GUIDE TO YOUR TELSTRA TOOLS

BUSINESS CUSTOMERS

Managing your services online is
easy, fast and convenient

IT'S HOW
WE CONNECT

www.telstra.com.au

You Tube

http://tel.st/YTT

WELCOME TO YOUR TELSTRA TOOLS

The smart way to manage your Telstra services

Your Telstra Tools is the secure, personalised online portal that helps you manage your Telstra accounts and services in one place for ease and simplicity.

You can place and track orders, view and pay invoices, manage your accounts, manage your network services, and analyse usage and trends. All of which means you can maximise the benefit from your services, manage costs more easily and have more time to get on with business.
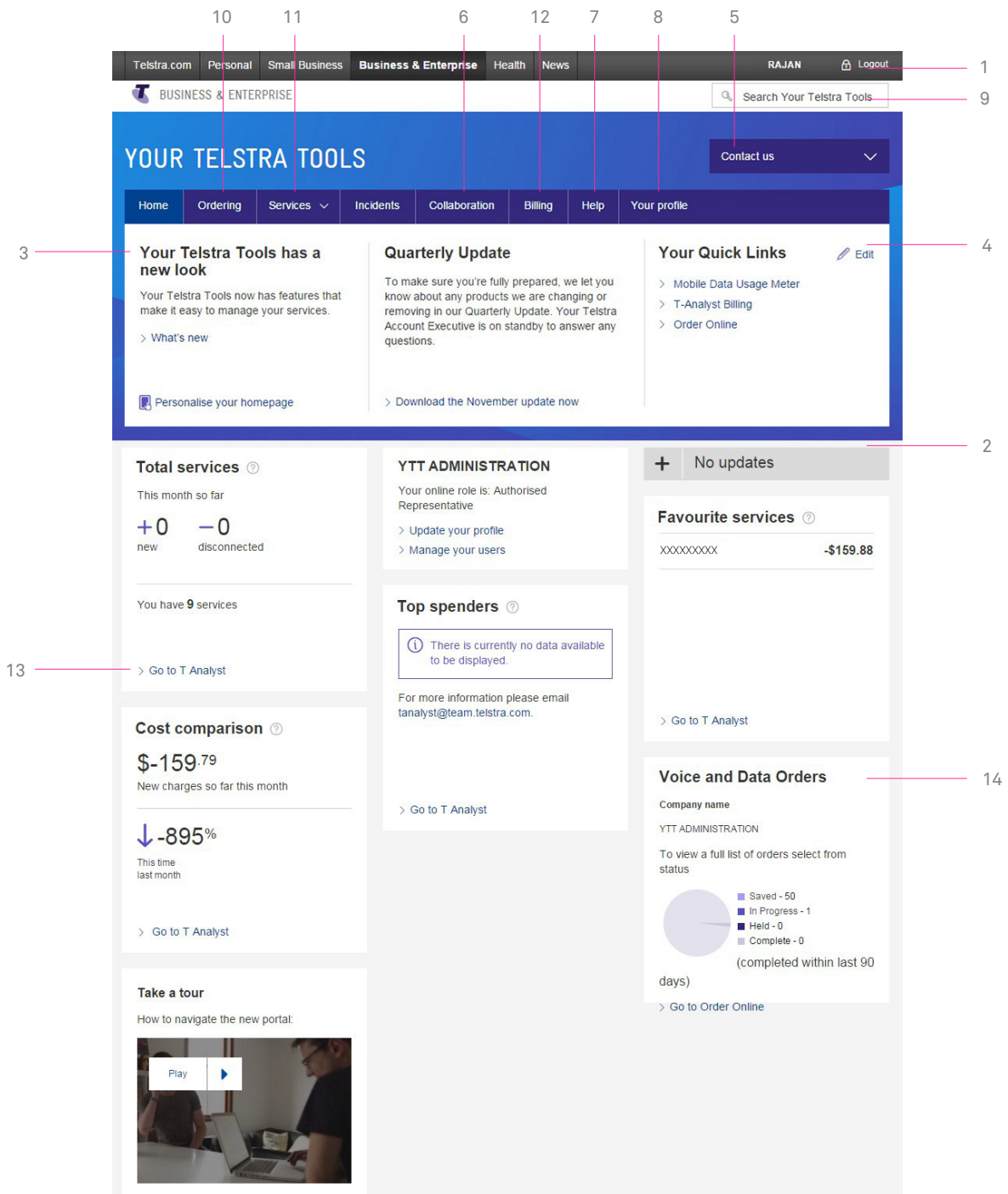
You can also use Your Telstra Tools when it is most convenient for you. A single login gives you access to most of the online tools Telstra provides.

You can use Live Chat while you are online to access our helpdesk for support during business hours. If you're looking for a great way to manage your Telstra services, this guide will show you the way. It will tell you what tools are available, how to access them and give you a brief description of their features and benefits.

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YOUR TELSTRA TOOLS

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Your Telstra Tools has a new look

Your Telstra Tools now has features that make it easy to manage your services.

› What's new

📋 Personalise your homepage

Quarterly Update

To make sure you're fully prepared, we let you know about any products we are changing or removing in our Quarterly Update. Your Telstra Account Executive is on standby to answer any questions.

› Download the November update now

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› Mobile Data Usage Meter
› T-Analyst Billing
› Order Online

2

Total services ⓘ

This month so far

+0   −0
new   disconnected

You have **9** services

13   › Go to T Analyst

Cost comparison ⓘ

$-159.⁷⁹
New charges so far this month

↓ -895%
This time last month

› Go to T Analyst

Take a tour

How to navigate the new portal:

Play ▶

YTT ADMINISTRATION

Your online role is: Authorised Representative

› Update your profile
› Manage your users

Top spenders ⓘ

ⓘ There is currently no data available to be displayed.

For more information please email tanalyst@team.telstra.com.

› Go to T Analyst

+ No updates

Favourite services ⓘ

XXXXXXXXX   -$159.88

› Go to T Analyst

Voice and Data Orders   14

Company name

YTT ADMINISTRATION

To view a full list of orders select from status

■ Saved - 50
■ In Progress - 1
■ Held - 0
■ Complete - 0

(completed within last 90 days)

› Go to Order Online

When you log in to Your Telstra Tools, you'll see a range of useful features that will help you manage your services and networks more easily:

1. Secure, Single Login

Register for Your Telstra Tools, reset forgotten passwords and log in to the Your Telstra Tools home page from The Telstra Business & Enterprise website.
http://www.telstra.com.au/business-enterprise/

2. Your Updates

Receive personal and general notifications such as IP service alerts, planned outages and expiry of digital certificate notifications.

3. Your personal welcome

You'll be greeted by name when you log in and you'll be able to see other online members of your company and their details.

4. Your quick links

Create your own links to view and pay invoices, place and track orders for voice, data and IP, or quickly report a problem with your mobile, voice and data services.

5. Your Telstra contacts

See your Telstra contacts including Account Executives, Service, Sales and specialised Service Representa¬tives so you can contact them easily. You can also access online Help Desk contacts for all the tools within Your Telstra Tools.

6. Collaboration

This is your own online collabora-tion space for sharing important reports and documents with your Telstra Service Executive and Telstra Project Managers. These include project management plans, scope documents, status reports, project scorecards and your specific Service Improvement Plan.

7. Help

Use context-sensitive online help to assist you with the application or the tool you are using. Get 24x7 chat support from our specialist online consultants. Access online research and insights, as well as useful material such as user guides and demos.

8. Your Profile

Easily manage the contact details of your organisation's online users. You can define who has access to which online tools and allocate users that they can manage. You can replace or appoint a new Authorised Representative and manage your online users by creating new users, moving users to new teams and enrolling users to specific online tools. Elect to receive SMS or email notifications for different types of changes and personalise your dashboard placement within Your Telstra Tools.

9. Search Facility

Online search allows you to retrieve documents, reports and content quickly and easily. This includes your personal documents in Your Telstra Tools as well as documents on other Telstra sites.

10. Ordering

Check the status of your orders and place new orders for mobiles, voice, data and IP products.

11. Services

Configure and analyse your services and raise service-related requests. View your Service Announcements, monthly Activation and Assurance reports provided by your Service Management Representative. View and query the timings of any Planned Network Outage Notifications.

12. Billing

View your bills, access invoicing summaries and reports.

13. T Analyst

T Analyst is an online billing and reporting tool developed to make organising and managing your Telstra invoices easier. Obtain a quick glance of your expenditure by viewing our T Analyst dashboard on the home page when you login to Your Telstra Tools. (Only available to existing users of T Analyst).

14. Voice and Data Orders

View a summary of your voice and data orders or click though to Order Online for a full list of orders.

Find out how Your Telstra Tools can help you save time by managing your fleet of services or IT network online by watching this video playlist.

You Tube

http://tel.st/YTT

MOBILE ORDERING AND MANAGEMENT

Mobile Ordering and Management is an easy to use online tool that enables you to order mobile devices and accessories, connect services and recontract your existing plans online.

Benefits

- Helps save time - quicker ordering and delivery than traditional channels.
- Round-the-clock availability with 24/7 access - you can place orders anytime, even outside normal business hours.
- Secure - manage who within your organisation has access to place orders.
- Control - track order progression and download reports of orders made.

Features

- Product catalogue layout - visual display of products, features and prices. Compare device specifications side-by-side.
- Automatic association of devices and related accessories.
- Enhanced shopping cart functions that allow bulk ordering, multiple delivery addresses, and creation of new accounts at point of order.
- Near real-time status updates of available stock.
- Check order details and progression.
- Multiple payment options available Support - Helpdesk and user training sessions available.
- Take a guided tour of MOAM.
- Visit: Your Telstra Tools > Help & Resources > All application Help > Ordering > About Mobile ordering and Management (MOAM).

MOBILE PHONE / MOBILE BROADBAND DASHBOARD

From this dashboard you can view a listing of your mobile services, along with a variety of service information, and perform service request transactions such as activating a replacement SIM card.

MOBILE DATA USAGE METER

Track and help control your data usage call costs and data used online via Telstra's Mobile Data Usage Meter.

Benefits:

- Get an estimate of mobile data usage within Australia for each service on your business account at any time during the month.

- Receive notifications at 55%, 85% and 100% of your included data allowance for the month.

- Download data usage and view in a CSV spreadsheet which you can use to create your own usage reports.

- Search and sort downloaded data usage information.

- Create aliases for the different numbers to make viewing the information easier.

Find out more:

telstrabusiness.com/business/portal/online/site/campaign/mdumuserguide.500040

CALL MANAGER

Call Manager helps give you control of your Telstra Mobile service by allowing you to place a range of limits and controls on outgoing voice calls and text messages.

Benefits

- Save time - the fast and efficient way to set controls and limits.

- Control costs - manage mobile call usage and therefore mobile call costs.

Features

- Allow or restrict calls for up to 200 specific numbers or number ranges.

- Limit the total amount of outgoing call minute-usage in a period.

- Restrict the time of usage by time of day and day of week.

- Set a time limit on an individual call basis.

- Notify users via SMS or recorded voice.

- Message or email when a limit is being reached.

- Notify users via email when permitted talk time has expired.

TELSTRA MOBILE DEVICE MANAGEMENT

Telstra Mobile Device Management can make managing multiple devices easier by allowing your IT managers to perform device administration online.

TELEPHONY DASHBOARD

From this dashboard you can manage your fixed line services.

CUSTOMNET® CONTROL

CustomNet® Control puts you in charge of your Custom-Net® services and provides comprehensive reports for tracking your services, features and facilities. Small changes due to employee movements and office rearrangements can also be implemented online.

IN-CONTROL CALL DIRECT

Telstra IN-Control Call Direct is a web- based application that helps you manage these Telstra services:

Telstra Priority one3®

Priority 1300®

Freecall one8™

Freecall 1800™

Securidial®

Benefits

- Convenient - make changes online without having to contact Telstra.

- Flexible - route calls to different answer points.

- Visible - access and view services 24 hours a day.

- Planning - you can introduce a disaster recovery plan.

- Peace of mind - confirmation that calls are being routed as expected.

Features

- Change the answer point* to your Priority one3®, Priority 1300®, Freecall™ one8, Freecall™ 1800 and Securidial® services.

- Introduce or modify an overflow sequence so calls can be directed to up to three alternative answering destinations.

- Activate changes immediately or schedule changes for a specified time in the future.

- Create and maintain up to five plans for future use, eg, after-hours routing or emergency call routing.

- Practise making changes on a dummy number.

*Excludes answer points on Telstra traffic allocator; network iVr and infocall services.

IN-CONTROL ONLINE

Telstra IN-Control Online allows you to manage Priority One3, Priority 1300, Freecall One8, Freecall 1800, Securidial and InfoCall services.

Benefits

- Convenient - allows you to manage all your inbound services online, 24 hours a day, seven days a week.

- Planning - allows you to introduce a disaster recovery plan.

- Peace of mind - allows confirmation that calls are being routed as expected.

- Performance – Allows you to view call statistics in real time as well as view historical data.

Features

- Manage the features and routing of all your inbound services.

- Activate changes immediately or schedule changes for a specified time in the future.

- Create and maintain up to 30 plans for future use, for example, after-hours routing or emergency call routing.

- Obtain reports on the setup of your services.

- Obtain live and historical call statistics for your services.

TELSTRA ANALYSER ONLINE

Telstra Analyser Online is an online tool specifically designed for these Telstra solutions:

- Telstra Priority one3®
- Freecall™ 1800 • Priority 1300®
- Securidial®
- Infocall®
- International Freecall®
- Network IVR
- Enterprise speech solutions

Telstra analyser online allows you to create reports and graphs based on your inbound call traffic data, including information on the origin of incoming calls, call-termination points and call-handling times. This information allows you to evaluate the effectiveness of your marketing campaigns and help you plan resources and staffing effectively.

Benefits

- Learn more about your customers' calling behaviours with periodic data collection.

- Make better use of your inbound numbers by identifying business calls lost.

- Collect and convert call data into reports and graphs.

- Gain insight into trends by running regular reports such as daily, weekly, fortnightly or monthly caller information.

- Conduct more effective and precisely targeted advertising strategies by identifying business strengths and weakness.

- Respond to market demands with up-to-date information.

- Identify business trends.

Features

Telstra provides a set of 11 predefined, standard reports. These are the most frequently requested reports and the format cannot be changed. They can assist you to conduct a query on your data with some basic filtering.

- The data available in these reports relates to the call traffic that passes through your service and includes variables such as:

- The date and time calls were made. Call result such as busy or no answer.

- The partial calling line identification of the party (full number not available due to privacy reasons).

- Call duration.

- Call origin by state, region, locality and exchange.

- The number of calls to answering points.

- Originating phone type such as fixed or mobile.

TELSTRA LOCATOR

Telstra Locator is a speech-enabled call manager which connects your callers to the store closest to a nominated suburb or town. The Telstra Locator Online Management tool helps you efficiently configure store locations and promotional recordings.

Benefits

- Convenient - create and configure your service online.

- Simple service modification - make changes such as add or remove stores, remap stores to different suburbs, change opening and closing hours, add, remove or reassign promotional messages and more.

- Fast - prerecorded messages are uploaded quickly.

Features

- Recording Management - upload recordings, listen to recordings and manage the assignment of recordings to particular outlets.

- Message library and calendar.

- Upload promotional and special opening hours messages into a message library, or add them to the calendar to control when they are played.

- Configuration and Pending change reports - view online summary details of service configuration, and the differences between active and development configurations.

- Service testing - test any changes made prior to submitting the change request.

FIXED BROADBAND DASHBOARD

From this dashboard you can manage your fixed broadband services.

CUSTDATA

Broadband (CustData)
CustData is a secure
management and reporting
tool for Internet Direct
and Business Broadband
customers. CustData
provides traffic statistics
and usage reporting so you
can analyse daily usage
trends, manage access
bandwidth and plan scalable
upgrades. CustData also
lets you implement mail and
routing policies.

Benefits

- Convenient - online access to data and reporting when it suits you.
- Make informed decisions - analyse usage to facilitate network planning and budgeting.

Features

- Comprehensive usage reports, including graphs and polling data.
- View and change routing information.
- View and change primary and secondary domain (DNS) records.
- View outage reports and log fault reports.
- Establish or change email contacts for billing usage threshold alerts, operational information and account usage statistics.

MY BIGPOND

My BigPond is a self-service tool for BigPond customers. You can take care of a range of tasks from updating your details to changing your plan, and much more.

Benefits

- Speed - a fast and efficient method of checking or modifying a BigPond service.

- Availability - 24/7 access directly from your computer.

- Secure - the site is encrypted and users must log in using a valid username and password.

- Get informed - monitor usage throughout the month rather than waiting for a bill to be issued.

- Convenient - brings many useful BigPond services and tools into one convenient place.

Features

- View usage estimate meter.

- View or change BigPond plans.

- View bill and make payments.

- Update your contact details.

- Order a static IP address.

- Order additional mailboxes.

- Order a new or replacement modem.

- Change service password.

- View or send emails, SMS and MMS.

- Manage email settings including forwarding of emails to other addresses.

- Share and view photos.

- Check service status for unexpected or planned outages for your BigPond service.

- Track your orders.

How to login to My BigPond

You only need two things to log in to My BigPond:

1. Your BigPond email address ('username@bigpond.com' or 'username@bigpond.net.au')

2. Your BigPond account password. Remember that your email address and account password are case sensitive.

You can log in from the bigpond.com homepage under the Member login box that appears on the right-hand side. Alternatively, you can log in by selecting the My BigPond tab from the bigpond.com homepage.

CLOUD SERVICES

Run ICT in the cloud with secure virtual servers supported by enterprise-grade infrastructure, multiple operating systems and a range of business-ready applications, private networks and security add-ons.

MICROSOFT ONLINE PORTAL

Activate and manage your Microsoft Office 365® and Microsoft Online Services. You can also access help and support resources and get updates on planned resource maintenance.

MANAGE YOUR TELSTRA APPS MARKETPLACE

Manage and purchase more subscriptions or new applications. You can log support requests and access support guides and get updates on planned maintenance.

IPSS
PORTAL

IPSS allows you to manage your IP services with Telstra.

MANAGED WAN ONLINE REPORTING

Managed WAN online reporting helps you monitor network performance and is an option with your Managed WAN service. Reporting is based on computer associates' eHealth platform: a network, system and service performance monitor. Data is gathered on all monitored devices connected to the network and is then analysed by eHealth to create the reports.

Benefits

- Personalised reporting - view a range of daily, weekly and monthly reports.

- Good visibility - monitor the performance of your network.

- Availability - access reports 24 hours a day, seven days a week.

Features

- Health reporting - quantifies the health of devices and assists you to proactively keep devices within a defined range of operation.

- At-a-glance reporting - a single-page report that provides a comprehensive view of the availability and performance of an element by displaying key statistics in chart form.

- Trend reporting - analyses the performance of an element or a group of elements based on specific variables.

- Top N reporting - a tabular report that lists all elements that meet certain user-defined report criteria.

MANAGED WAN APPLICATION MONITORING AND CONTROL REPORTING

Managed Wan AMC reporting helps ensure that your key business applications such as email, internet, and citrix/SAP are performing well. Leverage the existing capability of your investment in cisco routers through two reporting services:

- Application Visibility and Usage Reporting.
- Enhanced Network Performance Reporting.

Benefits

- Personalised reporting - you can choose to view a range of daily, weekly and monthly reports.

- Good visibility - you can monitor the performance of your applications and network.

- Availability - you can access these reports online 24 hours a day, seven days a week.

Features of Application Visibility and Usage (AVU)

- Provides visibility of business applications identified on your network such as email, internet, file sharing, voice over IP and citrix/SAP.

Allow you to view (in near real time and historically) the data volumes and bandwidth consumed by the applications between different sites on your network and end users in graphical or tabular form.

Features of Enhanced Network Performance (ENP) reporting

- Provide visibility of how your network is performing by using periodic 'synthetic' traffic generated by the IP SLA capability of cisco routers.

- Allows you to view (in near real time and historically) how your Managed Wan network is performing by tracking network performance metrics between nominated customer sites in graphical or tabular form ie, IP packet loss, jitter, latency and Mos.

NEXT GENERATION DATA REPORTING

Next Generation Data Reporting (NGDR) provides you with access to key metrics on the performance of your corporate network including Availability, Utilisation, Volume, Packet Discards and Network Latency. Reporting is provided for the following access services: IPMAN, Ethernet MAN, Ethernet Lite, Frame Relay and ATM. The reporting tool is interactive allowing you to choose relevant services, time and date to view performance.

Benefits

- Interactive online tool which lets you view and compare network performance at different times, from hours to months.

- Visibility on the performance of all your key access technology connections to your private IP Network within a single tool.

- Views to suit multiple users with summary data and the ability to drill into further detail.

Features:

- Range of service metrics including: Availability, Utilisation, Volume, Packet Discards and Latency.

- Service Alerts summary page detailing top 10 poorest performing services across availability and utilisation.

- Ability to prioritise services to appear on a summaries page for easy viewing. Three month forecast of future utilisation.

- Ability to apply your own naming convention to services for easy identification.

- Simplified navigation and easy to use interface.

- Export reports in many different formats: Reports can be exported to PDF, CSV, JPG for storage, processing or inclusion in documents.

APPLICATION ASSURED NETWORKING REPORTING

Application Assured Networking Reporting (AAN) provides you with visibility for monitoring and reporting on application performance. AAN enables you to identify detected applications running on your network. You can also monitor and do detailed performance analysis of applications and view by virtual private network, site or user.

DATA AND IP SERVICE FAULTS

Data and IP service faults application form is used to report faults with the following products: Managed WAN, IP MAN, Ethernet MAN, IPWAN, IP Remote, IP Value added services, Connect IP, Business IP, IP Wireless, IP Telemetry, IP Solutions Portal.

If single or multiple sites are down, user can follow up the fault report with a call to 1800467889 for Standard IP or 1800 815 851 for Managed IP services for immediate a ttention.

Managed Services Online customers should use the incident reporting functionality provided through Your Telstra Tools rather than this form.

IP Fault Reporting

The IP Network Fault Reporting form is an online tool to assist you in reporting any issues or faults you may encounter with your IP Network.

The form supports the reporting of faults for all Managed WAN, IP MAN, Ethernet MAN, IPWAN, IP Remote, IP Value added services, Connect IP, Business IP, IP Wireless, IP Telemetry and IP Solutions Portal services.

Benefits

- Convenience – Online access to lodge and track tickets.

- Accessibility – 24/7 access to the Telstra Managed Service Desk.

- Productivity – Help save time with access to online services.

- Self Help – Help reduce the time and need to call the service desk for routine and common enquiries.

- Choice – Access optimised for different devices to suit company policy and personal choice.

Features

- Create and track active incidents.

- View closed incidents and re-raise or duplicate tickets.

- Track and view service requests.

- Dashboard of tickets including ability to create your own watchlist.

- Precise search function to locate raised tickets.

- Ability to search, view, print and share Knowledge Articles for How To Support.

- Individual log-in directly mapped to services and authorisation level assigned.

- Pre-population of personal and service details to help lodge incidents quickly and accurately.

- Access optimised for IPhone, IPad use whilst on the go.

- Intranet (Widget) access option to meet specific Company IT specifications and policies.

T ANALYST

T Analyst is an online billing and reporting tool developed to make organising and managing your Telstra invoices easier.

Benefits

- Help save time and effort – a simple way to organise and manage your Telstra invoices.
- Helps you control your expenditure and usage more effectively.
- Archive summaries and bills for tax purposes and record keeping.
- Convenient access via the internet.

Features

- Self-serve access to detailed billing and cost data.
- Pre-defined and customisable reports and graphs to see expenditure, exception and usage data company-wide, or drill down to individual cost centres/ employees.
- Ability to create hierarchies to reflect your cost centre structures.
- Export data in .PDF and CSV to create your own analysis reports.
- Ability to create trend reports – for the last 3, 6 or 12 months.
- Access to training materials such as user guides, FAQs training videos and customer demonstrations.
- Option to automatically receive monthly bills in your inbox, schedule reports for regular delivery, or request copies to be delivered by email to others in your business.

ONLINE BILL

Online Bill helps you manage your Telstra invoices online. It's the convenient way to monitor invoice summaries, as well as view outstanding invoices and amounts owing.

Benefits

- Convenient - view your invoices online from your computer.

- Monitor costs - see information for individual services and amounts owing.

- Help save time - no need to search through paper invoices.

Features

- Manage notification options to receive emails for invoice arrival, invoice reminder or late payment of invoices.

- View account payment history for all payment methods.

ONLINE BILL REPORTING

Online Bill Reporting lets you analyse and report on your organisation's spend with Telstra. Intuitive navigation, pre-defined reports and the ability to personalise your cost centre structure are just some of the features that make Online Bill Reporting more convenient.

Benefits

- Easy to use - intuitive self-service environment.

- Convenient - access and report on data in a timely fashion.

- Flexible - establish a cost centre structure to suit your needs.

- Control costs - allocate and monitor costs across cost centres.

- Save time - reduce manual process by reporting on multiple invoices.

- Get informed - analyse exceptions and changes in usage.

- Secure - choose either a user ID/ password or digital certificate.

Features

- Create a cost centre hierarchy of up to 100 levels to reflect your organisation's business or financial structure.

- Drill down to detail from company-wide to individual service level.

- Predefined reports and graphs provide expenditure, exception and usage data for individual cost centres.

- Ability to combine data from most Telstra invoices into a single report.

- Export data in CSV or XMl formats.

- Comprehensive online training tutorial.

REGISTRATION AND ENROLMENT METHOD A

Do you already have login details for Your Telstra Tools and need to enrol for a new application or tool?

Step 1

Find out who your Managing User is. You can find this out by logging into Your Telstra Tools and checking in the Welcome area under your own details on the home page.

Step 2

Ask your Managing User to enrol you for each of the applications you want to use.

Your Managing User can enrol you online using the Manage Your Users function.

Step 3

Once your Managing User approves your request, you will be able to log in to Your Telstra Tools and see the new enrolment listed and accessible under your applications on the relevant tab.*

Are you new to Your Telstra Tools and Telstra's other online applications? You will need to register first.

If you are the Authorised Representative for your Business billing account:

Step 1

You will need your Telstra account number to register.

Step 2

Go to telstra.com.au/business-enterprise/self-service/register and click on the 'register' tile. You will be stepped through a short registration process after which you will be delivered to the homepage of Your Telstra Tools.

Step 3

Enrol for the applications you need using the Your Details function in Your Profile.*

Step 4

Check your inbox for an email confirming your access and your temporary online credentials. Use these details the next time you log in. You will be prompted to reset your credentials and, once you have done this, you're ready to go.

Step 5

Once you have logged in, you should use the Manage Your Users function to register other people in your organisation and enrol them in the various applications in Your Telstra Tools.

REGISTRATION AND ENROLMENT METHOD A - CONTINUED

If you are not the Authorised Representative for your Telstra Business billing account:

Step 1

Find out who your Managing User is. Your Managing User is the person in your company who is authorised to manage access rights and permissions for users of Your Telstra Tools. A Managing User may be called an Authorised Representative or an administrative user. If you are not sure who your Managing User is, call us on 1800 017 715 and we will find out for you.

Step 2

Ask your Managing User to register you for Your Telstra Tools and the applications you would like to use. Your Managing User can register and enrol you in the applications using the Manage Your Users function in Your Telstra Tools.

Step 3

You will receive an email notifying you of your new temporary online credentials. Once you use these details to log in and reset your credentials, you are ready to go.

Not sure?

We can help you get started - simply call us on 1800 017 715.

REGISTRATION AND ENROLMENT METHOD B

To register or enrol you can contact your:

• Telstra Account Executive or

• Call 1300 Telstra

Please watch this video in our YouTube playlist on how to add a secondary user to Your Telstra Tools.

http://tel.st/YTT

* Some applications require additional login credentials to the one you use for Your Telstra Tools and some are only accessible following activation of the associated Telstra network product. Your Managing User, Telstra Service Management Representative or account executive can advise you on these and your eligibility, or you can check the application details under the Help and Resources tab.

If You Have Any Questions,
Call 1800 017 715

IT'S HOW
WE CONNECT