



# How to raise a support inquiry

February 2025

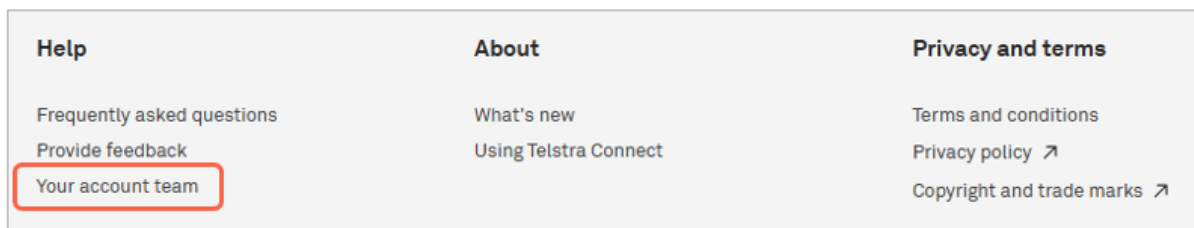


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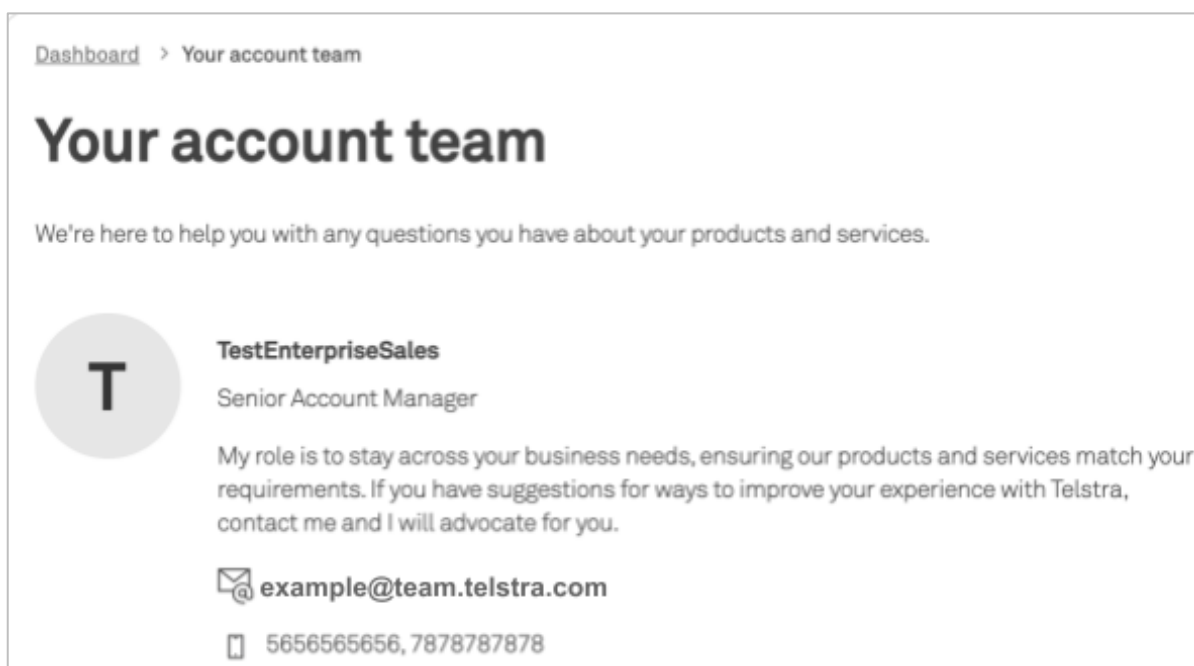
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## How to contact your Telstra representative

1. On the main dashboard, from the footer menu, select '**Your account team**'.

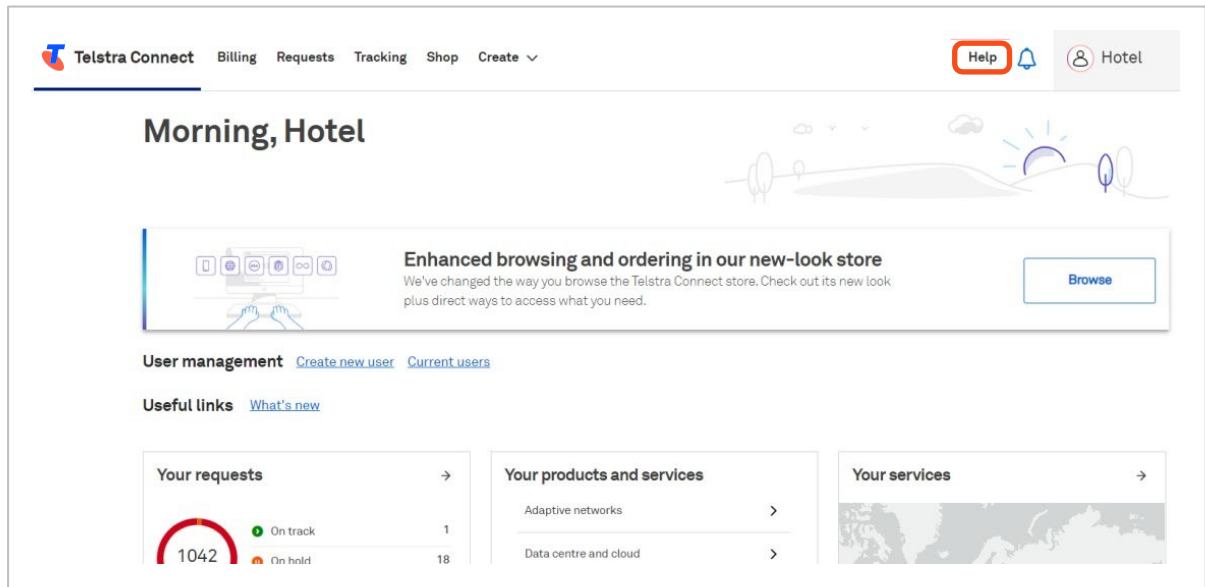


2. You will see the Telstra contact assigned to your account, who can help you with any enquiries regarding your products and services.



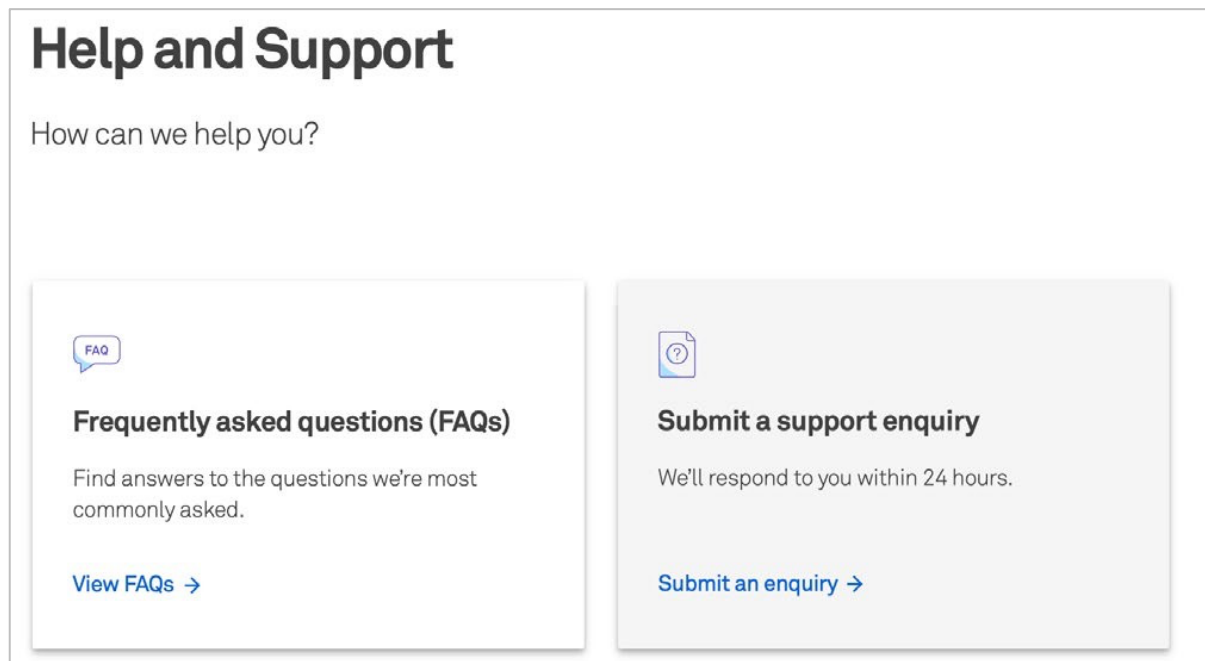
# How to raise a support enquiry

1. Navigate to the dashboard and click the **'Help'** button located at the top right corner of the page.



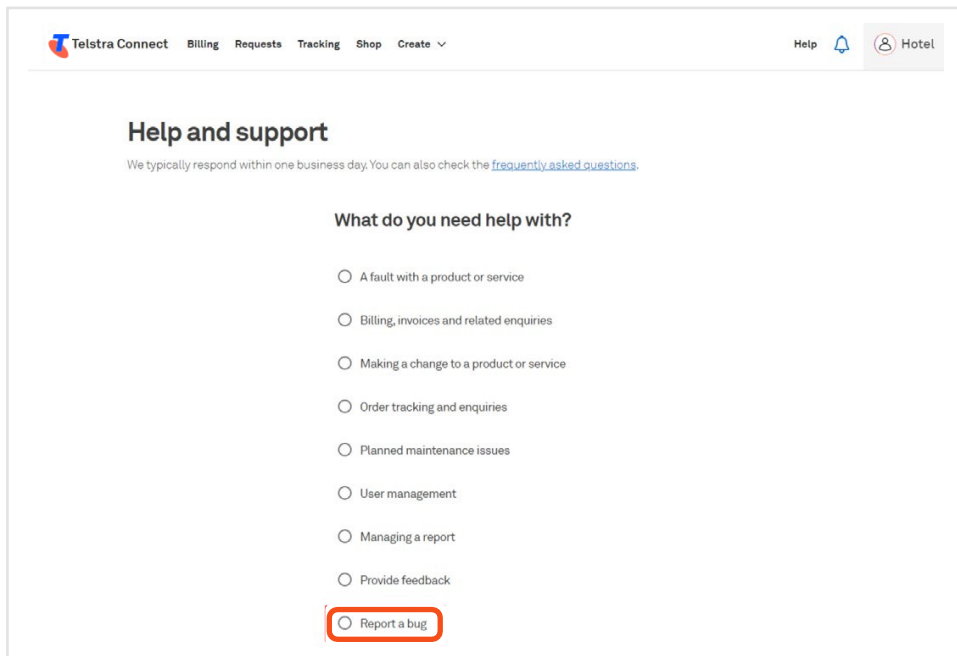
Select **'Submit an enquiry'**.

2. Select the relevant category and follow the prompts to submit your request.

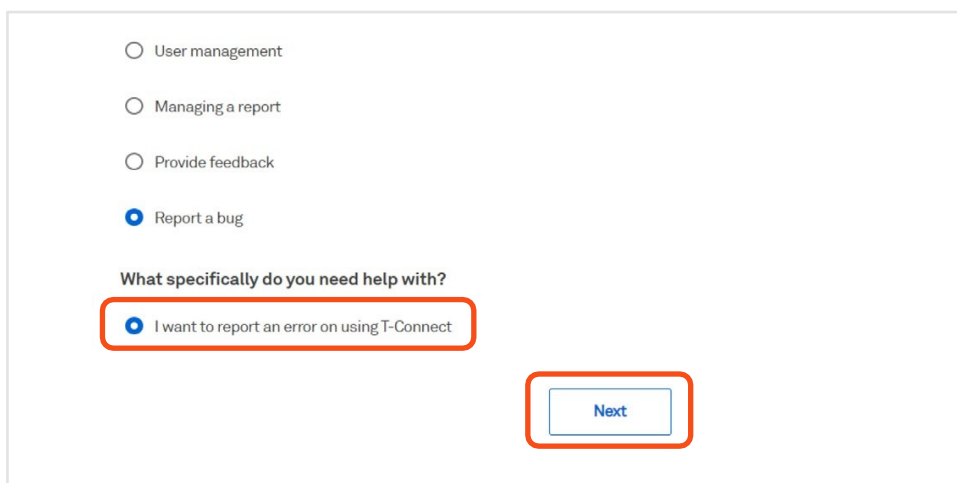


# How to report a fault or bug concerning Telstra Connect

1. To report a bug or fault concerning Telstra Connect, after selecting **'Help'** and **'Submit an enquiry'**, select the **'Report a bug'** option.



2. Under the question **'What specifically do you need help with?'**, choose the radio button for **'I want to report an error on using T-Connect'** and then click **'Next'**.



3. You will be directed to the **Report an Error** page.

Telstra Connect Billing Requests Tracking Shop Create ▾ Help Hotel

**Report an error**  
Provide feedback

**Report an error**  
Noticed something not working on Telstra Connect? Tell us about it here.

Which application has an error?  
Select an application ▾

Tell us a little more about the error  
Share steps to reproduce the error 0/300

Can we contact you to follow up or ask more?

Submit

4. Select the relevant option from the list, add additional context, and click **'Submit'**.

Telstra Connect Billing Requests Tracking Shop Create ▾ Help Hotel ▾

**Report an error**  
Provide feedback

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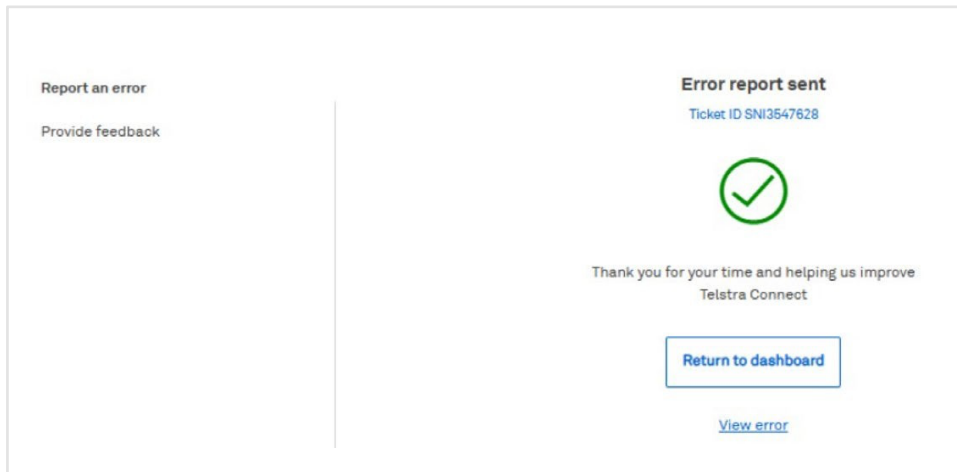
- General
- Sign in
- Billing
- Customer support
- Your incidents
- Telstra Connect shop
- Planned Maintenance
- Requests
- Your Services
- Tracking
- User management

Tell us a little more about the error  
Testing 7/300

Can we contact you to follow up or ask more?

Submit

5. An **'Error report sent'** message with a ticket ID will appear, indicating that your ticket has been successfully submitted.



6. Upon submission, the status of your enquiry will be displayed on the tracking page.

Tracking > SNI3547628

## SNI3547628

**Summary**

- Brief summary  
Testing
- Your reference  
..
- Status  
Open
- Incident raised  
Today 05:14pm
- Estimated resolution time  
To be confirmed

**Activity**

Add a comment

0

Attach file Send

Today

Incident raised 28 Oct 24, 05:14pm

## Tracking

We're making it easier for you to track your items in one place.

Incidents Requests Orders Support enquiries Planned maintenance

[Raise incident](#)

SNI3547628 Filter  
Incident number, your reference, summary

Track all open incidents and incidents that have been closed in the last 45 days. Select columns Export table

Priority	Number	Your reference	Brief summary	Status	Location	Assigned to	Estimated resolution	Raised by
P4	SNI3547628	test	error	Pending - Customer	To be confirmed	You	02 Dec 2020 3pm	Samuel Telstra Connect User

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>