



IP Prefix and Route Management User Guide

April 2024



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Introduction

IP Prefix Management is an application that allows customers to view and change routing information for their GID and IP Transit services, such as maximizing load balancing of traffic across multiple links in the network. Customers can also manage their IP services by adding and deleting the routing information for internet services. Apart from updating the routing information, users can also view the route details. This guide assists Telstra Connect users in navigating and complete critical tasks that benefit the customer's business and provides tips to better utilize the application.

How to access IP Prefix Management

Telstra Connect Login

All customers who have IPT and GID services can access the IP Prefix Management capability in Telstra Connect.

This section describes how to login into Telstra Connect and access IP Prefix Management.

Step 1: Log in to Telstra Connect

Log in to Telstra Connect via <https://connectapp.telstra.com> and enter your username, which is the email address you created your Telstra Connect account with.

Sign in to Telstra Connect

Username

This may be the email address you receive Telstra Connect communications from, the email address you provided when you created your Telstra Connect account, or your company email address.

Remember username

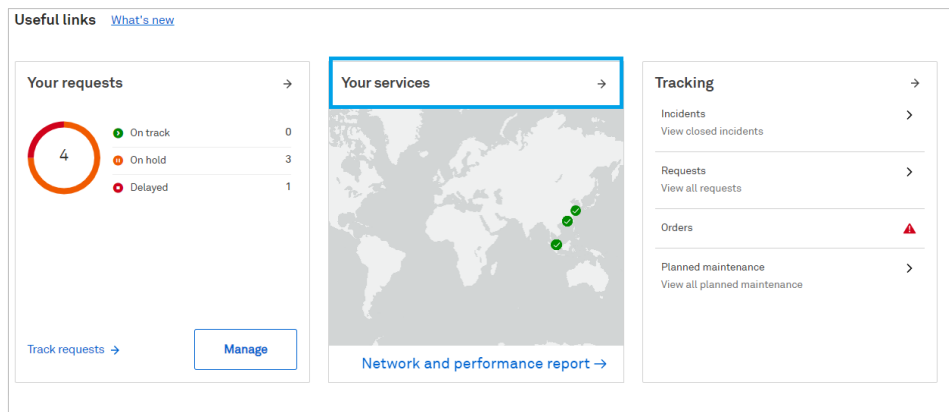
If you tick this box we'll remember your username. Leave it unticked if you're using a public or shared device.

[Next](#)

[Get Telstra Connect access](#)

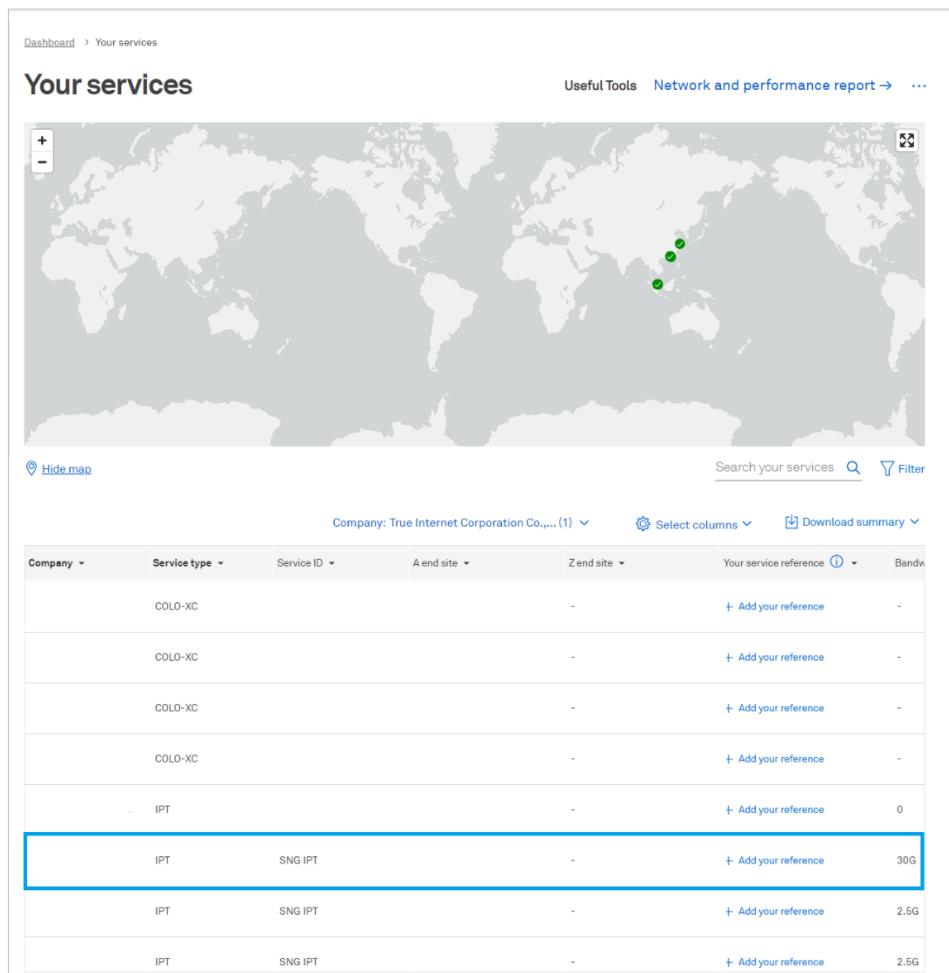
Step 2: Navigate to IP Prefix Management

A. Click on the 'Your services' tile.



The screenshot shows a dashboard with several tiles. The 'Your services' tile is highlighted with a blue border. It contains a world map with three green location markers in the Asia-Pacific region and a link for 'Network and performance report'. Other tiles include 'Your requests' with a status summary (4 on track, 3 on hold, 1 delayed) and a 'Manage' button, and a 'Tracking' section with links for Incidents, Requests, Orders, and Planned maintenance.

B. Select the relevant IPT or GID service from the list.



The screenshot shows the 'Your services' page. At the top, there is a world map with three green location markers. Below the map is a search bar and a filter icon. The main content is a table of services. The table has columns for Company, Service type, Service ID, A end site, Z end site, Your service reference, and Bandwidth. The row for 'SNG IPT' with a bandwidth of 30G is highlighted with a blue border.

Company	Service type	Service ID	A end site	Z end site	Your service reference	Bandwidth
True Internet Corporation Co.,...	COLO-XC				+ Add your reference	-
True Internet Corporation Co.,...	COLO-XC				+ Add your reference	-
True Internet Corporation Co.,...	COLO-XC				+ Add your reference	-
True Internet Corporation Co.,...	COLO-XC				+ Add your reference	-
True Internet Corporation Co.,...	IPT				+ Add your reference	0
True Internet Corporation Co.,...	IPT	SNG IPT			+ Add your reference	30G
True Internet Corporation Co.,...	IPT	SNG IPT			+ Add your reference	2.5G
True Internet Corporation Co.,...	IPT	SNG IPT			+ Add your reference	2.5G

C. Click on the 'Route management' tile under Network configuration. You will be redirected to the Route Management and IP prefix management landing page.

Dashboard > Your services

SNG IPT

Service information

Account Name

Account ID

A end site address

Service ID

Product
IPT

Bandwidth

Contract terms (months)


Charge frequency

Details [Create incident →](#)

Incidents (0) ↓

Planned maintenance (0) ↓

Network configuration



Route management
ASG

Useful tools

Network and performance reports →

IP route and domain management →

- D. On the Route Management page, you will be able to view the Route table for the ASN you select and the services under the selected ASN. You can view, add, or delete prefixes from this page.

Telstra Connect / Your services / Route management /

Route management

Manage your network route prefixes

Select autonomous system number (ASN)

AS:

Services under this ASN

Route table

Showing active prefixes for selected ASN.

[Add prefixes](#)

Filter IPv4 IPv6

Search prefix

[Export table](#) [Delete prefixes](#)

Service ID	Network prefix	Protocol type	Active since	Action
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	173.240.14.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	89.33.194.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	193.29.50.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	91.246.172.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	154.18.68.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	194.59.248.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	66.116.96.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.204.184.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	208.86.111.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.73.46.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	185.86.12.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	188.0.0.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	45.67.152.0/23	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	5.181.32.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	122.8.32.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	45.147.168.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	36.255.160.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	188.209.224.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	204.174.113.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	89.23.89.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	188.200.250.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	202.150.6.0/23	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	77.111.206.0/23	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.115.142.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete

1-25 of 6833 Items per page 25

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View prefix

From the Route management page, you can:

- View the prefix
- Filter the route table by protocol type
- Search prefixes
- Export the table to a CSV file

Telstra Connect / Your services / Route management /

Route management

Manage your network route prefixes

Select autonomous system number (ASN)

AS:

Services under this ASN

Route table

Showing active prefixes for selected ASN.

[Add prefixes](#)

Filter: IPv4 IPv6

Search prefix:

[Export table](#) [Delete prefixes](#)

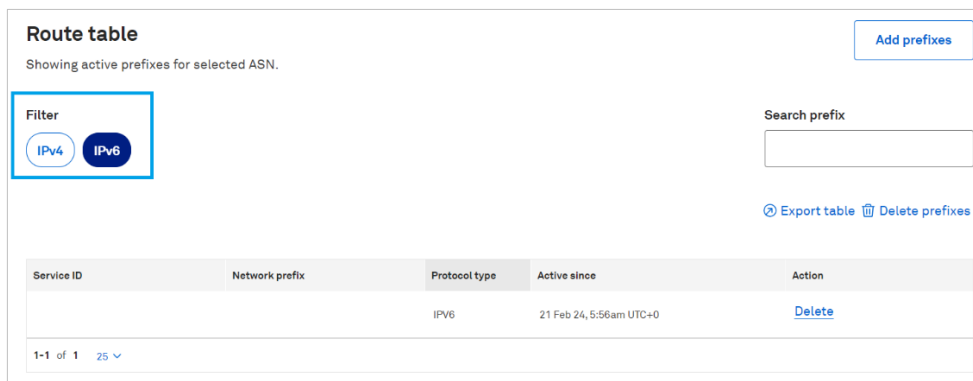
Service ID	Network prefix	Protocol type	Active since	Action
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	173.240.14.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	89.33.194.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	193.29.50.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	91.246.172.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	154.18.68.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	194.59.248.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	66.116.96.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.204.184.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	208.86.111.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.73.46.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	185.86.12.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	188.0.0.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	45.67.152.0/23	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	5.181.32.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	122.8.32.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	45.147.168.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	36.255.160.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	188.209.224.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	204.174.113.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	89.23.89.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	198.200.250.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	202.150.6.0/23	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	77.111.206.0/23	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.115.142.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete

1-25 of 6833 items per page 25

← Previous 1 2 ... 273 274 Next →

Filter the Route table

You can filter the Route table by protocol type by selecting either IPv4 or IPv6 in the filter selection at the top left of the page.



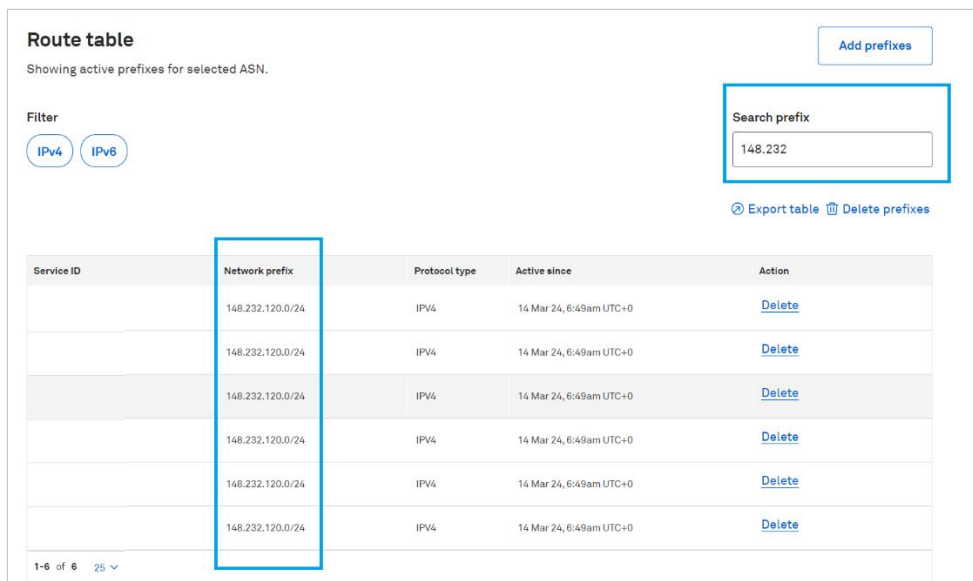
The screenshot shows the 'Route table' interface. At the top left, there is a 'Filter' section with two buttons: 'IPv4' and 'IPv6'. The 'IPv6' button is selected and highlighted with a blue border. To the right of the filter is a 'Search prefix' input field. Below the filter and search fields are links for 'Export table' and 'Delete prefixes'. The main table has the following data:

Service ID	Network prefix	Protocol type	Active since	Action
		IPv6	21 Feb 24, 5:56am UTC+0	Delete

At the bottom left, there is a pagination indicator: '1-1 of 1 25'.

Search prefix

You can search the Route table by entering the full or partial Network prefix value in the 'Search prefix' box at the top right of the page.



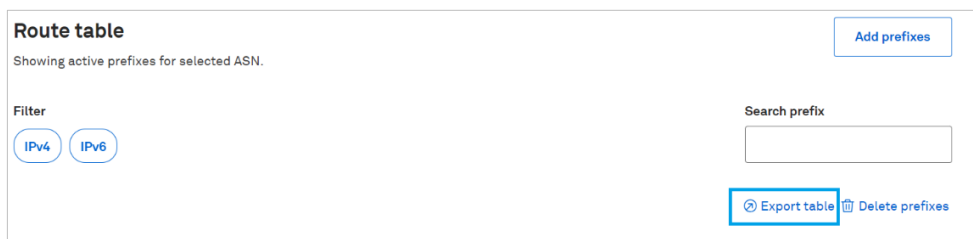
The screenshot shows the 'Route table' interface with the 'Search prefix' input field highlighted by a blue border. The input field contains the text '148.232'. The table below shows the results of the search:

Service ID	Network prefix	Protocol type	Active since	Action
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	148.232.120.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete

At the bottom left, there is a pagination indicator: '1-6 of 6 25'.

Export table

You can download the Route table in CSV format by clicking the 'Export table' link below the 'Search prefix' box.

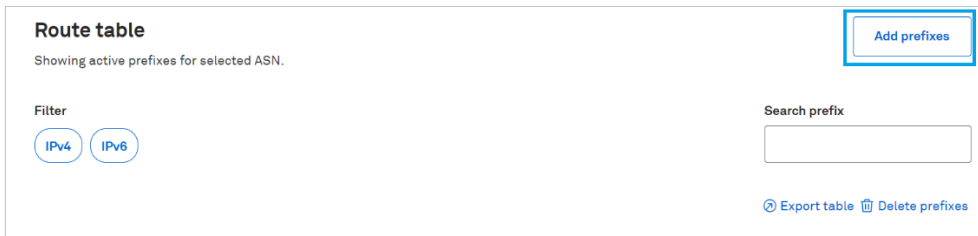


The screenshot shows the 'Route table' interface. The 'Export table' link is highlighted with a blue border. The 'Search prefix' input field is empty. The 'Filter' section shows 'IPv4' and 'IPv6' buttons. The 'Delete prefixes' link is also visible.

Add prefixes

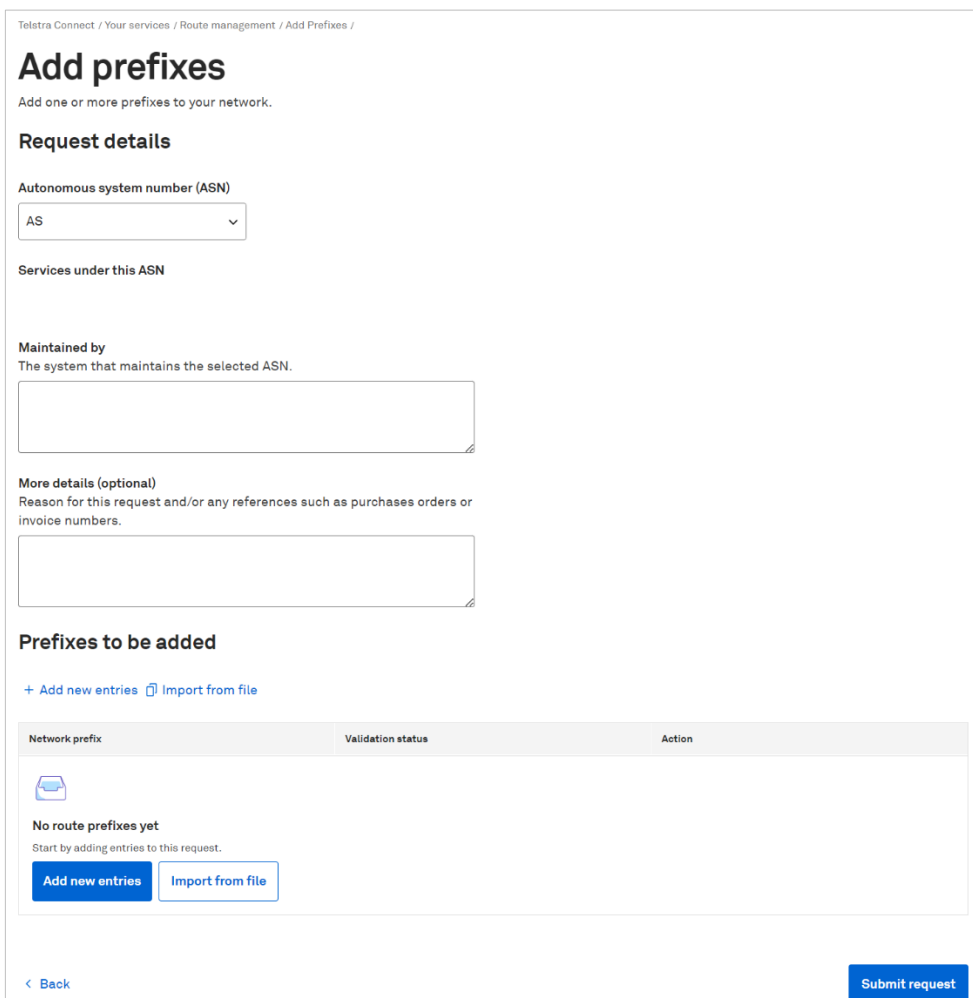
From the Route Management page, you can add prefixes to the Route table.

Step 1: Click on the 'Add prefixes' link above the 'Search prefix' box from the Route management page.



Step 2: Populate the 'Maintained by' and 'More details (optional)' fields, where appropriate.

- **Maintained by** – Enter the system that maintains the SAN. (Sample values: MAINT-12345)
- **More details (optional)** – Enter additional remarks, if any, to your request.



Step 3: Add the IPv4 or IPV6 Network prefixes by clicking on the 'Add new entries' or 'Import from file' button.

Prefixes to be added

+ Add new entries Import from file

Network prefix	Validation status	Action
 No route prefixes yet Start by adding entries to this request.		

Add new entries Import from file

Add new entries

Enter the prefixes in the text box, using a comma to separate multiple prefixes, and click on the 'Check' button to initiate validation.

Note: Only the first hundred (100) entries will be considered for validation.

Add new entries for validation

Add one or more route prefixes to your request. Each prefix will be checked for validity.

Only the first 100 entries will be checked for the validation.

Prefixes to be checked (up to 100)
Enter IPv4 or IPv6 prefixes, separated by a comma or a new line e.g. 140.12.10.11/23, 2602:80E:D000::/40

168.91.121.0/24, 140.12.10.11/23, 2602:80E:D000::/40

Cancel Check

Import from a file

Click on the 'Choose Files' button (in CSV format) to select a file containing the IPv4 or IPv6 route prefixes. Then click on the 'Check' button to initiate validation.

Note:

1. A sample or template file will be available for download on the page.

2. Only the first hundred (100) entries will be considered for validation.

Import entries from file

Add IPv4 or IPv6 route prefixes in bulk by uploading a CSV file.
Refer to this [sample template \(CSV, 12KB\)](#) for expected content.

i Only the first 100 entries of the first column will be checked for the validation.

Upload a CSV file
Upload one CSV file, upto 5MB.

Choose Files

No file chosen

Cancel

Check

Step 4: Remove any invalid network prefixes by clicking on the ‘Remove all invalid entries’ link.

Telstra Connect / Your services / Route management / Add Prefixes /

Add prefixes

Add one or more prefixes to your network.

✖ There is a problem
Please fix the following errors.

Prefixes to be added

Request details

Autonomous system number (ASN)

Services under this ASN

Maintained by
 The system that maintains the selected ASN.

More details (optional)
 Reason for this request and/or any references such as purchases orders or invoice numbers.

✖ 2 prefixes can't be added
Only valid entries can be added for submission

Remove all invalid entries →

+ Add new entries [Import from file](#) [Remove entries](#)

Network prefix	Validation status	Action
168.91.121.0/24	✔ Ok to add.	Remove
140.12.10.11/23	✖ Can't add. - Last octet should be zero.	Remove
2602:80e:d000::/40	✖ Can't add. - Invalid Origin/Maintained-by.	Remove

1-3 of 3 [10](#)

[Back](#) Submit request

Once all the invalid Network prefixes are removed, the request can be submitted.

Telstra Connect / Your services / Route management / Add Prefixes /

Add prefixes

Add one or more prefixes to your network.

Request details

Autonomous system number (ASN)

AS38082

Services under this ASN
SNG IPT 9474898, SNG IPT 9587426, SNG IPT 9262490, SNG IPT 9574852, SNG IPT 9782977, SNG IPT 9336977, SNG IPT 9237394

Maintained by
The system that maintains the selected ASN.

MAINT-AS9009

More details (optional)
Reason for this request and/or any references such as purchases orders or invoice numbers.

sample text

Prefixes to be added

✔ 1 prefixes are OK to be added.
Make sure your entries are correct before submitting.
[Remove all invalid entries →](#)

[+ Add new entries](#) [Import from file](#) [Remove entries](#)

Network prefix	Validation status	Action
168.91.121.0/24	✔ Ok to add.	Remove

1-1 of 1 10 ▾

[Back](#) [Submit request](#)

Step 5: After submitting the request to add, a unique request number (in RNXXXXXX format) will be generated and can be used to track the request status. You can refer to “Section 6 Track your request” for more details.

Your request number is RN:


This request may take up to two business days to complete.

We'll email you a status update within two business days.

You can also track or cancel this request in tracking if you have tracking permission.

[Go to route management](#)

[Track your request →](#)



Delete prefixes

From the IP prefix management page, you can delete prefixes from the Route table singularly or in multiple records.

Steps to delete a single Network prefix:

Step 1: Click on the 'Delete' link in the Route table under the 'Action' column for the desired Network prefix to be deleted.

Route management

Manage your network route prefixes

Select autonomous system number (ASN)

AS

Services under this ASN

Route table

Showing active prefixes for selected ASN.

[Add prefixes](#)

Filter: IPv4 IPv6

Search prefix:

[Export table](#) [Delete prefixes](#)

Service ID	Network prefix	Protocol type	Active since	Action
	154.18.68.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	194.59.248.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	66.116.96.0/19	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.204.184.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete

Step 2: Input comments in 'More details (optional)' box, where applicable, and click on the 'Request to delete' button.

Request to delete prefixes

You're requesting to delete the following 1 prefix from this network's routing policy. Deletions can take up to 48 hours.

Network prefix	Protocol type
154.18.68.0/24	IPV4

1-1 of 1 25 ▾

More details (optional)

Reason of this request and/or any references such as purchase orders or invoice numbers.

Deleting the request as it is not required

Go back Request to delete

Step 3: After submitting the request to delete, a unique request number (in RNXXXXXX format) will be generated and can be used to track the status of the delete request. You can refer to "Section 6 Track your request" for more details.

Request submitted

Your request number is RN


This request may take up to two business days to complete.

We'll email you a status update within two business days.

You can also track or cancel this request in tracking if you have tracking permission.

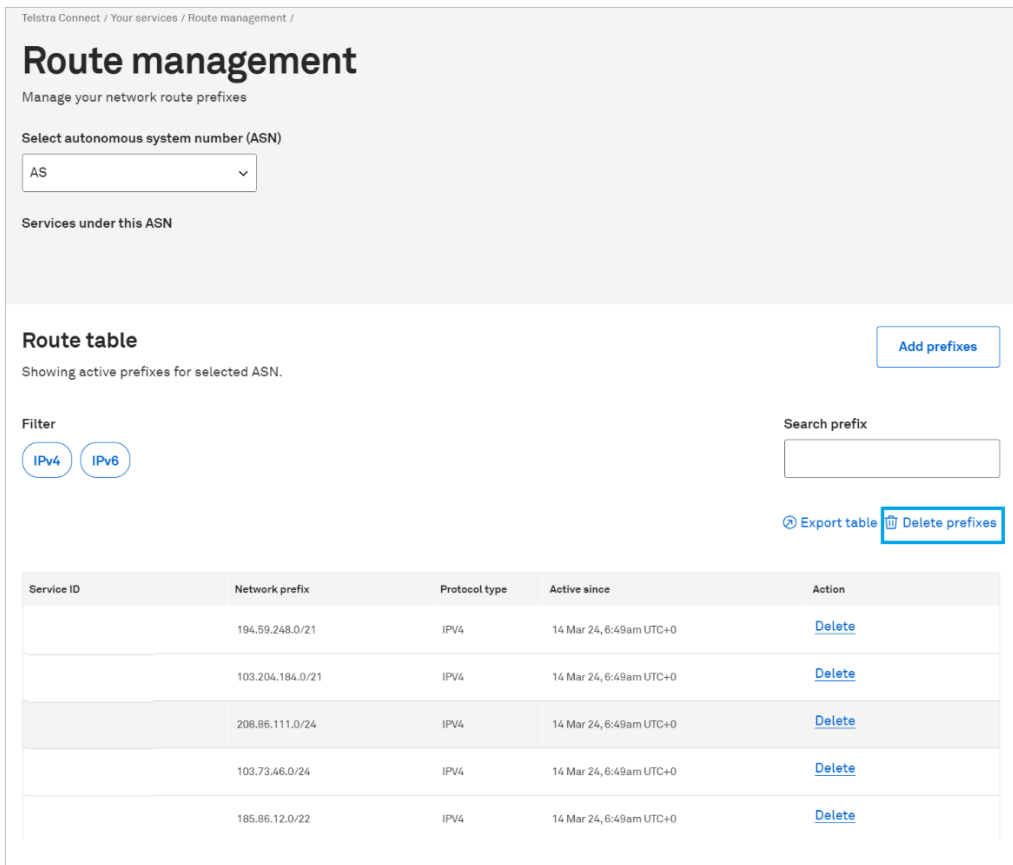
Go to route management

[Track your request →](#)



Steps to delete multiple Network prefixes:

Step 1: Click on the 'Delete prefixes' link in the Route table section, under the 'Search prefix' box.



Telstra Connect / Your services / Route management /

Route management

Manage your network route prefixes

Select autonomous system number (ASN)

AS

Services under this ASN

Route table

Showing active prefixes for selected ASN.

[Add prefixes](#)

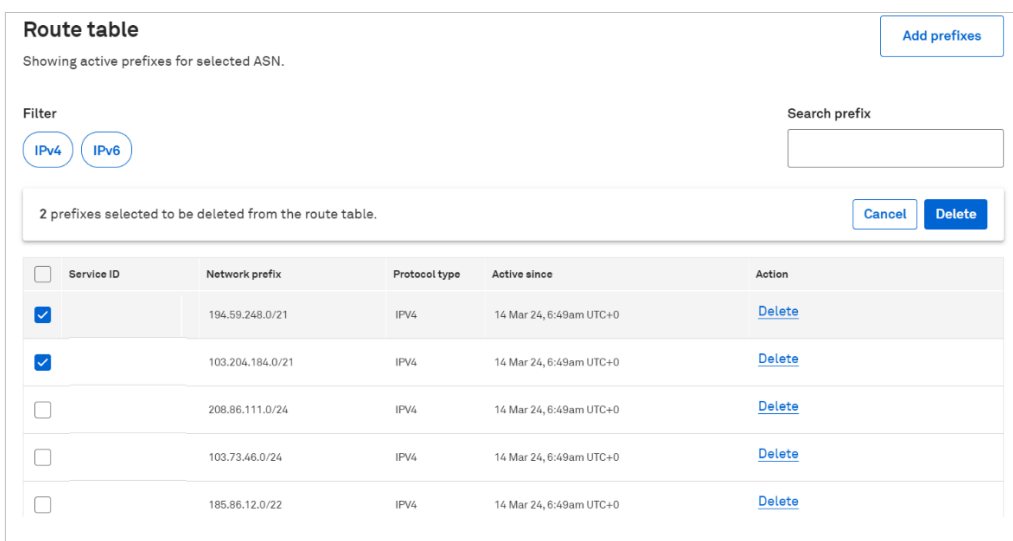
Filter: IPv4 IPv6

Search prefix:

[Export table](#) [Delete prefixes](#)

Service ID	Network prefix	Protocol type	Active since	Action
	194.59.248.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.204.184.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	208.86.111.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	103.73.46.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
	185.86.12.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete

Step 2: Select multiple Network prefixes by clicking on the check box against each prefix and then click on the 'Delete' button above the table.



Route table

Showing active prefixes for selected ASN.

[Add prefixes](#)

Filter: IPv4 IPv6

Search prefix:

2 prefixes selected to be deleted from the route table. [Cancel](#) [Delete](#)

<input type="checkbox"/>	Service ID	Network prefix	Protocol type	Active since	Action
<input checked="" type="checkbox"/>		194.59.248.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
<input checked="" type="checkbox"/>		103.204.184.0/21	IPv4	14 Mar 24, 6:49am UTC+0	Delete
<input type="checkbox"/>		208.86.111.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
<input type="checkbox"/>		103.73.46.0/24	IPv4	14 Mar 24, 6:49am UTC+0	Delete
<input type="checkbox"/>		185.86.12.0/22	IPv4	14 Mar 24, 6:49am UTC+0	Delete

Step 3: Input comments in 'More details (optional)' box, where applicable, and click on the 'Request to delete' button.

Request to delete prefixes

You're requesting to delete the following 2 prefix from this network's routing policy. Deletions can take up to 48 hours.

Network prefix	Protocol type
194.59.248.0/21	IPV4
103.204.184.0/21	IPV4

1-2 of 2 25 ▾

More details (optional)
Reason of this request and/or any references such as purchase orders or invoice numbers.

[Go back](#) [Request to delete](#)

Step 4: After submitting the request to delete, a unique request number (in RNXXXXXX format) will be generated and can be used to track the status of the delete request. You can refer to "Section 6 Track your request" for more details.


Request submitted

Your request number is RN

This request may take up to two business days to complete.

We'll email you a status update within two business days.

You can also track or cancel this request in tracking if you have tracking permission.



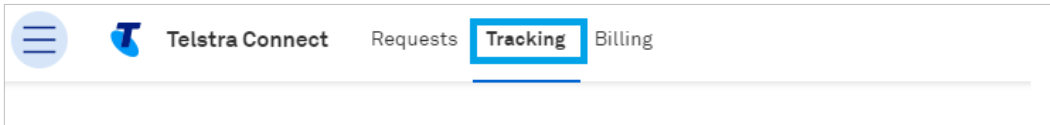
[Go to route management](#)

[Track your request →](#)

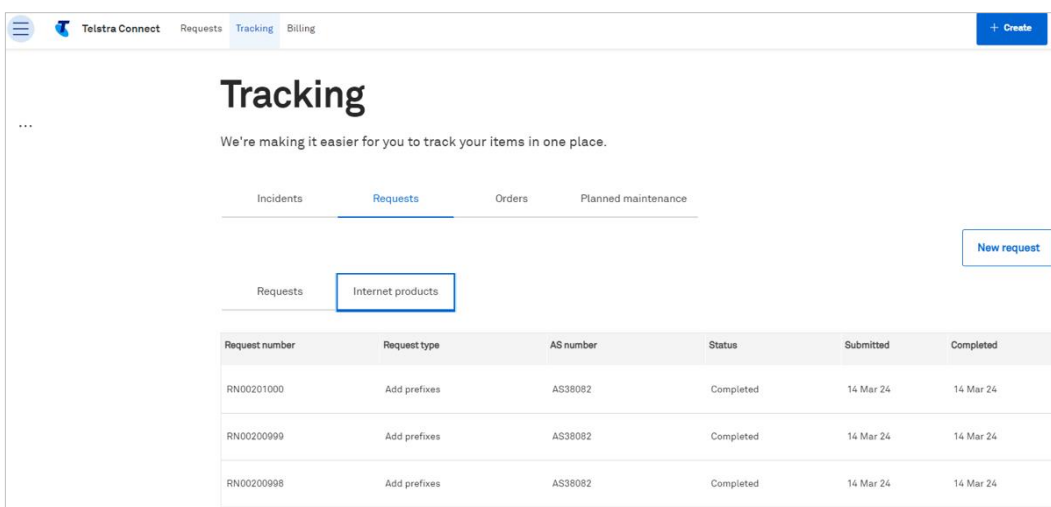
Track your request

After submitting the request to add or delete prefixes, you can track the status of the request.

Step 1: From the T-Connect dashboard, click on the 'Tracking' tab at the menu bar.



Step 2: Click on the 'Requests' tab and then on the 'Internet products' tab to see all the requests that have been submitted.



Step 3: Click on a request to view the details of that request.

Tracking / Request / Request Details /

Internet product request

Request No : RN00201000

Summary

Request number
RN00201000

Request type
add prefixes

Status
Completed

Submitted
14 Mar 24, 01:18am UTC+0

Completed
14 Mar 24, 01:19am UTC+0

Requested by

Product type
IPT

Services under this request


Details

Autonomous system number (ASN)
AS:

Maintained by

More details

Prefix under this request

 All tasks completed successfully.

Showing 7 of 7

Service ID	Network prefix	Protocol type	Task status
	43.250.48.0/22	IPV4	Completed
	43.250.48.0/22	IPV4	Completed
	43.250.48.0/22	IPV4	Completed
	43.250.48.0/22	IPV4	Completed
	43.250.48.0/22	IPV4	Completed
	43.250.48.0/22	IPV4	Completed
	43.250.48.0/22	IPV4	Completed

1-7 of 7 10 ▾

FAQ's

1. We have provided our AS SET to Telstra; do we still need to add/remove prefixes using this IP prefix capability?

Ans: No, if the AS- SET has been provided, the prefixes extracted from that AS SET will automatically be configured in our network within 48 hours. Any additional prefix added or removed will be overwritten with the AS SET extract.

2. Can I view all the prefixes configured in Telstra's network even if I have provided the AS SET?

Ans: Yes. The same can be seen under prefix history, the screen post clicking on Route management from your service details page.

3. I am having issues submitting the prefixes, whom shall I contact for support?

Ans: Please reach out to GSD by submitting a request SNR ticket from Telstra Connect or contact your Telstra representative.

4. I do not have access to IP prefix management.

Ans: The option to add/remove prefixes will only be shown for your IPT/GID services from your service details page. The capability sits under your service page. In case you don't have access to that tile, please contact your Telstra representative or drop an email to Telstra-connect-international@team.telstra.com

5. Will I receive an email for my request submission and completion?

Ans: Yes, Telstra will send an email from no-reply@notify.telstra.com once the request has been submitted and once the request has been completed.

6. How do I get the 'Maintained by' information while submitting the request?

Ans: The information is available in the RADB website <https://www.radb.net/>. The information is needed to authenticate and successfully process your requests. In case the details mentioned do not match you will get an authentication warning and the request will not be submitted.

7. Why do I need to click on check before submitting the add prefix request?

Ans: The pre-submission validation is done to avoid submitting entries that will not be processed, the validation error comes if the prefix already exists in our records, or the RADB validation failed i.e. records in RADB do not match with the details entered in the request. Or a prior request is in progress for the same prefix.

8. Can I do a bulk upload of prefixes?

Ans: Yes, one can make use of the bulk upload feature and upload the prefixes via a CSV file. Only the first 100 prefixes will be taken from the CSV file and validated before being allowed to be submitted.

9. What happens if I do not remove the invalid entries that were highlighted post-check?

Ans: The system will automatically remove them and submit only the valid entries. Please reach out to us if you need details of why the prefix entries were deemed as invalid. Do share the invalid entries with us when reaching out to us

10. I can submit the requests, however, I do not have the option to track the requests submitted by myself or for my company.

Ans: Requests can be tracked from the Tracking tile under requests. One needs to have access to the request tile to track the requests, please reach out to your company Telstra Connect admin or us for further assistance and access.

11. Is the feature also available for Domestic (Australia-based customers)?

Ans: No, this capability is only for international customers (CIDN number is between 5-8 digits) having IPT/GID services.

Sign in to Telstra Connect: <https://connectapp.telstra.com/>

If you have any questions or feedback, please contact your Telstra International representative, or drop us an email at Telstra-connect-international@team.telstra.com

<https://www.telstrainternational.com/en/telstra-connect>