Telstra Connect Shop User Guide

December 2023

Telstra

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Shopping in Telstra Connect

Here's a simple guide on ordering and configuring cross connect services on Telstra Connect Shop.

To access Telstra Connect Shop

1. If you have access to purchase through Telstra Connect, you can access the Telstra Connect Shop. You can get to the Telstra Connect Shop from the main dashboard of Telstra Connect at:
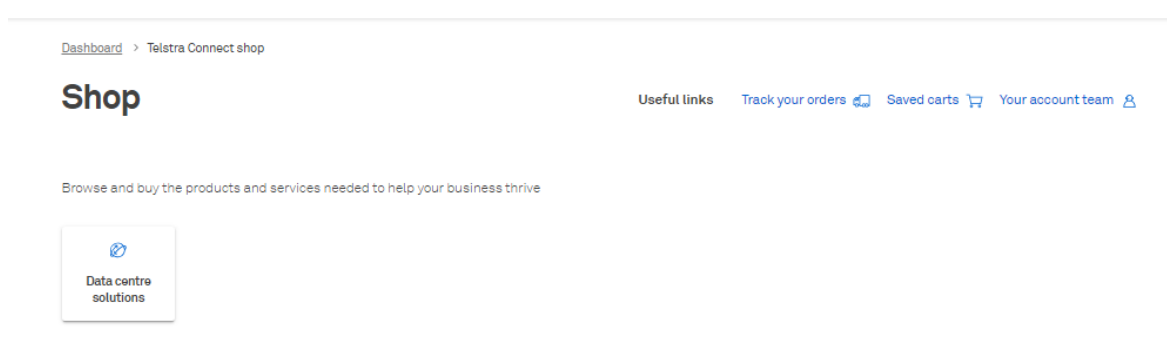
    a. 'Shop' button on the top menu bar; or
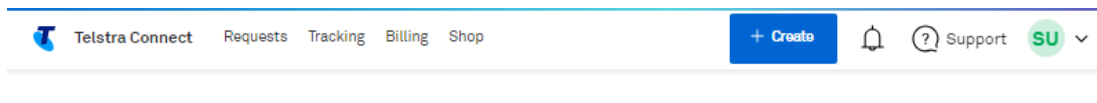


    b. 'Telstra Connect Shop' tile.
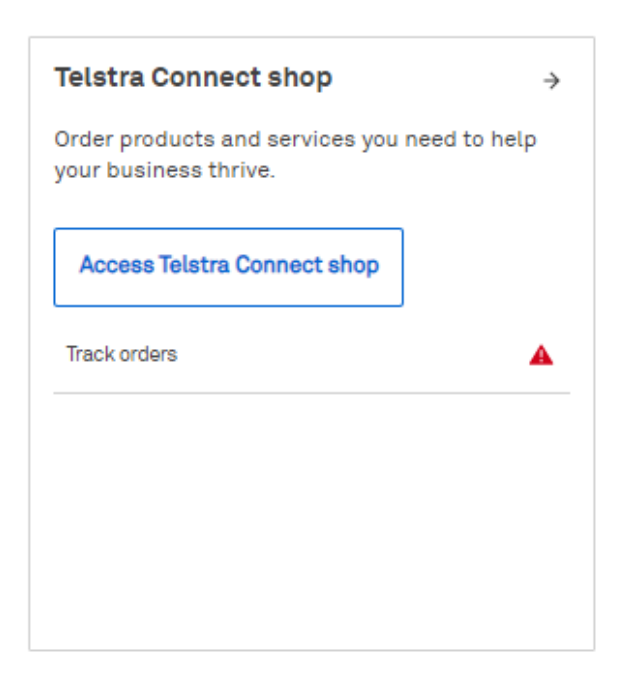
To find the product you need

1. Once in the Telstra Connect Shop, click on the appropriate tile to access the product you require. Currently only 'Data Centre Solutions' are available. As more products become available for purchase through the Telstra Connect Shop, more tiles will be added to this page.

2. To order cross connect, click on the 'Order cross connect' button to navigate to the product configuration page. Please note that only customers with existing active data centre services can order cross connect through the Telstra Connect Shop.
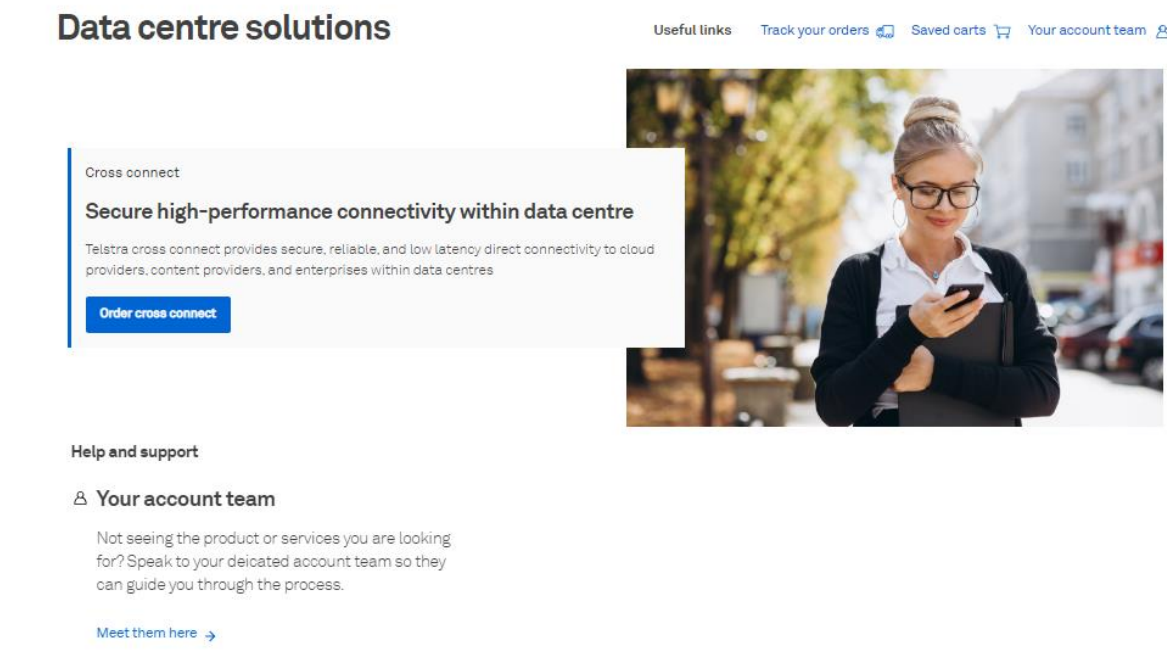
3. If you do not have existing active colocation services, the 'Interested? Let's connect' button will be displayed, and clicking on this will bring you to the 'Your account team' page. You may then contact your account team to set up colocation services.

To configure your product selection

1. Select the data centre for which the cross connect service is required. The associated address for that data centre and a note with an estimated delivery lead time will be presented. Please note that a letter of authorization may be required upon order submission.
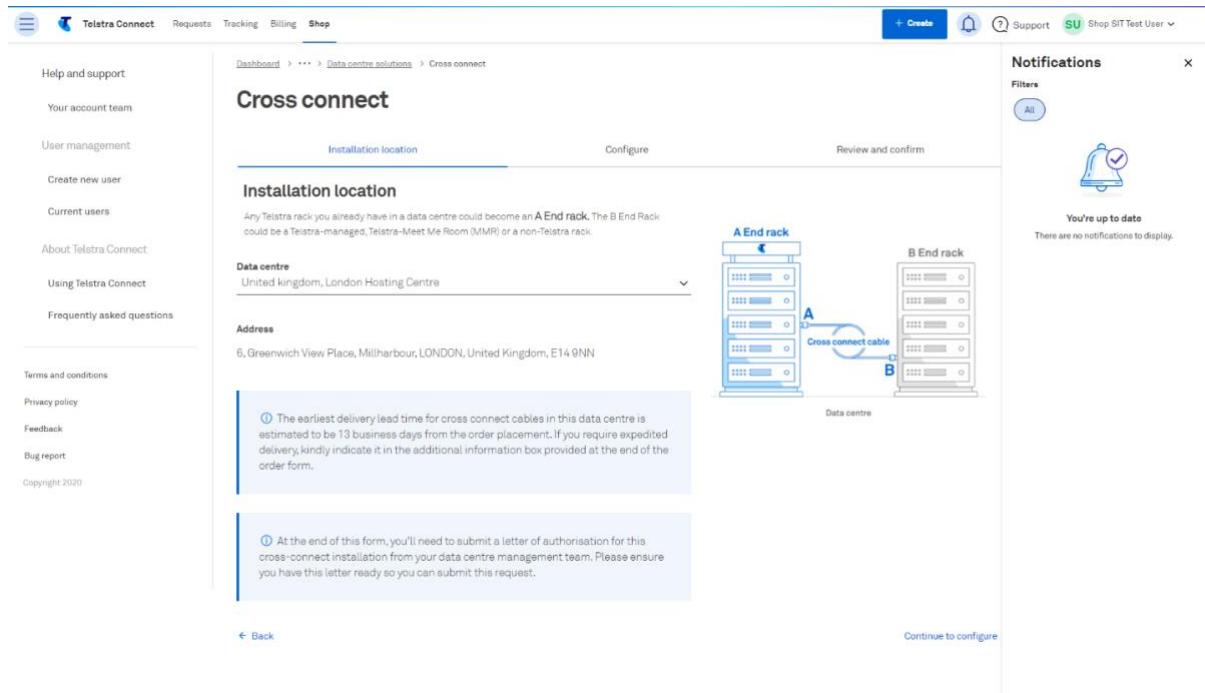
2. Continue to the 'Configure' page to complete the product configuration and select the number of cross connects that you wish to purchase. Please note that all the configuration fields need to be filled before you can move on to the next step.
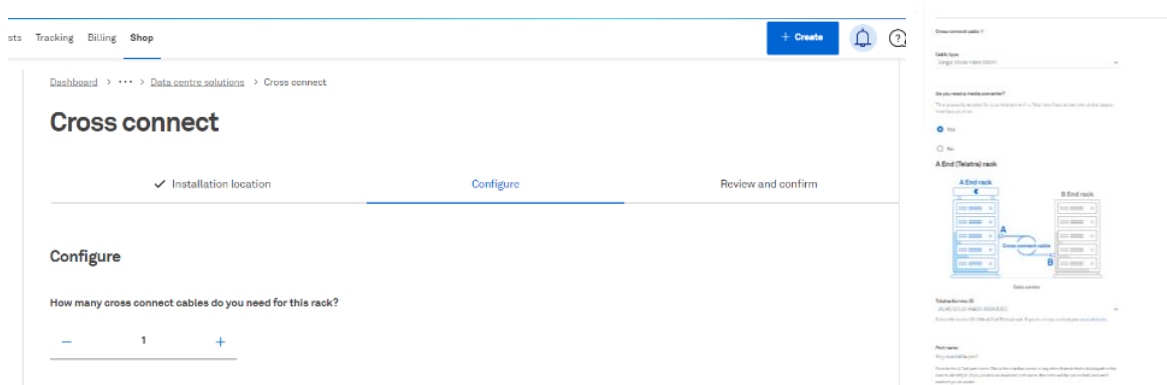
To review your selection

1. Upon completing all required fields on the 'Configure' page, click 'Continue to Review and Confirm' on the bottom right of the screen to proceed.

Review and confirm

Please review your selections before confirming the order. You can edit any changes required.

Installation location ✎ Edit

Location name
HKEA

Location address
12 Chun Kwong Street, Tseung Kwan O Industrial Estate, Hong Kong

Configure and quote ✎ Edit

Number of cables
3

Cross conect cable 1	Cross conect cable 2	Cross conect cable 3
Cable type Single mode fiber (SMF)	**Cable type** Single mode fiber (SMF)	**Cable type** Single mode fiber (SMF)
Media convertor Required	**Media convertor** Required	**Media convertor** Required
A End — Service ID -	**A End — Service ID** -	**A End — Service ID** -
A End port name 1/2	**A End port name** 11/12	**A End port name** 7/8
Cable connector type LC-PC	**Cable connector type** LC-PC	**Cable connector type** LC-PC
B End — B End rack type Telstra managed rack	**B End — B End rack type** Telstra managed rack	**B End — B End rack type** Telstra managed rack
B End service ID ABDFSE12345666	**B End service ID** ABDFSE12345667	**B End service ID** ABDFSE12345677
B End port name 14/15	**B End port name** 16/17	**B End port name** 18/19
Cable connector type LC/PC	**Cable connector type** LC/PC	**Cable connector type** LC/PC
Contract term 12 months	**Contract term** 12 months	**Contract term** 12 months

2. Review the product configurations and, if correct, click 'Add to Order'. If any modifications are required, click 'Back to configure'.

Additional Information (optional)

← Back to configure   Add to order

To finalise your order

1. Upon clicking 'Add to order', you will be presented with the 'Order Summary' page, which shows a price breakdown of your order.

Order summary

🗑 Clear order

Item/s	Unit charge	Quantity	Excluding tax
Cross connect (HKEA)		1	$1,398.00 🗑
Recurring charge	$400.00		$400.00
One-off charge	$998.00		$998.00
Cross connect (EQSY03)		2	$3,468.00 🗑
Recurring charge	$500.00		$1,000.00
One-off charge	$1,234.00		$2,468.00
Total charge (first month)			**$4,866.00**

2. Check that the delivery and payment details are correct, then attach a Letter of Authorisation (LOA). Note: the LOA is only required for certain data centres.

3. Under Order details, acknowledge that the services ordered are governed by the terms of your existing agreement with Telstra by clicking the checkbox that states "I agree to proceed with this order under the terms of my Agreement with Telstra". Next, agree to share any attachment that you have uploaded by clicking the checkbox that states "I consent to sharing the details of the attachments/s with Telstra agents and others in my organisation with Telstra Connect". Thereafter, click 'Submit Order'.

Order details

Review all the information on this page and make changes if necessary before submitting your order.

Item/s	Total Charge (first month)
Cross connect - Singapore, SGDS1, Single Mode Fibre (SMF), rtw to 324	$350.00
Total charge (first month)	**$350.00**

The Service/s ordered will be governed by the terms of your Agreement with us, including the Service Schedules, with all existing terms/charges applying.

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

☑ I agree to proceed with this order under the terms of my Agreement with Telstra.

← Edit Order   Submit Order

4. Once your order is submitted, please allow 5 to 10 mins for:

5. Sales order form email
   Note: electronic signature is not required for any order submitted through Telstra Connect Shop.

6. Order submission email
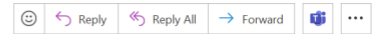   Click on the service number to return to the order detail page.

How to track your order

1. After your order is submitted, an order submission email will be sent to your mailbox. From that email, click on your Order number to be redirected to the order detail page to track the progress of your order on Telstra Connect.

How to find your order

1. To find previously submitted orders added to your saved cart, go to the Telstra Connect Shop landing page, and click "Saved carts" under useful links.
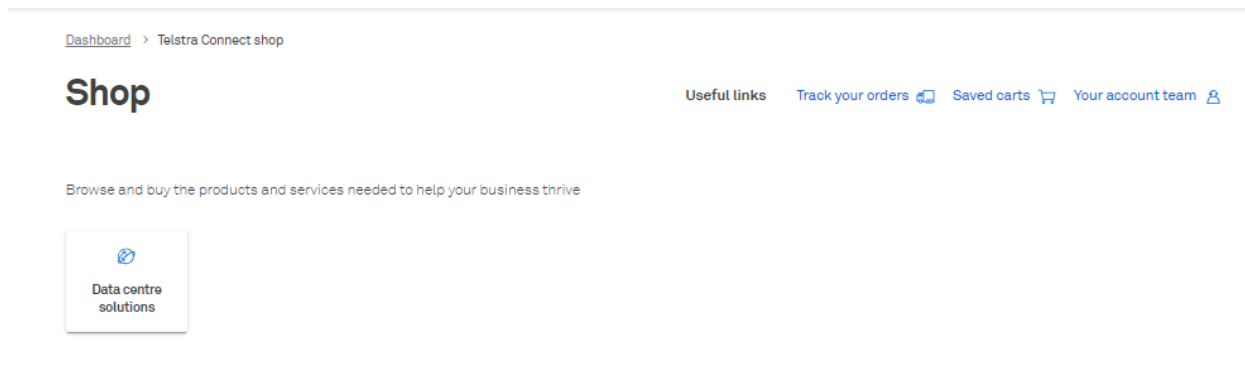
2. Under Saved cart, you will find all the products that added to your order.