# 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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# 1 SecureEdge Network (SEN)

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 (SEN OCT)** – section 3, 4 for service eligibility and further information.

## 1.1 Making Changes to your SEN Service

You can make changes to your SEN Service after it has been activated. Changes would include

1. **Modifying or cancelling your SEN Service.** This would include but not limited to adding additional features or cancelling existing features to your service.
2. **Modifying your SEN configuration.** This involves the changing the settings on your existing SEN features.

## 1.2 Reporting Faults on your SEN Service

Your SEN Service is managed by Telstra and will manage faults if there is a failure.

You can contact Telstra IP Solutions Centre (IPSC) on 1800 467 889, option 2 for faults, technical support and to report any issues.

This may include but is not limited to

- Access to your SEN Service
- SEN connectivity issues
- SEN performance issues
- SEN functional issues, e.g., the Websites are not blocked in accordance with your configuration.

# 2 Modifying or cancelling your SEN Service

You may request a cancellation or a modification to your SEN Service using the steps detailed in this section.

## 2.1 Cancelling your SEN Service

Follow these steps if you decide to discontinue with SEN.

1. You will need to prepare a new SEN Application Form
2. Make sure
    a. the "To cancel my existing SEN Service" option is selected, and
    b. the existing SEN Service FNN is provided including
    c. sign-off on the Application Form.
3. You will need to engage the accounts team to submit the completed SEN Application Form for cancellation.

You will be contacted by Telstra for confirmation of your cancellation request.

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. You can withdraw your cancellation request during this period.

## 2.2 Modifying your SEN Service

You may wish to modify your SEN Service to change your service inclusions. SEN Service modifications may include but are not limited to

- Changes to your SEN package (e.g. Small Essential to Medium Advance). This is also known as "Upgrading" or "Downgrading"
- Adding or removing features like Additional Public IP Addresses.
- Add or Remove SecureEdge Managed Service (SEMS)
- Record only changes (no charge) - request to change company name, address, contact details, billing.

The following steps will allow you to modify your SEN Service:

1. Complete a new SEN Application Form by
    a Filling in the mandatory fields for the features you are modifying
    b Selecting "To change my existing SEN Service" option
    c Providing the existing SEN FNN and
    d Sign the document.
2. Engage your account team to submit the completed 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.

# 3 Modifying your SEN Configuration

You can make changes to your SEN configuration using one or more of these methods depending on the features activated for your service.

1. **Self Service using the SecureEdge Network User Interface (SENUI)**. This is included by default for you to configure your SEN Service
2. **Request using SecureEdge Managed Service (SEMS)**. This optional on-going service implements modifications to your SEN configuration based on your request.
3. **Request using T-Connect Request (TCR).** This option allows you to request ad-hoc changes to your SEN configuration

The differences between the 3 methods include but are not limited to these items.

| Items | 1. Self Service using SENUI | 2. SEMS Request | 3. TCR |
|---|---|---|---|
| Charging | Included with SEN | Optional monthly add-on | Charged per request |
| Assistance with implementing changes | N | Y | Y |
| Estimated completion duration. Refer to SEN OCT for conditions | Near Real Time | 2 to 8 hrs | 2 to 3 business days |
| Network Routing Change | N | N | Y |
| Certification Hygiene | Y | Y | N |
| Firewall Policy Changes | Y | Y | Y |
| Configuration changes to Stie to Site and Client to Site VPN tunnels | Y | Y | N |
| Network address translation changes | Y | Y | Y |
| Content security profile changes | Y | Y | N |

**Note:** T-Connect is your single front door to access the three methods above in order to change to your SEN configuration.

# 4 What is 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.

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**

The following table highlights the difference in the role of a customer's Technical and Business Contact

| Role | Technical Contact | Business Contact |
|---|---|---|
| Access to T-Connect | Y | Y |
| Access to CSENC | Y | N |
| Raise Queries via Helpdesk | Y | Y |
| Raise SEMCRF/TCR | Y | N |
| Technical Discussion | Y | N |
| Commercial Discussion | N | Y |

Note:

An individual may act as a Business Contact as well as a Technical Contact where appropriate

# 5 Using SENUI to Configure your SEN Service

You can configure your SEN Service using the SENUI. This is commonly known as “Self - Service” The SENUI is comprised of

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

Note:

You access CSENC from T-Connect.

## 5.1 What is CSENC

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 aa T-Connect ticket (Refer section 7).
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

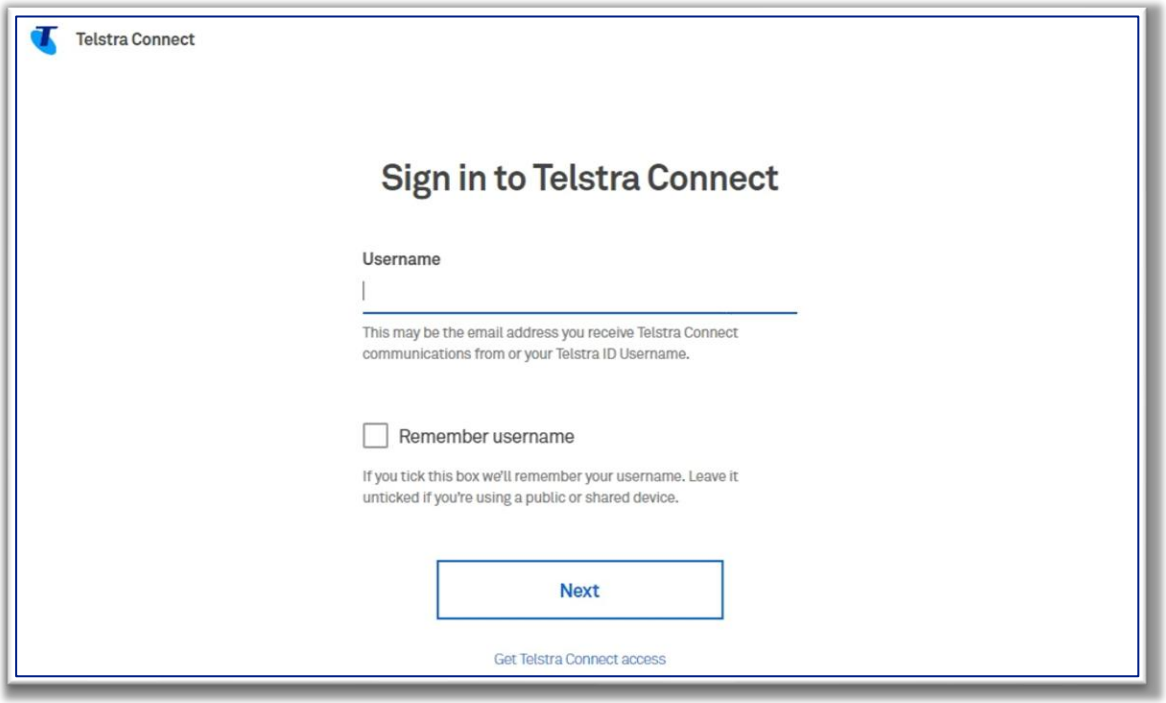
## 5.2 Modifying your SEN configuration using the SENUI

These are the steps to access CSENC to make configuration changes to your SEN Service.

### 5.2.1 Step 1 – Login to T-Connect

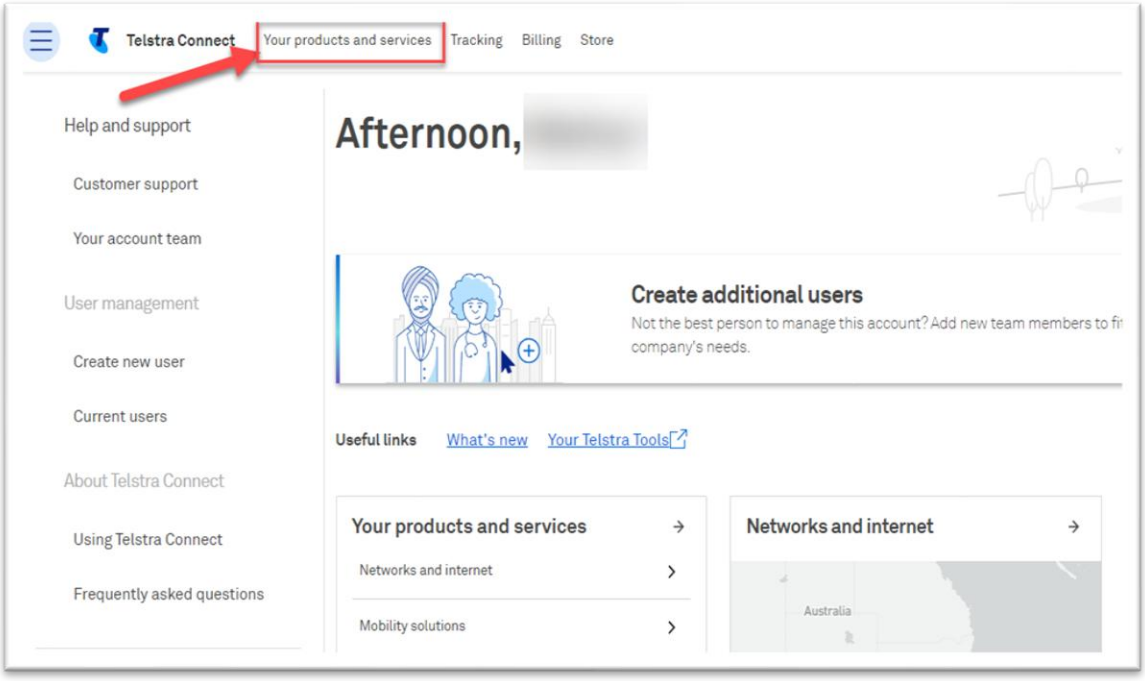
Go to Telstra Connect login home page via **https://connectapp.telstra.com**, you will see the following screen as shown below. Login with your Telstra-ID obtained previously, you will then be redirected to the Telstra Connect home page shown in Step 2.

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”.

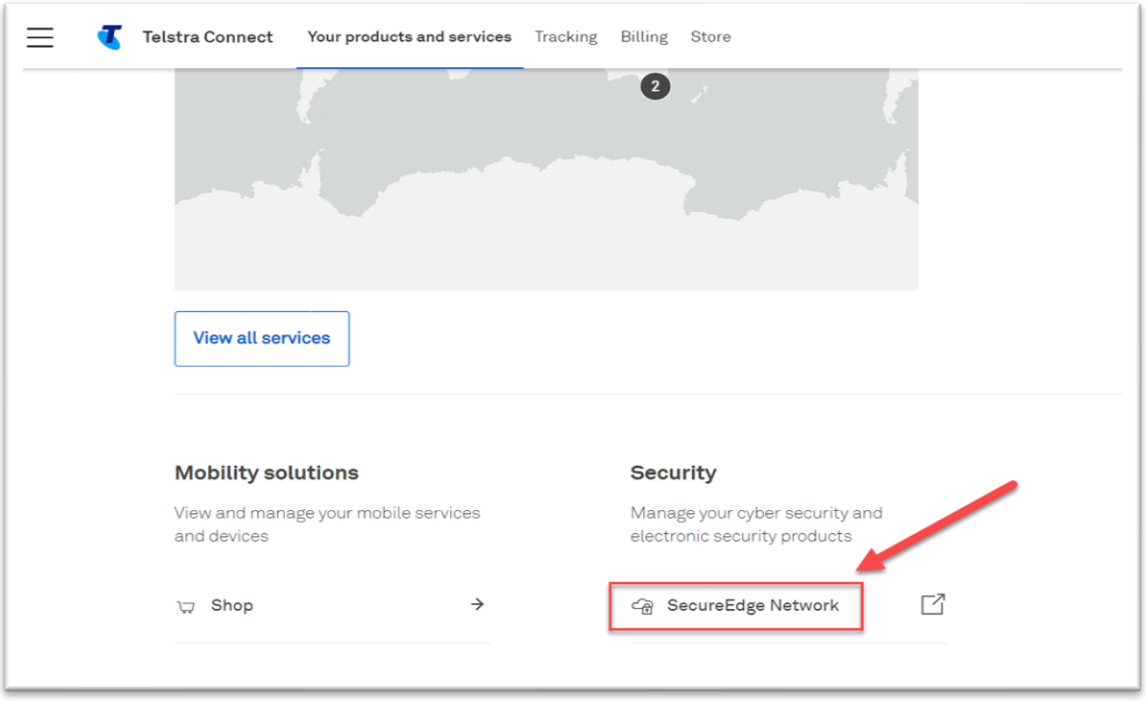


### 5.2.2 Step 2 – Accessing your SEN Service

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.

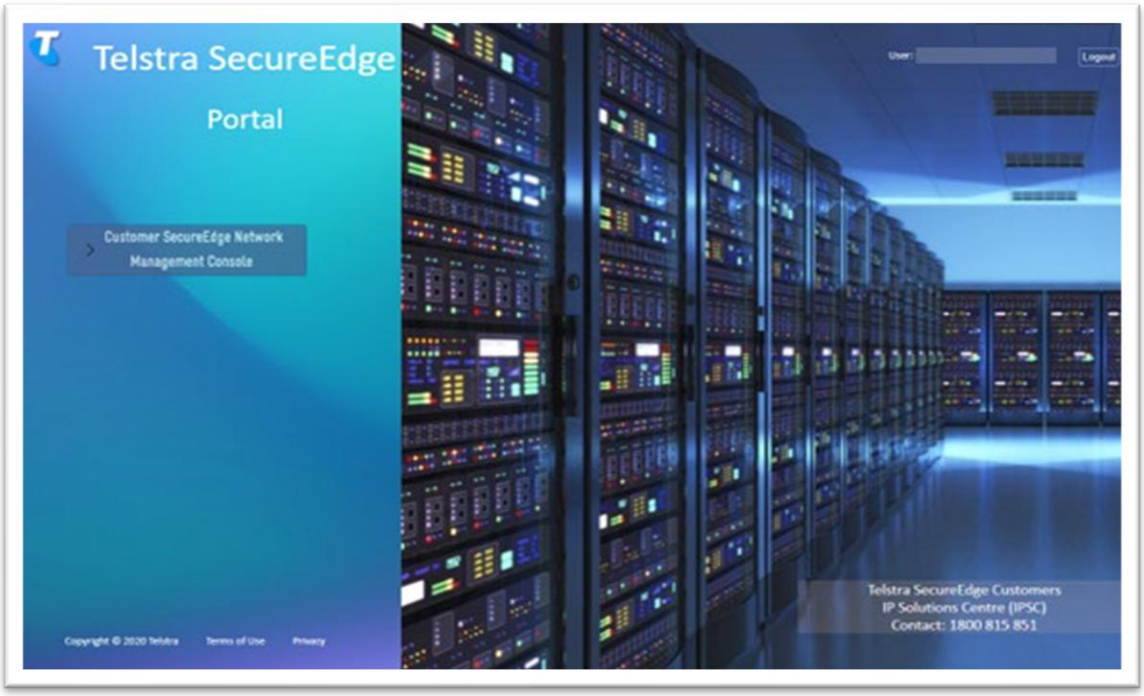



Click on the “SecureEdge Network” tile and you will be redirected to CSENC.



### 5.2.3 Step 3 – Accessing CSENC

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



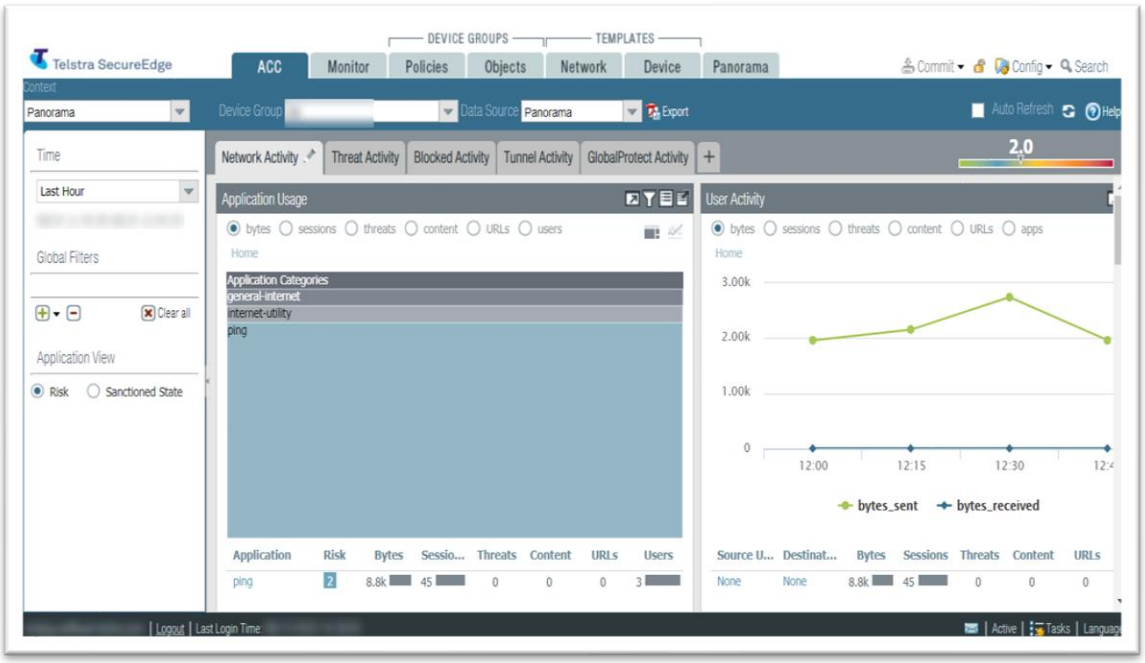

Click on the “Use Single Sign-On” link.

Click on the “Continue…” button.

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

### 5.2.4 Step 4 – Arriving at CSENC

You are now on the CSENC interface

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# 6 Using SEMS to Request SEN Configuration Changes

You can raise a SEMS request to configure your SEN Service via T-Connect using the following steps.

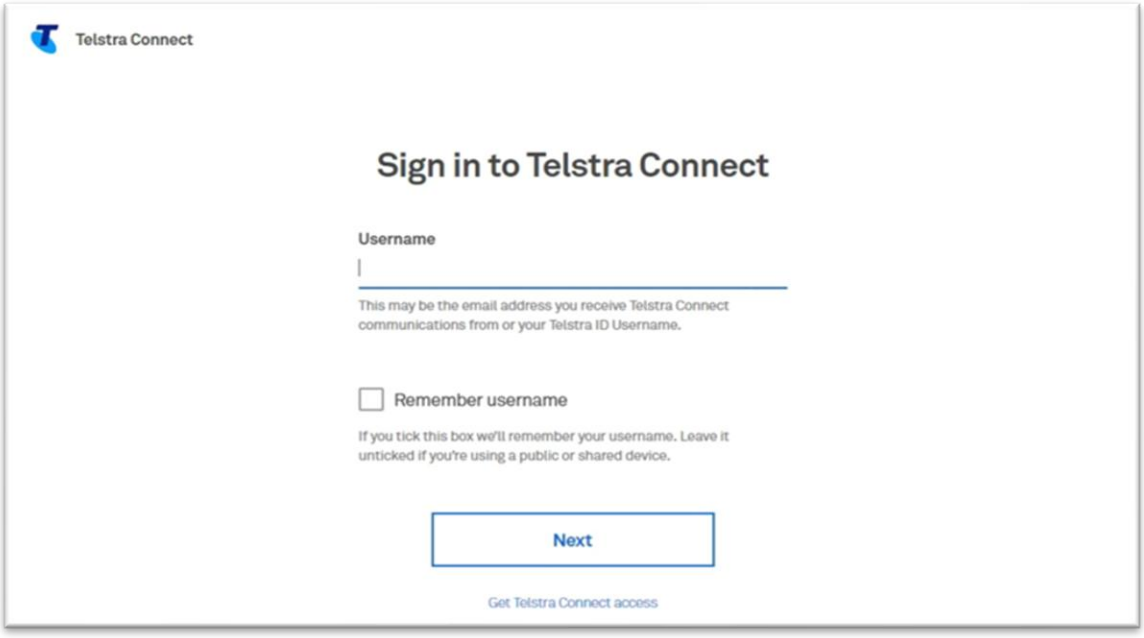
Refer to the **SecureEdge OCT** - section 10 for the definitions of SEMS request.

**Note:** If you opt for SEMS, by default you will get Read-only access to your SEN Service. Write access must be requested via your Telstra Account Manager. Telstra will not be responsible for any changes made by you which result in service disruption.

## 6.1 Step 1 – Login to the T-Connect portal

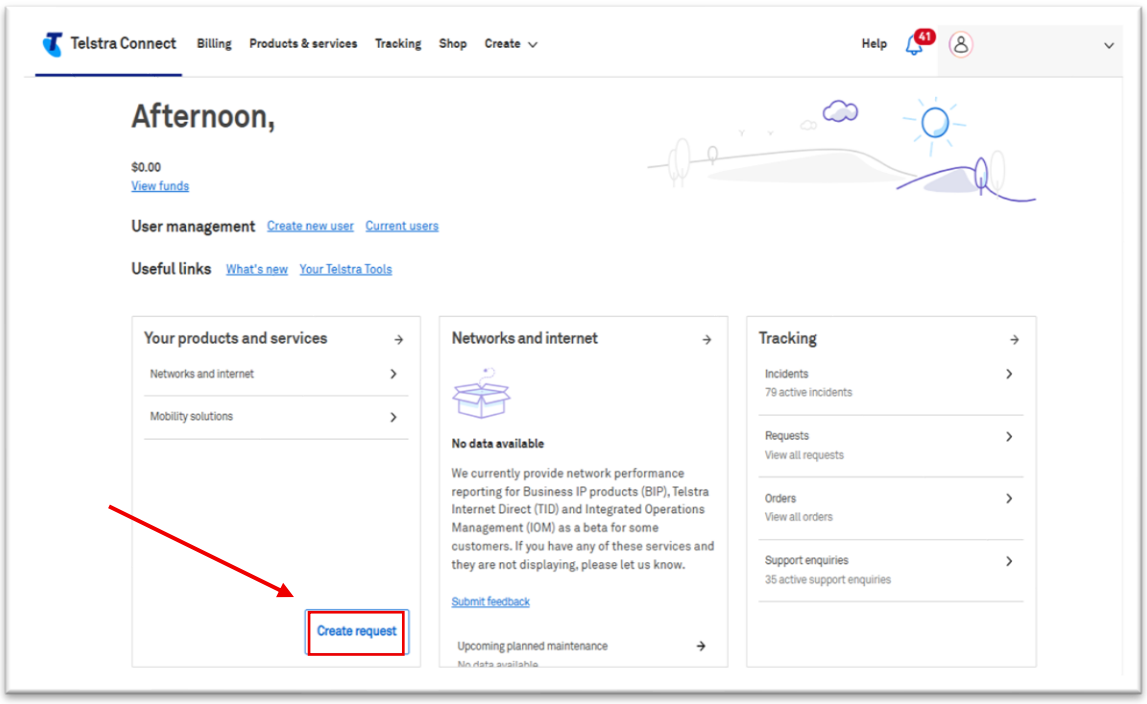
Go to Telstra Connect login home page via **https://connectapp.telstra.com/**. You will see the following screen as shown below. Login with your Telstra-ID, you will then be redirected to the Telstra Connect home page shown in Step 2

**Note:** If you are having issues accessing the T-Connect, please reach out to the IP Solutions Help Desk at **1800 467 889**, opt 2



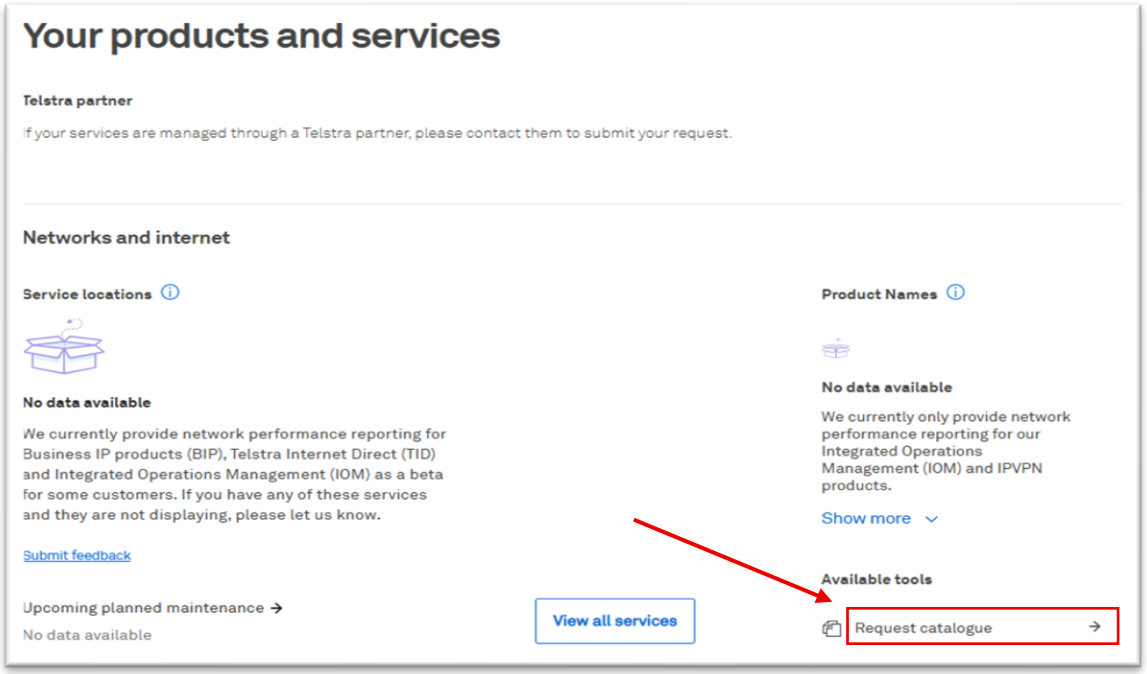
## 6.2 Step 2 – Create SEMS Request

Click on “Create Request” to proceed to the request creation window



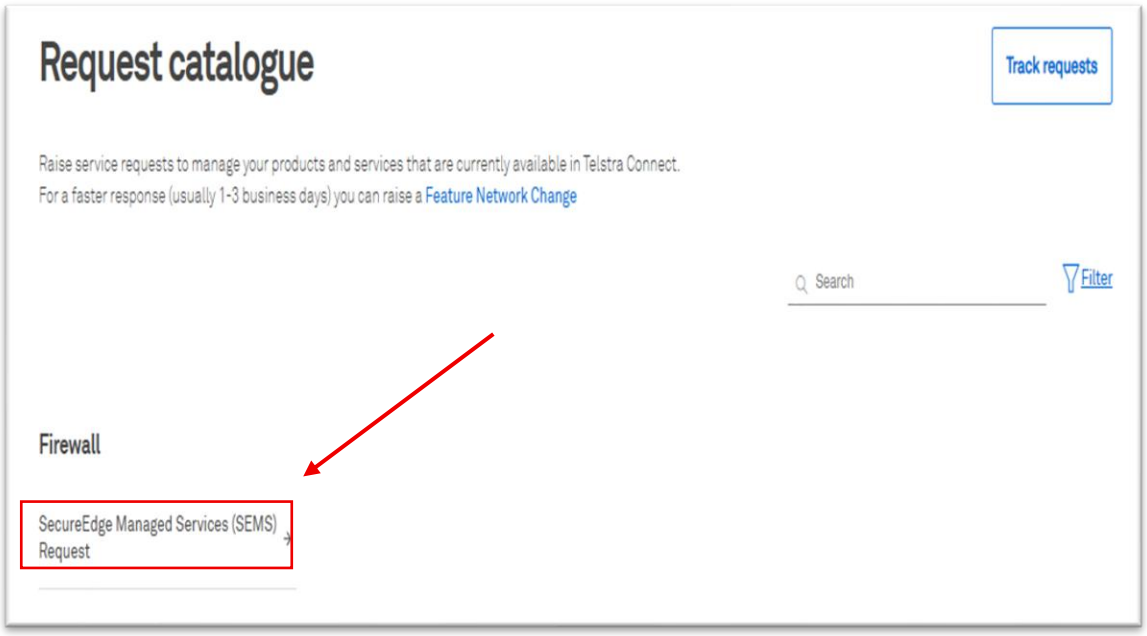

## 6.3 Step 3 – Enter the Request Catalogue

Once you are in the “Your products and services” tab, click on “Request Catalogue” under “Available tools”



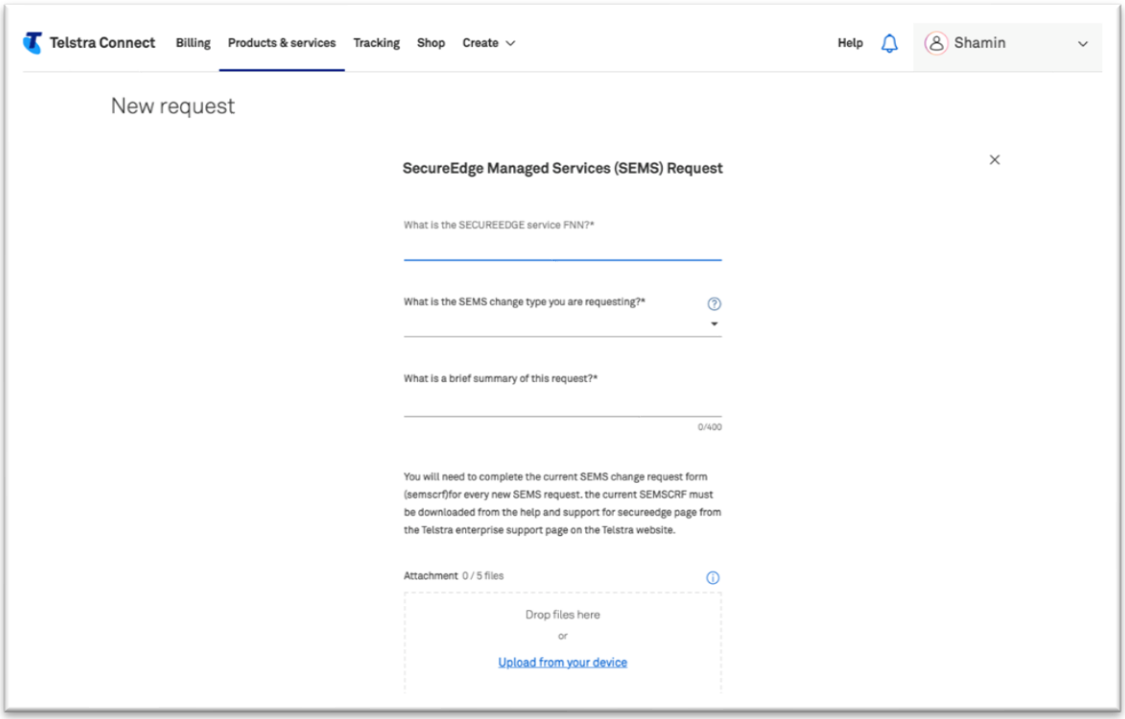
## 6.4 Step 4 – Select the SEMS request option

In the Request catalogue, select the “SecureEdge Managed Services (SEMS) Request”



## 6.5 Step 5 – Document your SEMS request

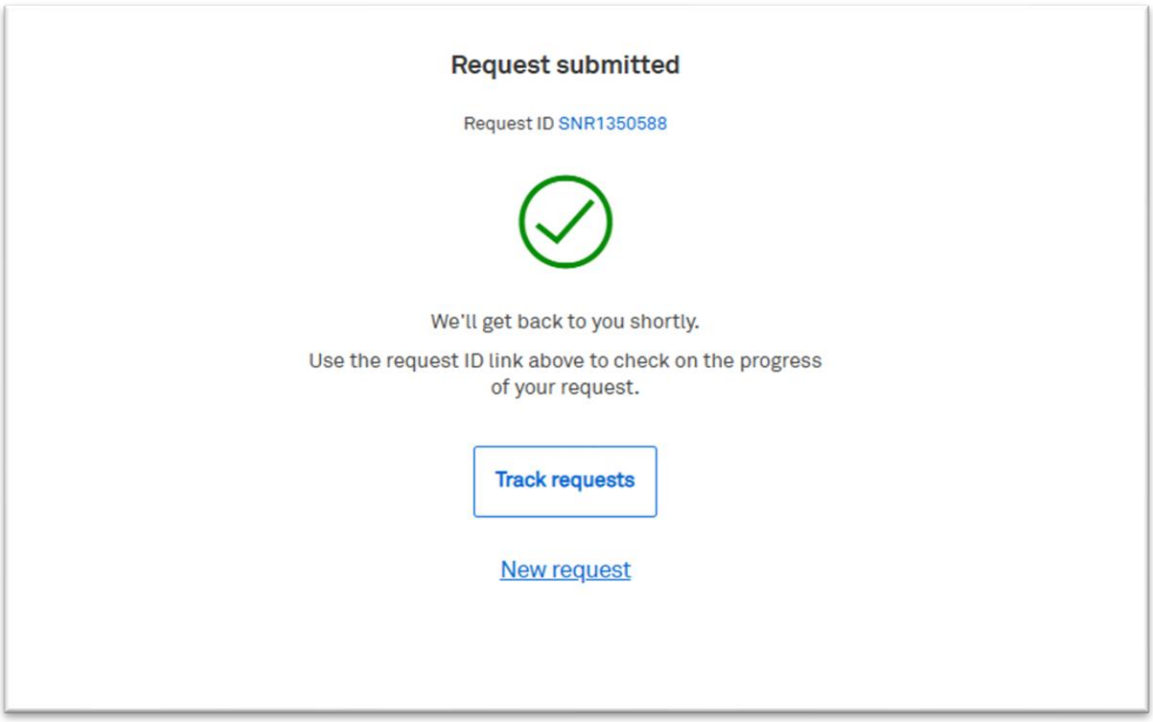
Please fill in the details of your request




Select the SEMS change type that is appropriate for your request. For definition of each change type please refer to the OCT document here **Telstra - Our Customer Terms - SecureEdge Services** on page 10. You will find the SEMS Change Request Form here **https://www.telstra.com.au/business-enterprise/support/secureedge.**

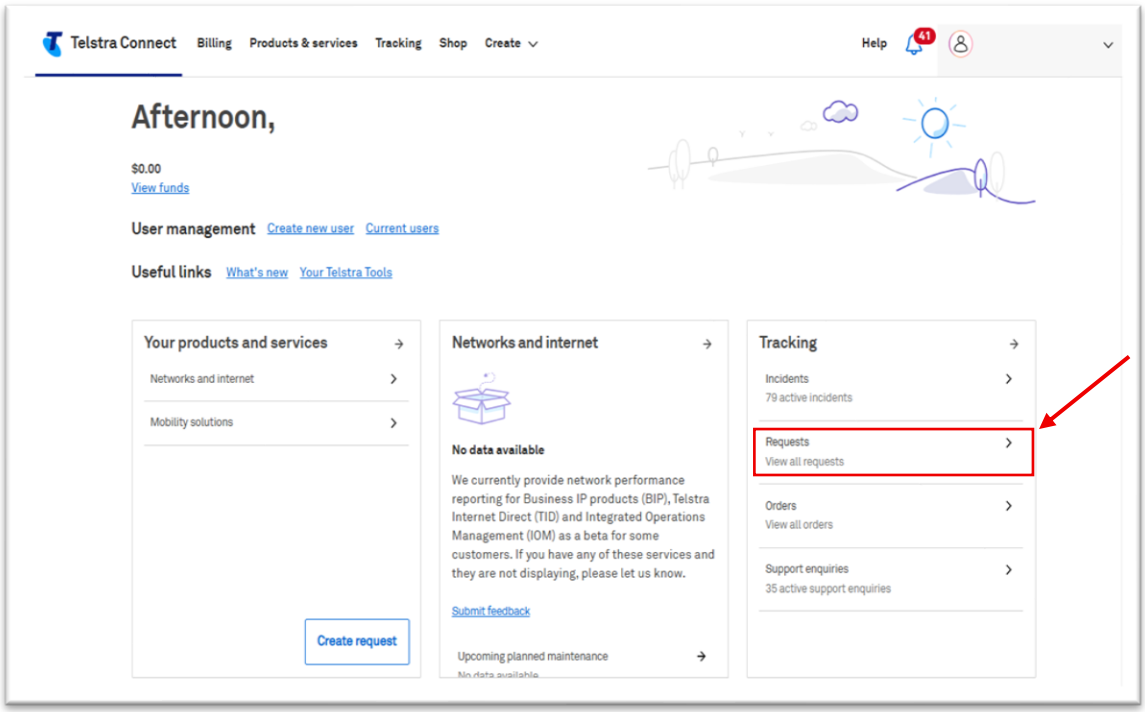
## 6.6 Step 6 –Submit your SEMS request

Once you submit the form, you will receive a Request ID.

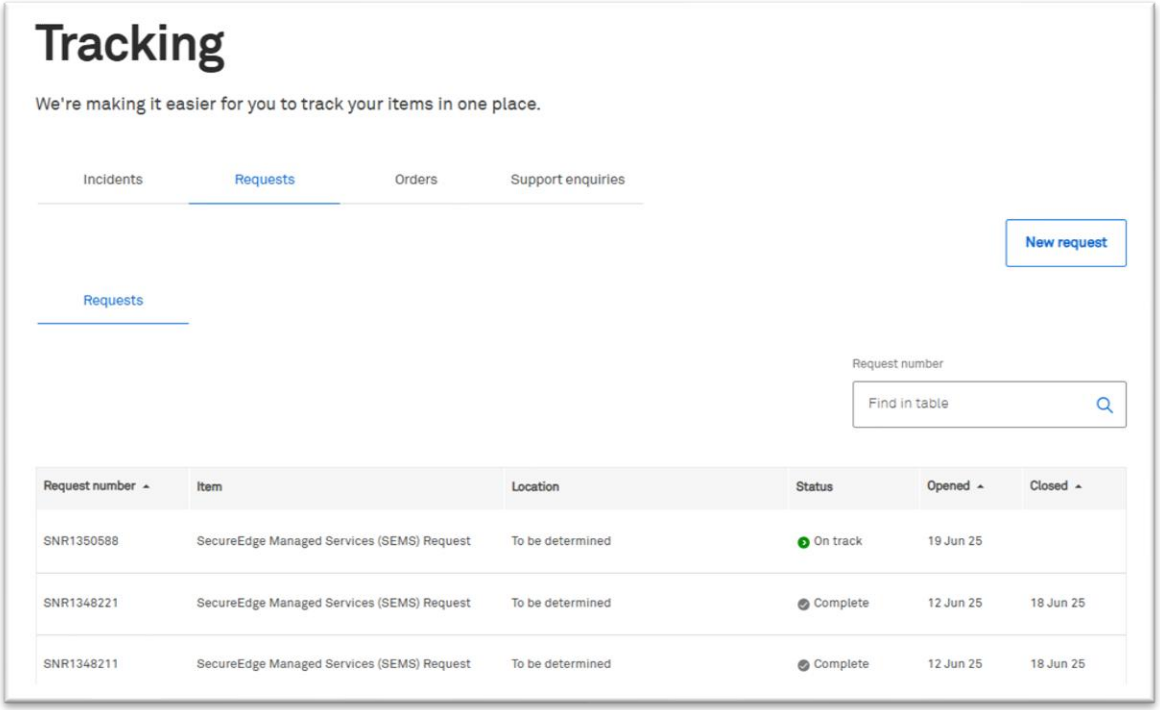



## 6.7 Step 7 – Track Your SEMS request

On the “Telstra Connect” tab, click on “Requests”

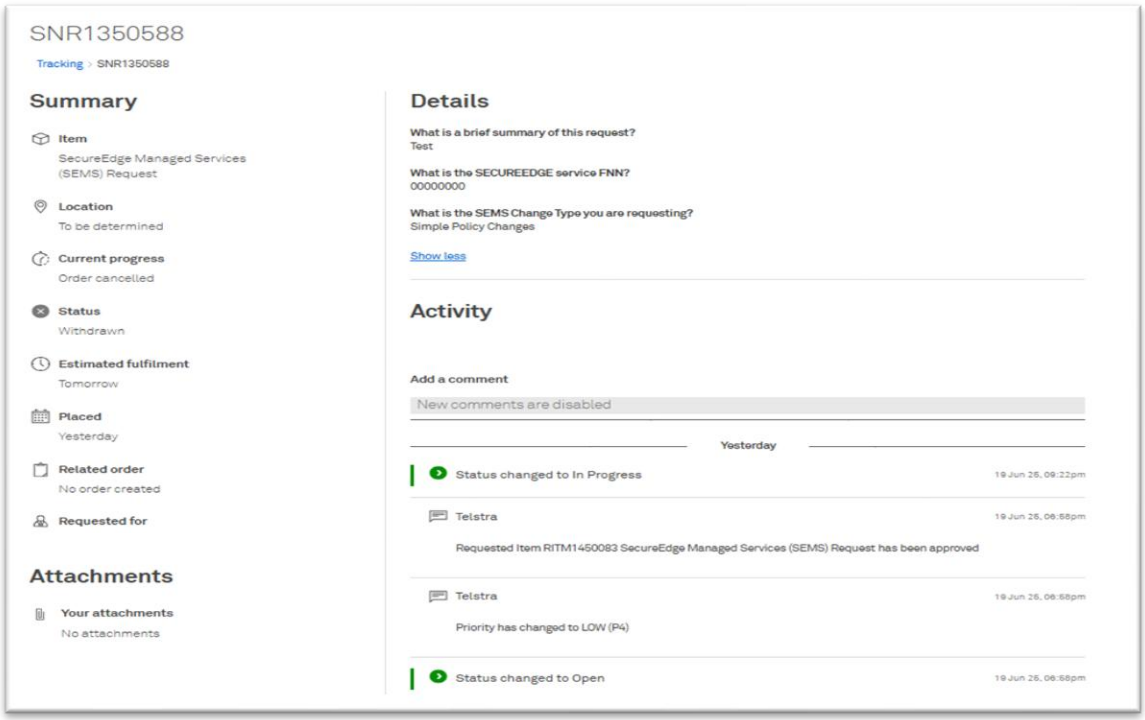


You can see the history of all your requests here.




Click on a request to get a detailed view of your request along with updates.

You will get a notification via email for any updates to your ticket.



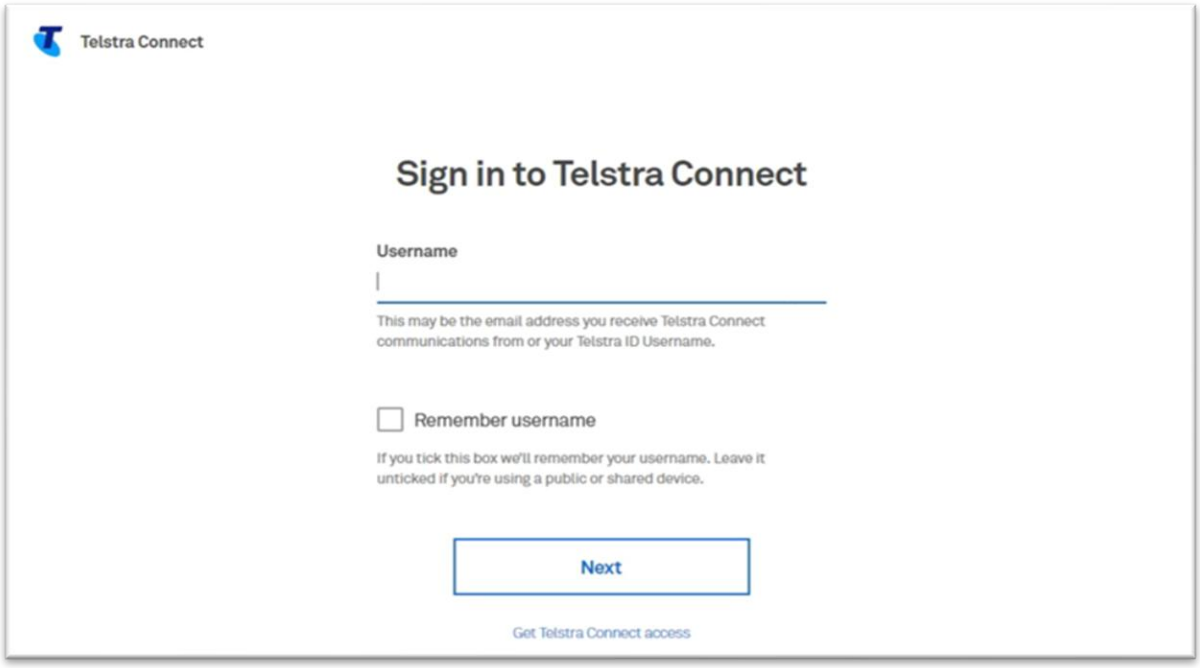
# 7 Using T-Connect to Request SEN Configuration Changes

You can raise a TCR request to configure your SEN Service using the following steps. You can view any updates on your ticket in the T-Connect portal.

Following are the steps for raising a TCR.

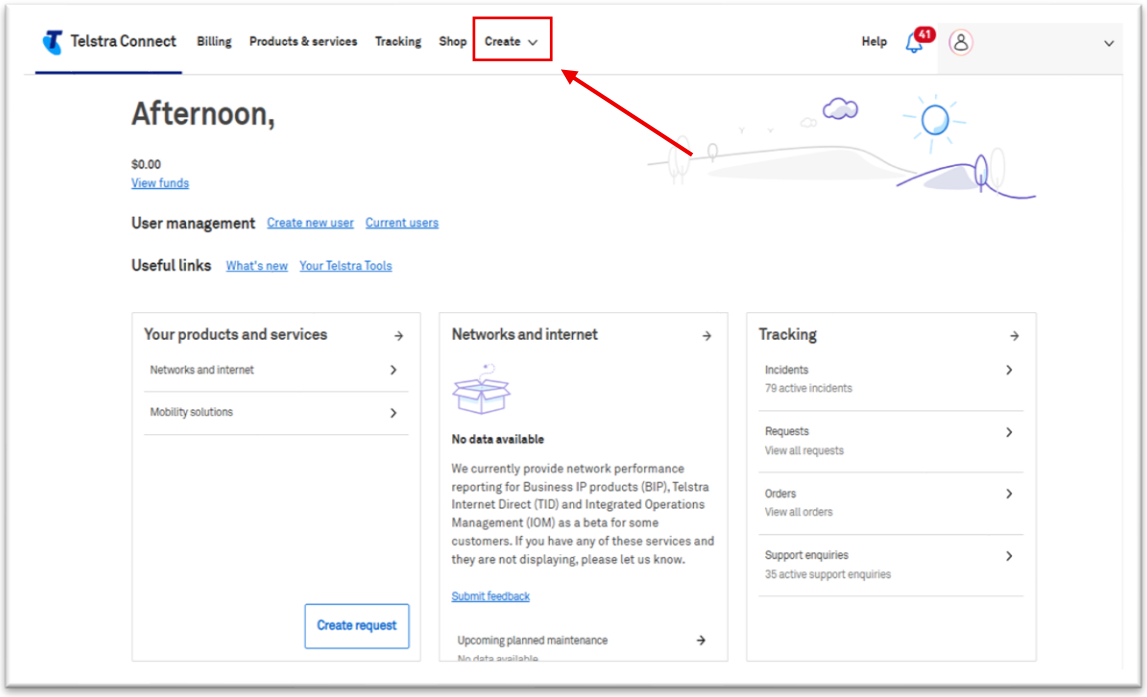
## 7.1 Step 1 – Login to T-Connect

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.



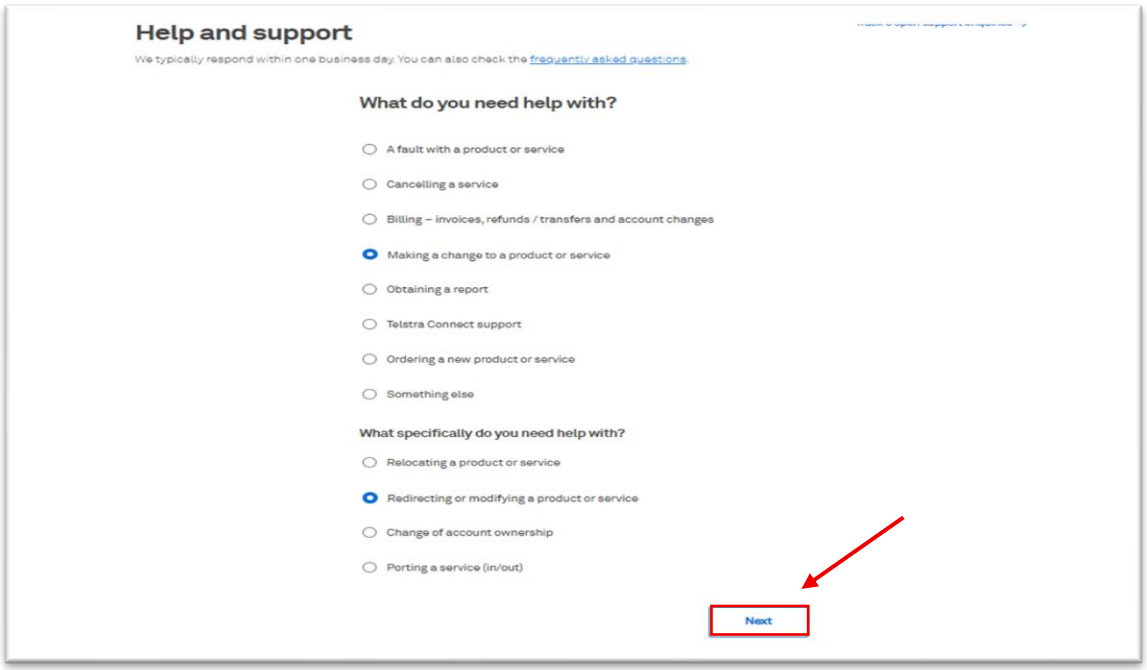
## 7.2 Step 2 – Create a TCR

Click on “Create” and select “Support Enquiry” to proceed to the request creation window

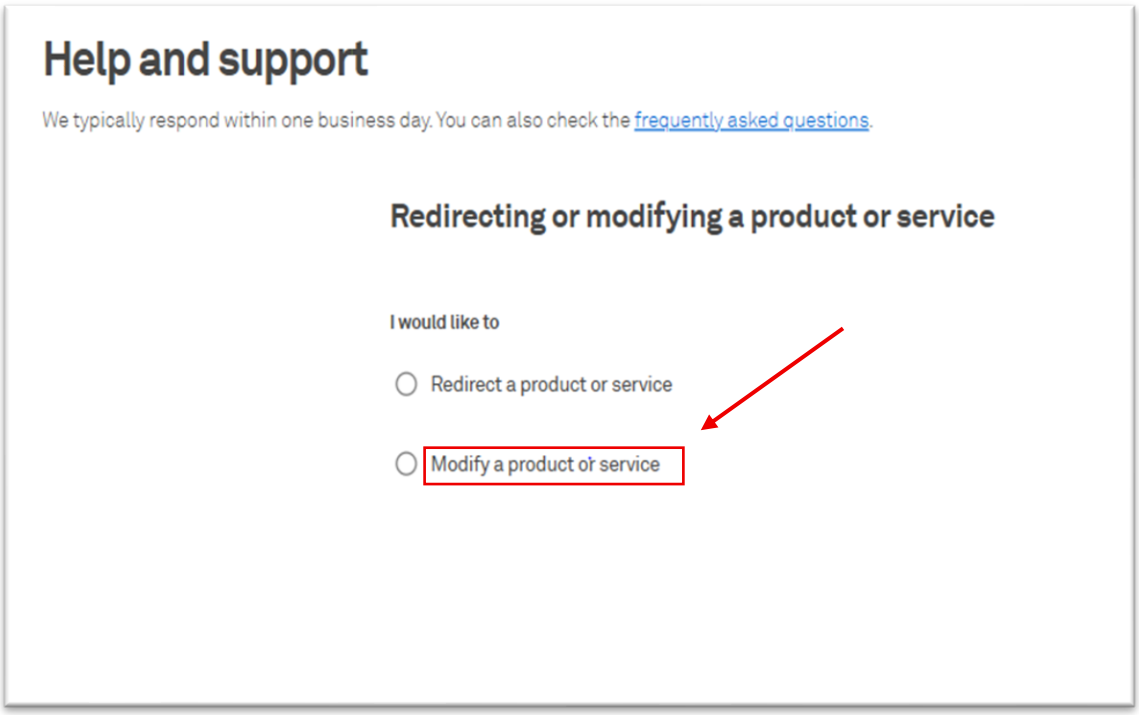



## 7.3 Step 3 – Specify help required

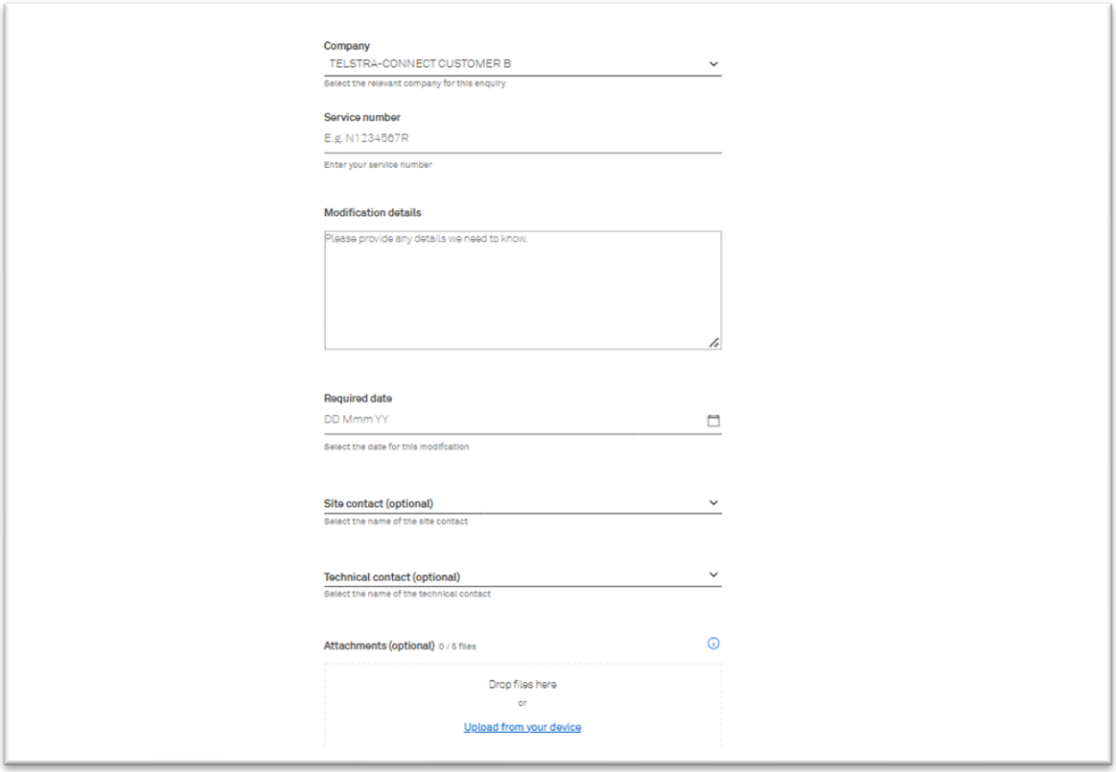
Select “Making a change to a product or service” and “Redirecting or modifying a product or service” before clicking “Next”



## 7.4 Step 4 – Specify help required

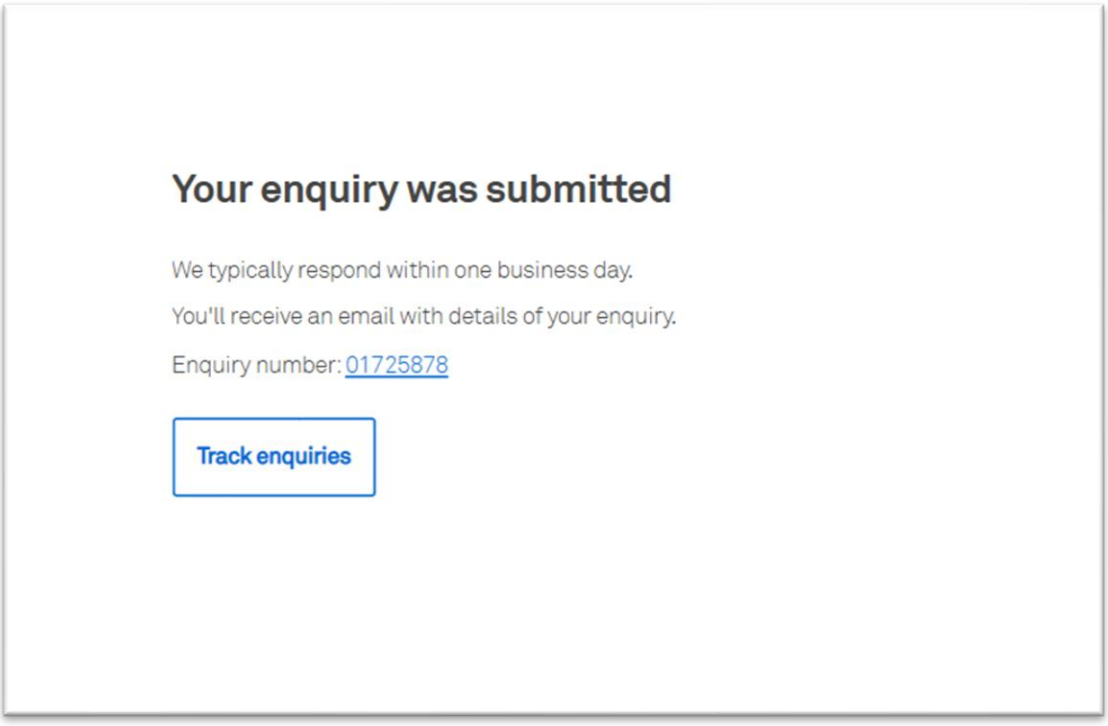



Select “Modify a product or service” and fill in the required information and submit



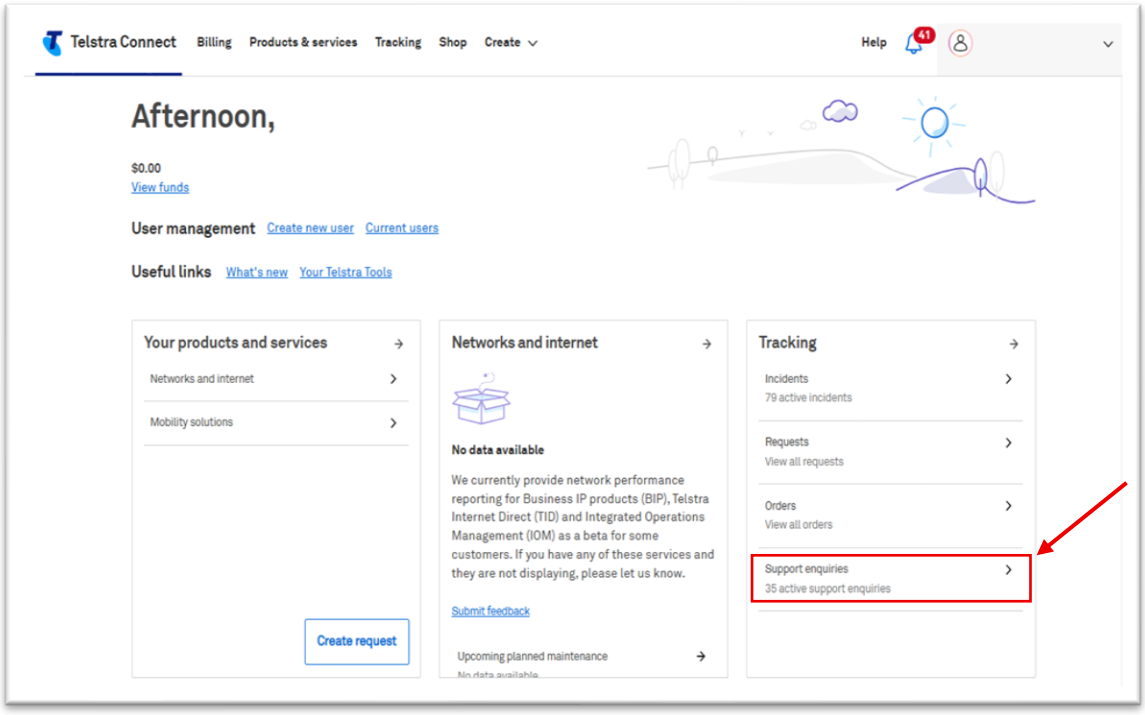
## 7.5 Step 5 – Order confirmation

An Enquiry number is presented to you indicating that the order has been submitted successfully.

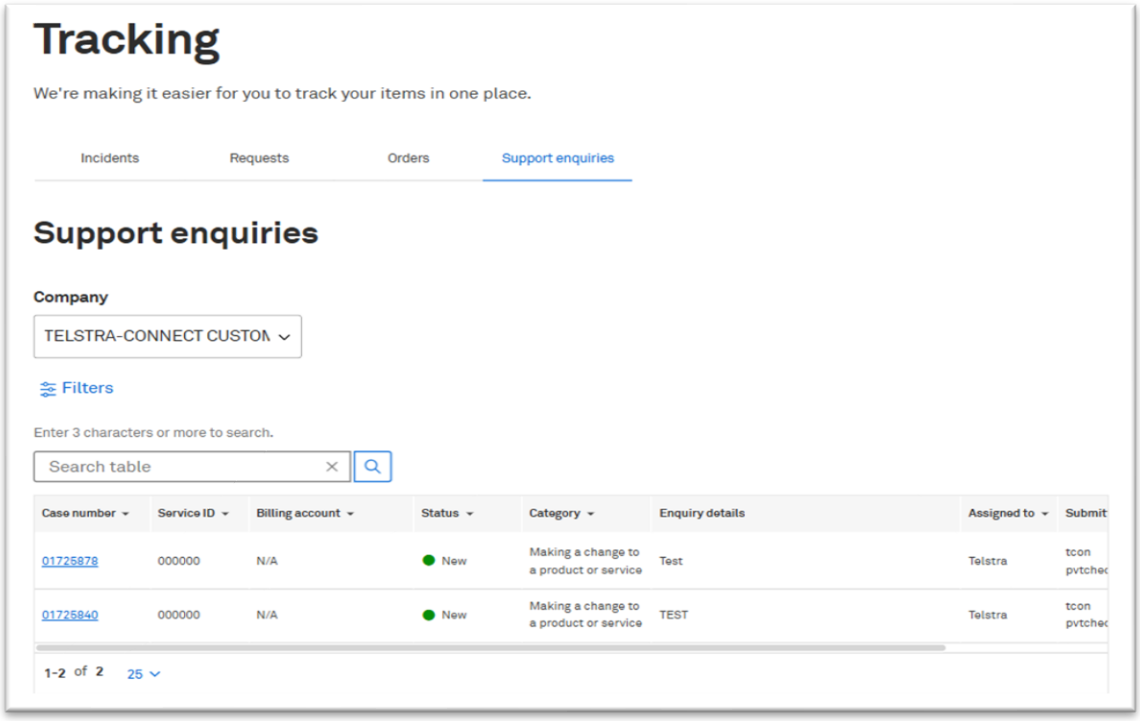


## 7.6 Step 6 – Track your T-Connect request

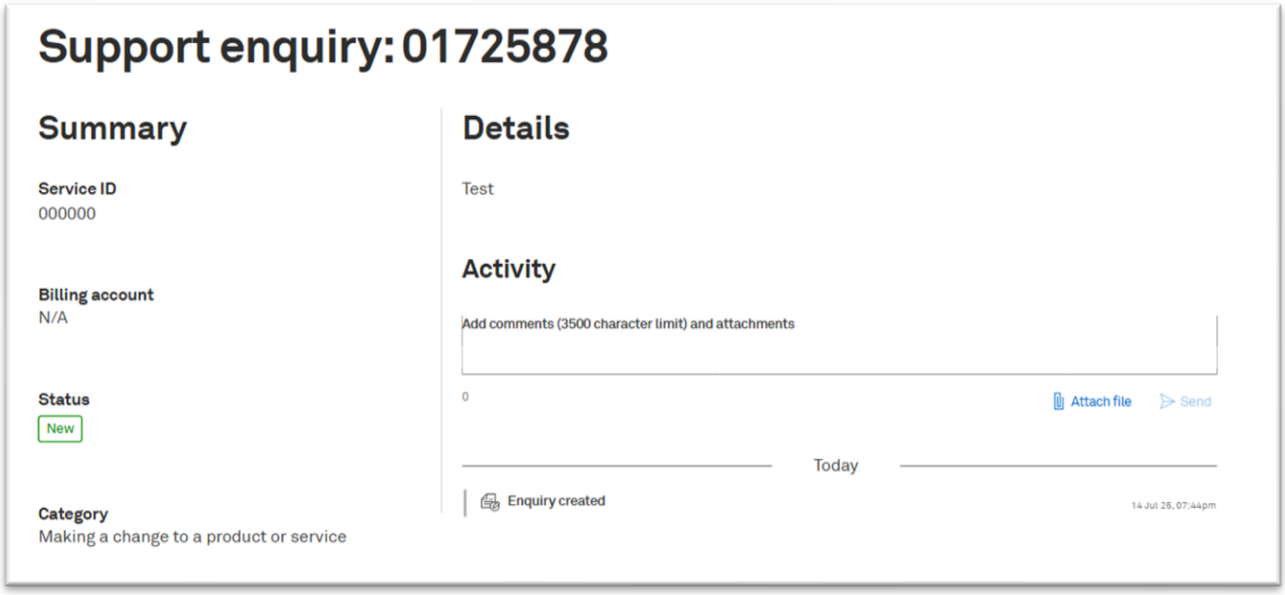
On the “Telstra Connect” tab, click on “Support enquiries”




You can see the history of all your requests here.

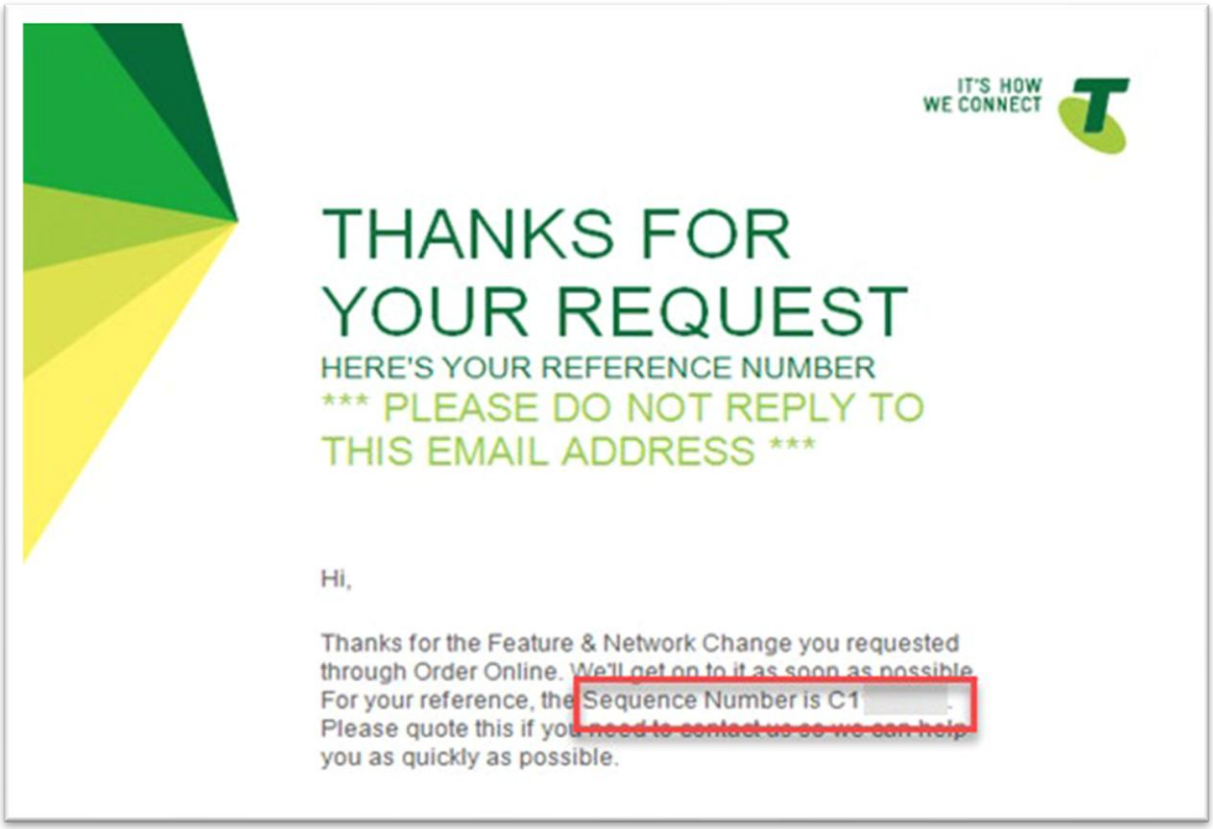



Click on a request to get a detailed view of your request along with updates.




## 7.7 Step 7 – Email Confirmation

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



## 7.8 Step 8 – Request Completion Email

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

IT'S HOW WE CONNECT

GOOD NEWS
YOUR REQUEST IS COMPLETED

*** PLEASE DO NOT REPLY TO THIS EMAIL ADDRESS ***

Hi ,

We're just letting you know that the Feature & Network Change (C1296530) you requested through Order Online was completed on at 3:43PM.

The charge for this request is:$0

**Here's some additional information from our team for your reference:**
MDN router
DHCP config modification completed as per the request - Updated existing DNS servers destination addresses to new DNS servers destination addresses.

***** Please contact directly if you have any concern or query in relation to this FNC (Feature Network Change)service change request order ****** Thank you.

# 8 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?

The latest version on this document is stored at the **Help and support for SecureEdge** page on the Telstra website.
**https://www.telstra.com.au/business-enterprise/support/secureedge**

**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?

SEN provides Internet Access that is included in the standard package (fair use policy). So, 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.** Will a SEN Service modification cause disruption to my SEN Service?

SEN Service modifications typically do not result in a disruption to your SEN Service. Modifications may include but are not limited to changes to your SEN Package. Telstra may take arrange a 30-minute window with you to modify your SEN Service.

# 9 Definition of Terms

| Acronyms | Term | Definition |
|---|---|---|
| CLI | Command Line Interface | An underlying console for the SecureEdge Network (SEN) service. However, users will not have access to this CLI console |
| CSENC | Customer SecureEdge Network Console | Provides access to the Palo Alto Networks Panorama application for managing the configuration on your SEN Service. |
| FNN | Full National Number | FNN is reference used to identify a service when |
| FW | Firewall | The firewall is a critical component of the SecureEdge Network (SEN) service. It is managed through the Customer SecureEdge Network Console (CSENC) |
| IPSC | Telstra IP Solutions Centre | The Telstra IP Solutions Centre (IPSC) is a support centre that you can contact for faults, technical support, and to report any issues related to your SecureEdge Network (SEN) service |
| IPVPN | IP Virtual Private Network | A service provided by Telstra that allows secure communication over the internet by creating a private network for your organization |
| PE | Provider Edge | The Provider Edge (PE) routers are part of the MPLS IPVPN network. |
| SecureEdge OCT | SecureEdge Our Customer Terms | Terms and Conditions for SEN which can be found here: https://www.telstra.com.au/content/dam/tcom/personal/consumer-advice/pdf/business-b/SecureEdge.pdf |
| SEMS | SecureEdge Managed Service | The SecureEdge Managed Service (SEMS) is an optional ongoing service that implements modifications to your SecureEdge Network (SEN) configuration based on your requests |
| SEN | SecureEdge Network | The SecureEdge Network (SEN) is a cloud-based next-generation firewall hosted in Telstra infrastructure within Australia. It provides a security gateway for your Telstra IP WAN, IP MAN, or Connect IP service (Next IP Service) |
| | | |
| SENUI | SecureEdge Network User Interface | The interface included by default for configuring your SEN Service. |
| SSO | Single Sign-On | Allows you to access the Customer SecureEdge Network Console (CSENC) using a simplified username and password management system |
| T-Connect | Telstra Connect | A secure-web (HTTPS) online user interface provided to all Telstra customers for configuring, managing, and requesting reports on their service. |

| | | |
|---|---|---|
| TID | Telstra Internet Direct | is a service that provides internet connectivity |
| **VPN** | **Virtual Private Network** | **VPN is a service that allows secure communication over the internet by creating a private network for your organization** |