

**Service Portal  
Service Orchestration User Guide  
(Cloud Connect)**

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# Service Orchestration User Guide (Cloud Connect)

**No.** : UG-OSCAR-  
Cloud Connect**Issue** : 1**Page** : 2 of 13**Issue Date** : 26 May 2017

## Amendments

| Indicates Sections that have been changed since last revision

<b>Date</b>	<b>Issue</b>	<b>Details of Amendments</b>	<b>By</b>
30 <sup>th</sup> Sep 2016	0	Draft version	Patrick Chan
31st Oct 2016	1	Updated with MS365 / Public Peering	Patrick Chan
24 <sup>th</sup> Feb 2017	2	Updated with latest print screens	Patrick Chan
26th May 2017	3	Updated with latest print screens	Patrick Chan

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### 1. Document Purpose

This document explains the configuration process when ordering a Cloud Connect service in PCCW Global Service Portal. For general instructions and ordering processes of the Service Portal, please refer to the document "Service Portal Service Orchestration User Guide (General Ordering Flow & IaaS Product)".

### 2. Intended Audience

This document should be accessible and read by end users of the Online Service Portal that includes PCCW Global administrator, Customer administrator, and Customer user.

### 3. Background

Service Portal Service Orchestration is a web-based application that serves as a platform to provide customers, resellers, and partners' self-service product management and network provisioning.

#### 4. Configuring Cloud Connect Service



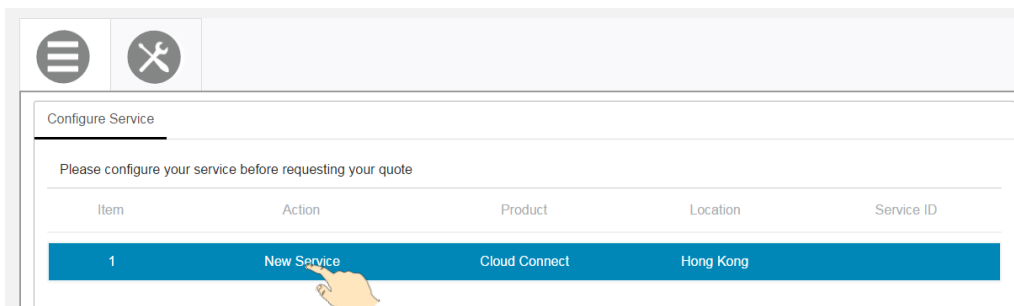
After a Cloud Connect service has been selected, the next step is to configure the request and turn it into a quote.

##### 4.1 Locate your selected service

From the Configuration tab, click on the configuration icon to list all services that can be configured



Click on the item you would like to configure



#### 4.2 Configure the parameters for your Cloud Connect Service

The following configuration screen will appear:

Configure Service

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID
1	New Service	Cloud Connect	Hong Kong	

**Cloud Connect**

Service Description:  
Cloud Connect provides a highly secure, reliable and simple way for customers to utilize PCCW Global's MPLS VPN and Switched Ethernet Service to connect to designated Cloud Service Providers. We offer hourly, daily and monthly plans and the Minimum Contract Period of each plan is 1 hour, 1 day and 1 month respectively.

**Cloud Service Provider**

Microsoft

**Service Platform**

MPLS VPN

**Express Route Location**

Hong Kong

**Port Speed**

50M 1000M

50M

**Minimum Contract Period**

1 Day

Upon the expiration of the Minimum Contract Period, the Service term shall automatically renew on an hour-to-hour, day-to-day or month-to-month basis according to the selection of Minimum Contract Period until terminated by either party. Customer shall be liable to a Cancellation Charge equal to 100% of the charges that would have been payable by the Customer if Customer had continued to receive the Service from the date of termination until the expiry of the contract period.

Get Quote

Choose from the drop-down box to select your Cloud Service Provider, Service Platform, Express Route Location and then choose your Port Speed from the sliding bar. Lastly, choose your minimum contract period from the drop-down where you can select the base unit from either "Day", "Hour" or "Month" and then click on the <Get Quote> button to finish the configuration.

**5. Get Quote (for Add and Change services)**



**5.1 Saving a Quote**

After the configuration is completed and <Get Quote> button is clicked, the quotation will be generated.

Configure Service

---

Please configure your service before requesting your quote

Item	Action	Product	Location	Service ID
1	New Service	Cloud Connect	Hong Kong	

**PCCW Global**

Quotation on Cloud Connect

**Company Name:** Beta02 Company  
**Customer Name:** Beta 02  
**Email:** beta02@pccwglobal.com

**Quotation Date:** 26-May-2017  
**Quotation Expiry Date:** 26-Jun-2017

**Recurring Charges**

Item	Cloud Service Provider	Peering Point	Port Speed	Unit Rate
1	Microsoft	Hong Kong	50M	\$83

**Total Contract Price US\$83**

**Contract Period**  
One (1) Day

**Terms & Conditions**  
Prices quoted are valid until the Quotation Expiry Date stated above, but are subject to change if the Customer alters or supplements information supplied in formulating the quote or if an initial feasibility study or other circumstances would require PCCW Global to incur additional costs to install or otherwise provide the Service. Customer understands that this Quotation is not an offer to provide Services and does not create a binding contract until the Order is accepted by PCCW Global. Customer may rescind or cancel this Order at any time prior to acceptance by PCCW Global. Orders cancelled after acceptance by PCCW Global may be subject to Cancellation Charges.

A quote is generated and click on <Save Quote> to save the quotation. A quotation ID will be generated and click <Close> to complete the quotation process.

Your quote has been saved


Thank you for using our service. Please use the following reference number for your quotation request:

Quote ID: 0099860

Close

### 6. Shopping Cart and Submitting Orders (Turning quotations into orders)



After a quote is created, you can locate it from the Shopping Cart  (the top right hand menu item).

Expiry	Quote ID	Action	Product	Location	Quote Date	Price
Expires in 28 days	0099546	New Service	Cloud Connect	Hong Kong	28-Feb-2017	US\$99,408
Order Submitted	0099542	New Service	Infrastructure-as-a-Service (IaaS)	Hong Kong	27-Feb-2017	US\$23,475
Order Submitted	0099540	New Service	Infrastructure-as-a-Service (IaaS)	Hong Kong	27-Feb-2017	US\$23,475
Order Submitted	0099539	Change	Cloud Connect	Hong Kong	27-Feb-2017	US\$12
Order Submitted	0099522	Change	Cloud Connect	Hong Kong	22-Feb-2017	US\$12
Expires in 22 days	0099510	Change	Cloud Connect	Hong Kong	22-Feb-2017	US\$12
Order Submitted	0099509	Change	Cloud Connect	Hong Kong	22-Feb-2017	US\$12
Order Submitted	0099508	New Service	Cloud Connect	Hong Kong	22-Feb-2017	US\$12
Order Submitted	0099506	New Service	Cloud Connect	Hong Kong	22-Feb-2017	US\$12
Order Submitted	0099501	New Service	Cloud Connect	Hong Kong	21-Feb-2017	US\$83



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Locate your quote either by Quote ID or by identifying the record via the item details such as Action/Product/Location/Quote Date. Then click on that record to complete your quotation

Expires in 29 days 0099859 New Service Cloud Connect Hong Kong 25-May-2017 US\$83

**PCCW Global**

Quotation on Cloud Connect

Company Name: Beta05 Company Quotation Date: 25-May-2017  
Customer Name: Beta User 05 Quotation Expiry Date: 24-Jun-2017  
Email: beta05@pccwglobal.com

**Recurring Charges**

Item	Cloud Service Provider	Peering Point	Port Speed	Unit Rate
1	Microsoft	Hong Kong	50M	\$83

**Contract Period**  
One (1) Day **Total Contract Price US\$83**

**Terms & Conditions**  
Prices quoted are valid until the Quotation Expiry Date stated above, but are subject to change if the Customer alters or supplements information supplied in formulating the quote or if an initial feasibility study or other circumstances would require PCCW Global to incur additional costs to install or otherwise provide the Service. Customer understands that this Quotation is not an offer to provide Services and does not create a binding contract until the Order is accepted by PCCW Global. Customer may rescind or cancel this Order at any time prior to acceptance by PCCW Global. Orders cancelled after acceptance by PCCW Global may be subject to Cancellation Charges.

Please fill in the following information to complete your order.

Service Key ⓘ

  
 Azure Private peering  
 Azure Public peering  
 Microsoft Peering (O365)  
Customer Entity  
Beta Customer 005 [OCR005] ▾  
Activation Date  
 Provision Now

### 6.1 Order with Private Peering

Please fill in the following information to complete your order.

Service Key ⓘ  
d7296e26-6998-4912-a635-802a7677b5fa

Azure Private peering  
Please enter Private IP subnet (For Azure Private peering) ⓘ

192 . 168 . 0 . 0 / 28

Azure Public peering  
 Microsoft Peering (O365)

This is for establishing the primary and secondary Azure Private peering connections at the selected ExpressRoute Location.

1. Enter your Service Key
2. Check the <Azure Private peering> checkbox
3. Enter the Private IP subnet
4. Click on the <Confirm> button to generate the subnet

Please fill in the following information to complete your order.

Service Key ⓘ  
d7296e26-6998-4912-a635-802a7677b5fa

Azure Private peering  
Please enter Private IP subnet (For Azure Private peering) ⓘ

192 . 168 . 0 . 0 / 28

Primary subnet (connecting back to customer's VPN): 192.168.0.8/30

Primary subnet (connecting to Microsoft): 192.168.0.0/30

Secondary subnet (connecting back to customer's VPN): 192.168.0.12/30

Secondary subnet (connecting to Microsoft): 192.168.0.4/30

Azure Public peering  
 Microsoft Peering (O365)

Customer Entity  
Beta Customer 005 [OCR005]

Activation Date  
 Provision Now

I have read, understood and accepted the Product Specific Terms & Conditions

Click to read the Product Specific Terms & Conditions

Check the checkbox if agree to the T & C

Click to Submit the quotation

### 6.2 Order with Public Peering

Please fill in the following information to complete your order.

Service Key ⓘ  
d7296e26-6998-4912-a635-802a7677b5fa

Azure Private peering

Azure Public peering

Please enter Private IP subnet ⓘ

10 . 100 . 1 . 0 / 29

Microsoft Peering (O365)

Customer Entity  
Beta Customer 005 [OCR005] -

Activation Date  
 Provision Now

I have read, understood and accepted the Product Specific Terms & Conditions

1. Enter your Service Key  
2. Check the <Azure Public peering> checkbox  
3. Enter the Private IP subnet for Azure Public peering  
4. Click on the <Confirm> button to generate the subnet

Please fill in the following information to complete your order.

Service Key ⓘ  
d7296e26-6998-4912-a635-802a7677b5fa

Azure Private peering

Azure Public peering

Please enter Private IP subnet ⓘ

10 . 100 . 1 . 0 / 29

Primary subnet (connecting back to customer's VPN): 10.100.1.0/30

Secondary subnet (connecting back to customer's VPN): 10.100.1.4/30

Microsoft Peering (O365)

Customer Entity  
Beta Customer 005 [OCR005] -

Activation Date  
 Provision Now

I have read, understood and accepted the Product Specific Terms & Conditions

Click to read the Product Specific Terms & Conditions


Check the checkbox if agree to the T & C


Click to Submit the quotation

2 subnet generated


## 6.3 Order with Microsoft Peering (O365)

Please fill in the following information to complete your order.

Service Key 

  
 Azure Private peering  
 Azure Public peering  
 Microsoft Peering (O365)  
Please enter Microsoft IP subnet 

10	101	1	0	/	29
----	-----	---	---	---	----

  
 Microsoft Static NAT 

10	102	1	1	/	32
10	102	1	2	/	32
10	102	1	3	/	32
10	102	1	4	/	32


Customer Entity


Activation Date  
 Provision Now  
 I have read, understood and accepted the Product Specific Terms & Conditions

1. Enter your Service Key
2. Check the <Azure 365 peering> checkbox
3. Enter the Private IP subnet for Azure 365
4. Check the <Microsoft Static NAT> checkbox
5. Enter the Static NAT addresses
4. Click on the <Confirm> button to generate the subnet




Please fill in the following information to complete your order.

Service Key 

  
 Azure Private peering  
 Azure Public peering  
 Microsoft Peering (O365)  
Please enter Microsoft IP subnet 

10	101	1	0	/	29
----	-----	---	---	---	----

  
Primary subnet (connecting back to customer's VPN): 10.101.1.0/30  
Secondary subnet (connecting back to customer's VPN): 10.101.1.4/30  
  
 Microsoft Static NAT 

10	102	1	1	/	32
10	102	1	2	/	32
10	102	1	3	/	32
10	102	1	4	/	32

Customer Entity

Activation Date  
 Provision Now  
 I have read, understood and accepted the Product Specific Terms & Conditions

Click to read the Product Specific Terms & Conditions

Check the checkbox if agree to the T & C

Click to Submit the quotation

After you have clicked on the <Confirm & Submit> button, your configured quotation will be submitted and will become an order.

Order Enquiry No. of items per page: 10 ▾

Please select a Service:

[Refresh](#)

Order No.	Order Type	SR ID	Order Date	Updated on	Status
79938	NEW	125287	21-Feb-2017 10:50:35(GMT)	21-Feb-2017 10:54:05(GMT)	In Operation
79924	NEW	125237	20-Feb-2017 16:20:26(GMT)	20-Feb-2017 16:20:55(GMT)	Under Provisioning
79922	NEW	0	20-Feb-2017 06:54:38(GMT)	20-Feb-2017 06:54:38(GMT)	Order Submitted
79920	NEW	0	20-Feb-2017 06:41:53(GMT)	20-Feb-2017 06:41:53(GMT)	Order Submitted
79901	TRM	125196	10-Feb-2017 09:52:55(GMT)	10-Feb-2017 09:55:44(GMT)	Completed
79899	NEW	125196	07-Feb-2017 11:56:31(GMT)	07-Feb-2017 11:59:36(GMT)	In Operation
79896	NEW	125154	06-Feb-2017 12:40:06(GMT)	06-Feb-2017 12:40:19(GMT)	Under Provisioning
79893	NEW	125195	06-Feb-2017 02:02:47(GMT)	06-Feb-2017 02:02:58(GMT)	Under Provisioning
79875	NEW	125166	25-Jan-2017 07:30:40(GMT)	25-Jan-2017 07:34:51(GMT)	Under Provisioning
79870	NEW	125169	24-Jan-2017 07:24:48(GMT)	24-Jan-2017 07:31:47(GMT)	Under Provisioning

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