



Internet VPN user guide

Welcome to the internet VPN user guide >

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Welcome to the internet VPN user guide



Australian account holders

For sales, account set-up enquiries and technical support, contact your Telstra representative or visit our website where you'll find all our contact details, guides and support information.

Telstra global account holders

Telstra's Internet VPN and related Dynamic Network services are not yet available in regions outside Australia. Contact your Telstra Global representative or visit the Telstra Global website (www.telstraglobal.com/cloud) for current information on the products available.

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 italics***, for example [***www.telstraenterprise.com.au***](http://www.telstraenterprise.com.au)
- Button names and titles/features on your computer screen are shown in *italics*.
- User input is shown in typewriter font.

Internet VPN user guide, version 1.0

© Telstra Corporation Limited (ABN 33 051 775 556) 2016. All rights reserved.

This work is copyright. Apart from any use as permitted under the Copyright Act 1968, information contained within this manual cannot be used for any other purpose other than the purpose for which it was released. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the written permission of Telstra Corporation Limited.

Words mentioned in this book that are known to be trademarks, whether registered or unregistered, have been capitalised or use initial capitals. Terms identified as trademarks include Cisco®, Microsoft®, Microsoft Windows®.

™ and ® are trade marks and registered trade marks of Telstra Corporation Limited, ABN 33 051 775 556.

G196 NOV16

Welcome to the internet VPN user guide

Overview



Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Overview

This guide outlines how to buy and set up Internet VPN. It will provide you with information on how to access, view and manage your Internet VPN service through the Dynamic Network Portal, how to set up your site devices and enable features such as remote access and URL filtering.

How does it work?

Internet VPN provides a secure overlay on internet connections to create a Virtual Private Network (VPN) via a central hub in the Telstra cloud. This central hub is a virtualised router called a Cloud Service Router (CSR) 1000v, showcasing our advanced software defined, virtual network function (SDN and NFV) technologies. This virtualised network functions provides IPSec tunnelling to encrypt and secure sharing of information between sites and automatically configures the entire service for you over the network.

An intuitive, online self-service portal lets you add/remove sites, change your throughput speed or alter your service as your business needs change with a click of a button.

You also have the option of adding other virtual network functions, such as the Adaptive Security Appliance (ASAv) that provides a virtual firewall and allow access for mobile workers, and a Web Security Appliance (WSAv) for web URL content filtering

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

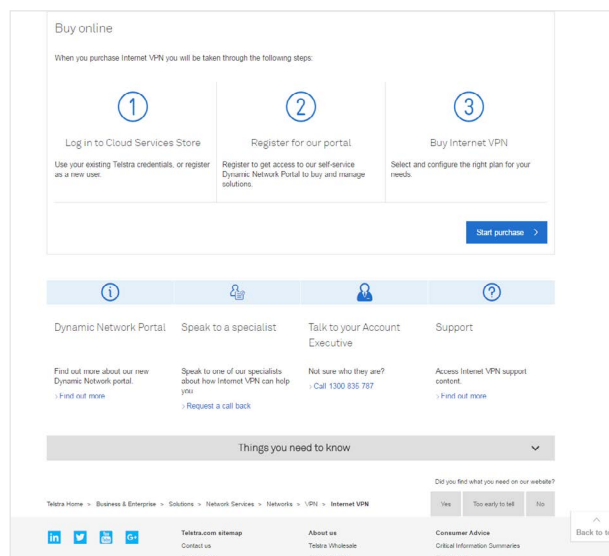
Web URL content filtering

Support

Buying internet VPN

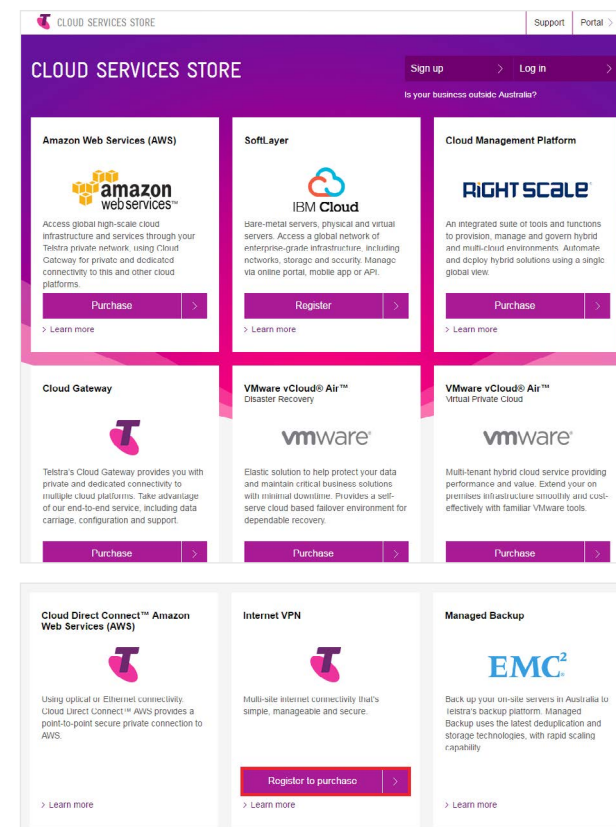
Internet VPN can be bought through Telstra's Dynamic Network Portal. You can register for the Dynamic Network Portal in the Cloud Services Store, which can be accessed directly or via the *Internet VPN page*.

On our website, underneath *Buy Online* will take you to "start your purchase" that will take you to the Dynamic Network portal registration page on the Cloud Services Store.



Internet VPN page

If you've arrived directly to the Cloud Services Store <https://buycloud.telstra.com/> you'll see tiles representing every cloud service including Internet VPN. Scroll down and select the Internet VPN tile to register.



Cloud Services Store

Note that if you've arrived at the Cloud Services Store via the website, you'll land directly on the Dynamic Network Portal registration page and will not see tiles for all services.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Step 1 – register for Telstra's Dynamic Network Portal via the Cloud Services Store

- If you're an existing Telstra customer, login with your Telstra ID online credentials

Cloud Services Store log in screen

- If you don't already have Telstra login details for the Cloud Services Store, you need to click on the tabs on the right to either create a new account if you are new to Telstra, or register for online access as an existing customer.

Telstra ID Registration

Once you've logged in, you'll need to complete the registration form to access the Dynamic Network Portal. You'll then receive an email with a link to the **Dynamic Network Portal** to purchase your Internet VPN subscription.

Buying internet VPN

Registering for Internet VPN

Confirmation of registration

Step 2 – enter the Dynamic Network Portal

Once you have completed registration, enter Telstra's **Dynamic Network Portal**, which is a secure self-service online portal that provides you with a simple way to select, subscribe to and activate your service. It provides visibility to all of your Internet VPN sites and helps you quickly make changes as required. The portal also allows you to track the status and performance of your sites/service package.

If you've logged out of your Telstra online account prior to entering the **Dynamic Network Portal**, you'll be asked to log in again. Use your Telstra online credentials to log in.

Once you have entered the Dynamic Network Portal, you'll arrive at the Shop tab.

Welcome to the internet VPN user guide

Overview

Buying internet VPN



Setting up your site

Managing your service

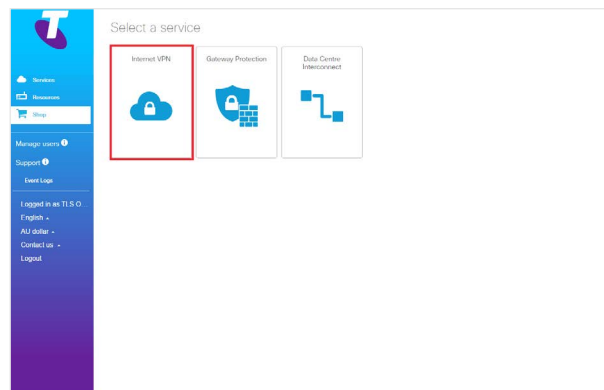
Remote access administration

Remote access users

Web URL content filtering

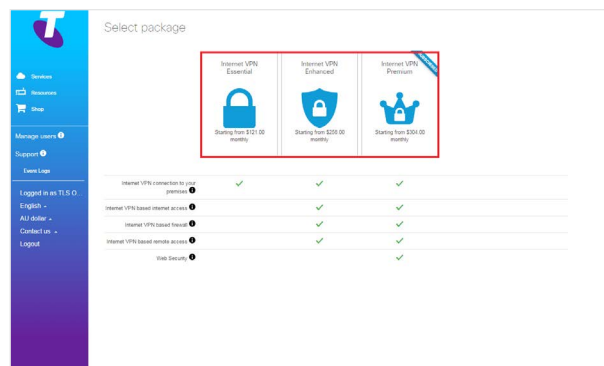
Support

Step 3 – select the Internet VPN tile



Selecting services via Shop

Step 4 – select a package

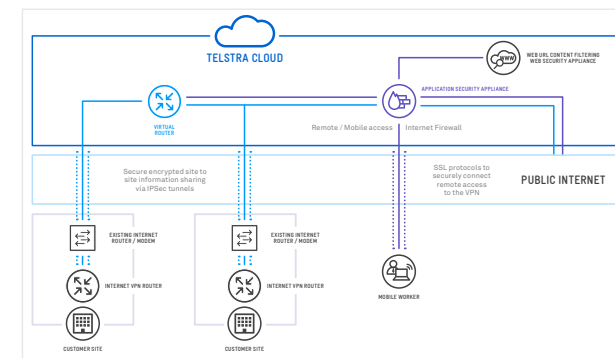


'Select package' screen

Internet VPN is available in three packages:

- Internet VPN Essential** – the Essential package provides secure IPsec tunnel connections between your premises and the Telstra CSR1000v virtual router. Your site-to-site communications are carried over IPsec-based tunnels. All site to site traffic traverse the hub i.e. CSR1000v but site out to the Internet is via split tunnelling. This package does not support remote access users.
- Internet VPN Enhanced** – the Enhanced package adds the virtualised Cisco Adaptive Service Appliance (ASA) which enables remote users to connect to the VPN service using Secure Socket Layer (SSL) based tunnels. Your site-to-site communications, site-to-remote user traffic to and from the internet are carried over the IPsec-based tunnels.
- Internet VPN Premium** – the Premium package provides all the features of the Enhanced package plus adding a Web Security Appliance (WSA) in the Telstra cloud which enables URL Filtering against a list of forbidden URLs.

The topology of the **Premium** package is shown below.



Internet VPN Premium topology

Welcome to the internet VPN user guide

Overview

Buying internet VPN



Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Buying internet VPN

Step 5 – tell us about your organisation

The screenshot shows a form titled 'Tell us about your organisation' with a green building icon. It contains two sections: 1. 'Your organisation profile' with input fields for 'How many sites does your organisation have?' (value: 3), 'How many user(s) do the sites have?' (Site 1: 10, Site 2: 10, Site 3: 1), and 2. 'Anticipated growth' with a slider bar showing a range from 100 to 1000 users.

Company details panel

Fill out the fields that ask you to provide:

1. Number of sites that your organisation needs to connect, and number of users at each site. Please note each site requires a site device (see Step 9).
2. Anticipated growth in users – provide an approximate estimate with a high, medium or low rating.

Step 6 – select the Internet VPN aggregate throughput speed

You have a choice of 10Mbps, 50Mbps or 100Mbps. This is the aggregate throughput speed of all traffic within the VPN. Speeds may be constrained by the bandwidth of your internet connection.

The screenshot shows three speed options: 10Mbps (\$304.00, 'Ideal for small businesses'), 50Mbps (\$350.00, 'Ideal for small to medium businesses'), and 100Mbps (\$550.00, 'Ideal for medium businesses'). Each option has a gauge icon and a green cloud icon in the top right corner.

Internet VPN Speed

Step 7 – select the number of remote access users (Enhanced and Premium packages only)

Remote user licenses are available in increments of 10. These are Remote Access licenses for your employees who need to work remotely (via PC, iPad, phone etc.) Whilst you can purchase up to 750 named remote users licenses, the maximum number of concurrent connections is 250 at a time.

The screenshot shows a slider bar for 'Remote access users' ranging from 0 to 750 users. A text label indicates 'Increment of 10 users is available at \$150.00 per increment'. A green icon with two people is in the top right corner.

Remote Access Users

Step 8 – select the security level of URL filtering (Premium packages only for more information go to the Web URL content filtering section, page 37)

The number of URLs blocked will change with the security level setting. For some low- threat sites, the Low setting will provide a warning but allow traffic through, whereas the High setting will block the traffic.

The screenshot shows three security level options: Low (shield icon, \$0.00), Medium (shield with lock icon, \$0.00), and High (shield with padlock icon, \$0.00). A green shield icon is in the top right corner.

URL Filtering

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users


Web URL content filtering

Support

Step 9 – select site device and quantity to set up your sites

Select the site device(s) with which you'd like to set up your sites. Save your selection.




IMPORTANT NOTE: Ensure that your site device quantity matches your number of sites.

Devices			
Device	Quantity	Price	
 Cisco 351 Integrated Service Router	3	\$25.00	
		Total	\$225.00
Edit Devices			

Site device catalogue

Step 10 – provide the delivery address

Specify where you'd like the site device to be delivered and save the address.





Delivery address			
Device	Address	Subtotal	
 Cisco 351 Integrated Service Router	John Smith Company Name 400 George Street Sydney 2000 Australia	\$25.00	Edit
 Cisco 351 Integrated Service Router	Jane Smith Company Name 242 Eimhoron Street Melbourne 3000 Australia	\$25.00	Edit
 Cisco 351 Integrated Service Router	James Smith Company Name 275 George Street Brisbane 4000 Australia	\$25.00	Edit

Delivery address

Step 11 – review your order

Your order summary will appear on the right hand side. Select *Review order*.

Buying internet VPN

Devices			
Device	Quantity	Price	
 Cisco 351 Integrated Service Router	3	\$25.00	
		Total	\$225.00
Edit Devices			
Delivery address			
Device	Address	Subtotal	
 Cisco 351 Integrated Service Router	John Smith Company Name 400 George Street Sydney 2000 Australia	\$25.00	Edit
 Cisco 351 Integrated Service Router	Jane Smith Company Name 242 Eimhoron Street Melbourne 3000 Australia	\$25.00	Edit
 Cisco 351 Integrated Service Router	James Smith Company Name 275 George Street Brisbane 4000 Australia	\$25.00	Edit

Order summary
Internet VPN speed: 100Mbps
Remote access users: 10 users
URL filtering: Medium
Total: \$1750.00
[Review Order](#)

Reviewing Order

Step 12 – review your order and purchase

- Review your order (NOTE: prices do not include GST)
- Key in a **dealer code** if you purchased your service through a dealer or a dealer has assisted you
- Review the **terms and conditions** link at the bottom of the Order Summary page

Order summary			
Service - Internet VPN Premium			
Service Details			Price
Internet VPN speed	100Mbps		\$350.00 / monthly
Remote access users	10 users		\$1750.00 / monthly
URL filtering	Medium		\$50.00 / monthly
Device subtotal Prices in Australian dollars and include GST			\$225.00 / monthly
Devices			
Device Name	Quantity	Address	Price
Cisco 351 Integrated Service Router	3	400 George Street Sydney, 2000	\$25.00 / monthly
Cisco 351 Integrated Service Router	1	242 Eimhoron Street Melbourne, 3000	\$25.00 / monthly
Cisco 351 Integrated Service Router	1	275 George Street Brisbane, 4000	\$25.00 / monthly
Device subtotal Prices in Australian dollars and include GST			\$225.00 / monthly
Order total			\$2075.00 / monthly

[Order Code updated](#)
[Add a valid Tax Exemption Code, Exempt and Conditions](#)
[Next](#) [Purchase](#)

Order Summary Screen

You'll receive an email confirmation with your order details.

Welcome to the internet VPN user guide

Overview

Buying internet VPN



Setting up your site

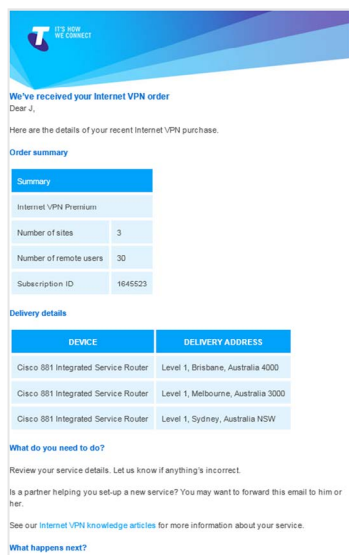
Managing your service

Remote access administration

Remote access users

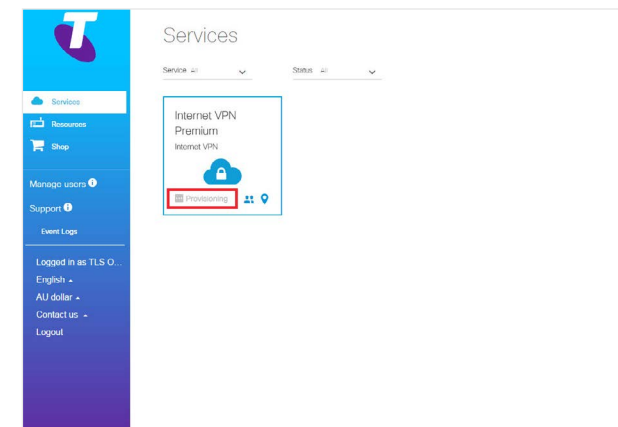
Web URL content filtering

Support



Order Confirmation Email

Your service will appear in Provisioning status under the Services screen until set up is complete and your service is activated.



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site >

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Setting up your site

After buying Internet VPN, a Cisco router will be shipped to each address you provided so you can set up your sites. Below is an example of a router you'll receive. This should arrive within two business days for metro locations and up to five business days for regional locations (excluding Western Australia (WA), where delivery can take up to five days for metro locations and two weeks for regional locations).



Example of site device - CISCO ISR 881

Step 1 – check package contents

In addition to the router, your package should include a network (Ethernet) cable and an AC power adaptor.



Network (Ethernet) cable



AC power adapter

Step 2 – register your site device's Serial Number (SN) in the Dynamic Network Portal

The Serial Number (SN) is located at the back of your site device above the power button.

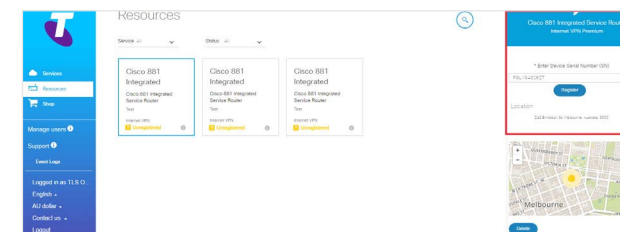


Example of Serial Number on CISCO 881 Router

To register and activate your device, log into the Dynamic Network Portal (<https://symphony.telstra.com/>)

Navigating to the Resources tab, you will see your Devices as "unregistered"

Select the router and insert the serial number for the device in the right hand side as shown in the screen and click "Register".



Site devices Registration

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site >

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Step 3 – plug the power cable into your Cisco router and turn the site device on



Example of powering CISCO 881

Check the LED on the front of the site device to ensure it turns on.



Step 4 – plug the network (ethernet) cable into the FE WAN port on the CISCO Internet VPN device



FE WAN Port

Step 5 – connect the network (Ethernet) cable from the Cisco router to a free Ethernet port (LAN port) of your existing internet service router/modem



Example of existing Internet Service Router/Modem

Once turned on and registered, the site device has the ability to automatically "call home" and download the previously selected configurations in the Dynamic Network portal (e.g. no. of sites, aggregate throughput speed, remote access users etc).

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

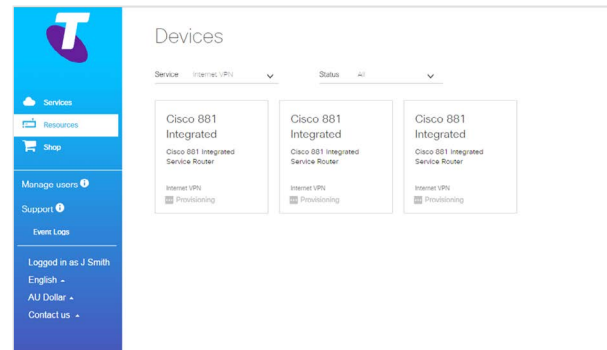
Support

Setting up your site

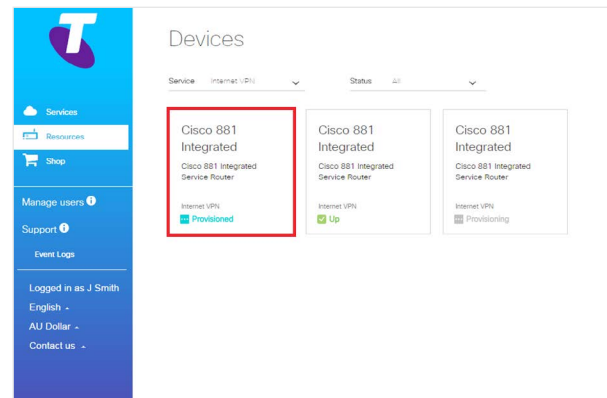
Step 6 – check your site device's status on the *Dynamic Network Portal*

Your site device's status

You can view the transitional status of your site device in the Resources tab. Allow up to 30 minutes for your site device to move from *Provisioning* to *Provisioned* to *Up* status. You can view the status of your site devices in the *All* tab or the other status-specific tabs.

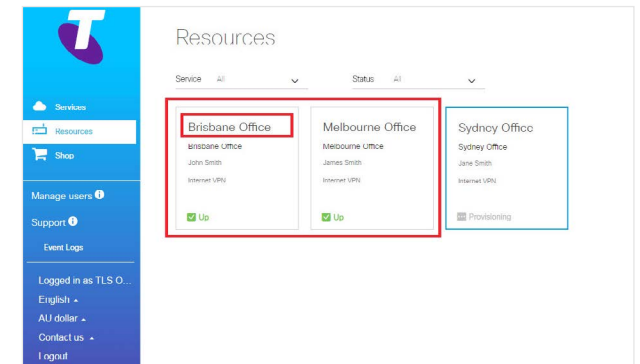


Resources tab - Internet VPN
Status All, e.g. Provisioning



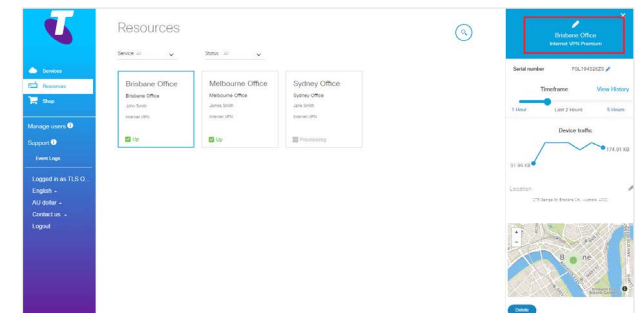
Resources tab - Internet VPN
Status All, e.g. Provisioned

You can track the status of each device to see where they are at in the provisioning process



Resources tab - Internet VPN
Status All, e.g. Up

You can edit the name of your site devices to something meaningful to your company, such as a location or office name. Simply select the site device you wish to edit and click on the pencil icon at the top of the panel that slides in from the right. Type in your preferred name.



Edit site device name

Once all sites are active and the status is “Up”, your Internet VPN service will be ready for use. You will receive a notification email advising that your service is active.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site



Managing your service

Remote access administration

Remote access users

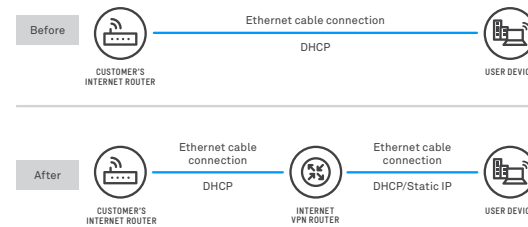
Web URL content filtering

Support

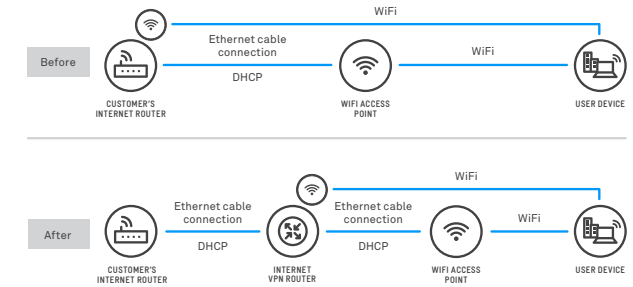
Setting up your site

Step 7

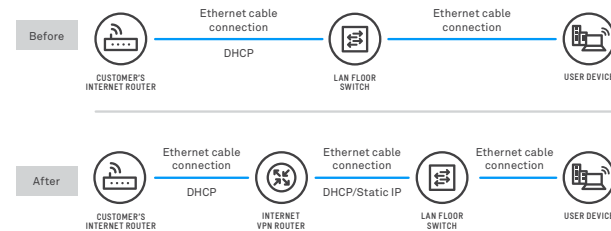
Connect Internet VPN Router direct to PC



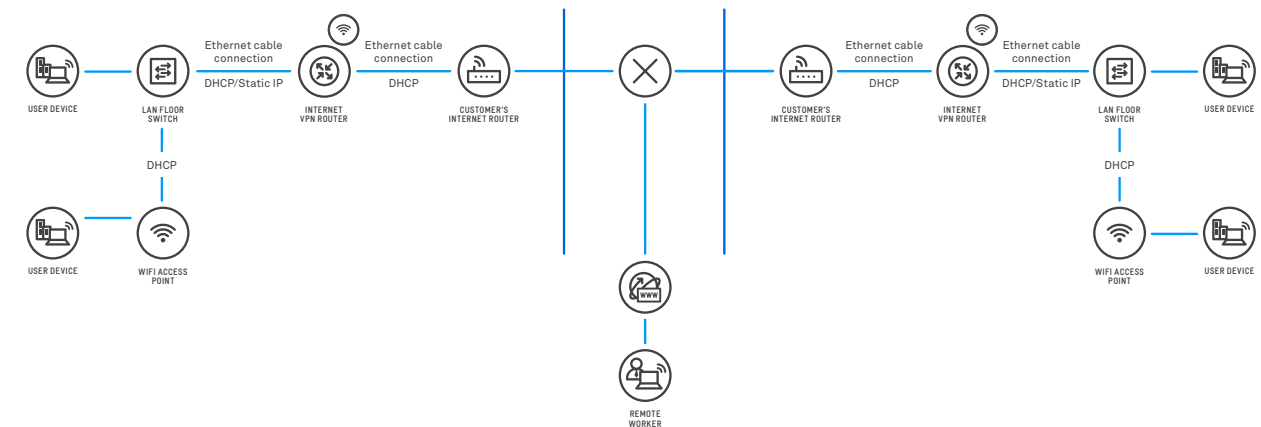
Connect Internet VPN Router to WiFi Access Point



Connect Internet VPN Router to Floor Switch



Common office configurations for small/medium businesses



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site >

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support

Step 8 – The default DHCP range provided by the Internet VPN router LAN segment is 10.128.0.1/24. If you need a change to this default LAN side IP/DHCP range, you can request a change by following the steps below:

- Access the LAN side IP management template from the Cloud Services Portal from the library inside the Support tab.
- Complete the template by providing your LAN side parameters.
- Copy the content of the output field into a support ticket in the Cloud Services Portal (<https://mycloud.telstra.com>) to Service Central.
- The support ticket can be logged via the “Log an incident” button.
- In the “Briefly describe your issue” section, mention “DHCP” or “LAN side IP”.
- In the “more information” section of your ticket, paste the output field from the template you completed earlier.
- Submit your ticket and you will receive an email notification once the change has been actioned.

IT'S HOW WE CONNECT

Your Internet VPN service is ready for use

Dear J,

Your Internet VPN service is active. All the service features at your site(s) should now be available.

Service details

SITE/VPN ID	
Subscription ID	1843402

What happens next?

You can access and manage your Internet VPN service via the [Dynamic Network Portal](#).

See our [Internet VPN knowledge articles](#) for more information about your service.

We're here to help

If you have any questions, email us at cloudservicesupport@online.telstra.com.au or call us on 1800 620 345 and quote your subscription ID. We're available 24/7.

Best regards,
Telstra team

Internet VPN service ready for use

Device Information

Device Serial Number: Mandatory Field

LAN Settings

Subnet:

Subnet Range: to

LAN IP Address:

IPv4 Helper:

DHCP Settings

Enable/Disable DHCP: ☐ Enable DHCP ☒ Disable DHCP

Default Gateway:

DNS IP1:

DNS IP2:

Domain Name:

Excluded IP Range: to

DHCP

Copy the entire contents of this field into your support ticket, or email along with your Subscription ID to CloudServicesSupport@online.telstra.com.au if you override the:

Disable DHCP:

Stacked-CPE CPE--SEK--CV8832

Device Information

Device Serial Number: Found at the rear of your device

LAN Settings

Subnet: The Subnet that will be applied to the CPE LAN side interface. Will use system default if not provided.

LAN IP Address: The address that will be applied to the CPE LAN side interface. If not applied will automatically take the first address in the subnet provided.

IPv4 Helper: Will be applied to the LAN side interface as the IPv4 Helper. Address to forward DHCP (and UDP broadcast) requests to. Should be set to point to a common DHCP server if one exists in the VPN service.

DHCP Settings

Enable/Disable DHCP: Select whether you want to enable new or disable existing DHCP settings.

Default Gateway: Will be advertised in the DHCP response as the preferred default gateway for the LAN side network. Should only be used when a valid gateway exists on LAN network. If not provided will default to the lan-ip-address (provided or automatically assigned).

DNS IP1: Will be advertised in the DHCP response as the first DNS server IP address. If not provided will default to the primary Google DNS server at 8.8.8.8.

DNS IP2: Will be advertised in the DHCP response as the second DNS server IP address. If not provided will default to the secondary Google DNS server at 8.8.4.4.

Domain Name: Will be advertised in the DHCP response as the domain-name the client should use. If not provided will default to the internal platform name of the service.

Excluded IP Range: Will be applied as a DHCP exclude range on the CPE.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Accessing the Dynamic Network Portal >

How to view your services

How to modify your service

How to unsubscribe from your service

Remote access administration

Remote access users

Web URL content filtering

Support

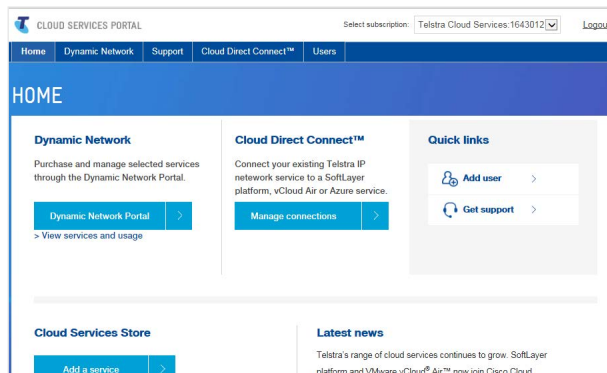
Managing your service

Accessing the Dynamic Network Portal

You can access the Dynamic Network portal directly via <https://symphony.telstra.com>, via the Cloud Services Store (<https://buyccloud.telstra.com/>) or via the Cloud Services Portal (<https://mycloud.telstra.com>)

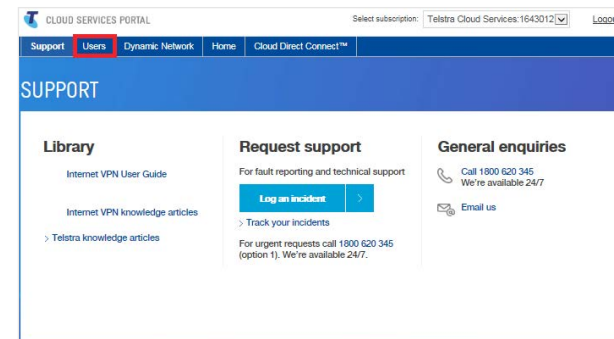
As an existing Cloud Services user you can access the **Cloud Services Portal** where you can:

- Access the Dynamic Network Portal
- Get support from Telstra
- Manage and purchase additional cloud services such as Cloud Direct Connect services
- Add or remove Super Administrators



Cloud Services Portal Home Page

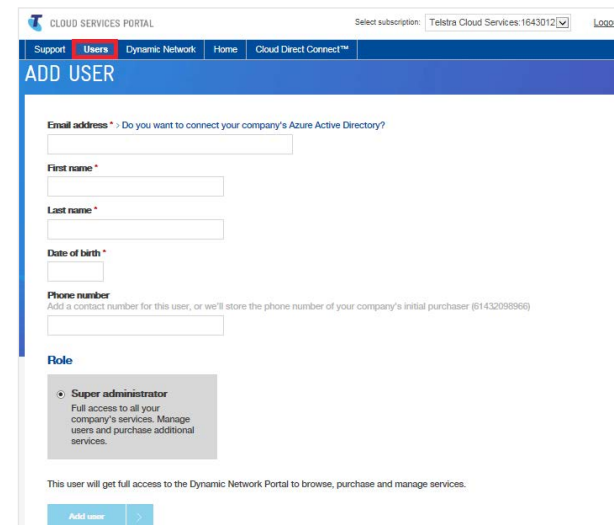
On the **Support** tab, you will find the User Guide and knowledge articles to help you set up and manage your Internet VPN service. You can also log incidents and seek technical support. Refer to Support Section for more information.



Support Page on Cloud Services Portal

On the **Users** tab, you are able to add, edit or remove roles. A Super Administrator role provides full access

to all your company's services. They will get full access to the Dynamic Network Portal to browse, purchase and manage the service.



Managing Users via the Cloud Services Portal

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Accessing the Dynamic Network Portal

How to view your services



How to modify your service

How to unsubscribe from your service

Remote access administration

Remote access users

Web URL content filtering

Support

Managing your service

On the **Dynamic Network** tab, you can view your service details including your subscription ID.

	Telestra website	Cloud Services Portal	Dynamic Network Portal
Pricing	View pricing		Configure to view and verify pricing
Network Management			Connect and disconnect

How to view your services

You can view your overall Internet VPN service from the *Dynamic Network Portal*

Step 1 – select Services from the left hand side menu

Step 2 – select All to view all your services

Step 3 – select the navigate icon on the bottom right of your Internet VPN tile to see the map view

Choosing map view

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Accessing the Dynamic Network Portal

How to view your services

How to modify your service

How to unsubscribe from your service

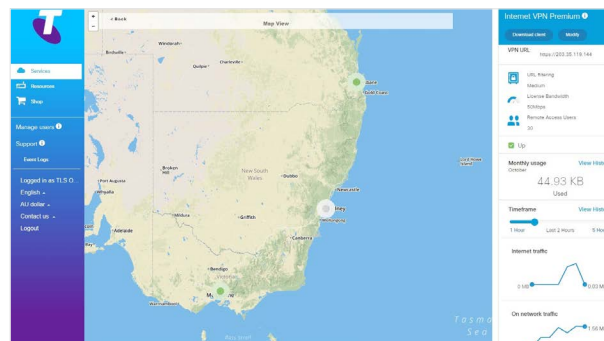
Remote access administration

Remote access users

Web URL content filtering

Support

Managing your service



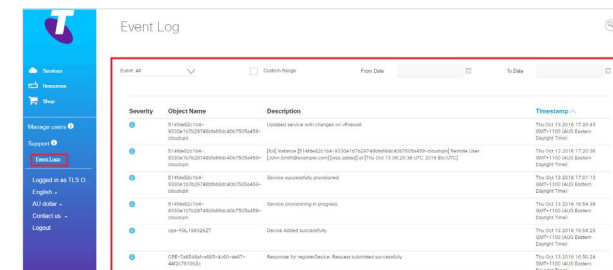
Map view

The following information is available in the map view:

1. Internet VPN service status per site
2. Internet VPN aggregate throughput speed (this is not the Internet service speed)
3. Monthly usage
4. Usage history
5. Internet traffic
6. On network traffic
7. Connected remote access users

Event Logs displays a record of what tasks your administrator has carried out via the portal including service ordering, cancellation, upgrade, etc. It also shows the system events. The objective of this feature is to help you see what activities are happening on the Internet VPN service, and to provide information should you need to contact support.

To access the service history, click on the *Event log* button in the bottom left hand corner.



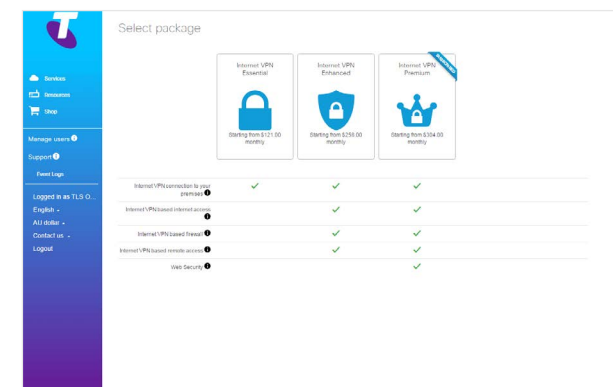
Severity	Object Name	Description	Timestamp
Info	Service	Updated service with changes on firewall	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	User	[User Name] logged in successfully	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Device	Device successfully authenticated	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Service	Service successfully upgraded	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Device	Device successfully connected	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Service	Service successfully upgraded	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Device	Device successfully connected	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Service	Service successfully upgraded	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Device	Device successfully connected	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Service	Service successfully upgraded	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)
Info	Device	Device successfully connected	Thu Oct 13 2016 17:20:43 GMT+1100 (AEST) (GMT+1100)

How to modify your service

You can modify your service anytime to meet your business needs. You can add sites as your organisation expands, upgrade your service to access features such as remote access or URL Filtering and even downgrade your service package if you require. The example below shows how to upgrade from Internet VPN Essential to Internet VPN Enhanced, including upgrading all features. The same process applies for downgrading packages.

Step 1 – log into the Dynamic Network Portal

Select the service that you wish to modify and click on the Modify button in the right hand corner. This will take you to the “Modify Package” screen.



Service	Starting From	Modify
Internet VPN Essential	Starting From \$12.00 Monthly	Modify
Internet VPN Enhanced	Starting From \$15.00 Monthly	Modify
Internet VPN Premium	Starting From \$18.00 Monthly	Modify

Feature	Internet VPN Essential	Internet VPN Enhanced	Internet VPN Premium
Internet VPN connection to your phone	✓	✓	✓
Internet VPN based internet access	✓	✓	✓
Internet VPN based threat	✓	✓	✓
Internet VPN based remote access	✓	✓	✓
Web Security	✓	✓	✓

Modify Package

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Accessing the Dynamic Network Portal

How to view your services

How to modify your service

How to unsubscribe from your service

Remote access administration

Remote access users

Web URL content filtering

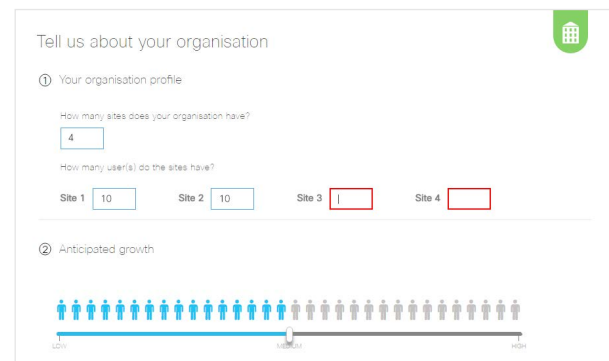
Support

Managing your service

Step 2 – make the required modification

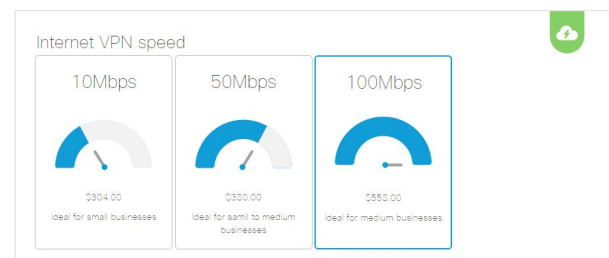
The *Modify* package screen shows you the package you're currently using and allows you to modify the existing package or change it to a new one that suits your business needs. Below is an example:

- You have an existing service with 2 sites and 10 users per site. Modify to add 2 more sites, or 4 in total, with 20 users each. (Note: Make sure you select a new site device per additional site)



Modify Organization Details

- Increase the Internet VPN aggregate throughput speed to 100Mbps from 50Mbps



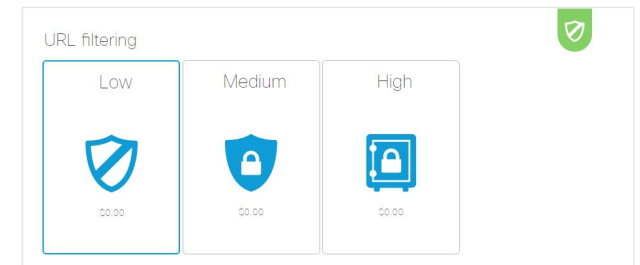
Modify Internet VPN Speed

- Increase the number of remote users by 20. Note: While you can purchase up to 750 named remote access licenses, you can only have 250 concurrent users (i.e. 250 remote users accessing the VPN at the same time)



Remote Access Users

- Modify the URL Filtering setting from medium to low



URL Filtering Settings

- Go to Device Catalogue and add the two additional devices by increasing the quantity to match the total number you now have. Save selection.



- Add New Address for the two new sites added to your service.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Accessing the Dynamic Network Portal

How to view your services

How to modify your service

How to unsubscribe from your service

Remote access administration

Remote access users

Web URL content filtering

Support

Managing your service






How to unsubscribe from your service

Navigate to the Services tab and select the service from which you wish to unsubscribe. Scroll to the bottom of the *Account options* panel that opens on the right. Select the 'Unsubscribe' button. Make sure you acknowledge the terms and conditions. Please note that unsubscribing will cancel your service and that Early Termination Charges associated with your service may apply. Please refer to the services terms and conditions.

If you simply want to change/modify your service, see the "How to modify your service" section (see page 16) instead of unsubscribing.

NOTE: remember to allow a minimum of 30 minutes between cancelling a service and adding a new one.

Delivery address

Device	Address	Subtotal
	Cisco 881 Integrated Service Router John Smith Company Name 400 George Street Sydney 2000 Australia	\$95.00
	Cisco 881 Integrated Service Router Jane Smith Company Name 242 Exhibition Street Melbourne 3000 Australia	\$95.00
	Cisco 881 Integrated Service Router James Smith Company Name 215 George Street Brisbane 4000 Australia	\$95.00
	Cisco 881 Integrated Service Router Add New Address	\$95.00
	Cisco 881 Integrated Service Router Add New Address	\$95.00

Step 3 – review order

A rolling summary of your order including modifications will appear on the right. Select *Review Order* for a detailed Order Summary. Review *Order Summary* page to see a summary of the existing features as well as new modifications.

This screen shows a detailed summary of your order. Accept the terms and conditions and select *Purchase*.

Order summary

Service - Internet VPN Premium

Service Details	Quantity	Address	Price
Internet VPN Premium (Unlimited VPN)	30 months		\$550.00 / monthly
URL filtering	Low		\$2.00 / monthly
Service added: Please review order and accept terms			

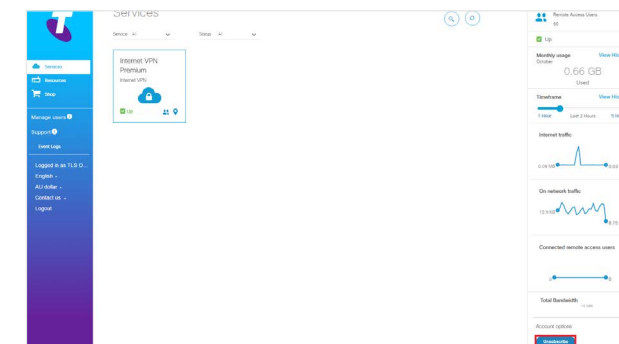
Devices

Device Name	Quantity	Address	Price
Cisco 881 Integrated Service Router	1	400 George Street Sydney, 2000	\$95.00 / monthly
Cisco 881 Integrated Service Router	1	242 Exhibition Street Melbourne, 3000	\$95.00 / monthly
Cisco 881 Integrated Service Router	1	215 George Street Brisbane, 4000	\$95.00 / monthly
Cisco 881 Integrated Service Router	1	16 Melbourne Road Melbourne, 3120	\$95.00 / monthly
Cisco 881 Integrated Service Router	1	37 Melbourne Road Melbourne, 3000	\$95.00 / monthly
Order subtotal: \$1470.00 / monthly			
Order total: \$1482.00 / monthly			

Order Date: 08/08/2021

[Accept Terms and Conditions](#) [Purchase](#)

Order summary



Unsubscribing from the service

Unsubscribe Service

☒ I accept the [Terms and Conditions](#)

[Cancel](#) [Unsubscribe](#)

Confirm Unsubscription

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Adding remote access users >

Removing remote access users

Resetting remote user password

Remote access users

Web URL content filtering

Support

Remote access administration

This section provides instructions for Internet VPN administrators to add, suspend and remove remote users to your organisation's Internet VPN service. As an administrator of your company's tenancy you can add and remove remote users through the Dynamic Network portal.

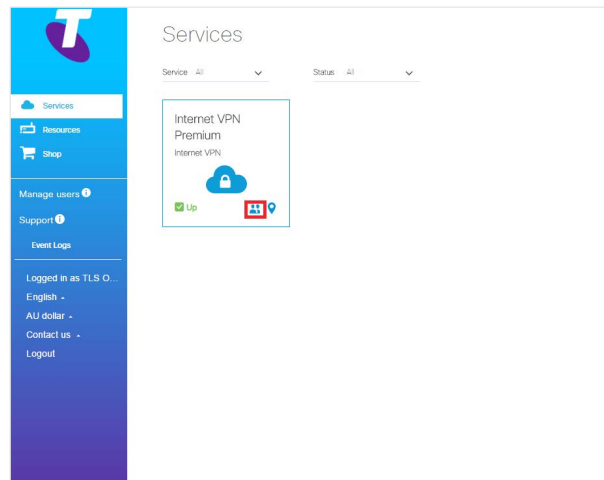
This information is relevant only to Internet VPN Enhanced and Premium services. The Internet VPN Essential service doesn't offer the remote user feature.

Adding remote access users

Remote access users can only be added once the service is active and *Up* in the services screen.

Step 1 – select remote user management for your Internet VPN service

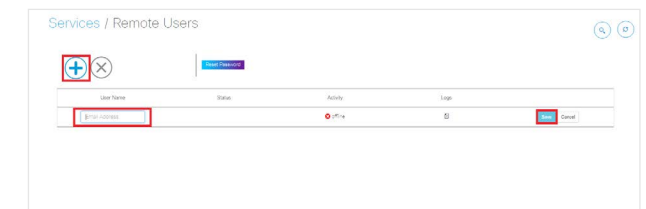
Navigate to the Services tab. Select the remote users icon on your Internet VPN tile.



Internet VPN Premium service

Step 2 – add remote user

Select the + icon and add their email address in the field provided. Make sure you Save the user to initiate user authentication and account activation.



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Adding remote access users

Removing remote access users

Resetting remote user password

Remote access users

Web URL content filtering

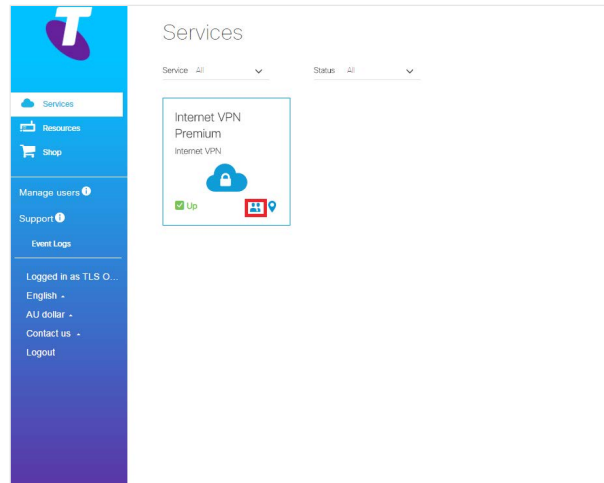
Support

Remote access administration

Removing remote access users

Step 1 – select remote user management for your Internet VPN service

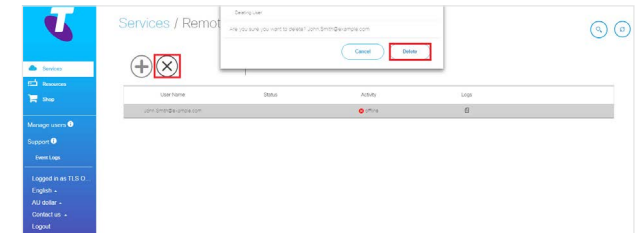
Under the Services tab, select the remote users' icon.



Selecting remote user management

Step 2 – remove remote user

Select the X icon and add their email address in the field provided. Select Delete.



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Adding remote access users

Removing remote access users

Resetting remote user password >

Remote access users

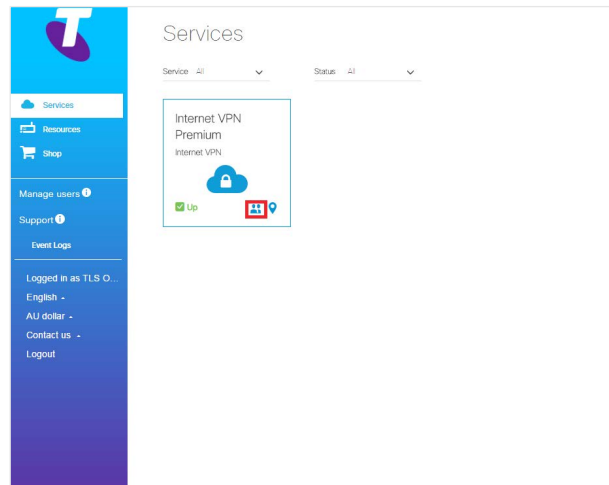
Web URL content filtering

Support

Resetting remote user password

Step 1 – select remote user management for your Internet VPN service

Under the *Services* tab, select the users icon.



Internet VPN Premium service

Step 2 – resetting remote user password

Select the reset password button. In the field provided, enter the email address of the remote user whose password needs to be reset. Select *Ok*



The remote user will receive an email to reset their password.

See the **Activating remote access** section in this guide for what remote users need to do next.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access



What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

Remote access users

This section provides instructions for remote users to activate their account, install, connect and disconnect from Internet VPN using a Remote Access Client for Windows and Mac.

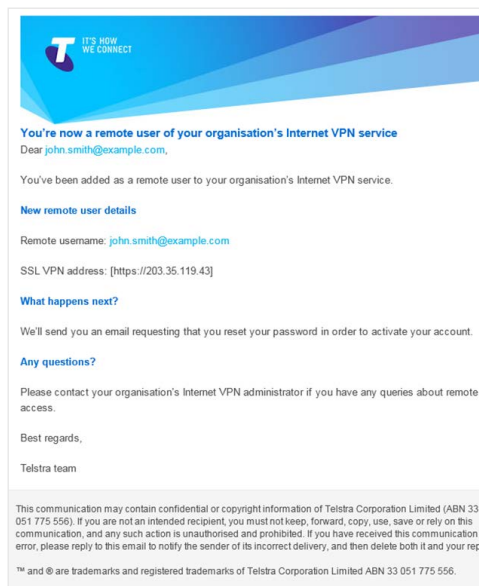
This information is relevant only to Internet VPN Enhanced and Premium services. The Internet VPN Essential service doesn't offer the remote user feature.

Activating your remote access

Before you begin the process of activating your remote access, your company's Internet VPN administrator needs to add you as a remote user.

Step 1 – confirm you're a remote user

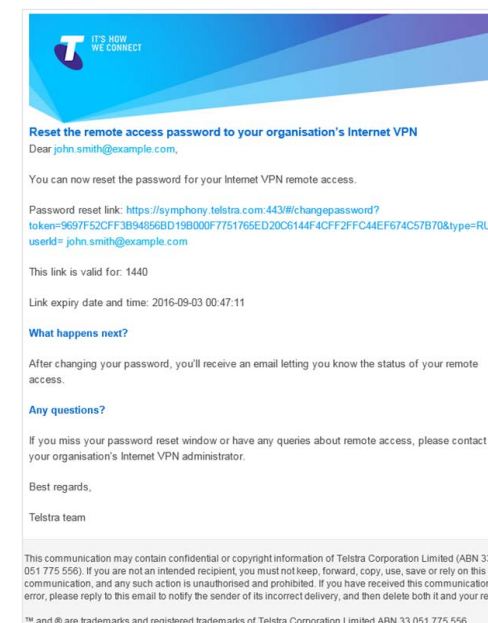
Once you've been added, you'll receive a notification that you're now a remote user of your company's Internet VPN service.



New remote access user email

Step 2 – change your password to activate your account

You'll receive a second email requesting you reset your password and activate your account. This email contains a link to the password reset page.



Change password for Internet VPN remote access email

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access



What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

Web URL content filtering

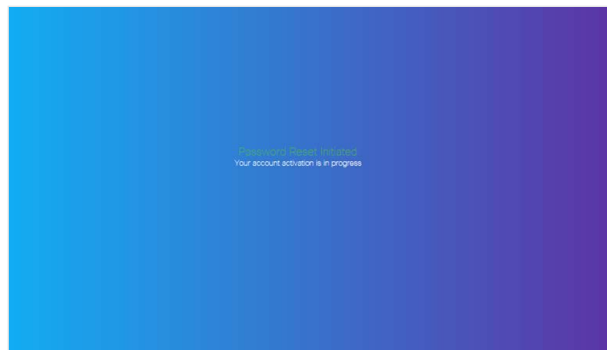
Support

If you miss resetting your password within the timeframe required, you'll need to ask your Internet VPN administrator to request a password reset on your behalf. This will initiate another password reset email.

You'll need to follow the reset link and create a new password with the recommended characteristics. Once the password is reset, the account activation will begin.

The screenshot shows a password reset interface with a blue header containing the Telstra logo and the text 'IT'S HOW WE CONNECT'. Below the header, it says 'Password Reset VMS 2.3'. There are two input fields: 'Enter New Password' and 'Confirm New Password'. A 'Show Password' checkbox is located below the first field. At the bottom right, there are 'Cancel' and 'Reset' buttons.

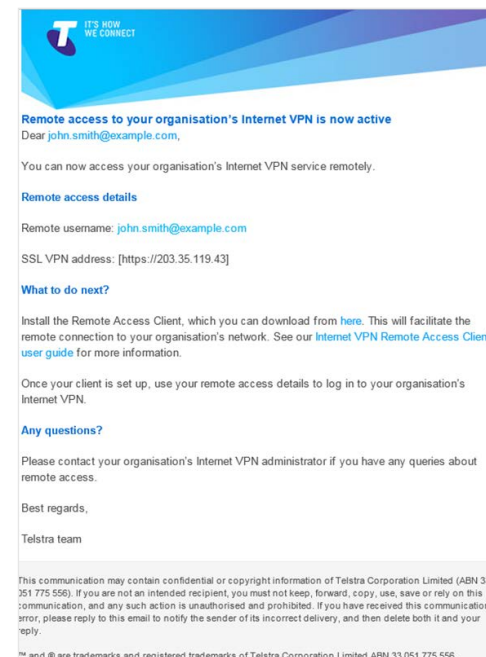
Password reset page



Password reset complete

Remote access users

When activation is complete, you'll receive an email notification informing you that your remote access is active. The email will also contain a link to the Remote Access Client which you'll need to download and install in order to remotely connect to your company's network.



Remote access active email

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client? >

Download remote access client

Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

What's a remote access client?

The Internet VPN Remote Access Client is software installed on your computer or mobile devices (e.g. laptop, tablet, phone) that tunnels all internet traffic through your company's VPN.

It allows installed applications to communicate as though connected directly to the enterprise network.

Remote Access User will use an SSL Client to connect to the Adaptive Security Virtual Appliance (ASAv). Traffic traversing this SSL-based tunnel is encrypted and provides data confidentiality.

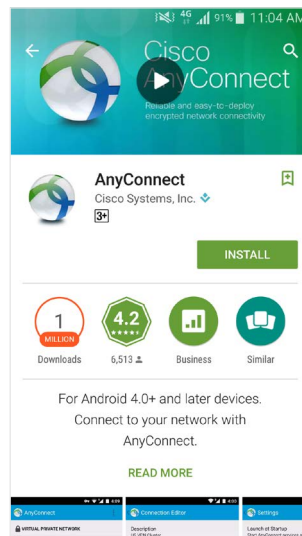
Download remote access client

Android Devices

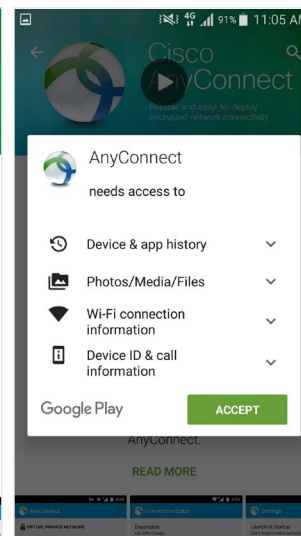
For Android devices, you can download the *AnyConnect Remote Access Client* via the Google Play Store.

Step 1 – go to the Google Play Store and search for AnyConnect.

Once you have found the application, select *Install*.

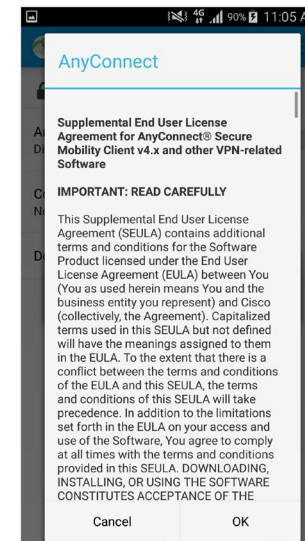


AnyConnect Client via Play Store



Remote access users

Step 2 – open the installed application and read the End User License Agreement.



End User License Agreement

Apple Devices

For Apple devices, you can download *AnyConnect Remote Access Client* via the App Store.

Step 1 – go to Apple's App Store, search for Cisco AnyConnect and select Get

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

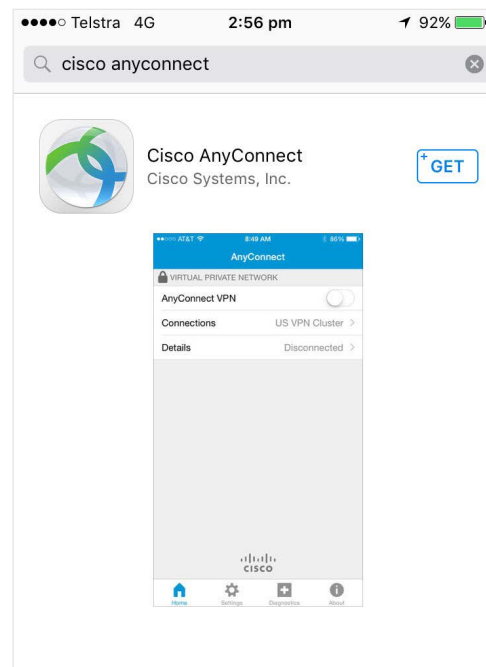
Connect remote access client

Disconnect remote access client

Web URL content filtering

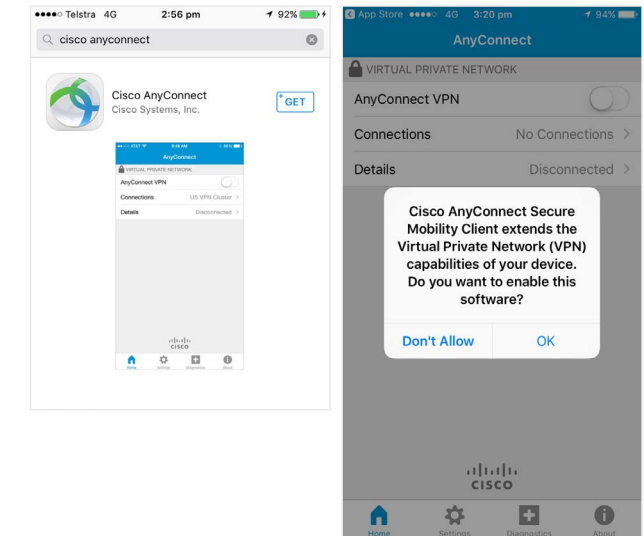
Support

Remote access users



AnyConnect Remote Client via iTunes or App Store

Step 2 – open the software and enable capabilities by clicking OK



Enable Remote Client

Computer: Windows and Mac

Once your remote user account is active, we will email you a link to download the *Internet VPN Remote Access Client* to your computer. These operating systems support the Remote Access Client:

- Microsoft Windows 7, 8, 8.1 and 10
- Mac OS X 10.8 and later

Select the file that suits your computer's operating system.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

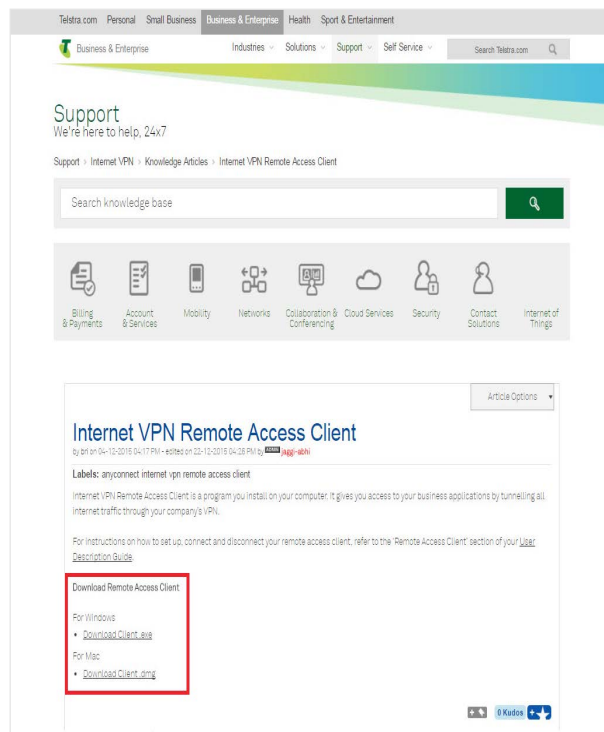
Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

Remote access users



Telstra support page with Remote Access Client

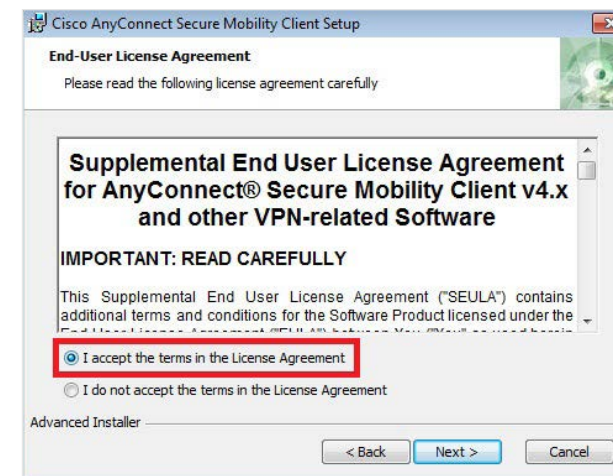
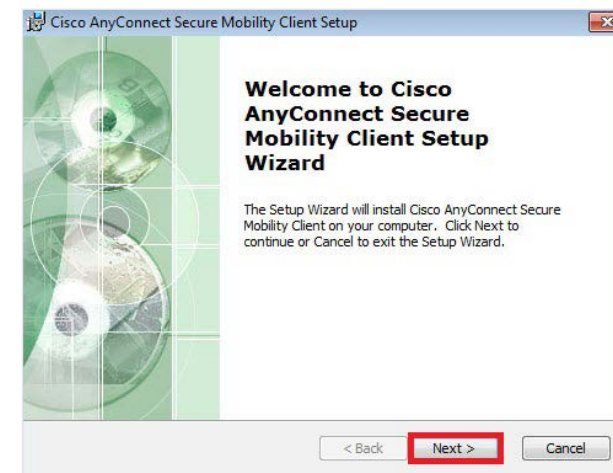
Windows Users

Step 1 – Run the downloaded file

Select the downloaded *AnyConnect* file in your browser to begin installing the program.

Step 2 – follow the onscreen prompts to install the client

See screenshots below. Please note that depending on your browser and operating system, you may receive prompts for permission to install and proceed.



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

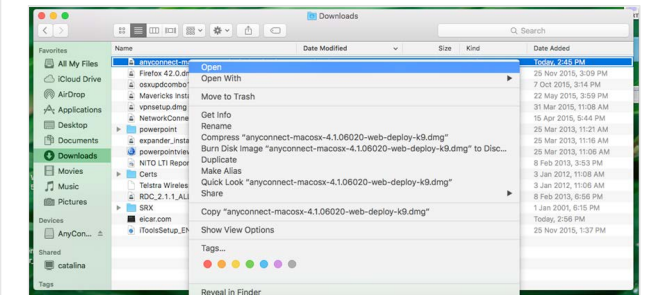
Web URL content filtering

Support

Remote access users

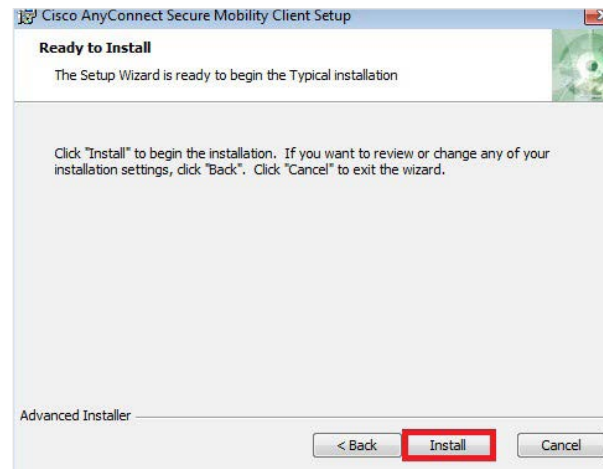
Mac Users

Step 1 – open the downloaded package



Step 2 – follow the onscreen prompts to install the client

The screenshots below show the installation process.



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

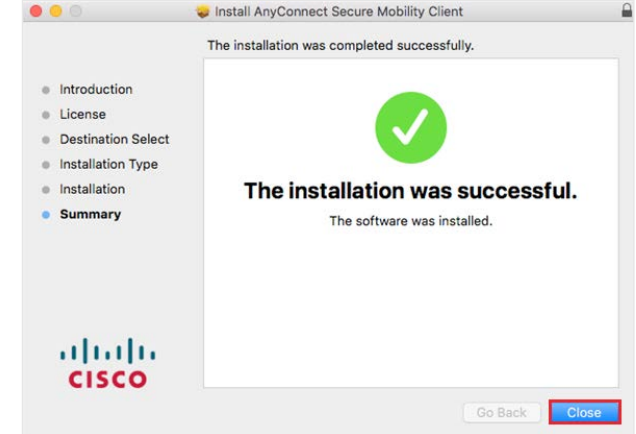
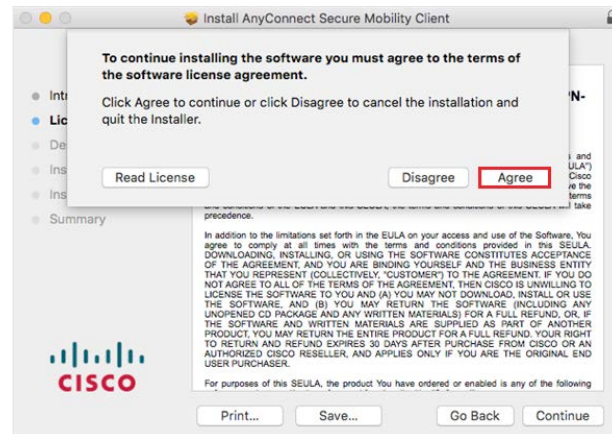
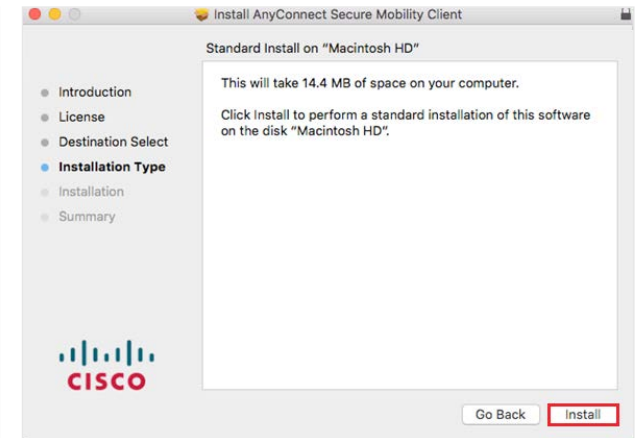
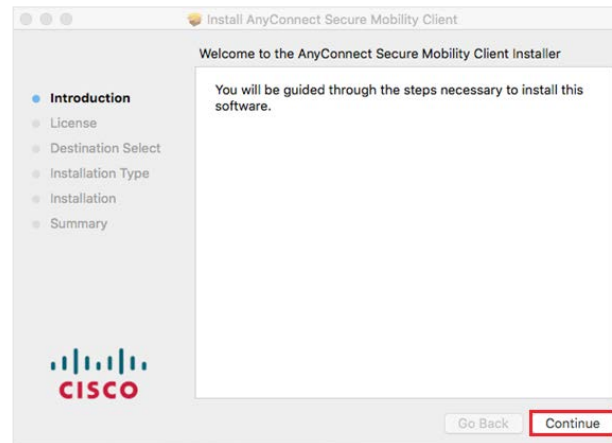
Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

Remote access users



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

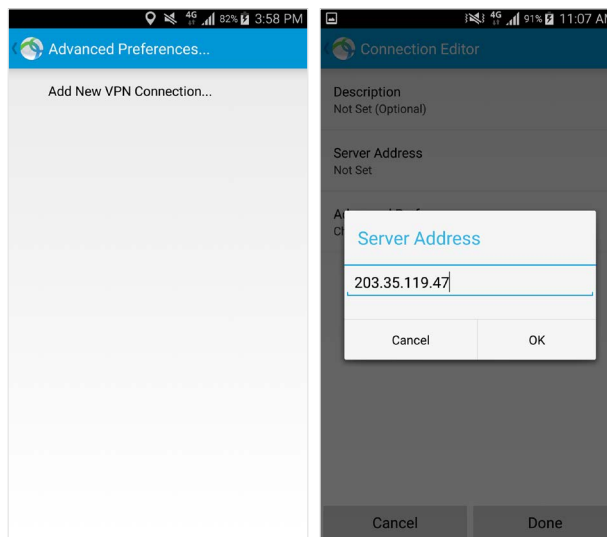
Remote access users

Connect remote access client

Android Devices

Step 1 – open the installed software and select **Add New VPN Connection**

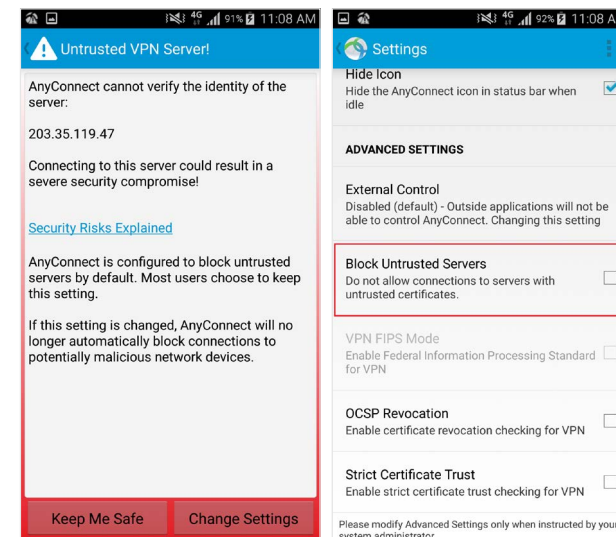
Here you will need to enter your SSL VPN Server Address which you should have received via email.



Add New VPN Connection

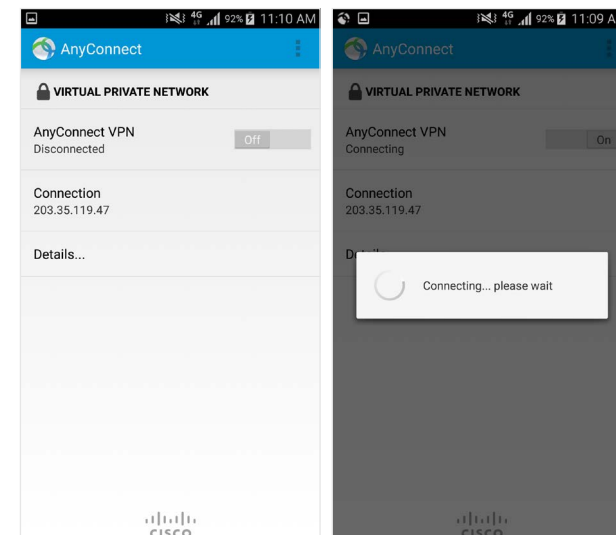
Step 2 – you'll be presented with a Security Warning.

You can go to Change Settings and uncheck *Block Untrusted Servers*.



Change Advanced Settings

1. Go back to the Server Address and select On to establish a connection.



Connecting Remote Client

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

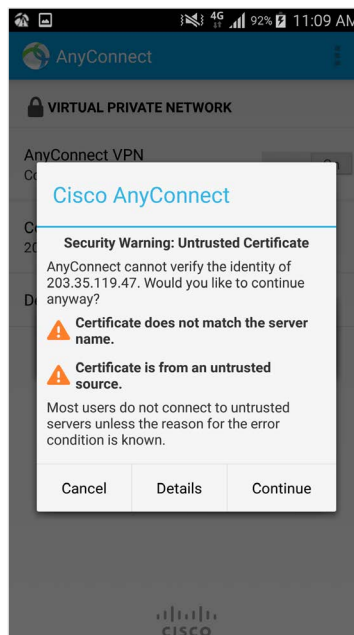
Connect remote access client

Disconnect remote access client

Web URL content filtering

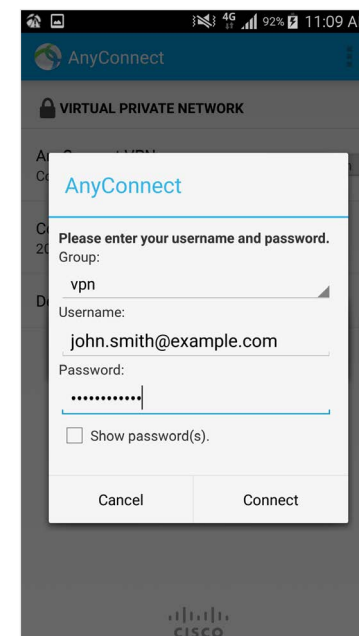
Support

2. You may be presented with another security warning requiring you to accept the certificate. Click *Continue* to proceed.



Remote Client Certificate

3. Enter your username and password and select **Connect**. This is your email address and the password you created when you were added as a remote user to your company's VPN. If you have forgotten your password, contact your company's Internet VPN administrator to reset your password.



Remote User Authentication

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

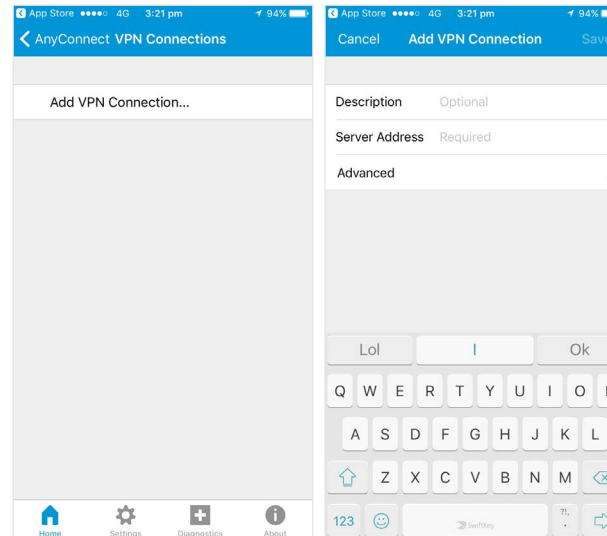
Web URL content filtering

Support

Remote access users

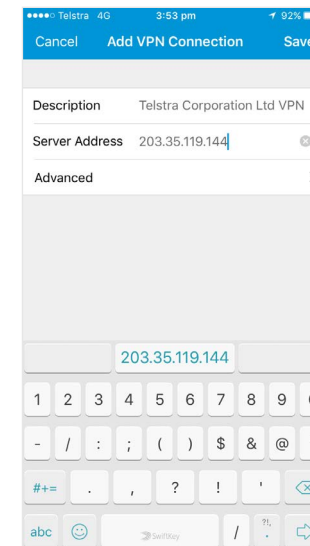
Apple Device

1. Open the installed software and select *Add VPN Connection*.



Add VPN Connection

2. Add a description and server address. Here you will need to enter your SSL VPN Server Address which you should have received via email. Save your details.



Enter VPN details

3. Connect to the new VPN added. You may be presented with a warning about the server. Go to *Change Settings* and disable *Block Untrusted Servers*.

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

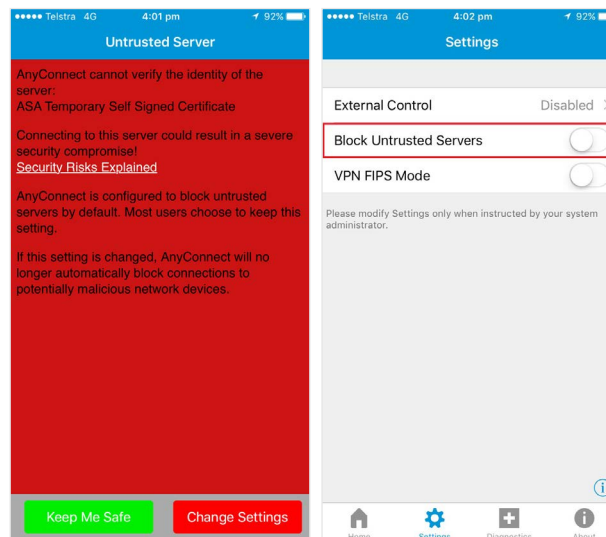
Disconnect remote access client

Web URL content filtering

Support

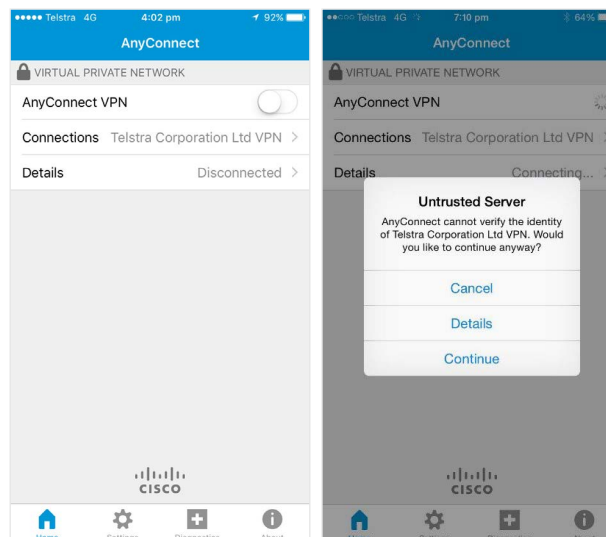
Remote access users

5. Enter your username and password to authenticate. Your username is your email address. If you have forgotten your password, contact your company's Internet VPN administrator to reset it.

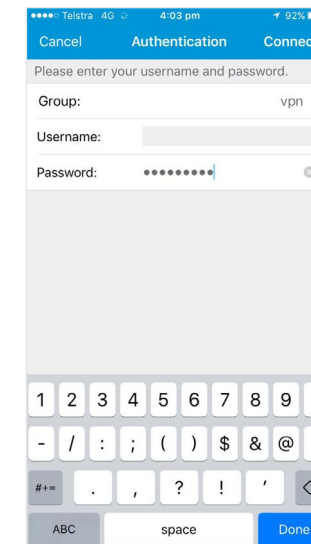


Certificate Warning

4. You can now connect to the VPN Connection.
Select *Continue* to proceed.



Connecting Remote Client



Remote Client Authentication

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

Remote access users

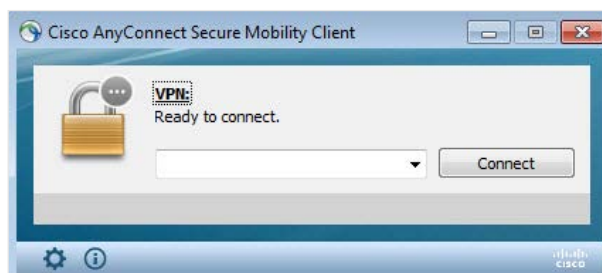
Windows Users

Step 1 – open the Cisco AnyConnect Mobility Client

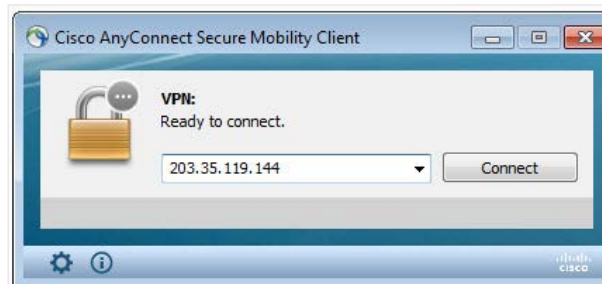
From the Start menu, click *All Programs*, select and open the Cisco folder, then click *Cisco AnyConnect Secure Mobility Client* folder. You'll see the Cisco AnyConnect Mobility Client. Double-click to run the client.

Step 2 – enter host details

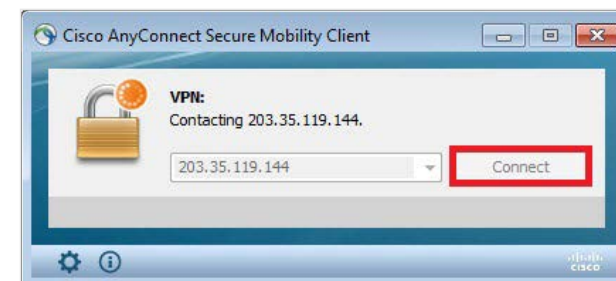
You'll see the connect window.



Enter the SSL VPN address provided in the email to connect.

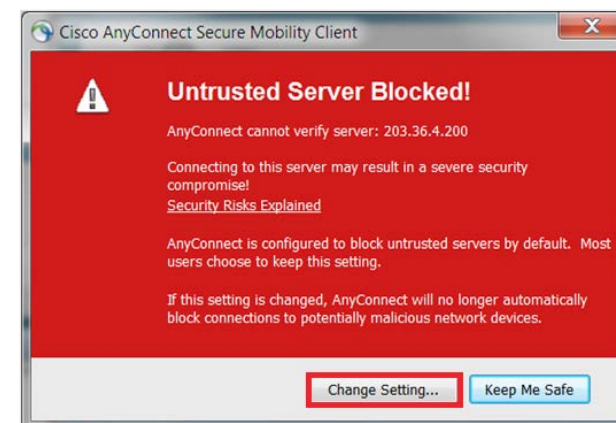


Select *Connect*.



A pop-up message may appear. Follow the steps below to change settings and enable connection.

i) Select *Change Settings*



ii) Untick *Block connections to untrusted servers*

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

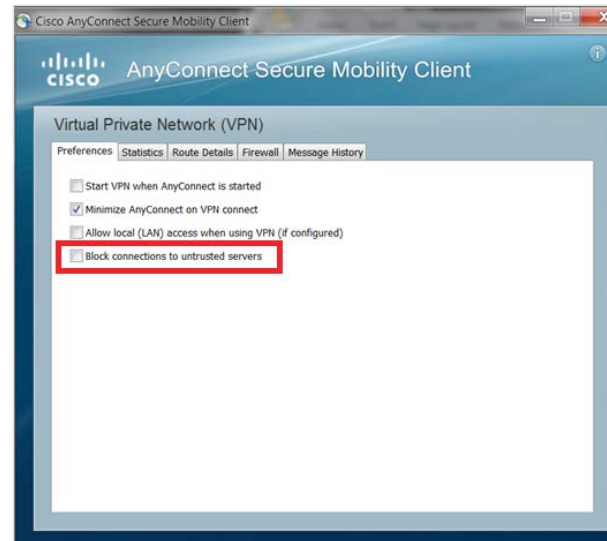
Connect remote access client

Disconnect remote access client

Web URL content filtering

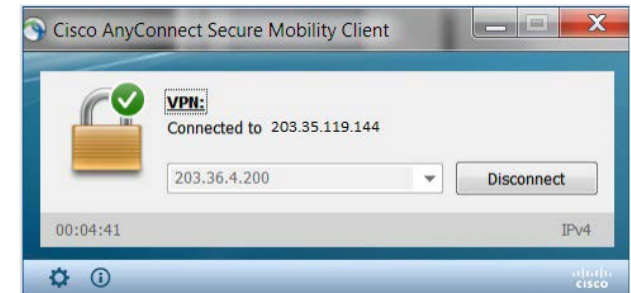
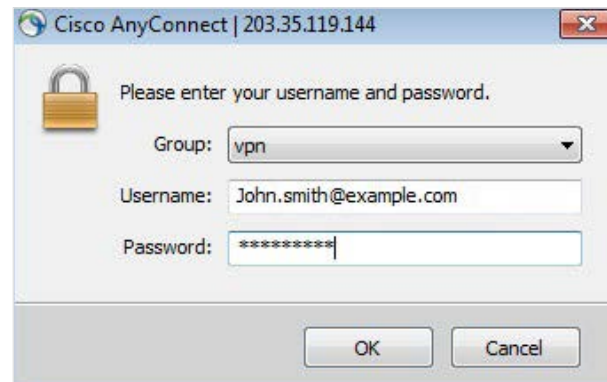
Support

Remote access users



Step 3 – enter login credentials

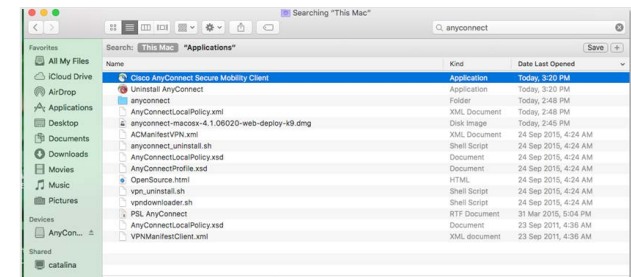
Enter your login credentials and click OK. See the *Activating Remote Access* section for details on resetting your password.



Mac Users

Step 1 – open AnyConnect Secure Mobility Client

Go to Applications on your Mac and select the Cisco AnyConnect Secure Mobility Client folder to open it.



You'll see the Cisco AnyConnect Secure Mobility Client on your dock.



Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

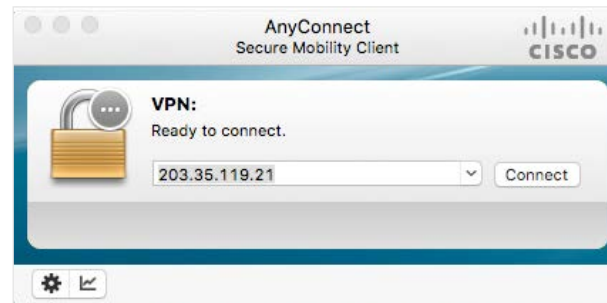
Disconnect remote access client

Web URL content filtering

Support

Remote access users

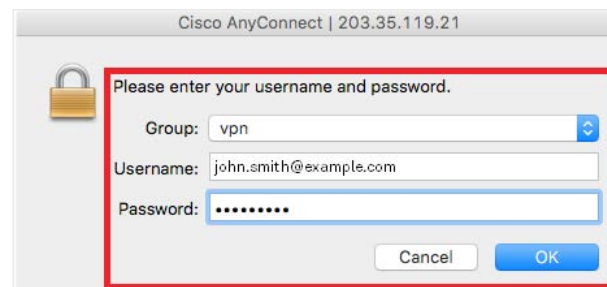
Step 2 – enter your SSL VPN address and click *Connect*



A pop-up message may appear. Select *Connect Anyway* to proceed.



Step 3 – enter your SSL VPN address and *Connect* and password



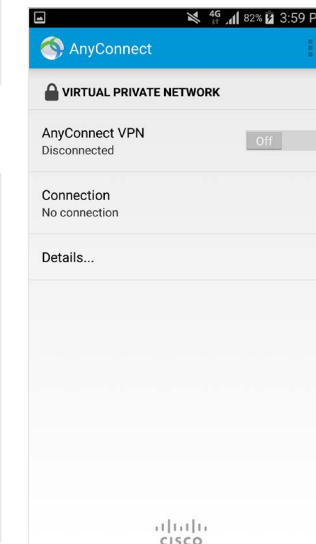
Disconnect remote access client

Android Devices

Step 1 – go to AnyConnect Client application on your mobile device

Open the application.

Step 2 – from the AnyConnect Remote Client home page, disconnect AnyConnect VPN



Disconnect Remote Client on Apple Devices

Welcome to the internet VPN user guide

Overview

Buying internet VPN

Setting up your site

Managing your service

Remote access administration

Remote access users

Activating remote access

What's a remote access client?

Download remote access client

Connect remote access client

Disconnect remote access client

Web URL content filtering

Support

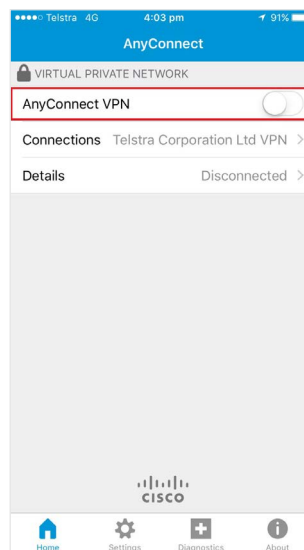
Remote access users

Apple Devices

Step 1 – go to AnyConnect Client application on your device

Open the application.

Step 2 – from the AnyConnect Remote Client home page, disconnect AnyConnect VPN



Disconnect Remote Client on Apple Devices

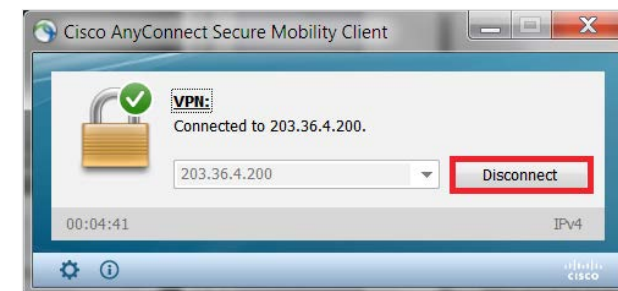
Windows Users

Step 1 – click on Cisco AnyConnect VPN icon in your system tray

The AnyConnect VPN icon is the grey circle. The gold lock indicates it's connected.



Step 2 – from the Cisco AnyConnect Client screen, select *Disconnect*

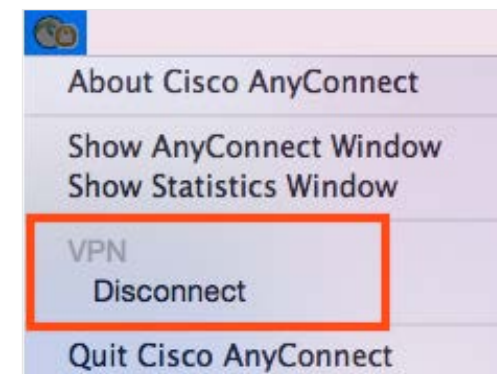


When disconnected the client icon will remain in the system tray but without the gold lock.



Mac Users

To disconnect, simply open the AnyConnect client and click Disconnect, or use the icon in the menu bar.



Welcome to the internet VPN user guide

Overview

Buying internet VPN



Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Service configurations



Support

Web URL content filtering

This section provides information about the URL Filtering capability that is available as part of the Internet VPN Premium package.

Service configurations

There are three security configurations that can be enabled.

The number of URLs blocked will change with the security level setting.

- **Deny:** blocks access to the URL
- **Monitor:** warn/ continue to the URL
- **Scan:** everything else

Low security configuration

Config	Category	Description
Deny	Hacking	Discussing ways to bypass the security of websites, software, and computers.
Deny	Child abuse content	Worldwide illegal child sexual abuse content. Without exception, Telstra and Cisco block child abuse content for all customers, and for legal reasons keeps no logs. This category is never displayed.
Deny	Hate speech	Websites promoting hatred, intolerance or discrimination on the basis of social group, colour, religion, sexual orientation, disability, class, ethnicity, nationality, age, gender, gender identity; sites promoting racism, sexism, racist theology, hate music; neo-Nazi organisations, supremacism, Holocaust denial.
Deny	Illegal activities	Promoting crime such as stealing, fraud, illegally accessing telephone networks, computer viruses; terrorism, bombs, and anarchy; websites depicting murder and suicide as well as explaining ways to commit them.
Deny	Illegal downloads	Providing the ability to download software or other materials, serial numbers, key generators, and tools for bypassing software protection in violation of copyright agreements. Torrents are classified as "peer file transfer".
Monitor	Adult	Content directed at adults but not necessarily pornographic. May include adult clubs such as strip clubs, swingers clubs, escort services, strippers; general information about sex, non-pornographic in nature like genital piercing, adult products or greeting cards; information about sex not in the context of health or disease.
Monitor	Cheating and plagiarism	Promoting cheating and selling written work, such as term papers, for plagiarism.
Monitor	Illegal drugs	Information about recreational drugs, drug paraphernalia, drug purchase and manufacture.

Welcome to the internet VPN user guide

Overview

Buying internet VPN >

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Service configurations >

Support

Medium security configuration

Config	Category	Description
Deny	Hacking	Discussing ways to bypass the security of websites, software, and computers.
Deny	Child abuse content	Worldwide illegal child sexual abuse content. Without exception Telstra and Cisco block child abuse content for all customers and for legal reasons keeps no logs. This category is never displayed.
Deny	Hate speech	Websites promoting hatred, intolerance or discrimination on the basis of social group, colour, religion, sexual orientation, disability, class, ethnicity, nationality, age, gender, gender identity; sites promoting racism, sexism, racist theology, hate music; neo-Nazi organisations, supremacism, Holocaust denial.
Deny	Illegal activities	Promoting crime such as stealing, fraud, illegally accessing telephone networks; computer viruses; terrorism, bombs, and anarchy; websites depicting murder and suicide as well as explaining ways to commit them.
Deny	Illegal downloads	Providing the ability to download software or other materials, serial numbers, key generators, and tools for bypassing software protection in violation of copyright agreements. Torrents are classified as "peer file transfer".
Deny	Adult	Directed at adults, but not necessarily pornographic. May include adult clubs (strip clubs, swingers clubs, escort services, strippers); general information about sex, non-pornographic in nature such as genital piercing, adult products or greeting cards; information about sex not in the context of health or disease.
Deny	Cheating and plagiarism	Promoting cheating and selling written work, such as term papers, for plagiarism.
Deny	Illegal drugs	Information about recreational drugs, drug paraphernalia, drug purchase and manufacture.
Monitor	Alcohol	Alcohol as a pleasurable activity; beer and wine making, cocktail recipes; liquor sellers, wineries, vineyards, breweries, alcohol distributors. Alcohol addiction is classified as "health and nutrition". Bars and restaurants are classified as "dining and drinking."
Monitor	Entertainment	Details or discussion of film, music and bands; television; celebrities and fan websites; entertainment news; celebrity gossip; entertainment venues. Compare with the "arts" category.
Monitor	Sports and recreation	All sports, professional and amateur; recreational activities; fishing; fantasy sports; public parks; amusement parks; water parks; theme parks; zoos and aquariums; spas.
Monitor	Pornography	Sexually explicit text or depictions. Includes explicit anime and cartoons; general explicit depictions; other fetish material; explicit chat rooms; sex simulators; strip poker; adult movies; lewd art; web-based explicit email.
Monitor	Social networking	Social networking
Monitor	Sex education	Factual websites dealing with sex; sexual health; contraception; pregnancy.

Welcome to the internet VPN user guide

Overview

Buying internet VPN >

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Service configurations >

Support

Web URL content filtering

Config	Category	Description
Monitor	Dating	Dating, online personals, matrimonial agencies.
Monitor	Extreme	Material of a sexually violent or criminal nature; violence and violent behavior; tasteless, often gory photographs, such as autopsy photos; photos of crime scenes, crime and accident victims; excessive obscene material; shock websites.
Monitor	Gambling	Casinos and online gambling; bookmakers and odds; gambling advice; competitive racing in a gambling context; sports booking; sports gambling; services for spread betting on stocks and shares. Websites dealing with gambling addiction are classified as "health and nutrition." Government-run lotteries are classified as "lotteries".
Monitor	Nonsexual nudity	Nudism and nudity; naturism; nudist camps; artistic nudes.

High security configuration

Config	Category	Description
Deny	Hacking	Discussing ways to bypass the security of websites, software, and computers.
Deny	Child abuse content	Worldwide illegal child sexual abuse content. Without exception, Telstra and Cisco block child abuse content for all customers, and for legal reasons keeps no logs. This category is never displayed.
Deny	Hate speech	Websites promoting hatred, intolerance, or discrimination on the basis of social group, color, religion, sexual orientation, disability, class, ethnicity, nationality, age, gender, gender identity; sites promoting racism; sexism; racist theology; hate music; neo-Nazi organisations; supremacism; Holocaust denial.
Deny	Illegal activities	Promoting crime, such as stealing, fraud, illegally accessing telephone networks; computer viruses; terrorism, bombs, and anarchy; websites depicting murder and suicide as well as explaining ways to commit them.
Deny	Illegal downloads	Providing the ability to download software or other materials, serial numbers, key generators, and tools for bypassing software protection in violation of copyright agreements. Torrents are classified as "peer file transfer".
Deny	Adult	Directed at adults, but not necessarily pornographic. May include adult clubs (strip clubs, swingers clubs, escort services, strippers); general information about sex, non-pornographic in nature; genital piercing; adult products or greeting cards; information about sex not in the context of health or disease.
Deny	Cheating and plagiarism	Promoting cheating and selling written work, such as term papers, for plagiarism.

Welcome to the internet VPN user guide

Overview

Buying internet VPN >

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Service configurations >

Support

Config	Category	Description
Deny	Illegal drugs	Information about recreational drugs, drug paraphernalia, drug purchase and manufacture.
Deny	Alcohol	Alcohol as a pleasurable activity; beer and wine making, cocktail recipes; liquor sellers, wineries, vineyards, breweries, alcohol distributors. Alcohol addiction is classified as “health and nutrition.” Bars and restaurants are classified as “dining and drinking.”
Deny	Entertainment	Details or discussion of films; music and bands; television; celebrities and fan websites; entertainment news; celebrity gossip; entertainment venues. Compare with the “arts” category.
Deny	Sports and recreation	All sports, professional and amateur; recreational activities; fishing; fantasy sports; public parks; amusement parks; water parks; theme parks; zoos and aquariums; spas.
Deny	Pornography	Sexually explicit text or depictions. Includes explicit anime and cartoons; general explicit depictions; other fetish material; explicit chat rooms; sex simulators; strip poker; adult movies; lewd art; web-based explicit email.
Deny	Social networking	Social networking.
Deny	Sex education	Factual websites dealing with sex; sexual health; contraception; pregnancy.
Deny	Dating	Dating, online personals, matrimonial agencies.
Deny	Extreme	Material of a sexually violent or criminal nature; violence and violent behaviour; tasteless, often gory photographs, such as autopsy photos; photos of crime scenes, crime and accident victims; excessive obscene material; shock websites.
Deny	Gambling	Casinos and online gambling; bookmakers and odds; gambling advice; competitive racing in a gambling context; sports booking; sports gambling; services for spread betting on stocks and shares. Websites dealing with gambling addiction are classified as “health and nutrition”. Government-run lotteries are classified as “lotteries”.
Deny	Nonsexual nudity	Nudism and nudity; naturism; nudist camps; artistic nudes.

Welcome to the internet VPN user guide

Overview

Buying internet VPN



Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

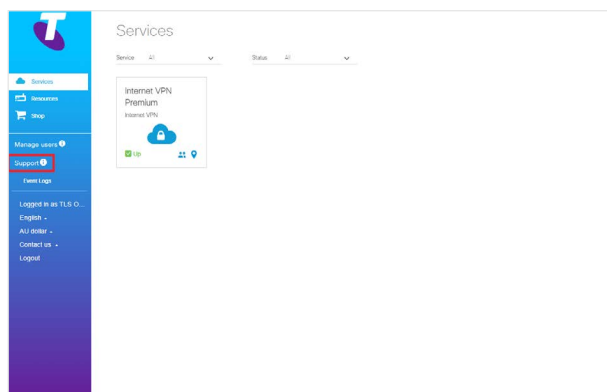
Support



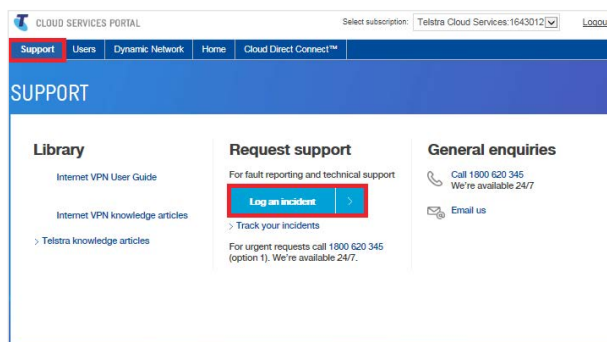
Support

If your service isn't working, first check if the site device's serial number has been entered correctly in the portal under Devices, and if the site device lights are on.

If your service is still isn't working, click on the Support link from the Dynamic Network Portal, which will take you to the **Cloud Services Portal** support page.



Support Link via Dynamic Network Portal

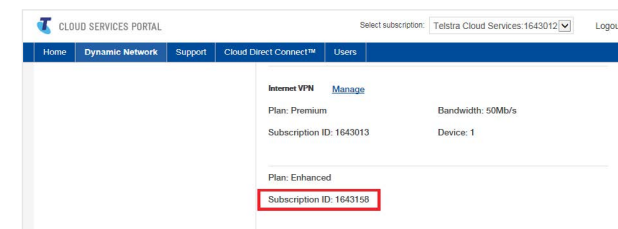


Support Page in Cloud Services Portal

You can log an incident or if your issue is urgent, contact your Managed Service Desk via email at **cloudservicesupport@online.telstra.com.au** or call 1800 620 345 and quote your subscription ID. We're available 24/7.

Please have the following information ready when you contact us:

- What has changed since the last time it worked?
- Has the service worked before? Or is this a new service?
- What is the problem related to? For example, site device set up or remote access
- Subscription ID – you can find this in the Dynamic Network section of the **Cloud Services Portal**. See below.
- Site Device Serial Number (SN) – you can find this on the back of your site device(s)



Dynamic Network Page in Cloud Services Portal

Welcome to the internet VPN user guide

Overview

Buying internet VPN >

Setting up your site

Managing your service

Remote access administration

Remote access users

Web URL content filtering

Support >

LOG AN INCIDENT

Telstra Service Connect > Log an incident

ⓘ

If your issue is urgent or high priority, please call your Managed Service Desk on 1800 620 345

This incident is affecting

More information

John Smith

Briefly describe your issue:

A major site at 400 George Street, Sydney is down. My service subscription ID is 1643400

What impact is this issue having?

This is impacting multiple people

Product or Service:

Dynamic Network

Technology or Models :

Telstra Internet.VPN Subscription

Select the affected item:

Optional Information

Additional information or steps to reproduce the issue:

More information

Device at

Attach a file (eg. screenshot)

Attach

Submit