

# My Services

## User Guide

Version 1, April 2004

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## My Services

This user guide will give you an overview of the features and functionalities of My Services. Access is based on your subscription to Telstra services.

### 1 About My Services

My Services provides statistic and reporting functions from both a network and individual service perspective. It allows the user to observe SLA parameters over any given time interval. It also allows for modification of basic service parameters for some products.

Data is presented in either table or graph format and the reporting intervals are configurable.

My Services currently supports the following Telstra products:

- Global IP Virtual Private Network (Global IP VPN)
- Global Frame Relay (GFR)
- Global ATM (GATM)
- Global Internet Direct (GID)

The user will be able to access this system in a convenient way through a single sign-on. Please contact your Telstra Account Manager if you are unable to view services or believe some services are missing.

Below is a summary of the specific features for respective products.

#### 1.1 Global IP VPN

- **Traffic Reports**
  - Throughput on a per port/service basis
  - 5 minute polling data or daily summary of a specified period
  - Table or graph format
- **Network Performance SLA Reports**
  - Daily N\*N Matrix (PoP to PoP Location Report). Parameters reported are: Jitter, Latency and Packet Loss
  - On a per Class of Service (CoS) basis
- **Site to Site** report providing indicative current network performance
  - Parameters reported are RTD, LOSS and Jitter
  - On a per Class of Service (CoS) basis
- **Looking Glass**
  - Node Test - real-time statistics between Telstra nodes (On-Net)
  - Node to Host Test - reach-ability from a Telstra POP to a given host

## 1.2 Global Frame Relay

- **Traffic Reports**

*Daily Reports:*

- Usage, daily traffic, total and CIR, A – B & B – A
- Busiest Day by hour
- Utilisation - % utilisation based on CIR

*Hourly reports:*

- Usage, hourly traffic, total or CIR, A - B & B - A
- Utilisation - % utilisation based on CIR

- **SLA Reports**

- RTD, Round Trip Delay (msec)
- DDR, Data Delivery Ratio (%)

## 1.3 Global ATM

- **Traffic Reports**

*Daily Reports:*

- Usage, Daily traffic, Total and Guaranteed, A – B & B – A
- Busiest Day by hour
- Utilisation - % utilisation based on SCR or PCR

*Hourly Reports*

- Usage, hourly traffic, Total and Guaranteed, A - B & B – A
- Utilisation - % utilisation based on SCR or PCR

- **SLA Reports**

- DDR, Data Delivery Ratio (%)
- CTD, Cell Transfer Delay (msec)
- Availability (%)

## 1.4 Global Internet Direct

- **Traffic Reports**

- Throughput on a per port/service basis
- 5 minute polling data or daily summary of a specified period
- Table or graph format

- **Network Reports** (latency, packet loss)

- Regional and PoP-PoP, table format
- Daily, Weekly and Monthly summary

- **Looking Glass**

- Node Test - real-time statistics between nodes (On-Net)
- Node to Host Test – reach-ability from a POP to a given host
- Node to Host Trace - network path from a POP to a given host

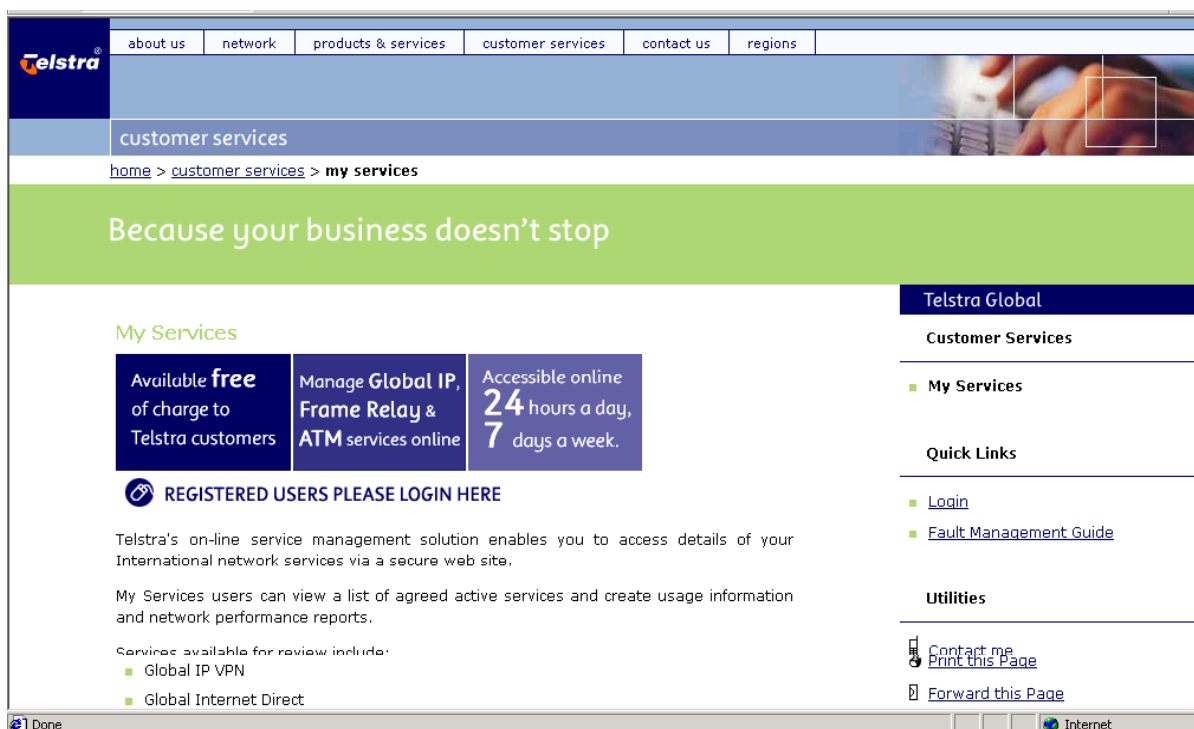
## 2 Accessing My Services via the Internet

When you logon to My Services via the Internet you will be asked to enter your My Services username and password on the My Services Home Page.

### 2.1 Logging into My Services

*Logging into My Services:*

1. Enter URL into your web browser – <http://myservices.telstraglobal.com>
2. My Services introduction screen is displayed.
3. Select Login option
4. Enter your Login ID.
5. Enter your Password.
6. Click the **Login** button.
7. Accept Terms and Conditions
8. You are logged into My Services, and are presented with the **My Services Home Page**



**Figure 1 – My Services Introduction screen**



Figure 2 – My Services Login screen

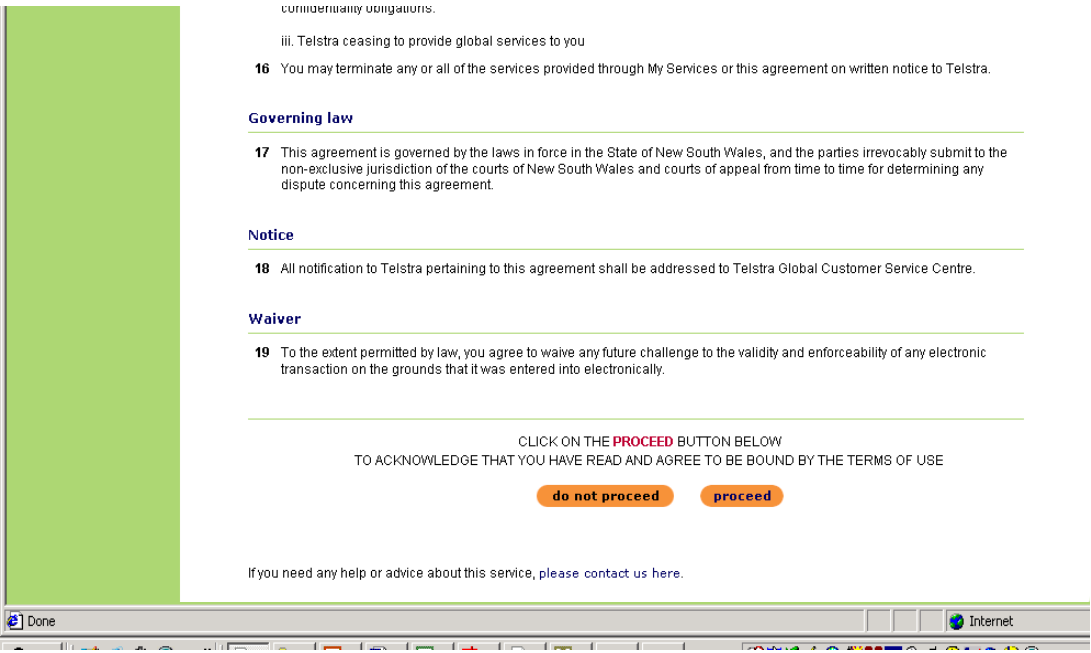


Figure 3 – Terms Of Use screen

### 3. My Services Product Selection

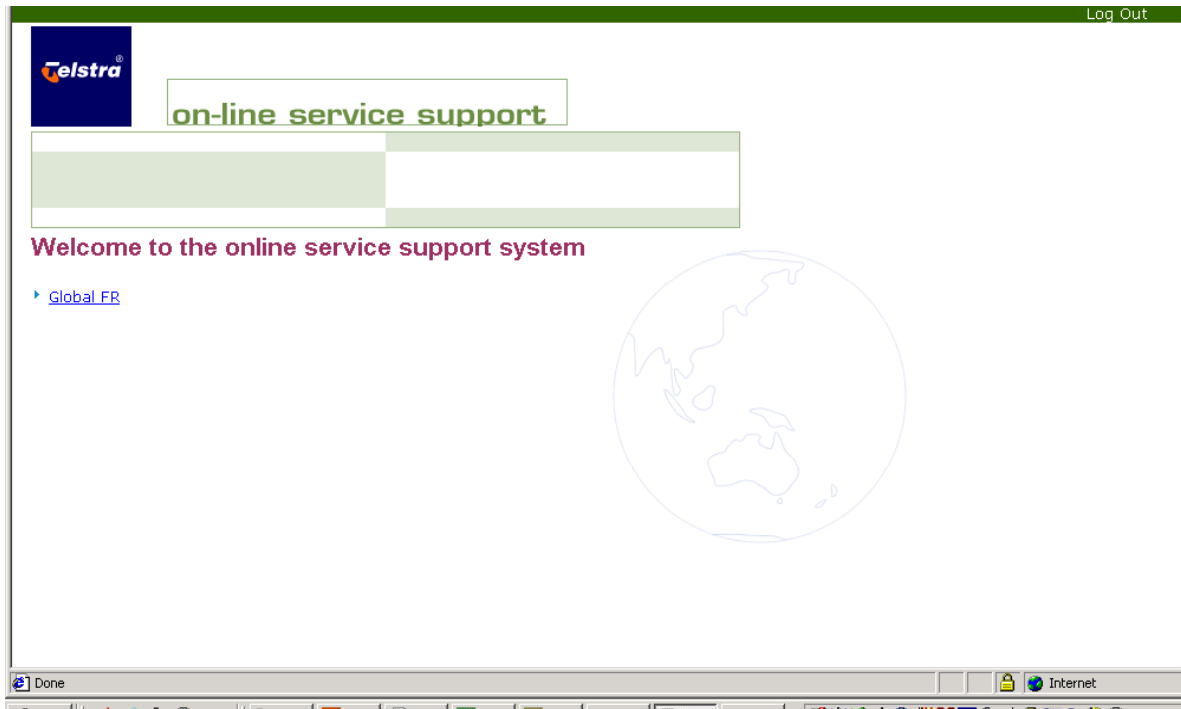


Figure 4 – My Services Product Selection

- **My Services Product page** contains a list of products that have been leased by the customer and for which performance reports can be made and viewed.
- A **log out** option is also available in the top right hand corner of the screen

**Note:** When you **Log Out** of My Services, **My Services Login** screen will display.

### 3 Selecting a Product

Depending upon your access, the **My Services Home Page** will display a link to the different products that you subscribe to, i.e. GIP VPN, GFR, GATM, GID.

1. Select the appropriate product link
2. The specific **Product Home Page** will display, e.g GFR Product Home

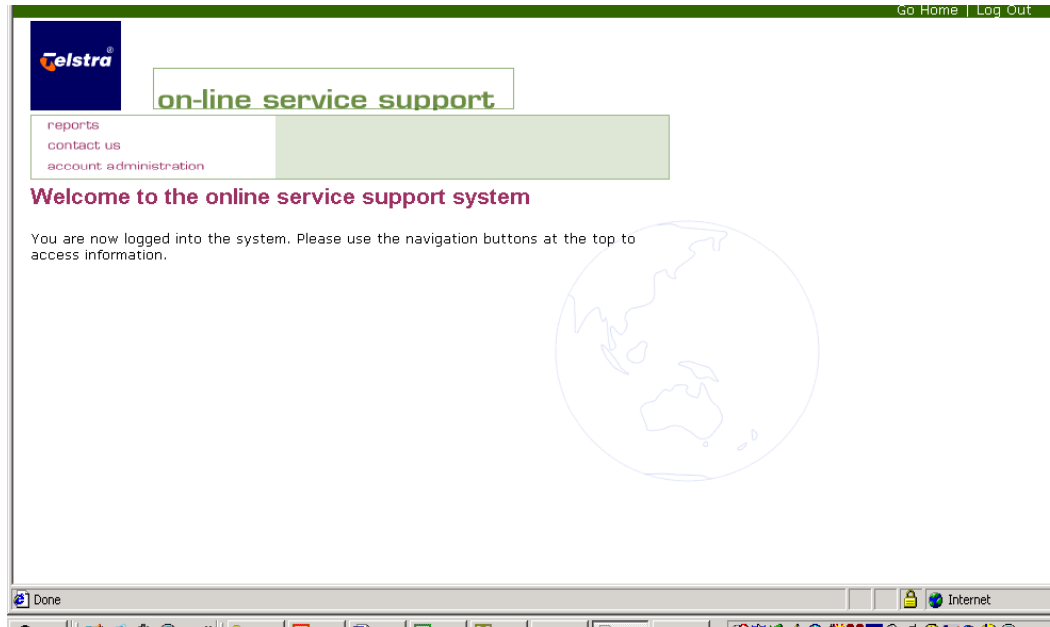


Figure 5 – GFR Product Home Page

#### 3.1 The Product Home Page

The **Product Home Page** provides links on the **Menu bar** to various My Services functionality:

**Note:** Depending on what product you have selected in My Services, some or all of this functionality may or may not be available.

- **Reports** – allow you to extract Traffic, Network reports, SLA reports etc. (Global IP VPN, GFR, GATM, and GID).
- **Contact Us** – contact details for Telstra to assist with fault inquiries or My Services support.
- **Account Administration** –enables you to change passwords

## 4 Reports (Global IP VPN, GFR, GATM, and GID)

Different reports can be accessed from the **Reports** menu in My Services. Some of the reports that are available include:

- **Traffic reports**
- **Network reports**
- **SLA reports**
- **N\*N reports (PoP to PoP reports)**
- **Site to Site reports**
- **Outage reports**

**Note:** The reports that are available vary depending on the products you subscribe to with Telstra.

The **Reports** functionality allows you to view reports for your Telstra service.

After selecting your required product (Global IP VPN, GFR, GATM and GID) select the required report type from the Reports menu.

## 4.1 Traffic Reports (Global IP VPN, GFR, GATM, and GID)

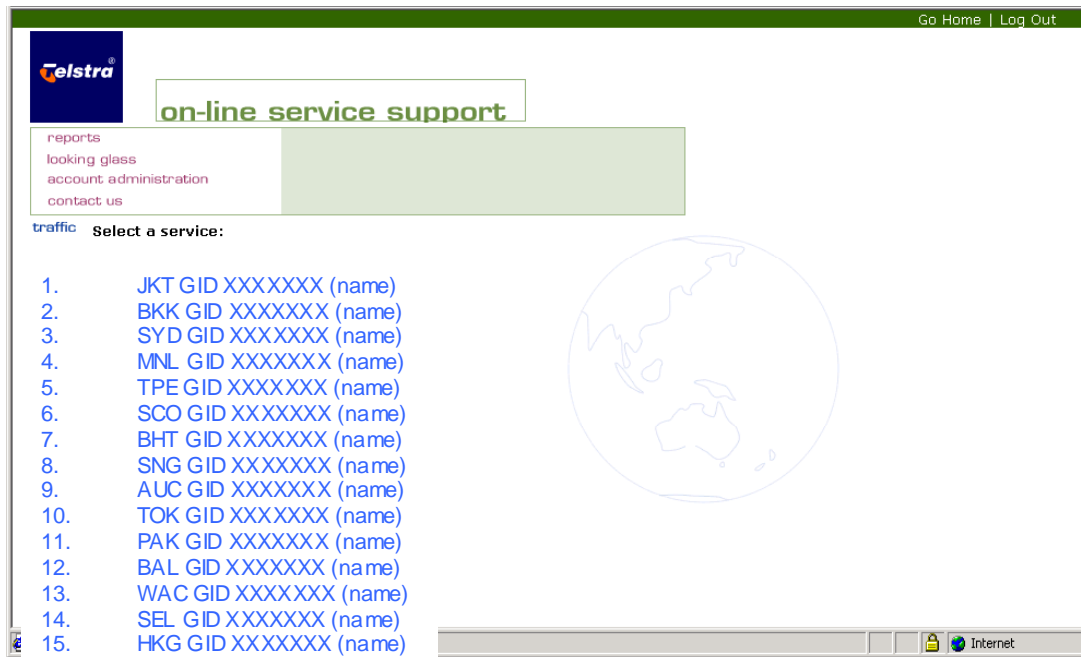
Traffic reports give you the ability to extract near real-time data on your network service with Telstra.

Reports include:

- Daily
- Hourly
- Summary

To view Traffic Reports:

1. Select **Traffic Report** from the **Reports** menu bar. The **Select a Service** screen is displayed.



**Figure 6 – My Services – Select a Service screen**

2. Select a service by clicking on the service code hyperlink. The **Report Selection** screen is displayed.
3. You can select **Daily** reports, **Hourly** reports or a **Summary** Report. You must also select a date frame for the report.

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**traffic** Traffic report for JKT GID 50002 (ISMARS) (pausrwit21422)

Service Code: JKT GID 50002 (ISMARS) (pausrwit21422)

**Data Type:**  
 Daily Summary  
 5 Minute Polling Data

**Report Type:**  
 Table  
 Graph

**From:**  
 Day Month Year  
 1 Jan 2004

**To:**  
 Day Month Year  
 1 Jan 2004

Generate Data Report Clear

**Figure 7 –My Services – Traffic Report Selection screen**

#### 4.1.1 Daily Reports

When **Daily** is selected three reports are viewable:

- Usage Report
- Busiest Day
- Daily Utilization

*To run the Daily Report:*

1. Select **Daily Summary** from the **Data Type** selection.
2. Select **Graph** from the **Report Type** section
3. Select a **From** and **To** date range.
4. Click the **Geneate Data Report** button. The three reports will display.

### 4.1.1.1 Usage Report

Usage in Cells is displayed for the service selected in each direction of the PVC.

- Guaranteed Traffic A to B - traffic within SIR delivered in Cells from A to B
- Non - Guaranteed Traffic A to B - traffic exceeding SIR delivered in Cells from A to B
- Guaranteed Traffic B to A - traffic within SIR delivered in Cells from B to A
- Non - Guaranteed Traffic B to A - traffic exceeding SIR delivered in Cells from B to A

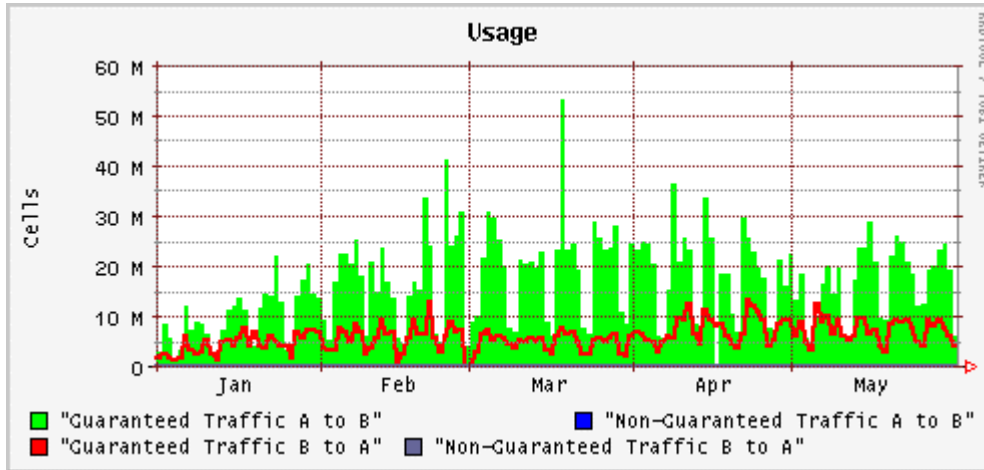


Figure 8 –My Services – Daily Reports – Usage

### 4.1.1.2 Busiest Day

The busiest day in the period selected is displayed by hour.

A line the equivalent to the PVC capacity is also displayed to show when traffic exceeds SIR.

The parameters are the hourly measures of those in 1.1.1

$$\text{Service SIR} = (\text{SCR or PCR}) * 3600/8$$

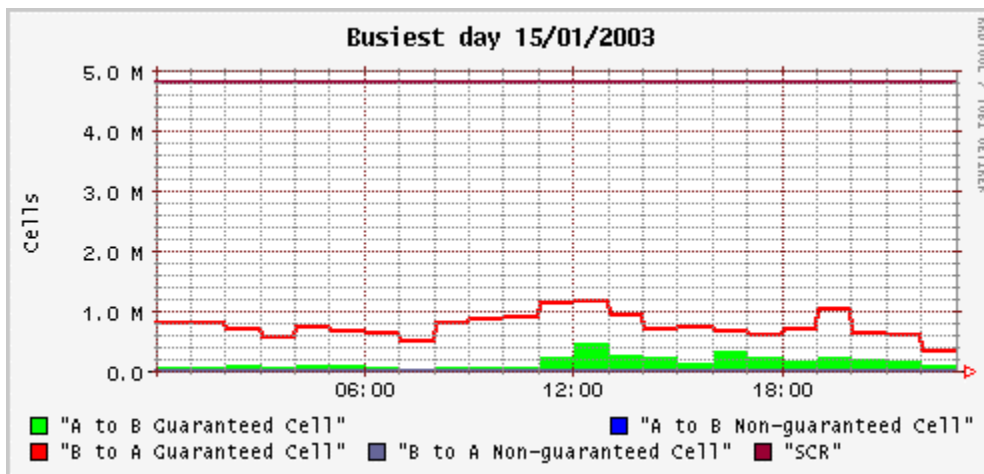


Figure 9 –My Services – Daily Reports – Busiest Day

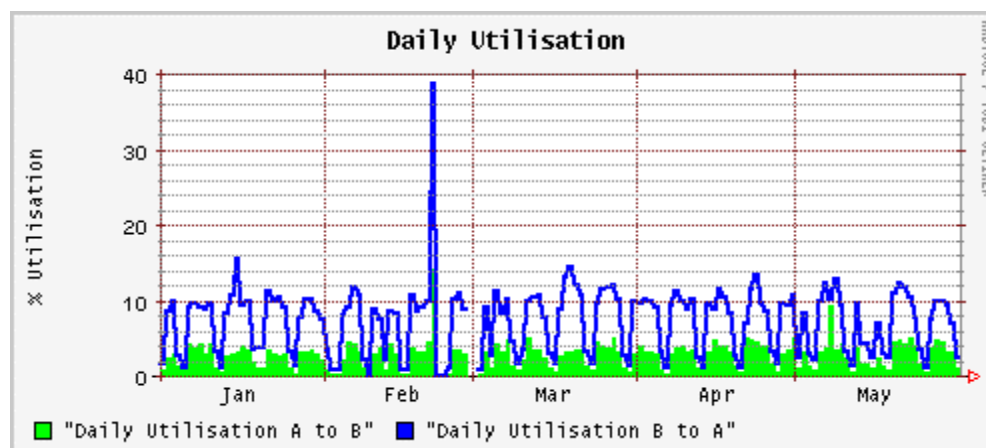
### 4.1.1.3 Daily Utilisation

Total traffic in each direction is displayed as a % of the PVC SCR or PCR

100% is equivalent to the service traffic running at the PVC rate for a day.

A to B utilisation = Total A to B traffic divided by equivalent daily PVC capacity

B to A utilisation = Total B to A traffic divided by equivalent daily PVC capacity



**Figure 10 –My Services – Daily Reports – Daily Utilisation**

### 4.1.2 Hourly Reports

When **Hourly** is selected two reports are viewable:

- Usage Report
- Hourly Utilization

**Note:** Hourly is **5 minute polling data** for Global IP VPN and GID. Hourly is **1 hour polling data** for GFR and GATM.

*To run the Hourly Report:*

1. Select **5 Minute Polling Data** from the **Data Type** selection.
2. Select **Graph** from the **Report Type** section
3. Select a **From** and **To** date range.
4. Click the **Generate Data Report** button. The two reports will display.

### 4.1.2.1 Usage Report

Total traffic and traffic within SIR is displayed for each direction on an hourly basis.

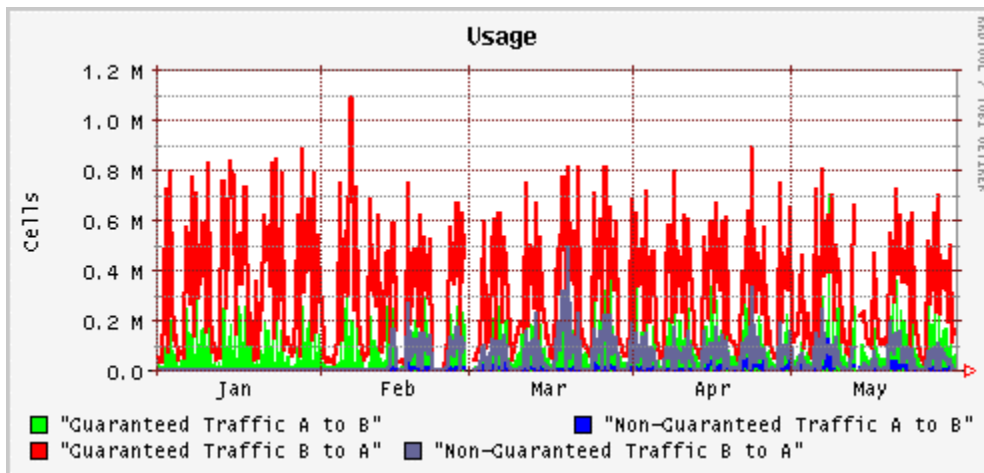


Figure 11 –My Services – Hourly Reports – Usage

#### 4.1.2.2 Hourly Utilization

Total traffic in each direction is displayed as a % of the PVC capacity  
 100% is equivalent to the service traffic running at the PVC rate for an hour.

A to B utilisation = Total A to B traffic divided by equivalent hourly PVC capacity

B to A utilisation = Total B to A traffic divided by equivalent hourly PVC capacity

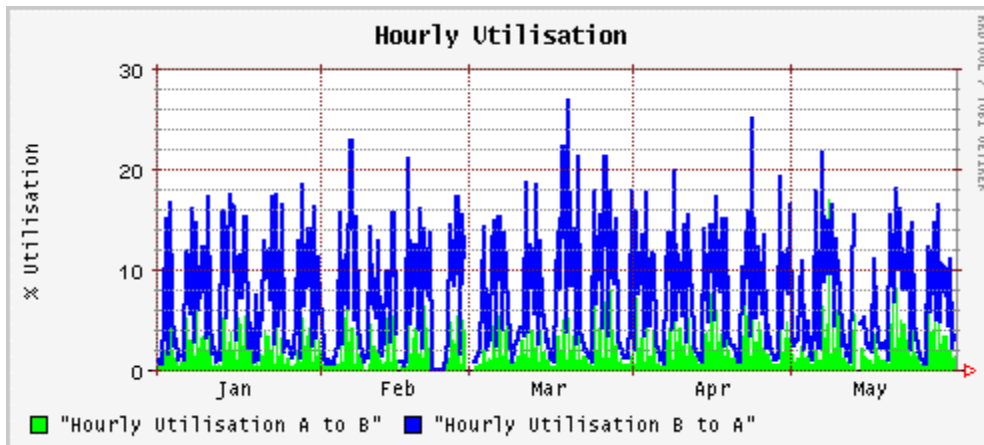


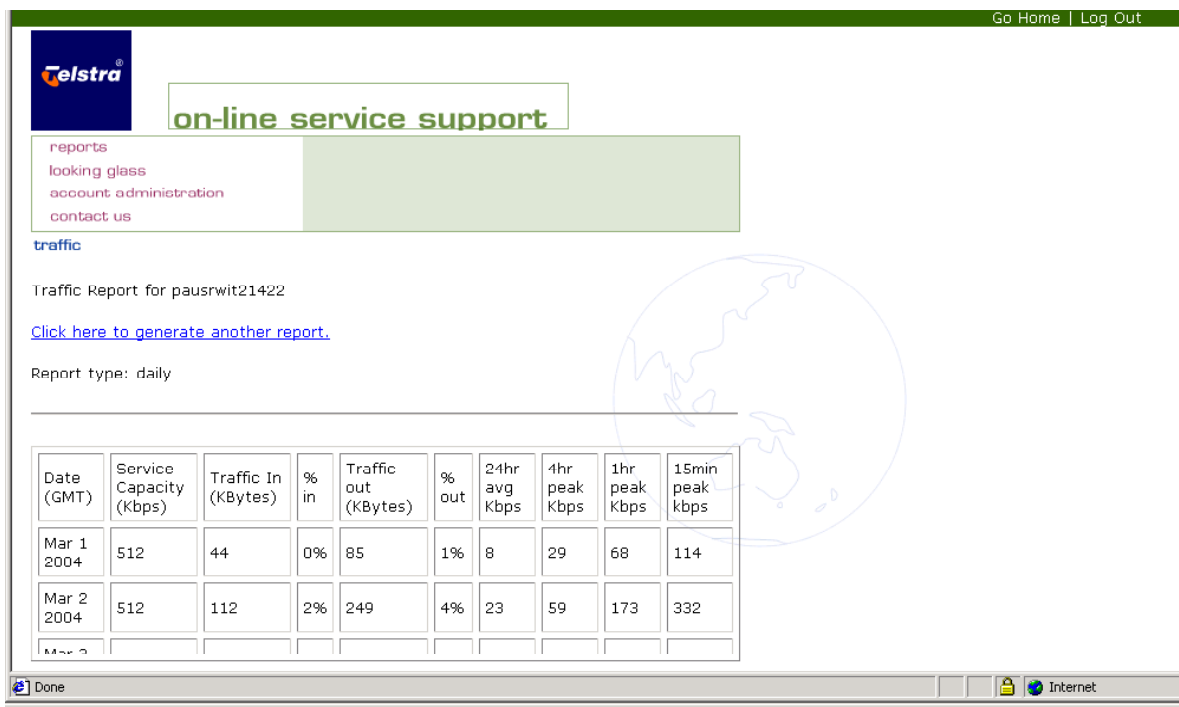
Figure 12 –My Services – Hourly Reports – Hourly Utilisation

### 4.1.3 Summary Table

A summary of the traffic data can be obtained using the table option for the dates selected. The tabular data report provides a tabular representation of the traffic summary for the period selected using either the 5-minute sample or the daily sample data.

To run a summary report for traffic data:

1. Select either Daily Summary OR 1 hour Polling Data (5 Minute Polling Data) from the Data Type selection.
2. Select **Table** from the **Report Type** section
3. Select a **From** and **To** date range.
4. Click the **Generate Data Report** button.



Date (GMT)	Service Capacity (Kbps)	Traffic In (KBytes)	% in	Traffic out (KBytes)	% out	24hr avg Kbps	4hr peak Kbps	1hr peak Kbps	15min peak kbps
Mar 1 2004	512	44	0%	85	1%	8	29	68	114
Mar 2 2004	512	112	2%	249	4%	23	59	173	332
Mar 3 2004									

Figure 13 – My Services – Traffic Report – Summary

## 4.2 Network Reports (GID only)

The **Network Reports** provide you with a snapshot of the current performance levels of the Telstra global network. The Network Report is only available for GID.

*To run a Network Report:*

1. Select **Network Report** from the **Reports** menu bar. The **Network Report** is displayed.

The Telstra Global Network is measured through a system that continuously polls the network. The measurement metric is taken from averaging edges of the Telstra core network to other edges of the core network.



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The figures contained in this report are intended to give an indicative view of the current network performance. The figures in the report are for information only. If you have a query relating to your service, please contact your Account Manager.

Report generated on Fri Apr 2 02:58:29 2004 GMT

Hong Kong to Asian Countries	Hong Kong to Australia	Trans-Pacific	Trans-Atlantic	Domestic US	Hong Kong to India
HK-Singapore HK-Korea HK-Japan HK-Taiwan HK-China	HK-Sydney HK-Perth	HK-Palo Alto Perth-Palo Alto Sydney-Los Angeles Tokyo-Los Angeles	London-New York	Palo Alto-New York Palo Alto-Washington DC Palo Alto-Chicago Los Angeles-New York Los Angeles-Washington DC Los Angeles-Chicago Los Angeles-Palo Alto	HK-Mumbai

**Figure 14 – My Services – GID Network Report**

### 4.3 SLA Reports (GFR & GATM)

SLA reports give you the ability to extract SLA data for your network service. The reports can be displayed in a graph format or a summary table

Reports include:

- Data Delivery Ratio graph
- Cell Transfer Delay graph
- Availability graph
- Summary table

To view SLA Graph reports:

1. Select **SLA Report** from the **Reports** menu bar. The **Select a Service** screen is displayed.
2. Select a service by clicking on the service code hyperlink. The **SLA Report Selection** screen is displayed.

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sla SLA report for NJY NJY FR 50000 (217002017-16-217002015-21)

Service Code: NJY NJY FR 50000 (217002017-16-217002015-21)

**Data Type:**  
 Round Trip Delay, Data Delivery Ratio

**Report Type:**  
 Table  
 Graph

**From:**  
 Day Month Year  
 1 Mar 2004

**To:**  
 Day Month Year  
 2 Jan 2004

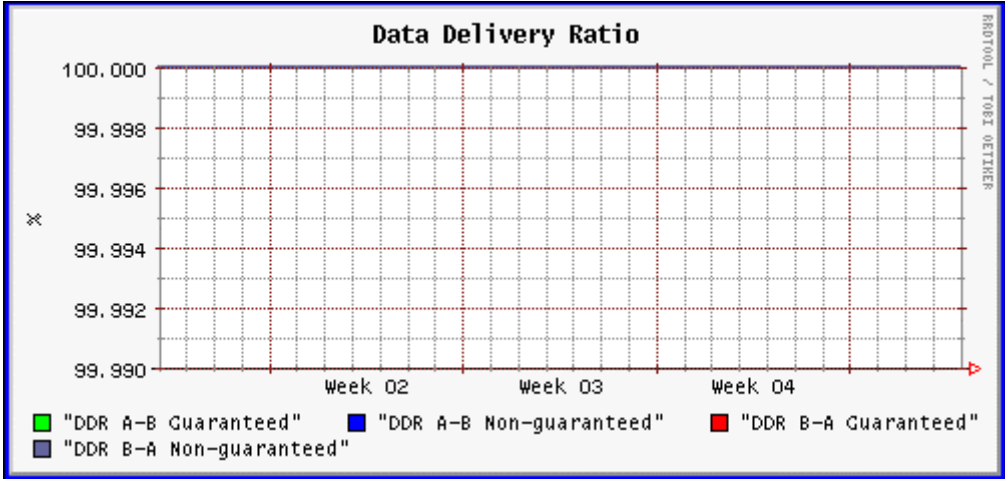
Generate Data Report | Clear

Done Internet

**Figure 15 – My Services – SLA Report Selection screen**

3. Select **Graph** from the Report Type section
4. Select a **From** and **To** date range.
5. Click the **Generate Data Report** button. The three reports will display.

### 4.3.1 Data Delivery Ratio

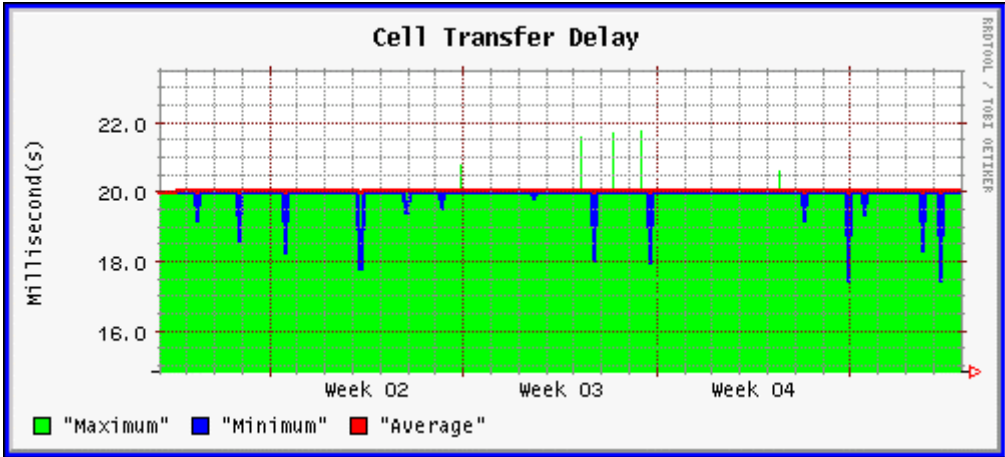


**Figure 16 –My Services – SLA Report – Data Delivery Ratio**

Using performance monitoring data from O&M cells the data sent is compared to data received on a PVC for each direction.

- DDR A-B Guaranteed = % of traffic within SCR delivered A-B
- DDR A-B Non-Guaranteed = % of traffic above SCR delivered A-B
- DDR B-A Guaranteed = % of traffic within SCR delivered B-A
- DDR B-A Non-Guaranteed = % of traffic SCR delivered B-A

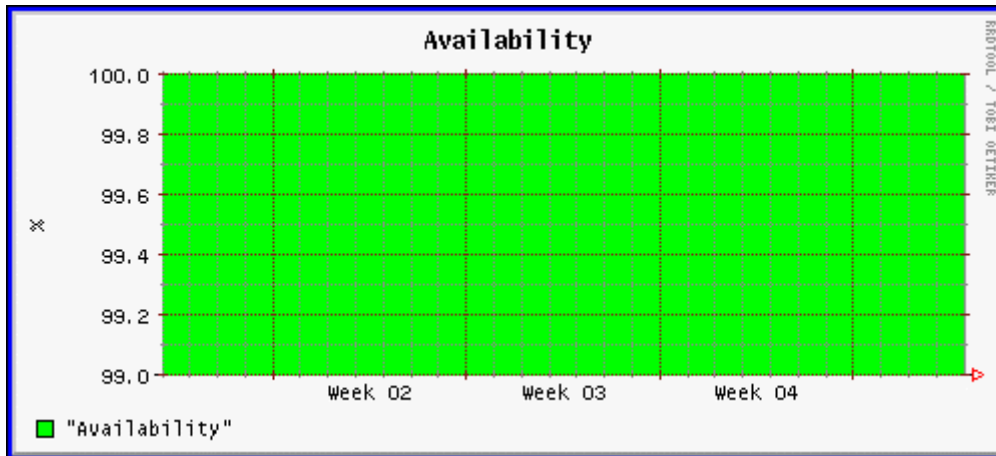
### 4.3.2 Cell Transfer Delay



**Figure 17 –My Services – SLA Report – Cell Transfer Delay**

CTD is measured using performance monitoring capability to collect the CTD from the PVC using 111 samples in an hourly interval.

### 4.3.3 Availability



**Figure 18 – My Services – SLA Report – Availability**

PVC are monitored and the duration that the PVC is available is compared to the time period of measurement to provide a guide to availability.

There are limitations to this measurement but an indication is provided where the PVC is in use.

#### 4.3.4 Summary

To run a SLA Summary report:

1. Select **SLA Report** from the **Reports** menu bar. The **Select a Service** screen is displayed.
2. Select a service by clicking on the service code hyperlink. The **SLA Report Selection** screen is displayed.
3. Ensure **Summary Table** is selected in the Report Type section
4. Select a **From** and **To** date range.
5. Click the **Generate Data Report** button. The Summary Report will display.



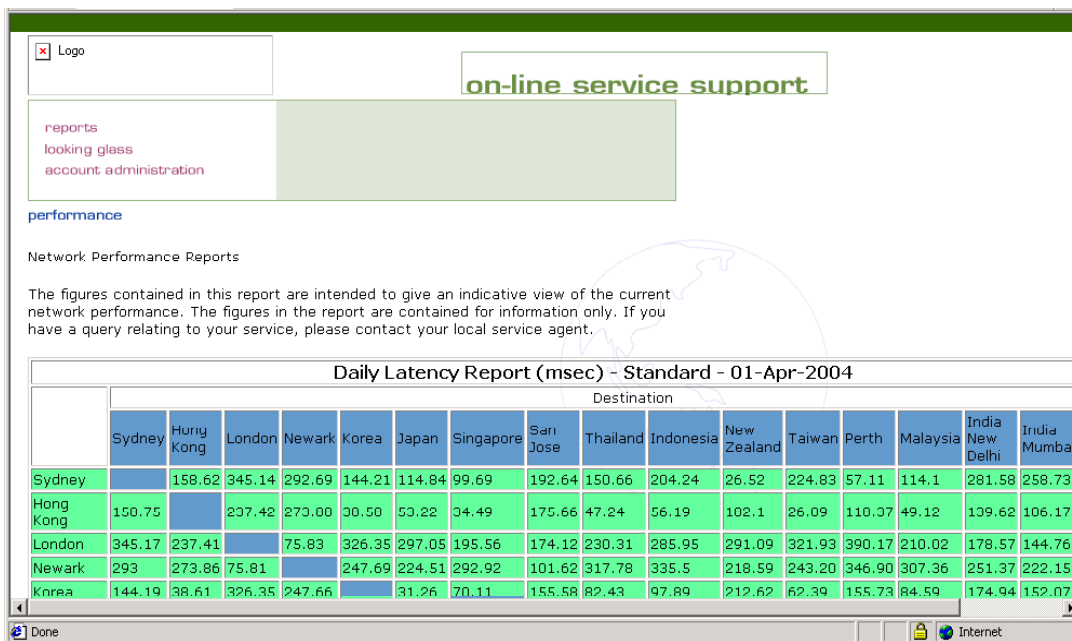
Figure 19 – My Services – SLA Report – Summary

#### 4.4 N\*N Report (PoP to PoP) (IP VPN only)

The N\*N Performance report for Global IP VPN is refreshed daily at GMT 08:00. You have the ability to look at the report on different days and also select the measurement and the CoS.

To view the N\*N Performance report:

1. Select **N\*N Report** from the **Reports** menu bar. The **N\*N Performance Reports** screen is displayed. The current report with today's data will display. You have the option to change the Measurement, CoS and Date.
2. Select the **Measurement**, i.e. Latency, Jitter, Packet Loss
3. Select **CoS**, i.e. Standard, Silver, Gold
4. Select the **Report Time**, i.e. Day, Month and Year
5. Click the **Go** button.
6. The updated data will generate in the report below.



The screenshot shows a web interface with a navigation menu on the left containing 'reports', 'looking glass', and 'account administration'. The 'reports' menu is selected. The main content area displays 'Network Performance Reports' and a disclaimer: 'The figures contained in this report are intended to give an indicative view of the current network performance. The figures in the report are contained for information only. If you have a query relating to your service, please contact your local service agent.'

The main report is titled 'Daily Latency Report (msec) - Standard - 01-Apr-2004'. It features a table with 'Destination' as the header for the columns. The data is as follows:

	Sydney	Hong Kong	London	Newark	Korea	Japan	Singapore	San Jose	Thailand	Indonesia	New Zealand	Taiwan	Perth	Malaysia	India New Delhi	India Mumbai
Sydney		158.62	345.14	292.69	144.21	114.84	99.69	192.64	150.66	204.24	26.52	224.83	57.11	114.1	281.58	258.73
Hong Kong	150.75		237.42	273.00	30.50	53.22	34.49	175.66	47.24	56.19	102.1	26.09	110.37	49.12	139.62	106.17
London	345.17	237.41		75.83	326.35	297.05	195.56	174.12	230.31	285.95	291.09	321.93	390.17	210.02	178.57	144.76
Newark	293	273.86	75.81		247.69	224.51	292.92	101.62	317.78	335.5	218.59	243.20	346.90	307.36	251.37	222.15
Korea	144.19	38.61	326.35	247.66		31.26	70.11	155.58	82.43	97.89	212.62	62.39	155.73	84.59	174.94	152.07

Figure 20 – My Services – N\*N Performance Report

## 5 Looking Glass (Global IP VPN and GID)

The Looking Glass section in My Services provides you with the ability to probe and test the Global Network. The following options are available:

1. **Telstra node test.** This allows you to obtain a measurement between two Telstra nodes, for example, USA Los Angeles to USA New York.
2. **Node to host test.** This allows you to obtain a measurement between a Telstra node and an external node.
3. **Node to host trace.** This allows you to obtain a trace of the route between a Telstra node and an external node.

After selecting your required product (Global IP VPN or GID) select the required option from the **Looking Glass** menu.

### 5.1.1 Node Test

The Telstra Node Test facility allows you to obtain measurements between two Telstra nodes.

*To run a Telstra Node Test:*

1. Select **Node Test** from the **Looking Glass** menu. The **Node Test** screen displays.

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[node to node test](#)

Telstra Node Test

This facility allows you to obtain real-time statistics between two Telstra nodes.

From:

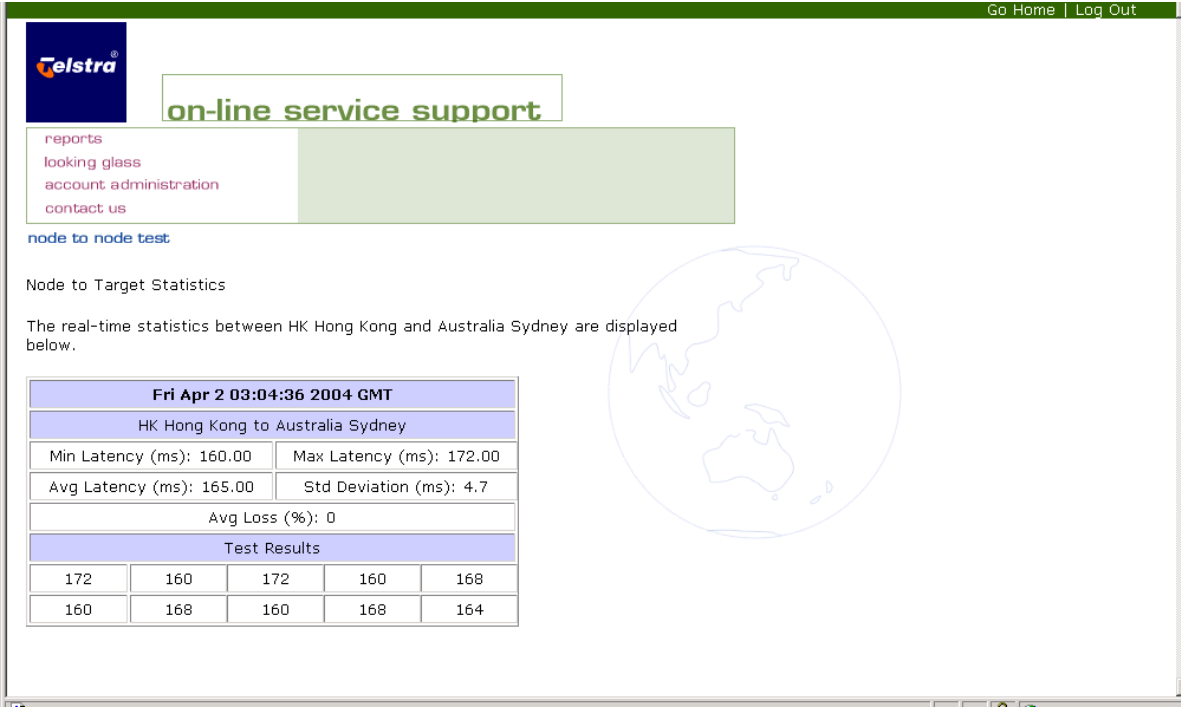
To:

**Figure 23 – My Services –Node Test**

2. Select a **From** node
3. Select a **To** node

4. Click the **Get Statistics** button. The **Node Test Results** screen displays.

My Services will then obtain a measurement between the two nodes in real-time to get a precise measurement of the network as it currently stands between the selected nodes. This metric may be imprecise given the nature of the routing network at any one time and is for information purposes only.



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Node to Target Statistics

The real-time statistics between HK Hong Kong and Australia Sydney are displayed below.

<b>Fri Apr 2 03:04:36 2004 GMT</b>				
HK Hong Kong to Australia Sydney				
Min Latency (ms): 160.00	Max Latency (ms): 172.00			
Avg Latency (ms): 165.00	Std Deviation (ms): 4.7			
Avg Loss (%): 0				
<b>Test Results</b>				
172	160	172	160	168
160	168	160	168	164

**Figure 24 – My Services – Node Test Results**

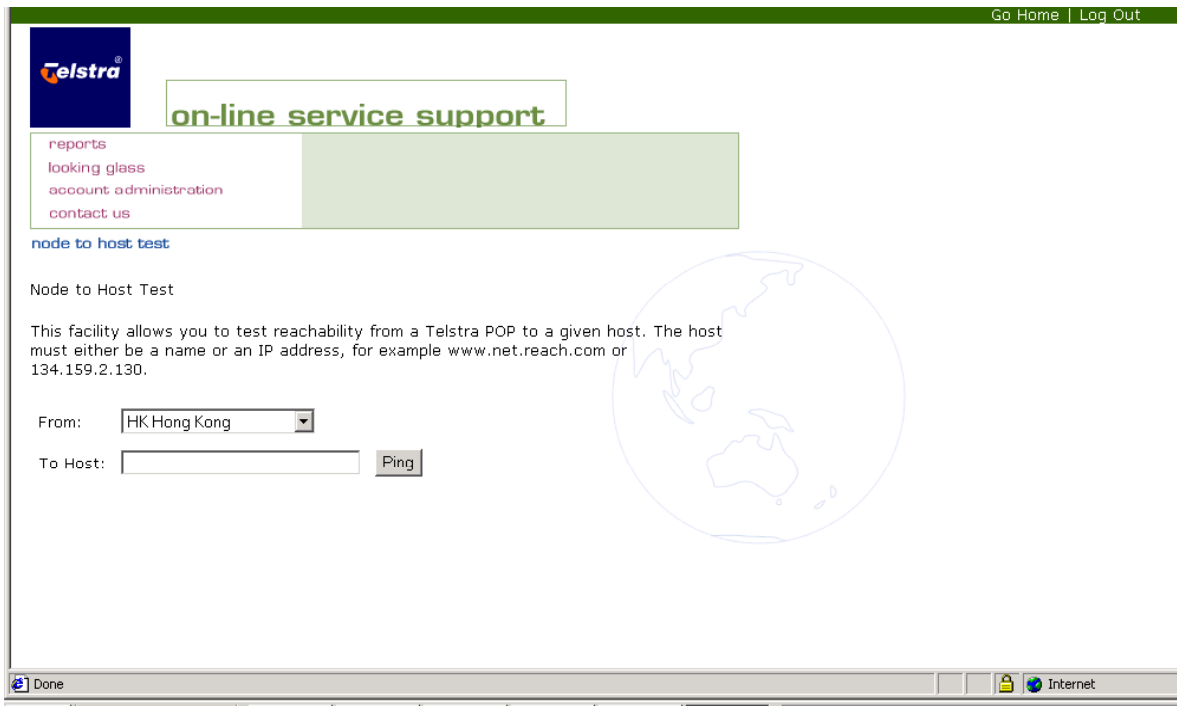
## 5.1.2 Node to Host Test

The **Node to Host** test allows you to **test** between a Telstra node and an external node.

**Note:** These reports may be erroneous if the external node is outside the Telstra network. In such cases, Telstra cannot vouch for or verify the integrity or accessibility of other providers' networks.

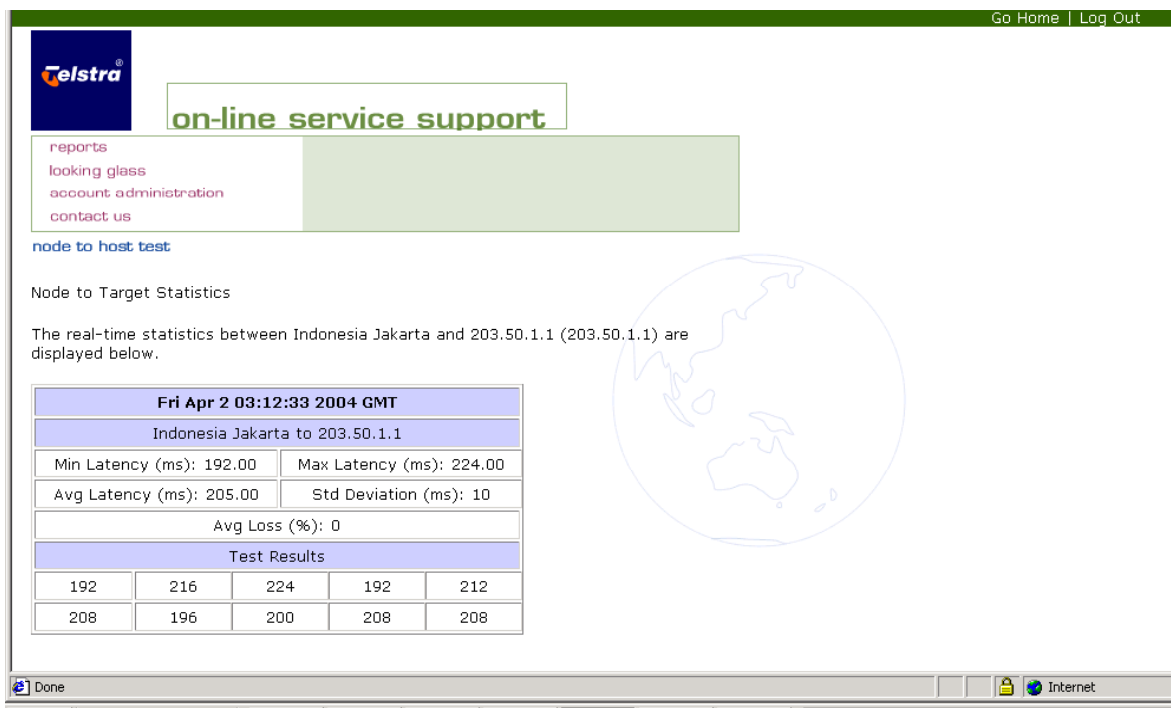
*To run a Telstra Node to Host Test:*

1. Select **Node to Host Test** from the **Looking Glass** menu. The **Node to Host Test** screen displays.



**Figure 25 – My Services – Node to Host screen**

2. Select a **From** node
3. Type in the **To Host**
4. Click the **Ping** button. The **Node to Host Test Results** screen displays.



**Figure 26 – My Services – Node To Host Test Results**

### 5.1.3 Node to Host Trace

The **Node to Host** trace allows you to **trace** between a Telstra node and an external node. **Note:** These reports may be erroneous if the external node is outside the Telstra network. In such cases, Telstra cannot vouch for or verify the integrity or accessibility of another provider's network.

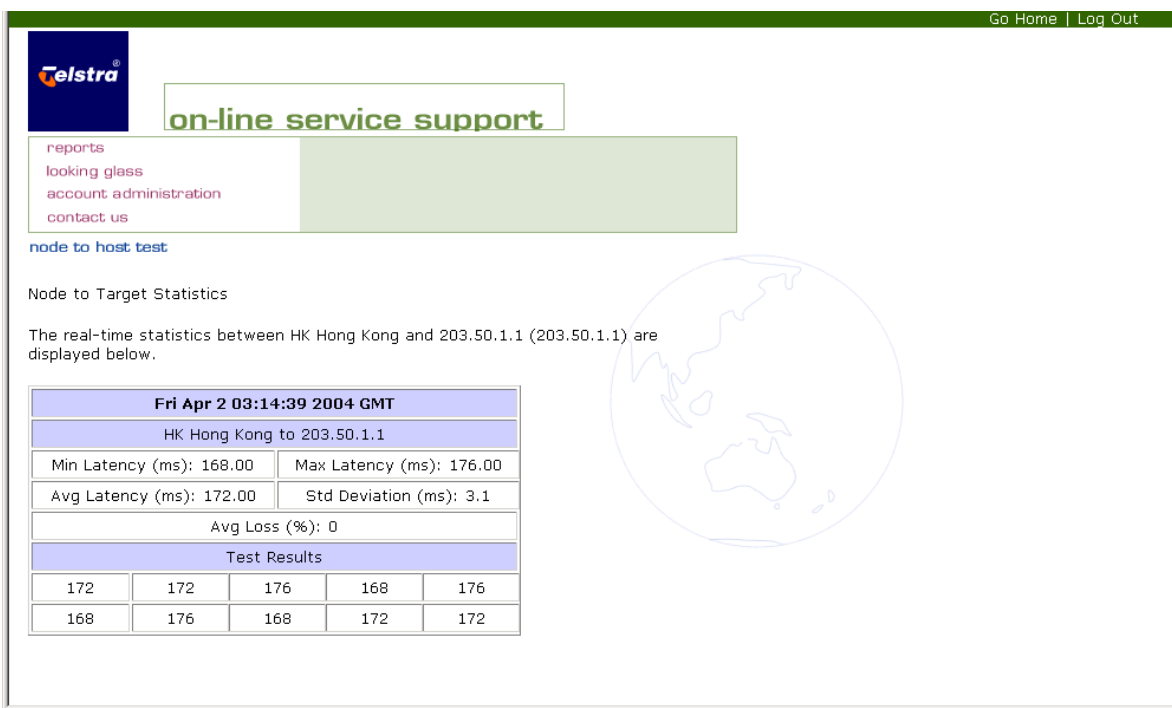
To run a Telstra Node to Host Test:

1. Select **Node to Host Trace** from the **Looking Glass** menu. The **Node to Host Trace** screen displays.



**Figure 27 – My Services – Node To Host Trace**

2. Select a **From** node
3. Type in the **To Host**
4. Click the **Trace** button. The **Node to Host Trace Results** screen displays.



**Figure 28 – My Services – Node To Host Trace Results**

## 6 Contact Us

**Contact Us** details can be accessed from any of the product screens, i.e. Global IP VPN, GFR and GID.

The **Contact Us** link is located on the top level menu bar.



**Figure 29 – My Services – Contact Us**

The **Contact Us** screen displays the **Global Customer Service Centre** contact numbers and email addresses.



**Figure 30 – My Services – Contact Us**

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