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WELCOME TO CLOUD GATEWAY

For sales, account set-up enquiries and technical support, contact your Telstra representative or choose from our other support options.

You can access Cloud Gateway directly here or via Telstra's Cloud Services Portal (either way, you'll need your login details).

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 this colour in body text.

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

User input is shown in typewriter font.
CHAPTER 1
OVERVIEW

Telstra’s Cloud Gateway service is a simple way to access leading cloud platforms. It allows you to log in to a single console, where you can view and manage multiple cloud connections in one place.

Having all of your connections in one place makes it easier to understand the relationships between your Telstra private networks and your cloud services.

Whether you’re connecting to one or multiple cloud platforms – or adopting a hybrid cloud strategy – Cloud Gateway aims to offer a seamless, one-stop solution that you can scale as your workloads change and your business grows.
COMPATIBLE CLOUD PROVIDERS

At present, the Cloud Gateway service is compatible with cloud services provided by Amazon Web Services (AWS) and SoftLayer®. It doesn’t matter whether you purchased your cloud services through Telstra or from a provider other than Telstra, as Cloud Gateway can enable you to connect.

Subscriptions purchased through Telstra automatically display when you log in to Cloud Gateway.

USING THIS GUIDE

There are four main aspects to using the Cloud Gateway service: purchasing a Cloud Gateway, adding a Cloud Gateway connection, configuring your connection and managing your Cloud Gateway.

This guide walks you through each of these activities, starting with purchasing a Cloud Gateway.
CHAPTER 2
PURCHASING A CLOUD GATEWAY

REGISTERING FOR CLOUD GATEWAY

Before you can purchase Cloud Gateway, you must first register for access to the Cloud Gateway management console.

New Cloud Services Store customers: contact us to create an account.

Existing Cloud Services Store customers: log in to Telstra’s Cloud Services Store with your Telstra ID and locate the Cloud Gateway tile. Select ‘purchase’ on this tile and you’ll be prompted to complete your registration.

ACCESSING CLOUD GATEWAY

Once registered, you’ll receive a welcome email with login details for accessing the Cloud Gateway management console. Log in to the Cloud Services Portal with your Cloud Services Store credentials:
Once you’ve logged in, select Access Cloud Gateway from the home page.

Alternatively, the console can be accessed via the Cloud Gateway website.

**YOUR BANDWIDTH ALLOCATION**

When you purchase a Cloud Gateway, you’ll be provided with options for how much and the type of bandwidth to allocate to your Cloud Gateway. This bandwidth enables you to access your cloud platforms quickly and securely from your private Telstra network. Make sure you consider the following:

- Where you purchased your cloud services (this determines the bandwidth tier selected)
- The number of cloud platforms that you’re planning to access from your Cloud Gateway
- The number of workloads per cloud platform that you’ll need to support and the amount of bandwidth per cloud you’ll need
- The Telstra IP service (i.e. your Telstra IP VPN), from which you’d like to access your cloud services
- The particular networking needs of your organisation.

There are two tiers of bandwidth to choose from:

- Bandwidth for accessing cloud services purchased through Telstra
- Bandwidth for accessing cloud services purchased somewhere other than Telstra

Once you’ve decided which bandwidth tier and bandwidth you need for your organisation, you can nominate your bandwidth tier(s), ranging from 10 Mbps to 10 Gbps. You can select only one bandwidth tier.

You can also add both types of bandwidth to the same Cloud Gateway and nominate different bandwidth tiers for each. This works well where you have a mix of cloud services purchased from Telstra and other providers. Please note that fees for Cloud Gateway are determined by the bandwidth tiers you select.
PURCHASING A CLOUD GATEWAY

To make the most out of your Cloud Gateway subscription, you must ensure you have a compatible Telstra IP network service and cloud services prior to purchasing a Cloud Gateway.

Step 1 – Log in to the Cloud Gateway management console

Step 2 – Add a Cloud Gateway

Step 3 – Enter your Cloud Gateway alias

Your alias cannot be more than 14 characters long. You can change this name later on. This allows you to easily identify your Cloud Gateway when you come back to add connections and manage your Cloud Gateway.
Step 4 – Nominate your bandwidth tier

**What type of cloud services do you want to access through this Cloud Gateway?**

- **Either** cloud services purchased from Telstra or purchased somewhere other than Telstra - then select only one type of bandwidth
- Cloud services purchased from Telstra and purchased from other providers - then make a selection for both types of bandwidth

Select your Cloud Gateway bandwidth tier(s). You can nominate only one tier, or nominate both if required. Note, fees for your Cloud Gateway are determined by the bandwidth tier(s) you select here.

![Bandwidth options](image)

You can upgrade at any time. You won’t be able to downgrade your committed bandwidth unless you are on a monthly contract.

Step 5 – Select your contract term

There are four options available: monthly, 12 months, 24 months or 36 months. If you select monthly, you can upgrade or downgrade your bandwidth allocation at any time.

**Note:** If you select a 12, 24 or 36-month contract, you can downgrade your bandwidth below the bandwidth tier originally allocated to your Cloud Gateway, subject to payment of early termination charges. For example, if you select a 50 Mbps bandwidth tier when you purchase a Cloud Gateway for 12 months, you can upgrade your bandwidth tier to 500 Mbps, then downgrade to 200 Mbps. However, if you downgrade below 50 Mbps during the 12-month term then you will be liable for the payment of early termination charges.

Select Continue.
Step 6 – Review your order

Confirm the details for your Cloud Gateway purchase. If you need to change anything, select Modify.

Read and accept our terms and conditions and select Purchase.

Step 7 – We’ll send you an email confirmation

Once your Cloud Gateway is set up, we’ll send you an email confirming your purchase. Once your Cloud Gateway is ready, you’ll be able to start adding Cloud Gateway connections. Remember, at this stage you can only add cloud connections if you have AWS or SoftLayer cloud services purchased through Telstra or another provider. You can purchase these on Telstra’s Cloud Services Store.
CHAPTER 3
ADDING A CLOUD GATEWAY CONNECTION

Once you’ve purchased a Cloud Gateway, you can then add connections to it. These are called Cloud Gateway connections.

When you add a Cloud Gateway connection, you need to decide which cloud platform you intend to access using this connection. You’ll also need to allocate bandwidth to your Cloud Gateway connection.

Cloud Gateway connections draw on some or all of the bandwidth you originally allocated to your Cloud Gateway. Depending on the cloud platform you are accessing, there are varying bandwidth options for Cloud Gateway connections:

<table>
<thead>
<tr>
<th>Supported bandwidth options</th>
<th>Amazon Web Services (AWS)</th>
<th>SoftLayer®</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50 Mbps</td>
<td>10 Mbps</td>
</tr>
<tr>
<td></td>
<td>100 Mbps</td>
<td>50 Mbps</td>
</tr>
<tr>
<td></td>
<td>200 Mbps</td>
<td>100 Mbps</td>
</tr>
<tr>
<td></td>
<td>300 Mbps</td>
<td>500 Mbps</td>
</tr>
<tr>
<td></td>
<td>400 Mbps</td>
<td>1 Gbps</td>
</tr>
<tr>
<td></td>
<td>500 Mbps</td>
<td></td>
</tr>
</tbody>
</table>

In this chapter, you’ll find:

- **general steps** for adding any kind of Cloud Gateway connection
- **specific steps** for adding particular Cloud Gateway connections
GENERAL STEPS FOR ADDING A CLOUD GATEWAY CONNECTION

Step 1 – Ensure you have unallocated bandwidth at your Cloud Gateway to allocate to your new Cloud Gateway connection

If you already have connections established, you may need to purchase more bandwidth to support your new Cloud Gateway connection. The Cloud Gateway summary will show you how much bandwidth you’ve already allocated.

In the example above:

- Of a total 100 Mbps of bandwidth purchased for Cloud Gateway for cloud services purchased from Telstra, 50 Mbps of bandwidth have been allocated and 50 Mbps of bandwidth are unallocated.
- Of a total of 10 Mbps of bandwidth purchased for Cloud Gateway for cloud services purchased from providers other than Telstra, all 10 Mbps are allocated.

You can purchase additional bandwidth for your Cloud Gateway, if required. Refer to ‘Modifying your bandwidth allocation’.

Step 2 – Select the icon with a ‘plus’ sign

If you highlight your Cloud Gateway, three icons will appear. One of these icons is a ‘plus’ sign, enabling you to connect a service to this Cloud Gateway.

Step 3 - Confirm your Telstra IP network Master Service ID

If you’ve already linked a Telstra IP network Master Service ID to your Cloud Gateway management console, select the private network you’d like to use for this connection. Otherwise, enter your Telstra IP network Master Service ID.

Two options will appear.
If you have an existing Telstra IP network service (Telstra IPVPN), select the first option. Enter the Master Service ID details for your Telstra IPVPN and choose an alias to help you identify this network (you can change your network alias later on).

You won’t be able to set up a Cloud Gateway connection without associating your Cloud Gateway account with at least one compatible Telstra IPVPN.

![Image](70x243 to 319x684)

**Step 4 – Check your Cloud Gateway is selected**

Check that the correct Cloud Gateway is still highlighted. This is the Cloud Gateway to which you’ll be adding your Cloud Gateway connection.

**Step 5 – Choose your public cloud services**

Decide whether you’re using this Cloud Gateway connection to access cloud services purchased through Telstra or cloud services purchased through a provider other than Telstra.

Subscriptions purchased through Telstra will appear on the right-hand side of your screen. Select the subscription you’d like to access using this connection.
Alternatively, you may wish to access cloud services purchased outside of Telstra. In this case, select *Connect to public cloud services from a provider other than Telstra*. This button is also on the right-hand side, further down.

Step 6 – Complete your connection details

You’ll then need to fill out a number of fields, depending on the cloud platform you want to access using this Cloud Gateway connection. For more details about this step, see below for ‘Specific steps for adding a Cloud Gateway connection’.

Step 7 – Receive email confirmation

We’ll email you once your Cloud Gateway connection is set up. Once you receive this email, there will be a few more steps you need to take to finalise configuration – these steps will help ensure you can fully utilise your Cloud Gateway connections.

For more details see Chapter 4, *Configuring your Connection*.

Please refer to the *Cloud Gateway Technical Guide* for specific details on how to connect and configure to each cloud provider.

**SPECIFIC STEPS FOR ADDING A CLOUD GATEWAY CONNECTION**

Each Cloud Gateway connection has its own pre-requisites and pre-provisioning steps. These may differ depending on the type of peering you are using.

**Adding a Cloud Gateway connection to Amazon Web Services (AWS)**

<table>
<thead>
<tr>
<th>Peering</th>
<th>Pre-requisites</th>
<th>Pre-provisioning steps</th>
</tr>
</thead>
</table>
| Private | • Established AWS tenancy in Cloud Gateway  
• Telstra IP network service (IPVPN)  
• AWS account ID | • Design VPC addressing scheme  
• Select /28 IP subnet block for interconnect subnet  
• Choose route summarisation option |
| Public  | • Established AWS tenancy in Cloud Gateway  
• Telstra IP network service  
• AWS account ID  
• Network design for source NAT of AWS traffic  
• Public IP addresses available for interconnect transit (yes/no) | • Design VPC addressing scheme  
• Select /28 IP subnet block for interconnect subnet  
• Specify public prefixes to advertise to AWS |

Step 1 – Enter your AWS account ID

If you’re accessing AWS cloud services purchased through Telstra, your AWS account ID will already be populated. Otherwise, you’ll need to enter it here.
Step 2 – Enter a connection name for your Cloud Gateway connection

This is the name that will appear when you log in to the AWS management console. Maximum 98 characters.

Step 3 – Select bandwidth for your Cloud Gateway connection

The amount of bandwidth you can allocate will depend on:

- the bandwidth tier you originally allocated when purchasing your Cloud Gateway
- how much of your bandwidth has already been allocated to other Cloud Gateway connections

Step 4 – Select location

Step 5 – Select a public or private connection

For a public connection, add the subnets you want to advertise to AWS.

Step 6 – Enter the details for your interconnect subnet

Note: you’ll receive an error message if your interconnect subnet is not in the correct format. For AWS, this needs to be /28 format.

Step 7 – Select Continue

Step 8 – Review your order

Confirm the details for your Cloud Gateway connection.

To make changes, select Modify. Otherwise, select Purchase.

Step 8 – Receive email confirmation

Once your Cloud Gateway connection is set up, we’ll let you know via email. You’ll then need to finalise configuration for this connection (see Chapter 4, Configuring your connection).

Keep in mind that AWS routing tables have a 100-route limit per Virtual Private Cloud (VPC).

For details see AWS documentation.

**Adding a Cloud Gateway connection to SoftLayer®**

<table>
<thead>
<tr>
<th>Pre-requisites</th>
<th>Pre-provisioning steps</th>
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</thead>
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<td>Allocate /28 IP block for interconnect subnet</td>
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<tr>
<td>Network design and analysis regarding SoftLayer restricted private IP ranges</td>
<td>Configure SoftLayer tenancy and obtain SoftLayer compute subnets from SoftLayer</td>
</tr>
<tr>
<td>10.0.0.0/14, 10.200.0.0/14, 10.198.0.0/15, 169.254.0.0/16, 224.0.0.0/4</td>
<td>Choose Telstra subnets for accessing SoftLayer tenancy</td>
</tr>
<tr>
<td>Telstra IP network Master Service ID</td>
<td></td>
</tr>
<tr>
<td>SoftLayer platform account ID</td>
<td></td>
</tr>
</tbody>
</table>
Step 1 – Select bandwidth for your Cloud Gateway connection

The amount of bandwidth you can allocate will depend on:

- the bandwidth tier you originally allocated when purchasing your Cloud Gateway
- how much of your bandwidth has already been allocated to other Cloud Gateway connections

Step 2 – Enter the details for your interconnect subnet

Note: you’ll receive an error message if your interconnect subnet is not in the correct format. For SoftLayer, this needs to be /28 format.

Step 3 – Select Continue

Step 4 – Review your order

Confirm the details for your Cloud Gateway connection.

If you need to change anything, select Modify.

If not, select Purchase.

Step 5 – Receive email confirmation

We’ll confirm your Cloud Gateway connection request via email. The email will include the next steps to ensure your connection is fully operational: ordering Direct Link Cloud Exchange via the SoftLayer Customer Portal (see Chapter 4, Configuring your connection).
CHAPTER 4
CONFIGURING YOUR CONNECTION

Once we’ve set up your Cloud Gateway connection, there are a few more steps you’ll need to take to finalise configuration on your end. These steps depend on the cloud platform you are accessing (and in some cases, the type of peering you’re using).

When your Cloud Gateway connection is ready to be configured, we’ll send you an email to let you know. To finalise your connection, follow the relevant points below.

Please check the Cloud Gateway Technical Guide for the technical rules and constraints specific to each Cloud Gateway connection.

### Configuring your Cloud Gateway connection to Amazon Web Services (AWS)

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<th>Post-provisioning steps</th>
<th>Service testing</th>
</tr>
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<td>• Test end-to-end connectivity from Telstra IP network to AWS private peering</td>
</tr>
<tr>
<td>Public</td>
<td>• Perform customer side SNAT configuration&lt;br&gt;  • Configure VPG and VPC connections in AWS Management Portal</td>
<td>• Test end-to-end connectivity from Telstra IP network to AWS public peering</td>
</tr>
</tbody>
</table>

Keep in mind that AWS routing tables have a 100-route limit per Virtual Private Cloud (VPC). For details see AWS documentation.
# Configuring your Cloud Gateway connection to SoftLayer®

## Pre-provisioning

Once you submit an order for a Cloud Gateway connection to your SoftLayer platform services, we’ll send you an email outlining the next steps to ordering Direct Link Cloud Exchange via the SoftLayer Customer Portal. You’ll need to follow these steps to ensure your connection is fully operational.

It takes us up to five business days to extend your Telstra IP network and provision this Cloud Gateway connection.

## Service testing

- Once you’ve completed and returned the SoftLayer questionnaire, a SoftLayer network engineer will test and confirm the connection. The SoftLayer team can implement the Direct Link within 2-3 business days, though it may take longer for more complex configurations.

- Once SoftLayer has confirmed the connection, they’ll email you with details on how to test it too. Charges will start for your Direct Link Cloud Exchange service once you confirm the connection is working.

## Post-provisioning

- Configure firewalls in your SoftLayer platform network environment, as required

## Service testing

- Test end-to-end connectivity from Telstra IP network to SoftLayer platform services

Once you’ve successfully configured your Cloud Gateway connection, it will appear as ‘active’ when you log in to the Cloud Gateway management console.
CHAPTER 5
MANAGING YOUR CLOUD GATEWAY

Once your Cloud Gateway is active, you can manage it in the following ways:

- Create a new Cloud Gateway alias
- Modify your bandwidth allocation
- Amend your contract term

In terms of your connections, you can change your AWS peering option (private or public) and, for SoftLayer, you can change whether or not you suppress your Telstra IP network default route.

CREATING A NEW CLOUD GATEWAY ALIAS

Step 1 – View Cloud Gateway details

Select the Cloud Gateway that you want to manage. When the three icons appear, select the information icon to view your Cloud Gateway details.

Scroll down the page and select Modify.

Step 2 – Enter your new Cloud Gateway alias

Type in the new nickname that you’d like to associate with this Cloud Gateway – it can’t be longer than 14 characters – then select Continue.

Step 3 – Confirm your change
Review the details for your new Cloud Gateway alias, then select Purchase.

Step 4 – Receive email confirmation

Once your change has been processed, we’ll let you know via email.

MODIFYING YOUR BANDWIDTH ALLOCATION

Step 1 – View Cloud Gateway details

Select the Cloud Gateway you’d like to modify. When the three icons appear, select the information icon to view your details. Review how much bandwidth you’ve already allocated to this Cloud Gateway and how much of this bandwidth allocation is already being used by your Cloud Gateway connections.

Scroll down the page and select Modify.

Step 2 – Select your new bandwidth allocation

For each type of bandwidth associated with your Cloud Gateway, select your desired bandwidth tier.
Whether or not you can downgrade your bandwidth depends on your contract term.

**What contract term are you on?**

**Month-to-month**
- you can upgrade or downgrade your bandwidth anytime

**12, 24 or 36-month**
- you can upgrade your bandwidth anytime
- you can downgrade your bandwidth below the bandwidth tier originally allocated to your Cloud Gateway at the time you purchased it, subject to the payment of early termination charges
- if you’ve previously upgraded your bandwidth, you can now downgrade it (note: any downgrade below the bandwidth tier originally allocated to your Cloud Gateway will be subject to the payment of early termination charges)

Select **Continue**.

**Step 3 – Confirm your change**

Review the details for your new bandwidth allocation, then select **Confirm**.

**Step 4 – Receive email confirmation**

Once your change has been processed, we'll let you know via email.

**AMENDING YOUR CONTRACT TERM**
A contract term change refers to the type of contract you agreed to when you purchased Cloud Gateway: month to month, 12, 34 or 36-month.

**Step 1 – View Cloud Gateway details**

Select the Cloud Gateway you’d like to modify. When the three icons appear, select the information icon to view your Cloud Gateway details.

![Cloud Gateway details](image)

Scroll down the page and select **Modify**.

**Step 2 – Select your new contract term**

Extend the length of your contract by choosing a longer term. If you want to reduce your contract term, contact your Telstra representative. Fees may apply.

![Contract term selection](image)

If you’ve decided to extend your contract term, select **Continue**.

**Step 3 – Confirm your change**

Review the details for your new contract term, then select **Confirm**.

**Step 4 – Receive email confirmation**

Once your change has been processed, we’ll let you know via email.
CHAPTER 6
SUPPORT

If you have any questions, contact your Telstra representative and quote your Cloud Gateway subscription ID.

You can also log and track incidents or faults or, to learn more, view our support pages for knowledge articles and FAQs.