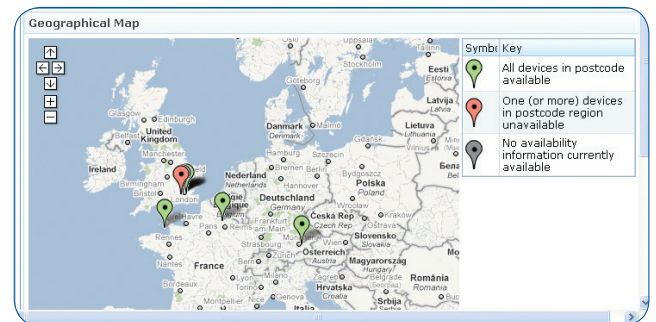


The Telstra Hub

An online portal for monitoring and administering Telstra International managed solutions.

Clear network status information

The Hub enables Telstra's customers to easily monitor the status of their managed networks and identify any problems at a glance via service monitoring tools. The main 'dashboard' consists of a geographic map of the world (or country) on which each circuit and managed device is shown with a colour-coded marker. If this marker is green, the device or circuit is in service; if it is red, it is inoperative. It couldn't be more straightforward to keep a check on the health of your network.



Flexible account management features

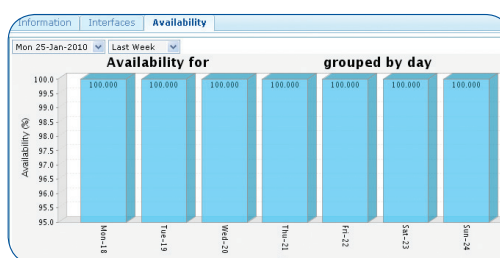
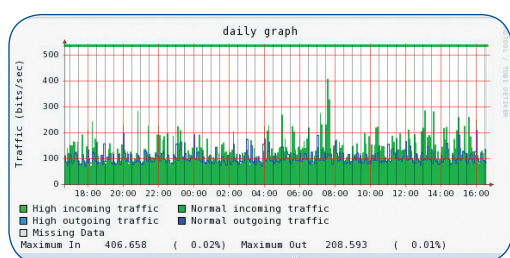
In addition, the Hub includes features that allow you to manage the progress of all your current orders with Telstra as well as access our online billing system. The status of each current order can be viewed on the Hub, and orders can be sorted in a variety of ways, such as by its own unique order ID, order date, status, type or go-live date. Network managers can easily see when new services are due to become available meaning they can accurately plan ahead.

Simple support logging processes

Customers can send support requests directly to Telstra's technical support team from within the Hub. They can even add attachments, such as letters and documents, to their support requests. All support tickets generated in this way will automatically be sent with all the product reference IDs and account numbers required. If customers have created their own device name, the Hub will automatically include both this name and the Telstra ID on the support ticket and all related correspondence, so that there can be no confusion.

Detailed statistics, graphs and reports

If you want more than just an overview, the Hub also allows you to drill down into many layers of detailed statistics and tabular or graphical reports about your network circuits and devices. All of the data available is accurate to within one hour, so our customers can obtain specific information about usage and performance that is completely up-to-date. Users can customise many different elements of the service to make it easier for them to find, organise and understand information.



Features summary

- Actual bandwidth utilisation reports**
 Collate accurate traffic data every two minutes and make statistics available to view by day, week or month
- Comprehensive archives of back-up reports**
 Display the last 100 back-up reports associated with managed servers
- Regular capacity planning updates**
 Indicate the percentage utilisation of managed servers, based on data gathered as part of health reporting
- Single Telstra account management portal**
 Provides easy access to other Telstra online services, such as billing, global services and conferencing
- Integrated order management capability**
 Allows customers to view the process of current orders with Telstra
- Service available at no additional cost**
 Offers significant added value for Telstra customers
- Optional Enhanced Service Monitoring**
 Provides access to Enhanced Service Monitoring capabilities (available as an optional extra) for monitoring usage trends

To apply for a user account, please contact your account manager or email support@intl.telstra.com

Telstra International trades in the UK and EMEA through Telstra Limited, a company registered in England and Wales with company number 03830643. Our registered address is 2nd Floor, Blue Fin Building, 110 Southwark Street, London SE1 0TA

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