



Telstra

SecureEdge Network

User Guide



Welcome to Telstra SecureEdge Network User Guide!

About this User guide

The purpose of this document is to assist customers (you) with clear and comprehensible information about the Telstra SecureEdge Network service following service activation.

This document provides you with a step-by-step guide on how to navigate the SecureEdge Network User Interface and will help ease your interaction with the service. You can also find support information and FAQ in this document.

This document has been specifically designed for your network and IT personnel and assumes a foundational understanding of IT and firewall management for optimal comprehension.

If you have any undocumented questions, please contact your Telstra Sales/Account representative.

Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability: Web addresses, e-mail addresses and hyperlinks are shown in bold for example

www.telstraenterprise.com.au.

User input is shown in typewriter font.



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Introduction to SecureEdge Network

SecureEdge Network (SEN) is a cloud-based next generation firewall hosted in Telstra infrastructure within Australia that provides you with a security gateway for your Telstra IP WAN, IP MAN, or Connect IP service (“Next IP Service”).

Refer to [SecureEdge OCT](#) – section 3, 4 for service eligibility and further information.

1 SecureEdge Network User Interface

You can manage your SecureEdge Network Service online using the SecureEdge Network User Interface (SENUI). The SENUI is comprised of

1. The Telstra Connect Customer Portal (T-Connect)
2. The Customer SecureEdge Network Console (CSENC)

1.1 What is Telstra Connect Customer Portal (T-Connect)?

Telstra Connect or T-Connect (<https://connectapp.telstra.com>) is a secure-web (HTTPS) online user interface provided to all Telstra customers for configuring, managing and requesting reports on their service.

You can access the CSENC to manage your SecureEdge Network (SEN) service from T-Connect.

If you are an existing Telstra customer who already has Telstra Next IP service, you would already have a Telstra-ID which you can use to login to the T-Connect portal 48 hours after receiving the welcome email. If you are a new customer, you will receive your Telstra-ID within 48 hours of receiving the SEN welcome email.

Note

1. You need to reach out to your sales contact to be assigned CSENC admin access. You can nominate up-to 3 technical admins, who will have access to your CSENC via T-Connect.
2. Your nominated technical admins would be granted access by Telstra as part of the provisioning of the SEN service. T-Connect provides you the ability to further add technical admins with access to your T-Connect customer portal.
3. You can reach out to your sales contact to add or delete users with access to the T-Connect portal in case you are unable to add or delete users yourself, for instance when your technical admins leave the company.
4. For any T-Connect related issues and questions, please seek help via telstraenterpriseaccountteam@team.telstra.com

1.2 What is the Customer SecureEdge Network Console (CSENC)

The CSENC provides you access to the Palo Alto Networks Panorama application that enables you to manage the configuration on your SEN service. All standard tier self-managed firewall policy configurations can be applied to your SEN service using CSENC.

Note

1. You will not have access to the underlying SEN Command Line Interface (CLI) console.
2. You cannot make routing changes to the network or configure routing policies using CSENC. You will have to raise an FNC request (Refer section 2.4) for that.
3. If you have selected the SecureEdge Managed Service (SEMS), you will have Read-only access to CSENC and will not be able to make configuration changes using CSENC. This protection will help ensure that your SEMS outcomes are correctly delivered.

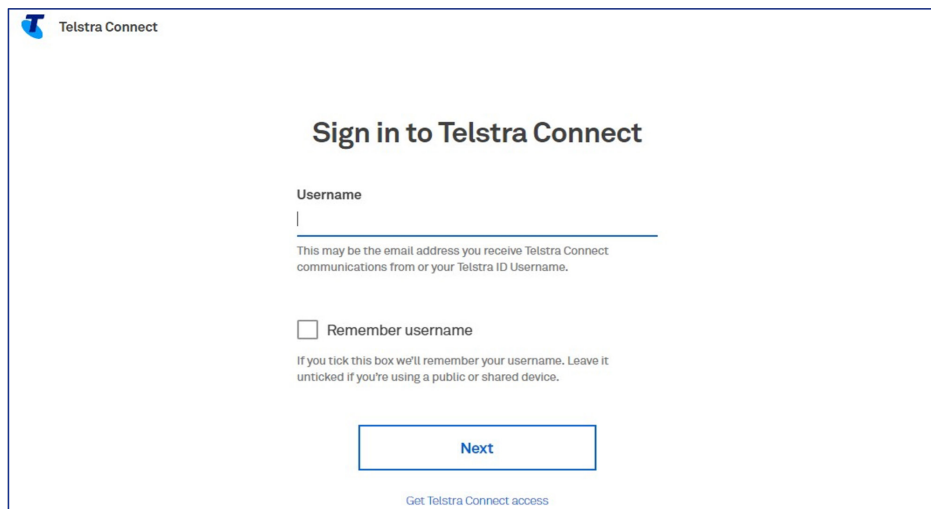
1.3 Login to Telstra Connect Customer Portal and CSENC

This section contains information that will enable you to login into the Telstra Connect Customer Portal and CSENC and access your SEN service.

Step 1 – Home Page

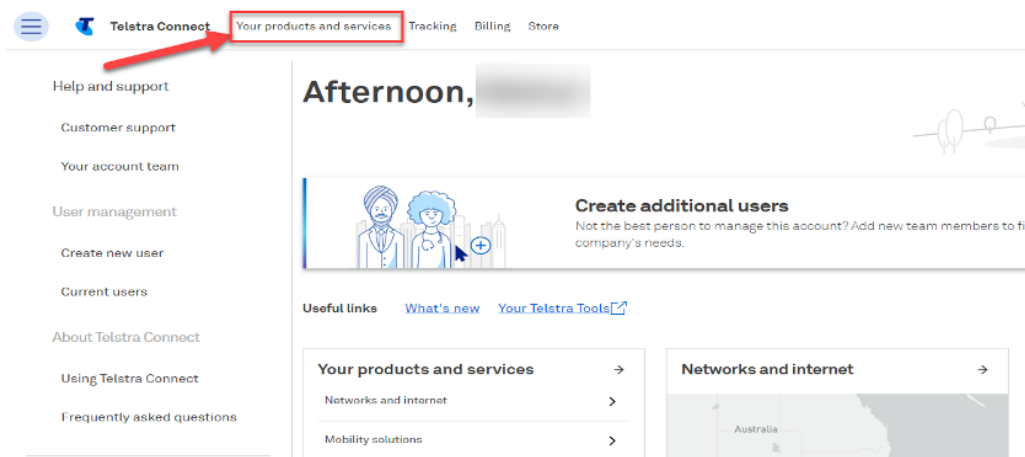
Go to Telstra Connect login home page via <https://connectapp.telstra.com>, you will see the following screen as shown below. Login with your Telstra-ID obtained previously, you will then be redirected to the Telstra Connect home page shown in Step 2.

Note: The T-Connect portal also offers the option to reset password. Type your Telstra-ID in and click Next, you will see the option “Reset password”.



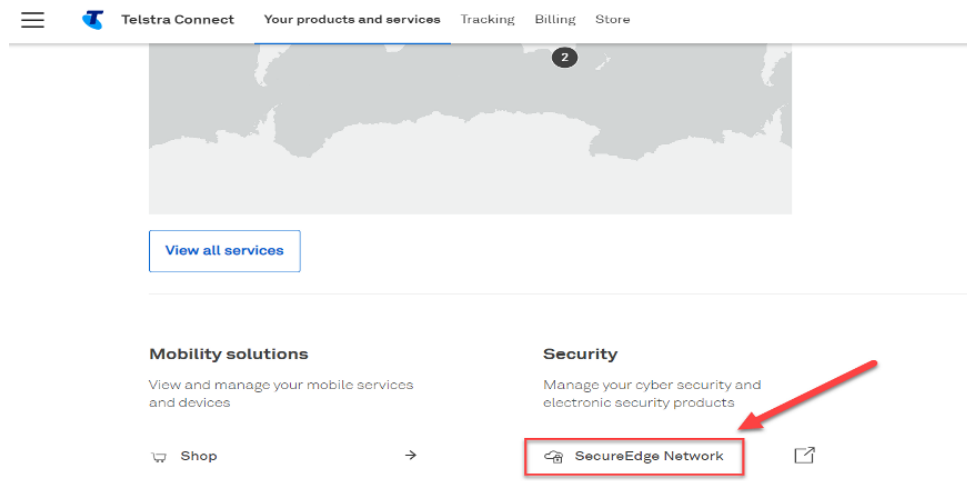
Step 2 – Your Products and Services

When you are at the home page of Telstra Connect, click on the “Your products and services” tab on the top of the page as shown below.



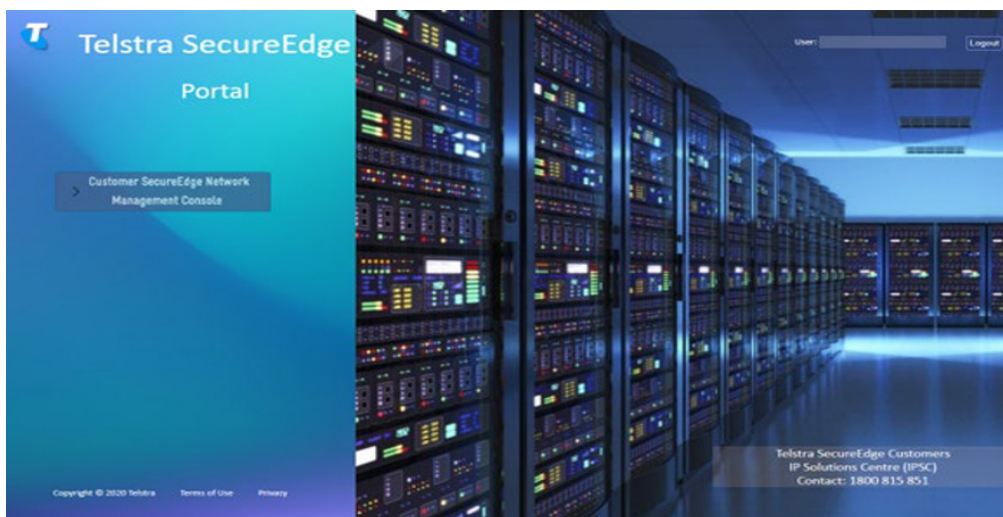
Step 3 – SecureEdge Network

Click on the “SecureEdge Network” tile and you will be redirected to your Telstra SecureEdge Portal.



Step 4 – Customer SecureEdge Network Management Console

Click on the “Customer SecureEdge Network Management Console” button located on the left side of the page.



Click on the “Use Single Sign-On” link.



Click on the “Continue...” button.

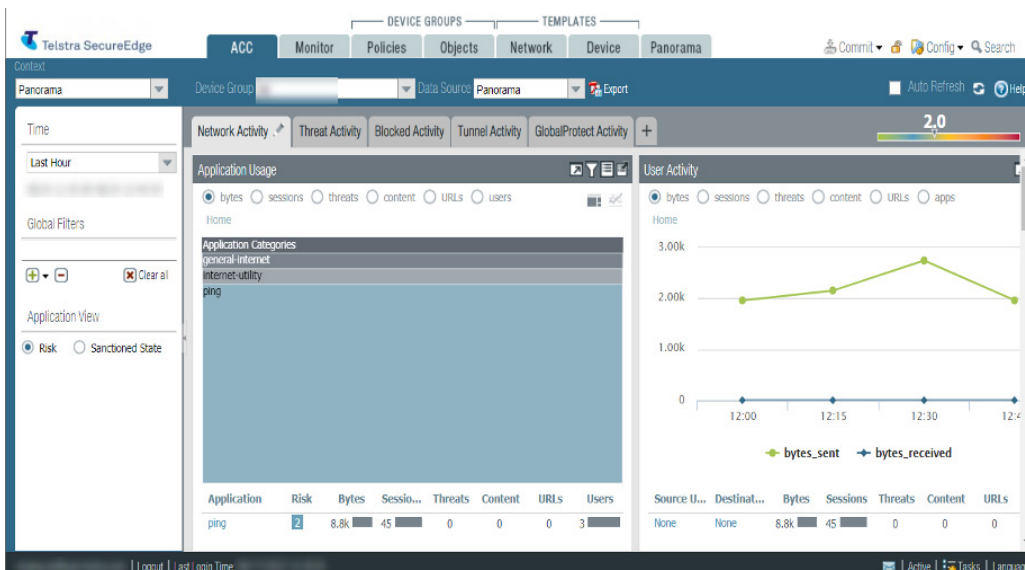


Note:

You can access the CSENC using Single Sign On (SSO), enabling simplified username and password management to reduce password fatigue.

Step 5 – Customer SecureEdge Network Console (CSENC)

You are now on the CSENC Panorama application.



2 Changes Not Covered by the SEN User Interface

There are changes that you may require which are not available on the SecureEdge Network User Interface. These include:

1. Reporting a fault
2. Changes to your SecureEdge Network Services (Major and Minor)

2.1 Report Faults

This section contains information that will enable you to identify and report faults with your SEN service.

SEN infrastructure is managed by Telstra. In case of failure, Telstra Assurance will manage the fault. You can contact Telstra IP Solutions Centre (IPSC) on 1800 815 851 for 24/7 fault & technical Support and to report any issues.

Faults can include:

- Access issues to the T-Connect or the Customer SecureEdge Network Console (CSENC)
- Internet connectivity issues
- Internet speed issues
- Firewall functional and performance issues, e.g., the firewall is not blocking sites according to your configuration.

2.2 Service Change Types

In this section you will find details pertaining to various types of service changes that can be requested.

Telstra's SEN service offers various features and services that you can select during the provisioning process. It is understandable that you might require a change to your service. Telstra defines such changes to your SEN service as major or minor.

A major change is seen as a large service modification and often one that will affect your service's monthly recurring charge unless it is records only change to update your name, address, business, or technical contacts. Major changes can be broadly classified into four subcategories, Service Size change (Internet or Extranet throughput), Feature Set package change, adding or removing SecureEdge Managed Services (SEMS), and Record only change.

A minor change is seen as a small service modification that will not affect your service's monthly recurring charge.

The following table classifies changes as major or minor in more detail:

| Major | Minor |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Service Size changes - Upgrade / Downgrade by moving to a different Size (Small, Medium, Large and Enterprise)• Feature Set package changes - Upgrade / Downgrade by moving to a different Feature Set (Essential, Advanced, and Premium)• Add / Remove SecureEdge Managed Service (SEMS)• Record only changes (no charge) - request to change company name, address, contact details, billing. | <ul style="list-style-type: none">• Firewall changes – Minor firewall configuration, policyconfiguration, policy changes, IPSec tunnel, Client to Site tunnel, Network address translation, routing changes, content security profile changes, etc |

Note: Upgrade/Downgrade of Internet Bandwidth/Service Size for only Medium to Large or vice versa can be performed via FNC request. Any Internet Bandwidth/Service Size modification will affect your service's monthly recurring charge.

2.3 How to Request Service Changes

There are two categories of changes, Major and Minor, each requiring a different procedure for submitting a service change request. Below are steps that needs to be followed to request a major or minor change.

Major Change

A major change process covers your request to change your service inclusion such as upgrading or downgrading the service Size (Internet or Extranet bandwidth) or Service Package (Essential, Advance & Premium); Add-on requests, or change of records. The following steps need to be followed:

1. You will need to complete a new SEN Application Form by filling in the mandatory fields, selecting “To change my existing SEN Service” option, and providing the existing SEN FNN and signing.
2. You will need to engage the accounts team to submit the new SEN Application Form.
3. Telstra will get in touch with your nominated technical contact in the Application Form to schedule a change window if there will be an impact to your service. If there is no impact to your service, Telstra will implement the change as soon as possible.
4. Testing and cutover will be done with your technical contact present during the agreed change window.
5. Telstra will inform your technical contact that the change order has been completed.

Minor Change

A minor change process covers your request to change your configurations and settings for your existing service, such as the change of security policies and other minor firewall configuration changes. The following steps need to be followed:

1. You will need to request a change for your SEN service via the Feature & Network Changes (FNC) portal. Please refer section 2.4 for additional details.
2. Telstra will notify you about the time required to perform the necessary changes to your SEN service via email.
3. After the required changes have been done, you will be notified via an email. You will be required to test your service to make sure your requirements have been fulfilled.

Note: If you have selected the SecureEdge Managed Service (SEMS), you will have to raise a change request with your partner and your partner will service your change.

2.4 Feature & Network Changes (FNC)

This section provides you with a step-by-step procedure for making an FNC request for minor order changes or configuration changes to your service.

Feature & Network Changes (FNC) is one of Telstra’s Online Self-service applications (also called Order Online FNC portal) which allows you to raise minor order changes or configuration changes on your network services without the need of going to Telstra sales team, aiming to reduce order fulfilment turnaround time to a minimum of one business day.

FNC requests can be raised for a variety of reasons including making changes to Security Policy, Security Profile, Content Security, etc. Requests to inject specific routes can also be raised using FNC.

FNC Order Online portal can be accessed via Your Telstra Tool (YTT) website under Self Service portlet.
<https://www.telstra.com.au/business-enterprise/self-service/online-self-service-apps>

Once logged in, you can follow a series of simple steps as shown below to submit a FNC request.

Step 1 – Specify Product and Service FNN

Telstra™ Order Online Last c | Log Out
Selected Company: R&E DUMMY TEST ACCOUNT ASSIGNED

Feature & Network Changes (FNC) Help

Your Request Steps

Step 1: Specify Product **Step 2: Select Change Type** Step 3: Enter Details Step 4: Confirm Request

Step 1. Specify Product

* Required fields

Company name
Please select the name of the customer on behalf of whom you would like to request a change.

Company name

Products
Select the product you want to make change to. * I am not sure what product I have?

IP Solutions *What is this?*

- Adapt Products (on Telstra Fibre)
- Adapt Products (nbn TC2 and nbn TC4)
- Adapt Products (on nbn Enterprise Ethernet)
- Connect IP Standard
- Connect IP Managed
- Ethernet MAN
- Ethernet Campus
- IP Gateway (IP VAS Gateway)
- Telstra Unified Communications
- Telstra International IP/WAN/MDN
- SecureEdge**
- IP MAN (IP Metropolitan Area Network)
- BIP Ethernet (Business IP Ethernet)
- BIP DFonbn (Business IP Direct Fibre over nbn)
- GWIP (Government Wideband IP)
- IP WAN (IP Wide Area Network) / BIP (Business IP)
- IP Wireless
- MWAN/MDN
- Telstra Network Care Plus
- SD WAN Managed

Cloud Services *What is this?*

Infrastructure as a Service
If your change type is not listed below please contact the Cloud Services team on 1800 620 345.

Data Centre

- Network

Voice

- Telstra Cloud Collaboration Cisco Powered

Video

- Telstra Cloud Collaboration Video

Inbound *What is this?*

- Freecall™ 1800
- Freecall™ One8
- Priority® 1300
- Priority® One3

Access *What is this?*

- Ethernet ATM
- ATM Retail
- Ethernet Lite (Includes IPWAN Networks)
- Frame Relay
- ISDN10/20/30

CustomNet® *What is this?*

- CustomNet®

Selected product: SecureEdge

Service Number/Full National Number (FNN) *What is this?*
Please enter the Service Number/Full National Number of the service against which you would like to make a change.

Service Number/FNN

[Top](#)

Step 2 – Select Change Type

Your Request Steps

Step 1: Specify Product **Step 2: Select Change Type** Step 3: Enter Details Step 4: Confirm Request

Step 2. Select change type(s) - SecureEdge

Your details **Company:** **Product:** SecureEdge
Site Address: **Service Number / FNN:**

* Required fields

Change types *

Please select all change types you want to request.

Change Request
This request can be used to perform the following changes.
- Firewall policy change
- Content security profile change
- Client to site VPN tunnel change
- Content security and/or client to site authentication change
- Site to site IPsec VPN tunnel change
SecureEdge changes allow you to add, modify or remove a firewall configuration from your SecureEdge Service.

Bandwidth change request
SecureEdge bandwidth changes allow you to change the access bandwidth for Internet Connection and Extranet Connection(s). Bandwidth limits applies as per Our Customer Terms.

Note: Upgrade/Downgrade of Internet Bandwidth/Service Size for only Medium to Large or vice versa can be performed via FNC request. Any Internet Bandwidth/Service Size modification will affect your service's monthly recurring charge.

Step 3 – Enter Change Details

Once a specific change type is selected, templates that are specifically designed for that change type are presented. You will need to download one of them that best suits your change and fill in relevant details. Then upload the completed template.

Step 1: Specify Product Step 2: Select Change Type **Step 3: Enter Details** Step 4: Confirm Request

Step 3. Enter details - SecureEdge

Your details **Company:** [] **Product:** SecureEdge
Site Address: [] **Service Number / FNN:** []

* Required fields
You can roll over any column heading for more information, regarding the purpose of this column.

Change Request

Step 1. Please click on the link to download the template.
[Firewall policy change template.xls](#)
[Content security profile change template.xls](#)
[Client to site VPN tunnel change template.xls](#)
[Content security and/or client to site authentication change template.xls](#)
[Site to site IPSec VPN tunnel change template.xls](#)

Step 2. Complete the template.
Please complete the downloaded template with the required information.
Note: Please complete all required fields to avoid any unnecessary delays or potential rejection of your request.

Step 3. Upload the completed template.
Attach the completed template.

*

Then enter the remaining details and click Next.

Note: Any text entered in the Additional comments field may result in a 24 hours assessment of the request being carried out before an estimated cost and turnaround time can be determined.
 Additional comments regarding this change
NB - Field entry limited to 700 characters
Number of characters remaining :

Contact and Delivery details What is this?

Technical/Authorised contact & reference
Please enter the technical/authorised contact for this change request.

Contact name *
Contact number ? *
Your reference ?
Dealer Code

Date and time for all requested changes to take place

Preferred date *
Preferred time * : (EST)
E.g. 15:00

Note: If the preferred date and time is outside Telstra business hours (Monday-Friday excluding Public Holidays between 8.00 am to 5.00 pm EST) extra charges may apply in addition to the normal cost. Telstra will endeavour to deliver your preference where possible, but cannot make a firm commitment to implement your changes by the preferred date and preferred time. Please indicate if your preferred date and time is critical and why via the "Additional contact/date comments" option below.

Additional contact/date comments. NB - Field entry limited to 700 characters.

Step 4 – Confirm Change Request

You need to review and confirm the request details you just put in, agree to the terms & conditions of FNC and then submit the request.

Note: If you have selected the SecureEdge Managed Service (SEMS), you will have to raise a change request with your partner and your partner will service your change.

Your Request Steps

Step 1: Specify Product Step 2: Select Change Type Step 3: Enter Details **Step 4: Confirm Request**

Step 4. Confirm request

Your details **Company:** [] **Product:** SecureEdge
Site Address: [] **Service Number / FNN:** []

* Required fields
Telstra Staff Details [What is this?](#)

Please check your details below carefully and correct them if necessary. For a permanent change of your details, please use [Registration and Enrolment](#) page.

Created By []

Company Name []

Your Telstra contact phone number * []

Your Telstra Email Address * [] @team.telstra.com
e.g. joc.bloggs@team.telstra.com

Optional Email Address ? []
e.g. Customer email address

Change request summary [What is this?](#)

Please check your requests. For full details click the [Review request details](#) button.

| Product Type | Change Type | No. of changes | Action |
|--------------|----------------|----------------|----------------------|
| SecureEdge | Change Request | 1 | Edit |

[Review Request Details](#)

Estimated cost and turnaround time [What is this?](#)

Change request summary [What is this?](#)

Please check your requests. For full details click the [Review request details](#) button.

| Product Type | Change Type | No. of changes | Action |
|--------------|----------------|----------------|----------------------|
| SecureEdge | Change Request | 1 | Edit |

[Review Request Details](#)

Estimated cost and turnaround time [What is this?](#)

Note: If the preferred time date and time is outside Telstra business hours (Monday-Friday excluding Public Holidays between 8.00 am to 5.00 pm EST) extra charges may apply in addition to the normal cost.

| | |
|---------------------------|----------------------------------------|
| Estimated Cost | To be advised. |
| Estimated Turnaround Time | To be advised as feasibility required. |

All charges are GST inclusive.

What happens next

Once you have confirmed acceptance of the terms and conditions and clicked on the submit button, a FNC reference number will be displayed. Your FNC reference number, delivery time and cost and order status updates will be confirmed via Email.

Terms and conditions*

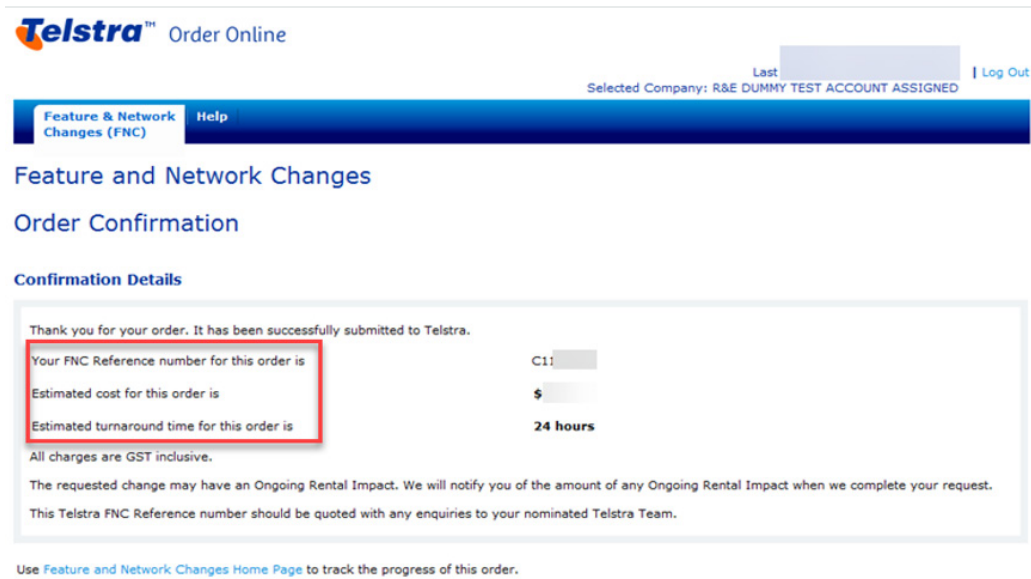
Please refer to the [product terms and conditions](#).

I have read and accept the terms and agreements, including the privacy provisions and I apply for the Telstra Service(s) described in this Feature and Network Changes Form. I acknowledge that if the application is accepted it will be provided on the terms and conditions set out in this Feature and Network Changes Form and Our Customer Terms.

[Back](#) [Save](#)

Step 5 – Order Confirmation

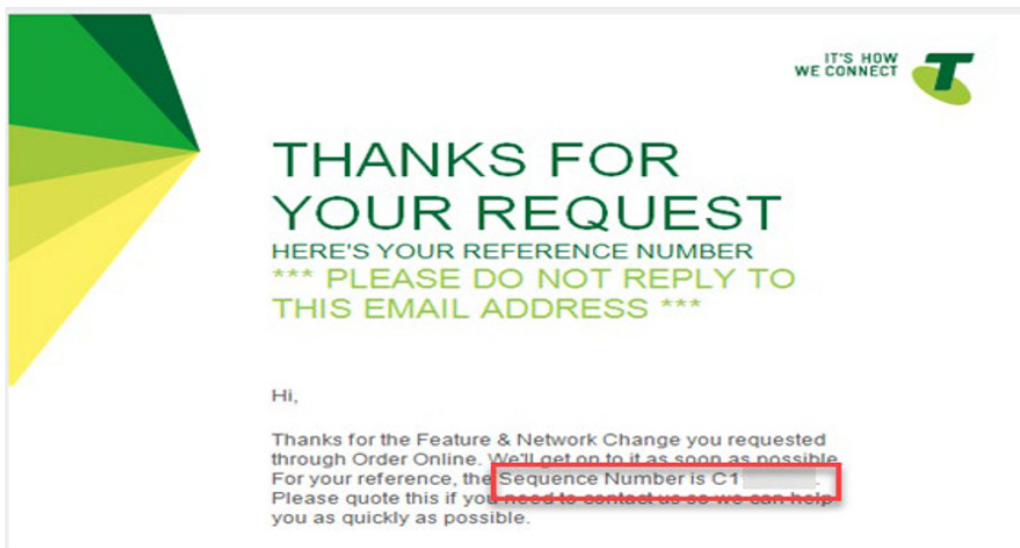
An FNC reference number is presented to you indicating that the FNC order has been submitted successfully. It also shows the estimated cost and turnaround time.



The screenshot shows the Telstra Order Online interface. At the top, the Telstra logo and 'Order Online' are visible. The user is logged in as 'Last [redacted]' and the selected company is 'R&E DUMMY TEST ACCOUNT ASSIGNED'. The page title is 'Feature and Network Changes (FNC) Order Confirmation'. Under 'Confirmation Details', a message states: 'Thank you for your order. It has been successfully submitted to Telstra.' Below this, three items are listed: 'Your FNC Reference number for this order is C11', 'Estimated cost for this order is \$ [redacted]', and 'Estimated turnaround time for this order is 24 hours'. A note at the bottom states: 'All charges are GST inclusive. The requested change may have an Ongoing Rental Impact. We will notify you of the amount of any Ongoing Rental Impact when we complete your request. This Telstra FNC Reference number should be quoted with any enquiries to your nominated Telstra Team.' A link is provided to track the progress of the order.

Step 6 – Email Confirmation

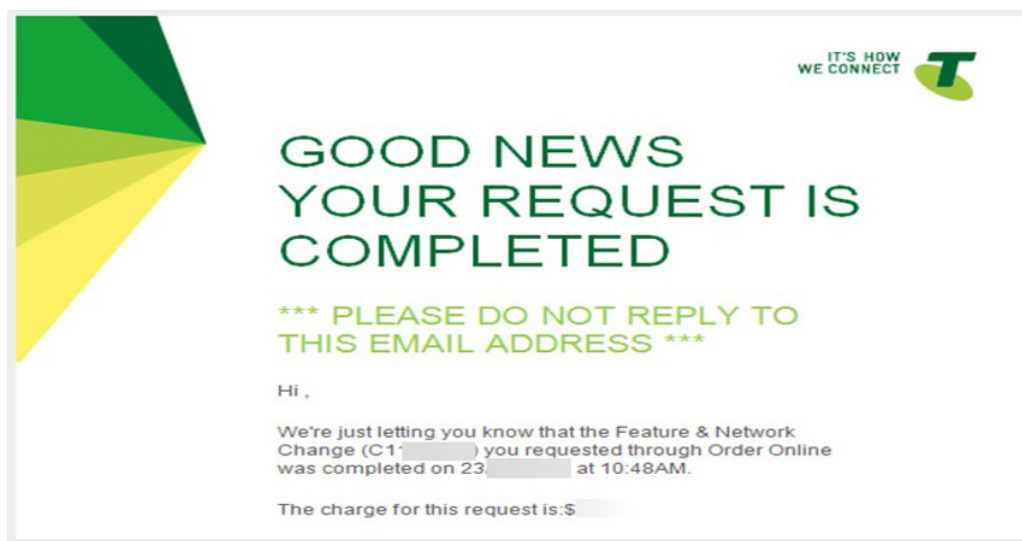
You will also receive an order submission confirmation via email simultaneously.



The screenshot shows an email confirmation from Telstra. The header includes the Telstra logo and the slogan 'IT'S HOW WE CONNECT'. The main text reads: 'THANKS FOR YOUR REQUEST HERE'S YOUR REFERENCE NUMBER *** PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS ***'. Below this, the email says 'Hi, Thanks for the Feature & Network Change you requested through Order Online. We'll get on to it as soon as possible. For your reference, the Sequence Number is C11. Please quote this if you need to contact us so we can help you as quickly as possible.' The sequence number 'C11' is highlighted with a red box.

Step 7 – Request Completion Email

Once the FNC order is completed and closed by the FNC technical staff, you will receive a completion advice email as shown below.



2.5 SecureEdge Managed Service (SEMS)

This section contains information on SecureEdge managed services, should you wish to sign up.

The SecureEdge Managed Service (SEMS) implements modifications to your eligible SecureEdge service based on your request.

Your Telstra representative can share a copy of the Telstra SecureEdge Managed Service Guide upon request. Refer to the SEN Application Form for pricing.

Refer to the [SecureEdge OCT](#) - section 10 for the definitions of SEMS request.

2.6 SecureEdge Professional Services and Consulting Packs

This section contains information on SecureEdge Professional Services and consulting packs, should you wish to utilize these services.

Telstra SecureEdge professional services and consulting packs can be purchased to help establish requirements and policies for service design, custom service activation or security optimisation. If you select a Consulting Pack, this will be provided through Telstra Global on Demand Technical Services. You can select the quantity in the SEN Application Form.

Enterprise Professional Services pack can only be selected for more than 40 hours of engagement.

Please note that additional terms relating to this service apply and can be found here:

<https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-a-full/telstra-advanced-services.pdf>

2.7 Service Cancellation

This section contains information that will enable you to cancel your service, should you decide to discontinue with SEN.

Following are the steps to be followed to request a cancellation:

1. You will need to prepare a new SEN Application Form and make sure “To cancel my existing SEN Service” option is selected, and the existing SEN FNN is provided including sign-off on the Application Form.
2. You will need to engage the accounts team to submit the new SEN Application Form for cancellation.
3. You will be contacted by Telstra for confirmation of your cancellation request.
4. If applicable, you will need to request a change to your network default route after cancellation request has been submitted.

Refer to [SecureEdge OCT](#) – section 3 (Termination) for further information on service termination.

Note: There is a 7-day holding period after you submit your cancellation request for your SEN service. During this period, you can withdraw your request.

3 FAQs

Frequently Asked Questions

The following are a list of questions that are often asked by current and future users of Telstra SEN service.

1. Where can I find out more about SecureEdge products?

You can head to Telstra SecureEdge homepage for more information about SecureEdge Network and other SecureEdge products at <https://www.telstra.com.au/SecureEdge>

2. Is this documentation latest? What if I have undocumented questions?

This document is updated regularly, and additional content will be added.

If you have any undocumented questions, please contact your Telstra Account Representative.

3. Can I use my own custom public IPs with SEN?

Yes, SEN supports using your own public IPv4 or IPv6 addresses. By default, when your virtual firewall is created, it will have the SecureEdge public IPv4/IPv6 address. However, you can use your own IP for NAT purposes or for your internal network. Your custom IP(s) must be delegated to/advertised from SecureEdge Network.

4. Can I select more than one data centre location on the application form for my SEN service?

No, you can select only one data centre based on your geographical location. The supporting infrastructure platform for SEN provides high availability and geographical redundancy across each of the five data centre locations – Melbourne (VIC), Sydney (NSW), Perth (WA), Adelaide (SA), Brisbane (QLD). Each location will have two different TID Links (two routers) for redundancy, so if one fails the other will be active, hence the internet will not drop.

5. Does SEN support additional public IP addresses?

Additional Public IP Addresses may be available for your SEN service for up to /27. You can order additional Public IP addresses using SEN Application Form. You will need approval from Telstra if you order more than 4 additional IPs.

6. Do I need to order Telstra Internet Direct (TID) to use SEN?

IPVAS is sold with the TID plan for internet connection. Therefore, users will have access to CustData to monitor and manage the data usage and view TID-related information. SEN provides Internet Access that is included in the standard package (fair use policy). So, you don't need CustData access to manage your internet access. Please note that you do not require a TID order to get internet access via SEN. The only prerequisite for SEN is Telstra Next IP (IP VPN/MPLS).

7. How long will it take to cut over from one size of the SEN Service to another (upgrade/downgrade)?

Upgrade requires a 30-minute change window with timing coordinated with you typically outside of business hours. The service disruption is not longer than 5-10 minutes. The upgrade process leverages the High Availability configuration to minimise service disruption.

8. What is the scope of FNC?

The FNC team can make changes to the static default route configured in MPLS IPVPN PE (Provider Edge) routers, however, they cannot make changes to any default route that is learned dynamically from any other IP clouds or VPN clouds. The FNC team only has access to MPLS PE routers to remove these routes statically or change them. FNC team can also apply policy and configuration changes at a cost.

