

TELSTRA CLOUD SERVICES ACCOUNT MANAGEMENT GUIDE

IT'S HOW
WE CONNECT



WELCOME TO THE CLOUD SERVICES ACCOUNT MANAGEMENT GUIDE

This guide deals with what's involved in managing your cloud services on an organisational level – including purchasing credentials and considerations, and management console access.

The guide does not cover technical or user instructions for configuring and using your cloud solution. For this type of information, refer to our other cloud infrastructure [user guides](#).

AUSTRALIAN ACCOUNT HOLDERS

For sales, account set-up enquiries and technical support, contact your Telstra representative or visit the [Cloud Services website](#) (www.cloud.telstra.com), where you'll find all our contact details plus a glossary, FAQs and Our Customer Terms.

TELSTRA GLOBAL ACCOUNT HOLDERS

For sales, account set-up enquiries and technical support, contact your Telstra Global representative or visit the [Telstra Global website](#) (www.telstraglobal.com/cloud) for the customer service team in your region.

Note: we don't provide assistance with issues specific to a customer's local network, servers, operating systems and software (post-installation). Specialist technical support may be charged as an additional service.

CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, email addresses and hyperlinks are shown in ***bold italics***, for example [***www.cloud.telstra.com***](http://www.cloud.telstra.com).

Button names and titles/features on your computer screen are shown in *italics*.

User input is shown in `typewriter` font.

Account Management Guide, Version 3.0

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Words mentioned in this guide that are known to be trademarks, whether registered or unregistered, have been capitalised or use initial capitals. Terms identified as trademarks include Microsoft® and Microsoft Windows®.

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CHAPTER 1

PURCHASING CLOUD SERVICES

Purchasing our cloud services is a simple process that may vary depending on:

- The location of your Telstra account (Australia or Global)
- The type of virtual server you're purchasing

You'll receive secure access to the [Cloud Services management console](#) with the purchase of any of our cloud services.

WHERE IS YOUR TELSTRA ACCOUNT?

Note: if you're a customer of Telstra Global, contact your Telstra Global representative or visit the [Telstra Global website](#) to purchase, or for more information.

To purchase through Telstra Australia, including the virtual server (shared) plans available through our website, you must have both an ABN and be able to provide an Australian mobile number.

VIRTUAL SERVER TYPES

Your cloud solution can contain up to three different types of virtual server. The purchasing process varies for:

- Virtual server (shared)
- Virtual server (dedicated)
- Managed virtual server (dedicated)

For detailed information on each virtual server type, see our virtual server [user guides](#).

VIRTUAL SERVER (SHARED)

Virtual server (shared) can be purchased through our website at any time. See [Purchasing virtual server \(shared\)](#) to read the steps required.

VIRTUAL SERVER (DEDICATED)

Call your Telstra representative or [contact us](#) to purchase.

MANAGED VIRTUAL SERVER (DEDICATED)

This service is only available to Telstra Australia customers. Call your Australian Telstra representative or [contact us](#) to purchase.

CHAPTER 2

PURCHASING VIRTUAL SERVER (SHARED)

A virtual server (shared) plan can be purchased by Australian customers at any time through our website <https://cloud.telstra.com> where you can compare plans and choose a virtual server plan to suit your needs.

To place an order, you'll be asked to enter your login details, or register for a new account.

Skip to the purchasing instruction below that describes your situation:

- ***Existing Telstra customer with online access***
- ***Existing Telstra customer without online access***
- ***New to Telstra***

Online access refers to a login for either the *Your Telstra Tools* or *My Account* online portals.

Once the order is completed, we'll send you a confirmation email and start to set things up. We'll then let you know when everything is up and running.

After your purchase, you'll be able to use your credentials to log into the ***Cloud Services management console*** to manage your cloud solution.

EXISTING TELSTRA CUSTOMER WITH ONLINE ACCESS

When you're ready to purchase a plan, proceed to our ***website*** checkout and enter an existing Telstra Business or Telstra Enterprise & Government online username, password and business ID (if you have one).

If you have a business ID, you'll need to be a Cloud Authorised Purchaser to buy a virtual server plan.

The Cloud Authorised Purchaser role can be granted through the ***My Account*** or ***Your Telstra Tools*** portals by your company's authorised representative.

For help, see our ***FAQs*** or use our Live Chat support available through either My Account or Your Telstra Tools.

EXISTING TELSTRA CUSTOMER WITHOUT ONLINE ACCESS

Go to <https://cloud.telstra.com/view-cart/checkout> and click the *Register now* button.

The next step will vary depending on whether you're a Telstra Business or Telstra Enterprise & Government customer.

- *If you're an existing Telstra Business customer* you'll be asked to register using our 24x7 Live Chat service.
- *If you're a Telstra Enterprise and Government customer* you'll need to register through *Your Telstra Tools* using the link on the *My Account* registration page.

If you have a business ID attached to your login credentials, you'll need to be a Cloud Authorised Purchaser to buy a virtual server plan once your account is set up. The Cloud Authorised Purchaser role can be granted through the ***My Account*** or ***Your Telstra Tools*** portals by your company's authorised representative.

NEW CUSTOMER TO TELSTRA

You don't need to be a current Telstra customer to purchase a virtual server (shared) service through our website.

You'll simply need to register for an account from <https://cloud.telstra.com/view-cart/checkout> . Click the *Register now* button and follow the instructions on screen.

As part of the registration you'll need to provide a valid ABN, Australian address and Australian mobile number.

This process will get you up-and-running quickly - we'll contact you to complete your new Telstra account set-up. You'll receive an email based login for secure access to the Cloud Services management console.

CHAPTER 3

ACCESSING THE MANAGEMENT CONSOLE

Following the purchase of any of our cloud solutions, your company will receive access to the Cloud Services management console.

The management console is a secure online portal for managing your cloud solution. The console provides visibility of your service usage, and allows you to view or adjust your virtual server configurations.

You can add any number of individual users can be authorised to access your management console. If you're a Telstra Business or Telstra Enterprise & Government customer, an individual user will need the Cloud Administrator role to log into the management console.

For details about the management console's functionality, see our virtual server [user guides](#).

ACCESS THE MANAGEMENT CONSOLE

There are three possible ways to securely log into the Cloud Services management console.

TELSTRA CLOUD EMAIL LOGIN	MY ACCOUNT FOR BUSINESS LOGIN	YOUR TELSTRA TOOLS FOR ENTERPRISE LOGIN
<p>Use a Telstra username and password based on your email address and registered via cloud.telstra.com.</p> <p>If you can't remember your username, password, you can retrieve your login details through the management console login page. Click on the <i>Can't remember your username or password?</i> link.</p>	<p>Use an existing Telstra Business online username, password and/or business ID (if you have one).</p> <p>If you have a business ID, you'll also need to have a Cloud Administrator role. See the Add users via My Account section for instructions.</p> <p>If you can't remember your username, password and/or business ID, you can retrieve your login details from Telstra Business' My Account portal.</p>	<p>Use an existing Telstra Enterprise & Government online username, password and/or business ID (if you have one).</p> <p>You'll also need to have a Cloud Administrator role. See Add users via Your Telstra Tools for details.</p> <p>If you can't remember your username, password and/or business ID, you can retrieve your login details from Telstra Enterprise & Government's Your Telstra Tools portal:</p>

CHAPTER 4

ADDING MANAGEMENT CONSOLE USERS

You can add as many additional login users as you like. The instructions for adding new management console users may vary depending on what type of Telstra customer you are:

- All customers can **add cloud users via the management console**
- If you're a *Telstra Business* customer with portal access, you can **add users via My Account**
- If you're a *Telstra Enterprise & Government* customer with portal access, you can **add users via Your Telstra Tools**

ADD CLOUD USERS VIA THE MANAGEMENT CONSOLE

Any users you add through the management console will become Telstra cloud email login users. This type of user will *not* be able to login via either the Your Telstra Tools or My Account portal.

As a Cloud Administrator, they'll be able to upgrade and downgrade plans and add and remove users via the management console. They'll also be able to modify your cloud solution, including purchasing additional services.

1. Go to: <https://cloud.telstra.com/manage> and enter your login details
2. Go to: Account > Manage cloud users
3. Enter the email address for the user you like to add. Click the *Add user* button.

MANAGE CLOUD USERS
Dashboard > Account > Manage cloud users

Give Cloud Administrator access to the management console

You can manage users' access to the Cloud Services management console through the table below.

Click 'add user' to add a user or 'delete' to remove a user's access to the console. Take care to enter the correct email address as this will give the person Cloud Administrator rights to your cloud service.

Add or invite users to the management console

Email address **Add user**

Name	Email address	
John Smith	johnsmith@telstra.com	Delete

[Back to top](#)

Your new user will receive an email to let them know they've been added. If they don't have an account yet – they'll be asked to set one up to get access.

ADD USERS VIA MY ACCOUNT

To add users through the My Account portal you'll need to be your company's administrator and have a business ID. Go to www.telstrabusiness.com/business/login.jsp

If you *don't* have a business ID you can only add users use via the management console.

You can grant users one or both of the following permissions:

- A *Cloud Authorised Purchaser* will be able to buy plans, resources and add-ons via cloud.telstra.com
- A *Cloud Administrator* will be able to log into the management console and manage your cloud solution on your company's behalf

You can also remove an individual user's cloud permissions through My Account.

If you need help, refer to our [FAQs](#) or use our Live Chat support available through My Account.

ADD USERS VIA YOUR TELSTRA TOOLS

To add users through the Your Telstra Tools portal you'll need to be your company's administrator. Log into <http://www.telstra.com.au/business-enterprise/account-services/your-telstra-tools/index.htm>

You can grant users one or both of the following permissions:

- A *Cloud Authorised Purchaser* will be able to buy plans, resources and add-ons via cloud.telstra.com
- A *Cloud Administrator* will be able to log into the management console and manage your cloud solution on your company's behalf

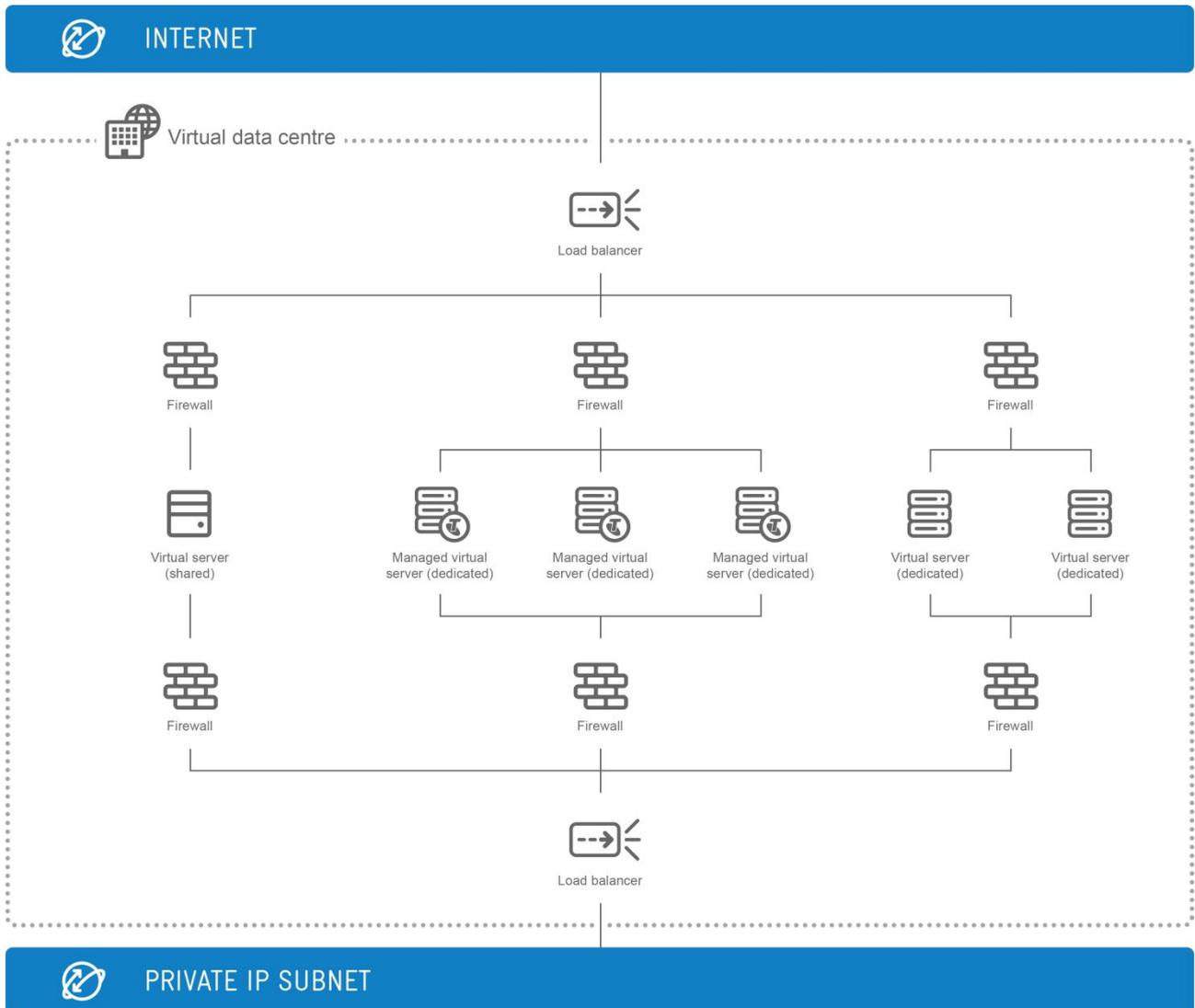
You can also remove an individual user's cloud permissions through Your Telstra Tools.

If you need help, refer to our [FAQs](#) or use our Live Chat support available through Your Telstra Tools.

CHAPTER 5

RESOURCES, SERVICES AND PLANS

To manage your cloud solution effectively, you may want to familiarise yourself with the way our cloud services are structured.



RESOURCES

Your cloud solution is made up of a combination of scalable cloud *resources* - including virtual data centre locations, virtual servers, internet use and individual network components.

With all our cloud solutions, you have the flexibility to add, modify or remove individual cloud resources, at any time.

SERVICES

Our cloud *resources* are categorised under three different *services*.

- Virtual data centre
- Compute
- Internet

You'll never need to purchase a service category - we automatically create these for you when you purchase a new plan, add a virtual server type, or create a new virtual data centre.

These service categories will only become relevant if your cloud solution has:

- Multiple virtual server types
- Multiple virtual data centres

Using multiple virtual server types (compute services) or multiple virtual data centres, provides some added flexibility when choosing where to locate a compute service, or where to attribute an internet allowance you may receive as part of a plan purchase.

VIRTUAL DATA CENTRE

A *virtual data centre* contains virtual servers along with network and security resources.

Each of your virtual data centres can support any number of compute services (virtual server types).

You can learn more about virtual data centres in our [Network and Security User Guide](#).

COMPUTE SERVICE

A *compute service* includes your virtual server type and the resources that make up your virtual servers.

Each compute service allows you to create virtual servers of a single type, in a single virtual data centre.

Your cloud solution can include multiple compute services, and up to three different virtual server types.

The virtual server types available on our cloud infrastructure are:

- Virtual server (shared)
- Virtual server (dedicated)
- Managed virtual server (dedicated)

Virtual server (dedicated) and *managed virtual server (dedicated)* requires you to purchase an initial blade and storage configuration over a contract period.

Virtual server (shared) compute resources must be purchased as part of a [plan](#).

Learn about these different server types in their individual [user guides](#).

INTERNET SERVICE

Internet traffic and SMTP mail relay usage are both attributed to your *internet service*.

Each internet service is attributed to a country, rather than a specific virtual data centre.

Monthly virtual server plans for virtual server (shared) and our *Network and Security – Essential* plan include a volume allowance of internet usage. See our [billing](#) section for details about aggregating or separating multiple internet allowances.

PLANS

Plans are a way of purchasing monthly allowances of cloud resources. Alternatively, you can choose to pay-as-you-go for your cloud resources.

Our plans are available in various sizes to suit your needs. You can exceed your plan resource allowances at any time, and pay for the additional usage.

Plans are available for:

- Virtual server (shared)
- Network and security resources

You can upgrade or downgrade your plan at any time during the month, but the changes will only take effect from the start of your next monthly billing cycle. If you stop your plan at any time during the month, the cancellation will take effect immediately and your subscription fees and virtual server resource allowances will be prorated accordingly. See the [Manage your services and plans](#) section of this guide for details.

For plan inclusions and pricing, see the [pricing guide](#) applicable to your data centre location.

VIRTUAL SERVER (SHARED) PLANS

Purchasing a plan is the necessary starting point for using *virtual server (shared)*.

Each virtual server (shared) monthly plan has an included amount of cloud resources on three service levels (virtual data centre, compute, internet). You can check your current plan usage at any time through the management console.

To purchase a virtual server (shared) plan, or for up-to-date details including pricing and a comparison of plan options, see our website <https://cloud.telstra.com>

NETWORK AND SECURITY - ESSENTIAL

For *virtual server (dedicated)* and *managed virtual server (dedicated)*, internet resources, and network and security resources, are charged on a pay-for-what-you-configure basis by default.

You also have the option of purchasing our *Network and Security – Essential* plan.

This monthly plan will be added to any existing allowance of resources you may already have. Once your total monthly allowance is exhausted, you can continue to use these resources on a pay-for-what-you-configure basis.

CHAPTER 6

MANAGING YOUR SERVICES AND PLANS

UPDATE YOUR SERVICE

Our services have been designed to give you the flexibility you need to quickly respond to market changes. It's your role to identify the services that best suit your needs and make the appropriate requests. If you're on an existing plan or contract, you can:

- Upgrade your plan or contract
- Downgrade your plan
- Cancel your service

Contact us to make either of these requests, at any time. If you email us outside of business hours, or on the weekend, we'll get back to you the next business day. Depending on your contract details, an early termination fee may apply when upgrading, downgrading or cancelling plans or contracts.

UPGRADE YOUR PLAN OR CONTRACT

You can upgrade to a higher volume virtual server (shared) plan at any time. If you upgrade part way through the plan period, the changes will take effect from the start of your next monthly billing cycle. You'll continue to have access to your existing plan's resources until your new plan is active. You'll be charged the new plan's monthly subscription fee from the beginning of your next monthly billing cycle.

For managed virtual server (dedicated) or virtual server (dedicated) users, you can increase your contract length at any time, and therefore move to lower monthly fee per-blade. If you do this your new contract period will commence from the date you make the change. The new charges will take effect from the time we confirm your new contract request.

DOWNGRADE YOUR PLAN

If you downgrade or change from a monthly virtual server (shared) plan to pay-as-you-go, the changes will take effect at the start of your next monthly billing cycle. Any unused storage or internet use from your monthly plan will not be carried over to your pay-as-you-go plan. You'll continue to have access to your existing plan's resources until your new plan is active.

You can downgrade to a lower volume virtual server (shared) plan at any time. If you downgrade part way through your billing cycle, the changes will take effect from the start of your next monthly billing cycle. You'll continue to have access to your existing plan's resources until your new plan is active. You'll be charged the new plan's monthly subscription fee from the beginning of your next monthly billing cycle.

You cannot downgrade a managed virtual server (dedicated) or virtual server (dedicated) contract to a shorter standard length. The alternative is to cancel your existing contract and re-contract for a shorter term. Early termination fees and a 30 day minimum cancellation notice period may apply. You can confirm the applicable fees with your Telstra representative, before re-contracting.

CANCEL YOUR SERVICE

Contact us to cancel a service. To cancel all your Cloud Services with us, you'll first need to cancel all your compute services.

A cancelled compute service will remain active up until its deactivation date, which is calculated based on your virtual server type.

If you cancel a *virtual server (shared)* service, the cancellation will take effect immediately and your subscription fees and virtual server resource allowances will be prorated accordingly.

If you cancel a *virtual server (dedicated)* or *managed virtual server (dedicated)* service, your compute service deactivation date will be no less than 30 days (the minimum notice period) from your cancellation.

Any time from the deactivation date, we will remove all remaining virtual servers and blades. In doing so, any data stored on your virtual servers will be permanently deleted.

If you remove the only compute service allocated to a virtual data centre, that virtual data centre and the network resources associated with it, will also be permanently removed.

If you remove the only virtual data centre allocated to an internet service, that internet service will also be permanently removed.

Note: don't forget to back up or remove your data from your virtual servers before they are removed.

CHAPTER 7

REPORTS – VIEW YOUR USAGE

If you subscribe to any of the following services, you can log in to the *Reports* section of the **Cloud Services management console** to view their usage. You can view:

- **Plan usage for virtual server (shared)** – see *below* for how to view server usage for managed virtual (dedicated) and virtual server (dedicated) services
- **Backup usage**
- **Network and security usage** (public IP addresses, firewalls and/or IPsec VPN tunnels)
- **Internet usage**, including SMTP mail relay

For each service report, you can view:

- How far you are through a billing period
- How much you've consumed
- Whether you've exceeded any usage limits
- When the report was last updated (time and date stamp at top right of each report)

ACTIVITY LOG

The *Reports* section also has an *Activity log*, which displays your cloud solution's tasks by billing month, virtual server, compute service, task ID and task status (sort your task data using the column headers). With the activity log you can see:

- Which server the task belongs to (if applicable), and who submitted the task on what date
- A list of the requests you've submitted to us (e.g. requesting a blade and additional IP addresses), the date of submission and status
- Tasks that failed to process.

STRUCTURE REPORTS ACCOUNT

ACTIVITY LOG

Dashboard > Reports > Activity log

Task details

Task ID	Virtual server	Status
30812743	SUBNET	Subnets
30812734	Subnets List	Subnets
30812742	SUBNET	Subnets

View 10 activities per page Page 1 of 55

SERVER USAGE

Virtual server (shared) – review your plan’s CPU, RAM and storage usage to see if your current plan is right for your business. Need more details? See the reports section of the virtual server (shared) [user guide](#).

Managed virtual server (dedicated) – log in to the Cloud Services management console, select the server, then its *Usage* tab to display its CPU, RAM and disk space usage reports as well as HTTP response time reports. Need more details? See the reports section of the managed virtual server (dedicated) [user guide](#).

Note for **virtual server (dedicated)** customers: to view performance statistics of the virtual servers running on your clusters, log in to vCenter Server.

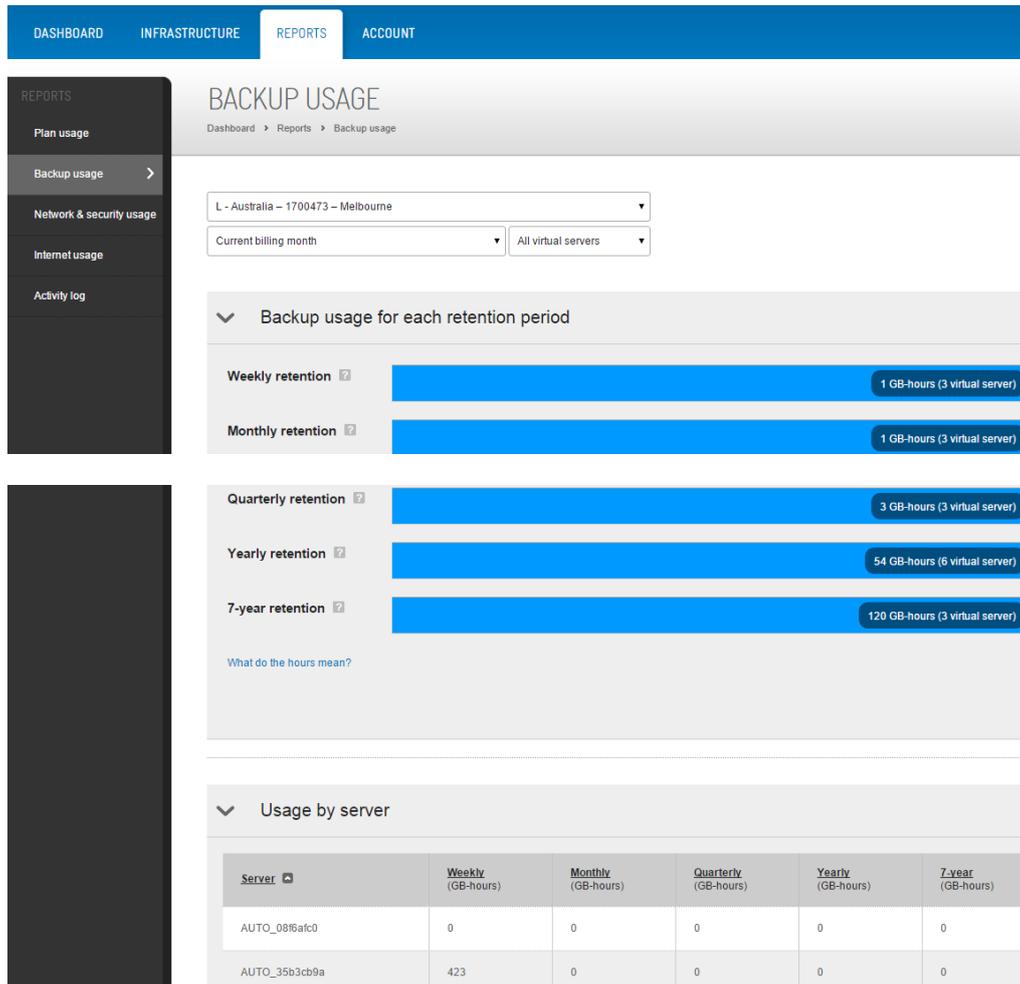
BACKUP USAGE

Select *Backup usage* to keep an eye on how much you need to spend on storing and keeping your data secure.

Select which compute service to report on. You can view the backup usage report for one compute service at a time.

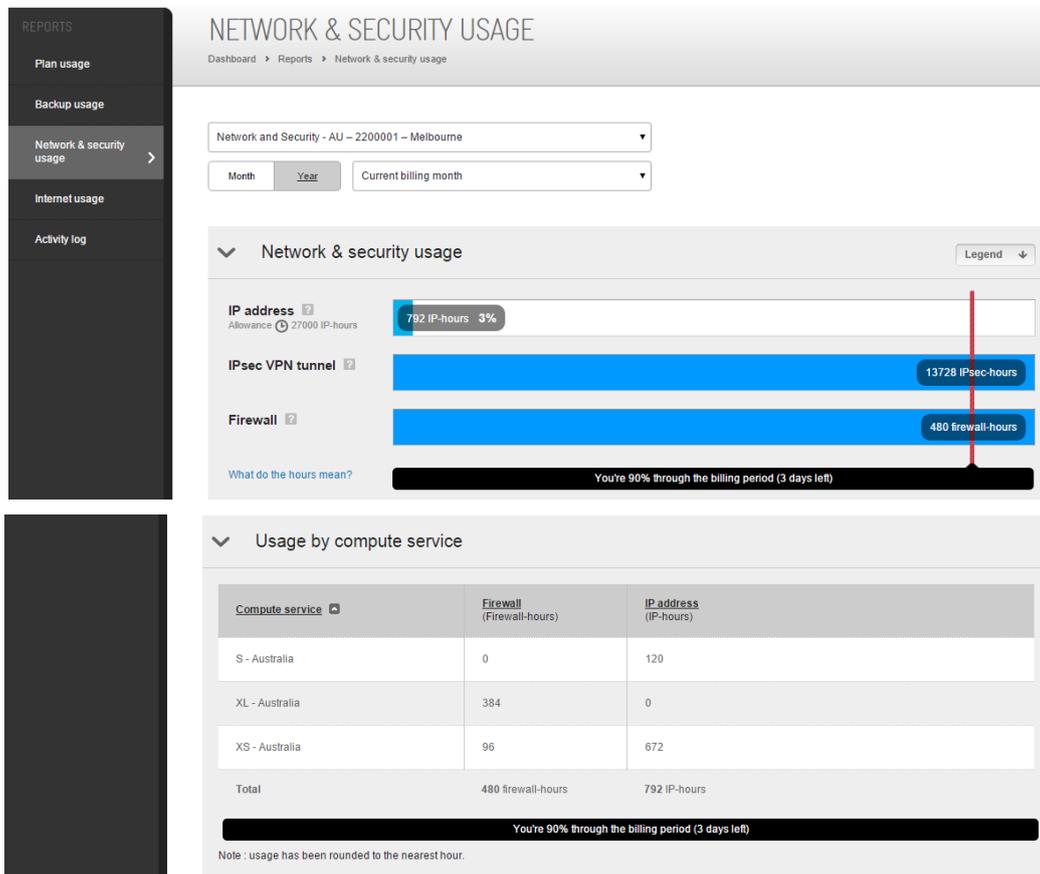
Backup usage reports display usage in GB-hours for any specified backup retention periods. Only retention periods with usage are displayed.

Usage can be viewed in either graph or table format (the graph displays by default). You can show or hide the graph and table and you can filter details by billing month or virtual server.



NETWORK AND SECURITY USAGE

If you've added public IP addresses, firewalls and/or IPsec VPN tunnels to your service, their monthly/yearly usage will display here.



INTERNET USAGE

If you have multiple plans, your total internet usage allowance per month includes all of your plans' internet usage allowance. Note, these details only display if you have usage data to report.

If you've added SMTP mail relay to your service, this page will display the total number of outbound emails sent from mail servers on your cloud infrastructure.

You can view internet usage and SMTP mail relay by year or billing month.

If you exceed your internet usage during your billing period, the usage bar will go red. To determine which IP addresses consume the most internet, review the 'Internet usage by server' table.

- REPORTS
- Plan usage
- Backup usage
- Network & security usage
- Internet usage >
- Activity log

INTERNET USAGE

Dashboard > Reports > Internet usage

Cloud Internet - AU - 1700471 -

Month **Year** January 2015 - February 2015 All virtual servers

Internet Usage Legend ↓

Internet usage ?
Included allowance: 5300GB

If you have multiple plans, your total internet usage allowance per month includes all of your plans' internet usage allowances.

500 GB 9%

Incoming : 250GB
Outgoing : 250GB

SMTP mail Relay
Total number of outbound emails sent from mail servers.

3454 emails

CHAPTER 8

UPDATE YOUR CONTACT DETAILS

You established two types of Cloud Services account roles when you purchased your cloud solution – technical contact and commercial contact. **Contact us** to update your account role details.

TECHNICAL CONTACT	COMMERCIAL CONTACT
<p>The technical contact is the authorised person who answers any technical questions associated with your cloud solution on behalf of your business. You can only have one technical contact registered to your account.</p>	<p>The commercial contact is authorised to act on your business' behalf regarding all commercial matters associated with your cloud solution. You can only have one commercial contact registered to your account.</p> <p>Telstra account executives may call these contacts the <i>primary contact</i> when buying cloud products and services on behalf of the customer.</p>

CHAPTER 8

YOUR CLOUD SERVICES BILL

Your Telstra bill will itemise your Cloud Services usage under the following service categories:

VIRTUAL DATA CENTRE

Your network and security resource usage is attributed to your virtual data centre. Network resources include:

- Virtual data centre
- Public IP addresses
- Firewalls
- Load balancers
- Telstra Next IP[®] network connection
- Global IP VPN connection
- IPsec VPN tunnels
- SSL VPN connection

You can read about network resources in our [Network and Security User Guide](#).

COMPUTE SERVICE

Your usage of virtual server resources is attributed to a compute service. Virtual server resources include:

- CPU
- RAM
- Storage
- Operating systems
- Applications
- Data import
- Backup
- Snapshots
- Blades

Virtual server (shared) plans are charged either on a monthly fee or pay-as-you-go basis.

For *virtual server (dedicated)* and *managed virtual server (dedicated)* the resources you consume under your compute service are charged based on your usage over the contract period.

INTERNET SERVICE

Resources attributed to your *internet service* are:

- Internet traffic (GB) transferred in and out of your virtual servers
- SMTP mail relay

If you have multiple plans (and therefore multiple internet allowances) we will aggregate all your internet allowances, into a single internet usage allowance for each internet service. The benefit of this is that your allowance is shared cost-effectively across your virtual servers. Alternatively, you can also choose to isolate internet services in the same country, for your own billing separation purposes.

If you choose to pay for your internet usage on a pay-as-you-go basis, this aggregation feature won't impact you.

EXCESS USAGE

If you have a monthly plan of any type, once you exceed your resource allocations you'll be charged on the pay-as-you-go rate for your excess usage.

Refer to our [pricing guides](#) for fees.

UPGRADE, DOWNGRADE OR CANCEL A PLAN

If you upgrade or downgrade a *virtual server (shared)* service part way through the plan period, the changes will take effect from the start of your next monthly billing cycle. You'll continue to have access to your existing plan's resources until your new plan is active. You'll be charged the new plan's monthly subscription fee from the beginning of your next monthly billing cycle.

If you cancel a *virtual server (shared)* service, the cancellation will take effect immediately and your subscription fees and virtual server resource allowances will be prorated accordingly. Your current service will only be charged up until the point at which the cancellation was requested.

If you cancel a *virtual server (dedicated)* or *managed virtual server (dedicated)* service, you'll be charged for the compute service for the following 30 day minimum notice period. Additional early contract termination fees may also apply. You can confirm the applicable fees with your Telstra representative, before confirming your cancellation.