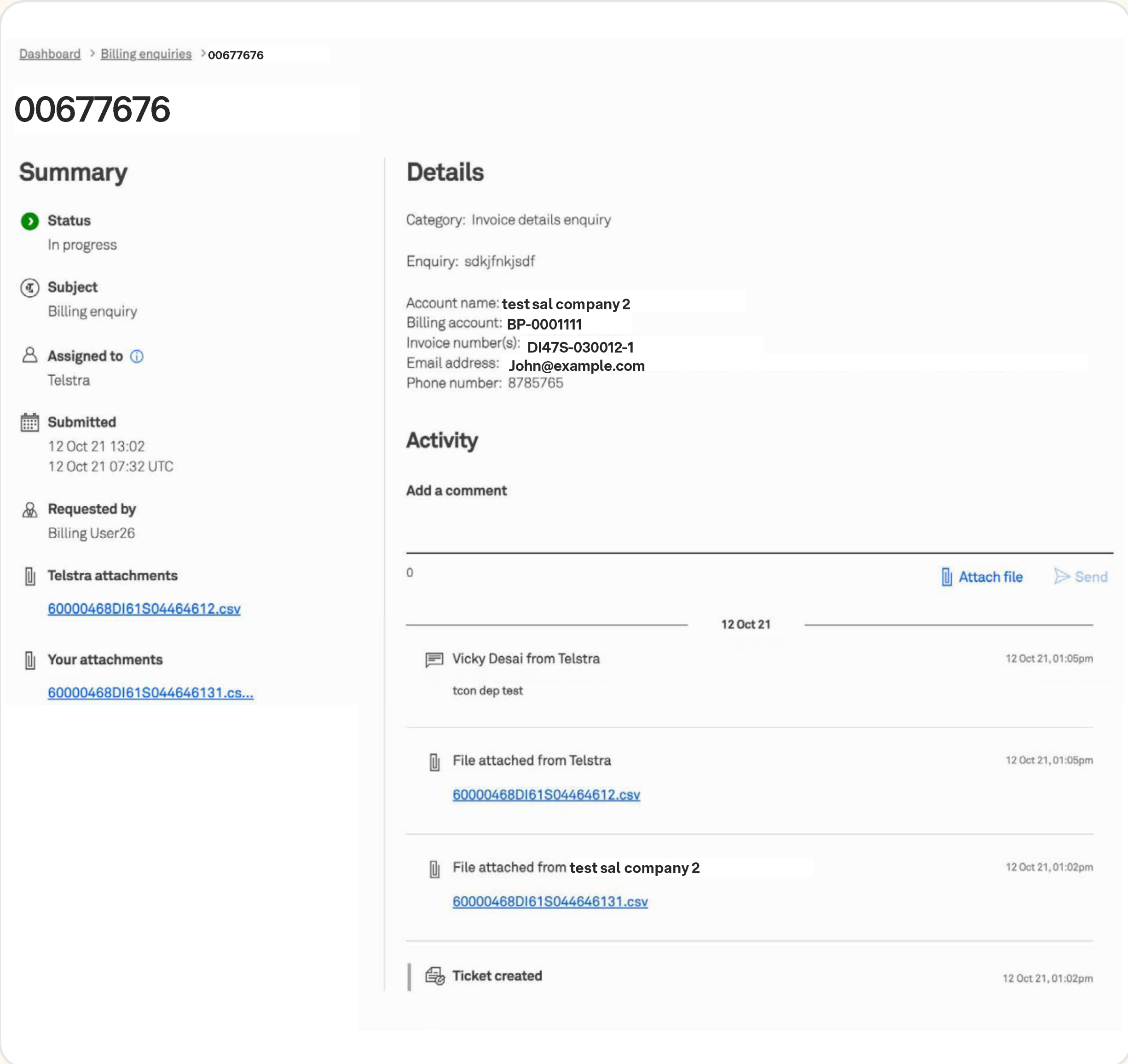
3. Select the case ID you would like to view further information for.



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'.



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 cancel your enquiry, you can communicate this to the Telstra team using the comments field on the enquiry. Comments will be disabled and you will receive an email to confirm this.

An update on your Telstra billing enquiry

Account name: Tes test sal company 2
Billing account: 12 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

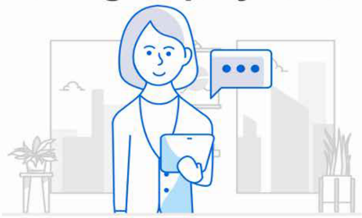
Sign in to Telstra Connect

Need help?

Sign in to Telstra Connect- the q uickest 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

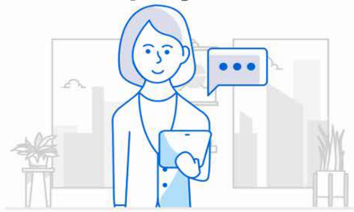
You can check back on this resolution and any other enquiries at any time by signing in to Telstra Connect.

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 the appropriate company or account from the top right corner.

Billing

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

test sal company 2
Test Account

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:

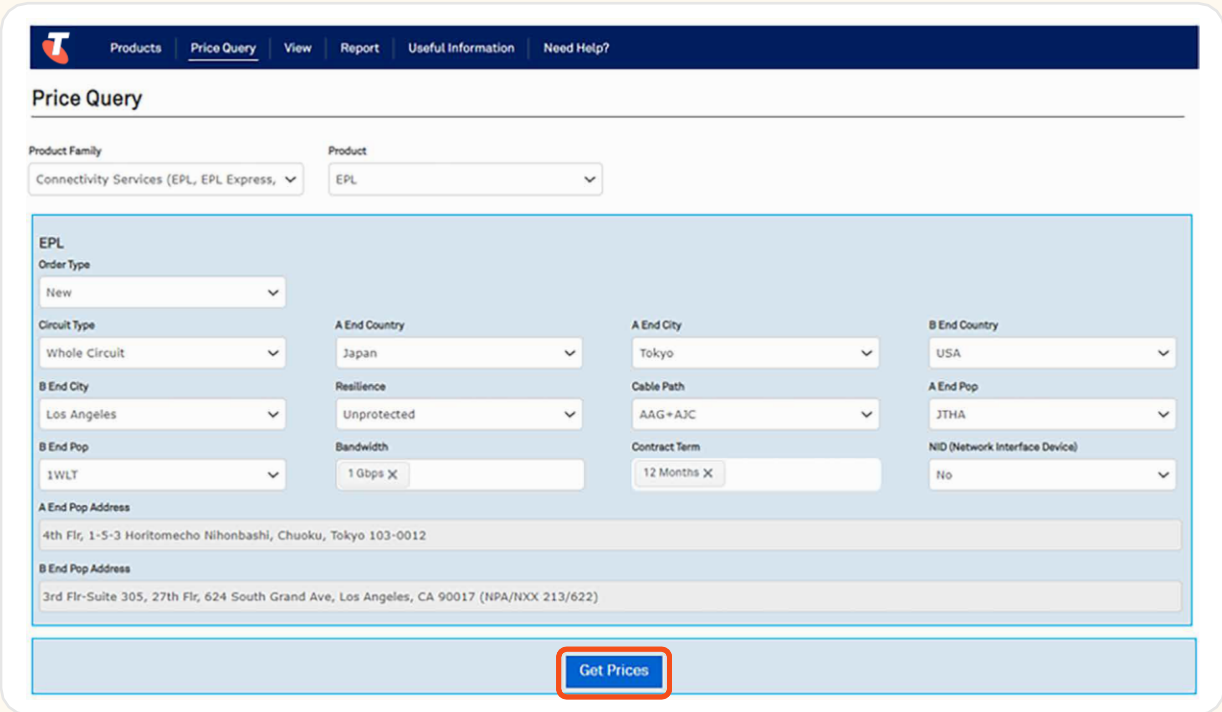
- Easily search by price
- Create a product basket
- Generate and view quotes in one place

Your Quote

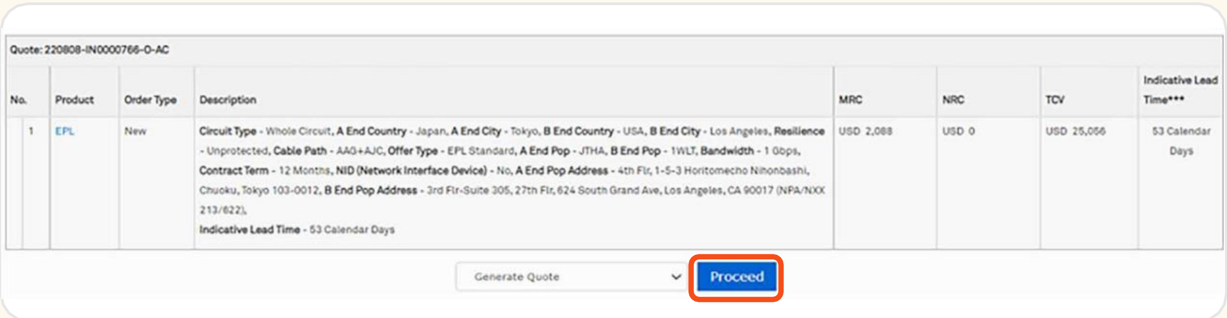
How to create a Quote

1. **On the main dashboard, from the 'Your quote' tile, select 'Request quotes' to view pricing information, request discounts, and generate quotes.**

2. **Enter details in the appropriate fields to configure the solution and click 'Get Prices'.**



3. **Click 'Proceed' to generate your quote.**

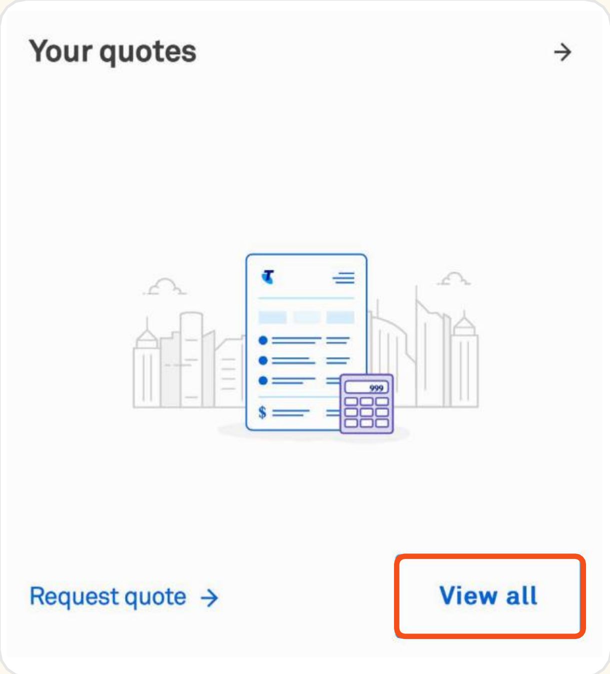


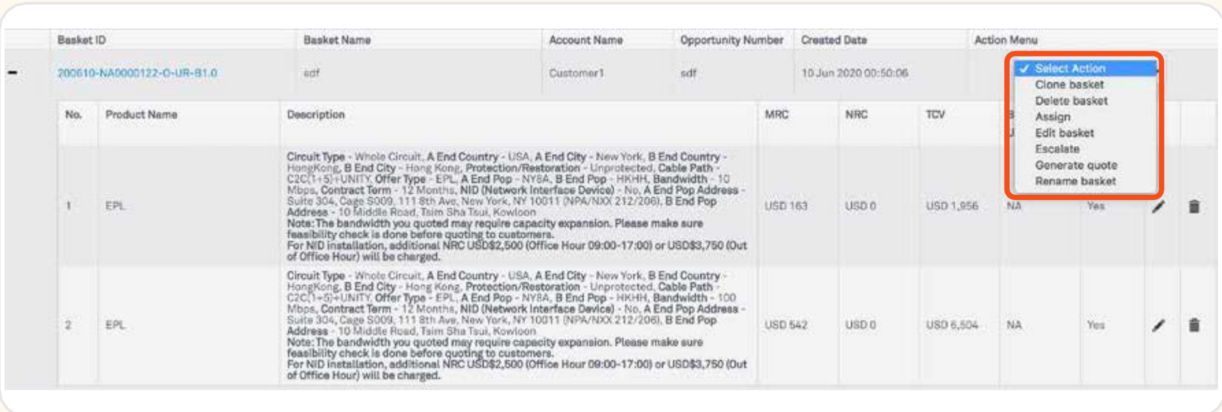
Quote: 220808-IN0000766-0-AC

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

How to view and edit my quote

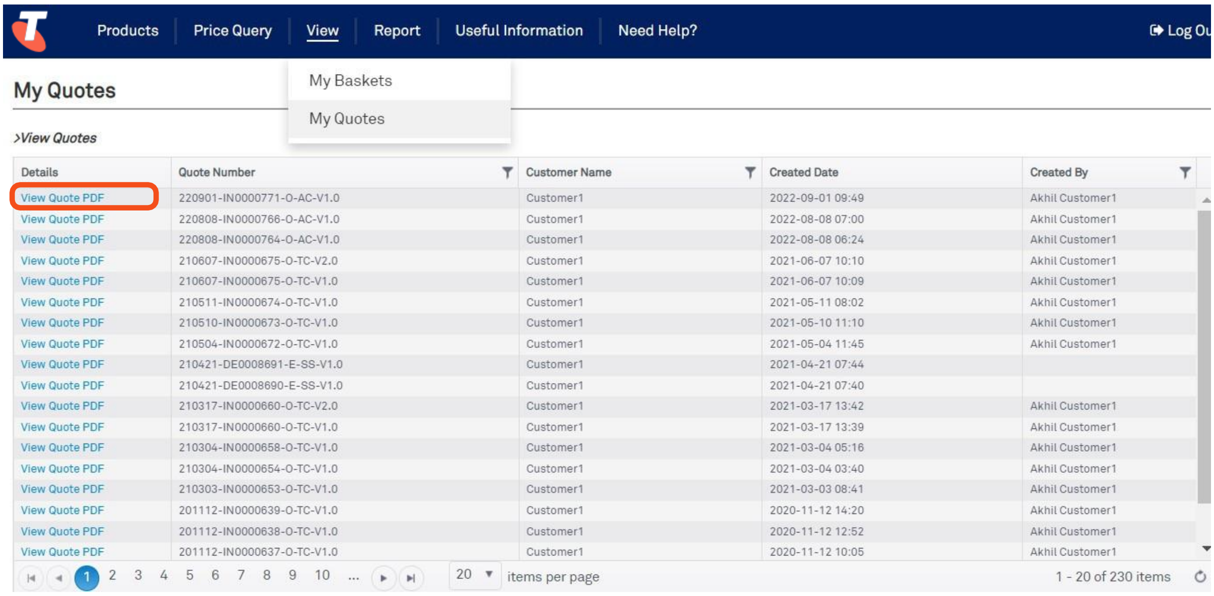
1. On the main dashboard, from the 'Your quote' tile, select 'View all' to connect to the IPS portal to view or edit baskets.





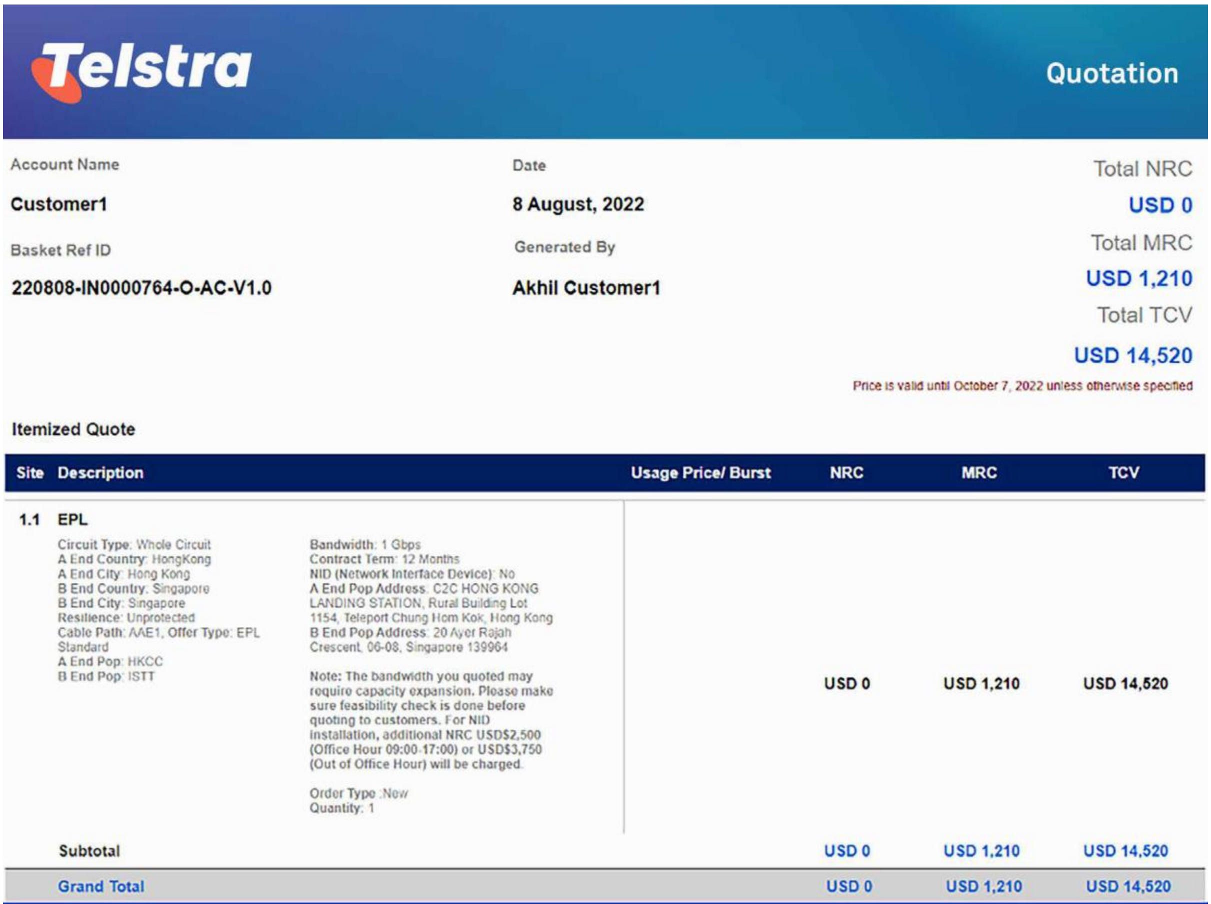
How to download my quote

1 **Click “View Quote PDF” against the required quote number.**



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

2 **Download the quote.**



Telstra

Quotation

Account Name
Customer1

Date
8 August, 2022

Total NRC
USD 0

Basket Ref ID
220808-IN0000764-O-AC-V1.0

Generated By
Akhil Customer1

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

Telstra

Support

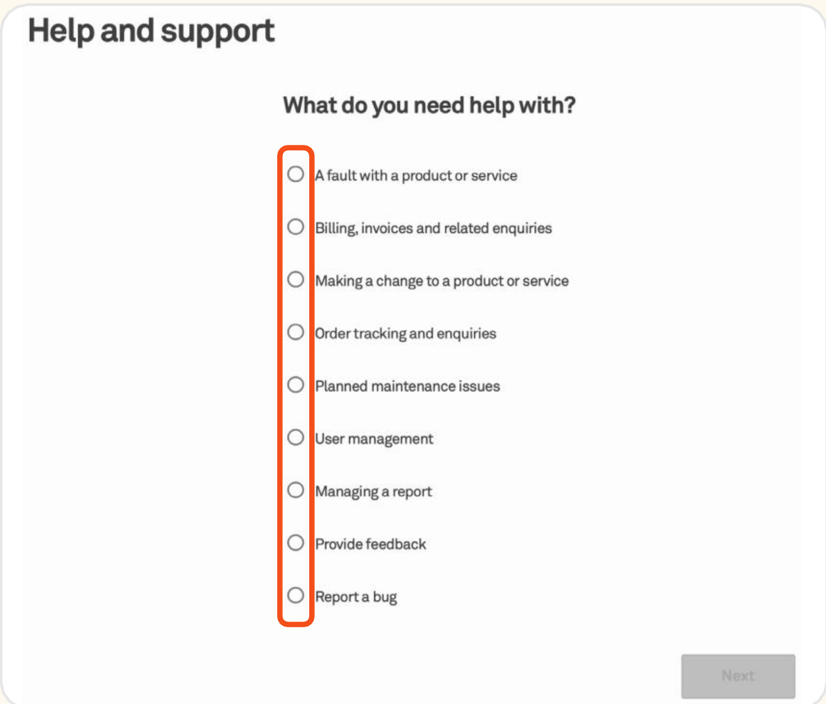
Support

How to raise a support enquiry?

1. On the main dashboard, from the top right-hand corner, select 'Support'.

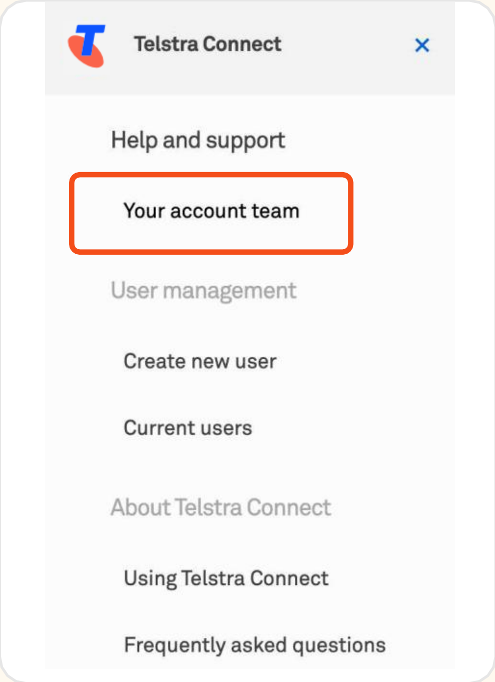
2. Click 'Submit a support enquiry'

3. Select the relevant categories and submit your request.

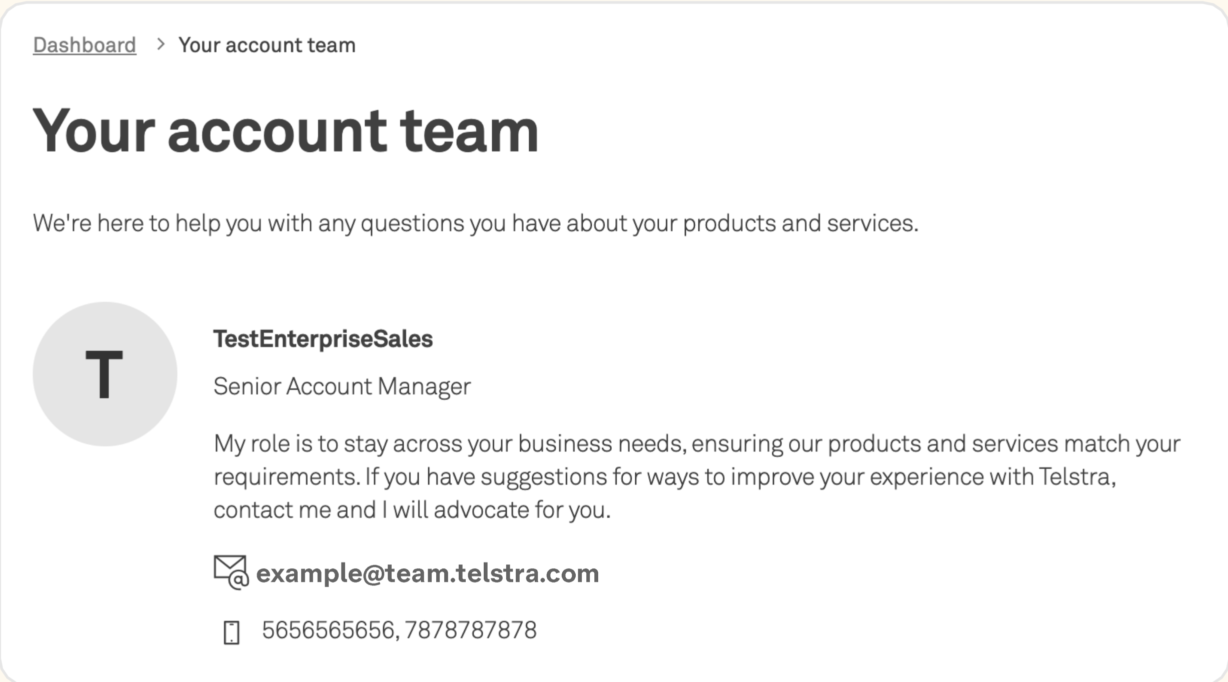


How to reach out to Telstra?

1. **On the main dashboard, from the menu, click 'Your account Team' .**



2. **You will see the contact details of the Telstra representative who can assist with your questions.**



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

2024.03.07 302 7M