




International Customer Support Guide

Customer Experience Team



1. Service Desk Engagement Method

If you would like an overview of our Incident Management procedure, please refer to this [video](#) for step by step instructions.

Products	Portal	Phone 	Email 
Global Products (excluding Voice)	Raise Incidents & Requests via T-Connect  TELSTRA CONNECT	+852 3192 7420 (Hong Kong) +65 6419 2001 (Singapore) +63 28 554 5252 (Philippines) 0800 856 0000 (UK Freephone) Universal Free Phone: +800 8448 8888 (International calling access required)	gsd@team.telstra.com support@pn.telstra.com (for TPN/PEN services) Voice Supported Language: <ul style="list-style-type: none"> - Korean - Japanese - Mandarin - Cantonese - English
Global Voice Products (Including PureCloud & TCMT)		(For Calling options to other countries, please refer to page 6)	vsd@team.telstra.com

1.1 Telstra Connect – a smarter way to self-serve for incidents and service requests.

Telstra Connect is the single digital platform for all customer business interactions with us, simplifying the way you manage your Telstra products and services. Accessed through: <https://connectapp.telstra.com/>

What are the benefits of Telstra Connect today?

- ✓ Easily and instantly raise, track, and resolve incident tickets.
- ✓ Communicate with our support team via an activity communication log, saving on calls or emails.
- ✓ more structured data capture of incident or service requests which will allow us to resolve your issues with greater efficiency.
- ✓ you will experience greater security through our authenticated platform with the ability to control who has access to your information.
- ✓ all updates will be available through the portal which will allow anyone on your team with access to Telstra Connect to get full visibility on the updates.
- ✓ you will experience easier and more consistent tracking and reporting than emails.

What is Telstra Connect?

A one-stop shop for our customers to interact with us digitally



Telstra Connect gives enterprise customers a competitive edge in a rapidly changing digital world

-  **Save time**
Don't wait to speak to an agent. Get the information you need, when you need it
-  **Access real-time updates**
Transparency helps to drive outcomes efficiently and effectively
-  **Customise your information**
Prioritise information that is most important to your business


While you may not have access to all these features now, we're constantly improving Telstra Connect, with your input every step of the way.

Have a suggestion? Sign in and leave feedback or contact your Telstra Executive.

 Sign in to Telstra Connect today!
<https://connectapp.telstra.com>



We make it easy to monitor, track and optimise your services. So you can focus on what matters.

-  **Quote**
Select and price services that you need from Telstra or one of its partners
-  **Your orders**
View, monitor and track your IP and Data orders in neat time
-  **Incidents**
Raise incidents and track our Progress as we fix them
-  **Requests**
Raise new service requests, and track the progress of open requests
-  **Billing**
Access your billing history and Keep track of your spending
-  **Monitoring and performance**
View the status of your network, see historical trends and easily identify issues

2. INCIDENT ESCALATION GUIDELINE

Incident Priorities

ITIL defines incident as an unplanned interruption or reduction in the quality of a service.

When you have experienced an incident that impacts your service provided by us, please report this to us at the Global Service Desk as soon as you can. Our first level support specialists will assign a priority to your incident ticket based on the impact and urgency of the service disruption, and the rating will be reassessed under Incident Management control.

When raising a new incident, it is helpful to include the below information to provide the Telstra Service Desk with the information required to start to investigate the issue:

- **Telstra Service ID:**
- **Description of the incident/ issue currently experienced**
 - Impacted locations/ site names.
 - Site opening hours.
 - Date and time first noticed.
 - What has been assessed so far.
- **Current business impact:**
 - What functions can/ cannot be done.
 - Number of users impacted.
 - Environment impacted (e.g., production/ testing etc).
- **On-site staff contact details:**
 - Name
 - Phone Number
 - Email Address
- **Reporting staff contact details** (for updates throughout the lifecycle of resolving the incident):
 - Name
 - Phone Number
 - Email Address

Telstra aims to respond and restore faults to your service within the following target timeframes. Before escalating, please allow the Service Desk time to resolve using these timeframes as a guideline:

PRIORITY	DESCRIPTION	INITIAL UPDATE	SUBSEQUENT UPDATES
1	Critical site down or network outage affecting more than one link or site with no backup. Incidents which render a system and/or critical functionality unusable. Requires immediate corrective action and technical escalation. E.g., A network outage affecting a Hub Site and widespread impact to multiple branch offices including site with total site isolation where primary and secondary services are down leading to huge revenue impact for our customer.	15 mins	1 hr
2	An active service is hard down resulting in critical impact to the end user's business operations. E.g., A link is down without backup and severe performance degradation making the service unusable.	1 hr	2 hrs
3	The operation of an active service is degraded, but the incident does not significantly impair the service. E.g., A link is down with backup or degraded performance. (This can be upgraded to Priority 2 if the performance has degraded making the service unusable with valid business impact)	3 hrs	6 hrs
4	Retrospective (not real-time) request; may or may not be fault related, e.g., a request for the reason for outage (RFO). This category also includes any incidents with no or minimal impact to system functionality or service to customers. Support sought is for information only, for example, in relation to network changes, maintenance and planned outages.	12 hrs	24 hrs

***Note that these are general Global Service Desk operational targets. Please refer to the Product Service Schedule for any specific SLAs*

3. SERVICE REQUEST ESCALATION GUIDELINE

Anything that is not classified as an Incident will be a Service Request. When calling the Service Desk, our first level support specialist will assign a SR ticket based on the type of Service Request.

There are 3 types of requests that include:

- General Request
- Colocation/Data Centre Services Request
- Change Request.

For Response and Completion SLAs, please refer to individual Product Service Schedules

3.1 General Request

General Request includes generic enquiries that a customer may have regarding the services they may have procured. For example, requests on knowing the Service ID.

3.2 Colocation/Data Centre Services Request

This includes the following.

- Equipment Removal Request
- Data Centre Access Request
- Remote Hands Request
- Delivery Request

*Please refer to the Service guide or facilities guide for a detailed scope of Remote Hands supported.

3.3 Change Request

A Change Request can be made to Managed Network Services such as managed SD-WAN, routers, switches, Wi-Fi, WAN and firewall. The attached form is to be filled for the Soft Change Requests. Click on [IPVPN Change Request Form](#) or [GMNS Change Request Form](#) link to download.



4. SERVICE DESK ESCALATION CONTACTS

If you need to escalate your Service incident and/or Request ticket(s) please escalate to the first point of contact on the escalation list provided below: For toll-free numbers, please refer to the Toll-Free numbers available on page 6 of this guide.

Level	Escalation Level	Contact	Phone	Email	Escalation Timeline			
					P1	P2	P3	P4
1	Technical Consultant	Technical Consultant	+852 3192 7420 and +6564192001 (Option 3)	gsd@team.telstra.com	1 Hr	2 Hrs	4 Hrs	5 Days
2	Shift Lead	Shift Lead	+852 3192 7420 (Option 4)	international_shift_lead@team.telstra.com	2 Hr	4 Hrs	12 Hrs	6 Days
3	Senior Subject Matter Experts (SME)	Senior SME	Via Service Desk	intl_Level_3_escalations@team.telstra.com	4Hrs	8 Hrs	24 Hrs	7 Days
4	Senior Manager	Ramachandren (Chandren) Rajagopal Yogesh Dhale Andrew Femi Mulero	Via Service Desk	Rajagopal.Ramachandren@team.telstra.com Yogesh.Dhale@team.telstra.com AndrewFemi.Mulero@team.telstra.com	8 Hrs	12 Hrs	N/A	N/A
5	Head of Customer Service Operations	Anila Fredericks	Via Service Desk	Anila.R.Fredericks@team.telstra.com	12 Hrs	24 Hrs	N/A	N/A

4.1 VOICE SERVICE DESK ESCALATION CONTACTS

If you need to escalate your Service incident ticket(s) please escalate to the first point of contact on the escalation list provided below: For toll-free numbers, please refer to the Toll-Free numbers available on page 6 of this guide.

Level	Escalation Level	Contact	Phone 	Email 	Escalation Timeline			
					P1	P2	P3	P4
1	International Voice Technical Specialist	Technical Specialist	+852 3192 7420 and +6564192001 (Option 1)	vsd@team.telstra.com	1 Hr	2 Hrs	4 Hrs	5 Days
2	Shift Lead	Shift Lead	+852 3192 7420 (Option 4)	international_shift_lead@team.telstra.com	2 Hr	4 Hrs	12 Hrs	6 Days
3	Senior Manager	Xulie Chan	Via Service Desk	Xulie.Chan@team.telstra.com	8 Hrs	12 Hrs	N/A	N/A
4	Head of Customer Service Operations	Anila Fredericks	Via Service Desk	Anila.R.Fredericks@team.telstra.com	12 Hrs	24 Hrs	N/A	N/A

5. TOLL-FREE NUMBERS FROM THE FOLLOWING COUNTRIES

The following countries and their respective toll-free numbers are listed for reference.



Country	Number	Country	Number
Australia	1800 003 051	Korea	00798 651 7194
China (North) Accessible only through CNC landline telephone	10800 650 0245	Malaysia	1800 80 6029
China (South) Accessible only through CT landline telephone	10800 265 0245	Netherlands	08000 222 963
France Accessible only through France landline telephone	0800 919 870	New Zealand	0800 44 6215
Germany	0800 181 2569	Philippines	1800 1651 0408 (PLDT fixed lines only) +63 28 554 5252
Hong Kong	800 90 1500	Singapore	1800 419 2007
India	000800 650 1304	Taiwan	00801 65 1632
Indonesia	001 803 65 7632	Thailand	001800 65 6430
Ireland	1800 556 529	UK	0800 856 0000
Italy	800 785 325	USA	1800 243 8056
Japan	0120 159 686	IDD (Non-Toll-free)	+65 6419 2001

6. PLANNED NETWORK MAINTENANCE CONTACTS

If your enquiry is related to a Planned Network Maintenance, please use the general contact information below.

We can deal with your query more swiftly if you can provide the following information:

- Your organization's name
- The ID number for your Telstra service
- Contact name
- A contact phone number
- A detailed description of your enquiry

Level	Escalation Level	Contact	Phone 	Email 
1	Global Change Management	Duty Staff	International Free Phone: +800 8448 8888 +852 3192 7420 (Hong Kong)	gpen@team.telstra.com
2	Change Manager Change Management	UK Business hours Melanie Newman Asia Business hours Vincent Wong	+44 1223 920 561 +852 2983 3307	Melanie.Newman@team.telstra.com Vincent.Wong.2@team.telstra.com
3	Head of Change Management	AU Business hours Brenden McNamara	Via Duty Staff	Brenden.J.McNamara@team.telstra.com