



Arcstar Universal One Business Portal User's Guide

Order Manual for Multi-Cloud Connect Global Network

Version 2.9
(June 9, 2025)

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The contents of this manual may be revised without prior notice.



Contents

- 1. Overview of Multi-Cloud Connect On-demand Order 1**
 - 1.1 Description of Manual..... 1
 - 1.2 Service Function..... 2
- 2. Order Multi-Cloud Connect 3**
 - 2.1 How to Go to Order Menu 3
- 3. Multi-Cloud Connect for Amazon Web Services (AWS)..... 5**
 - 3.1 Terms of Use 5
 - 3.2 Order Flow 6
 - 3.3 New Order (Step1) 8
 - 3.4 New Order (Step2) 16
 - 3.5 New Order (Step3) 17
 - 3.6 Termination Order 21
- 4. Create a Ticket for Support Request 25**



1. Overview of Multi-Cloud Connect On-demand Order

1.1 Description of Manual

This manual explains the procedures of Multi-Cloud Connect on-demand ordering through which you can create a VPN connection with a cloud service.

Service specifications differ between the connection to global and Japan locations, so please refer to the manual for Japan domestic use when you would like to create a connection at a Japan location.

Ordering Multi-Cloud Connect for a global location: Follow the instructions below.

Ordering Multi-Cloud Connect for a Japan location: Find the manual "Flexible InterConnect (with U)_order manual_J_verX.X.pdf"

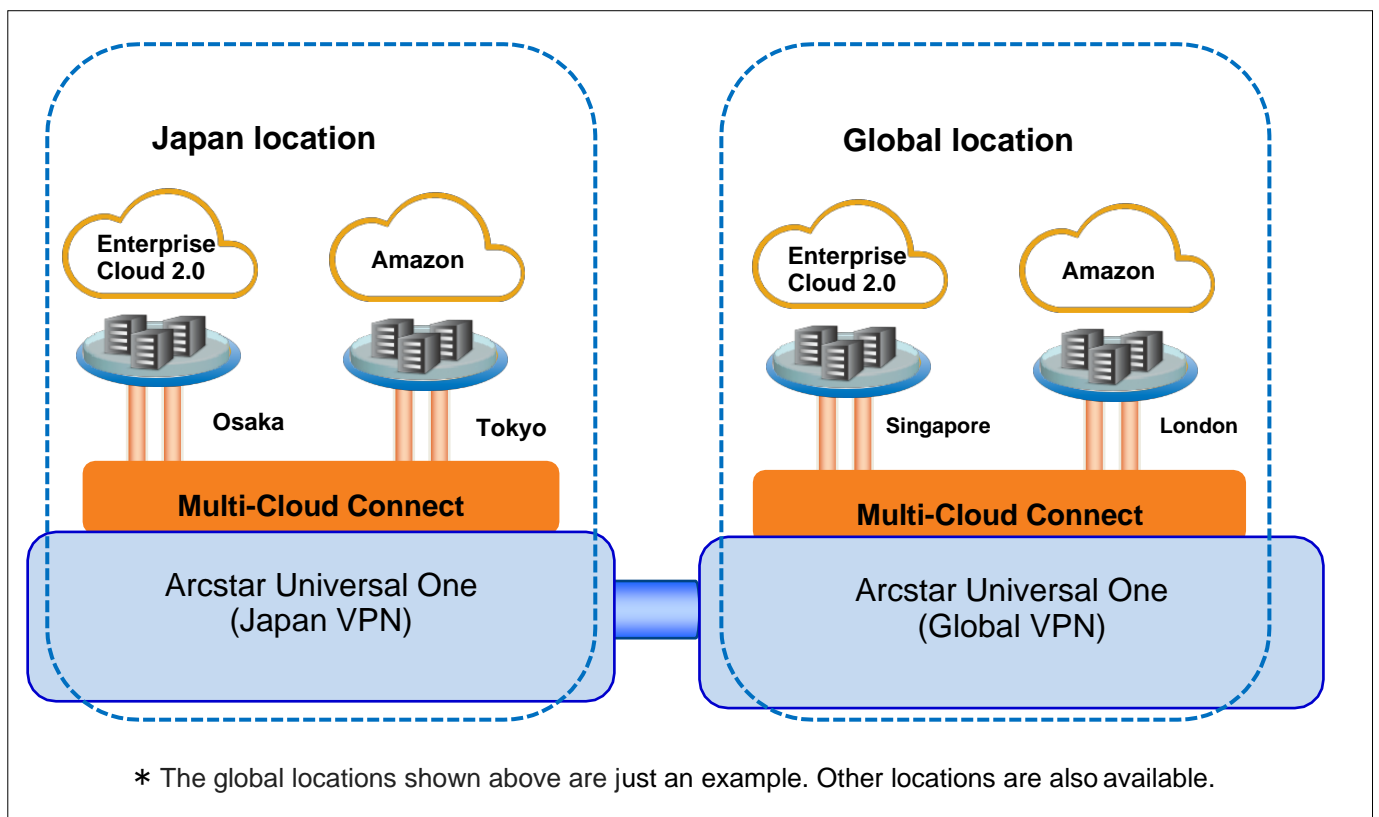


Figure 1-1: Multi-Cloud Connect for Global Locations and Japan Locations



1.2 Service Function

- You can place on-demand orders (New, Change, and Termination) from Business Portal.
- On-demand ordering is available for Multi-Cloud Connect for Enterprise Cloud 2.0 (ECL2.0) and Multi-Cloud Connect for Amazon Web Services (AWS).



- You need to have at least one Arcstar Universal One Global (L3) circuit to place a Multi-Cloud Connect order from Business Portal.

- Please be noted that usage fee is charged according to your contract menu even if you cannot use Multi-Cloud Connect after the on-demand settings are completed due to inadequate application, cloud setting, network design etc.

Table 1-1: Order Menu

| Menu | | New | Change | Termination |
|--------|------------------|--------------------------|---|-------------|
| ECL2.0 | Guarantee Plan | Available- (10M~200M) | Available *Changing the bandwidth | Available |
| | Best Effort Plan | Available (100M) | N/A | Available |
| AWS | Best Effort Plan | Available (100M) | N/A | Available |



We no longer provide the service of Multi-Cloud Connect for Enterprise Cloud 2.0 from September 30th 2022.



2. Order Multi-Cloud Connect

2.1 How to Go to Order Menu

1. Click “Service Management Tools” on the top page of Business Portal.

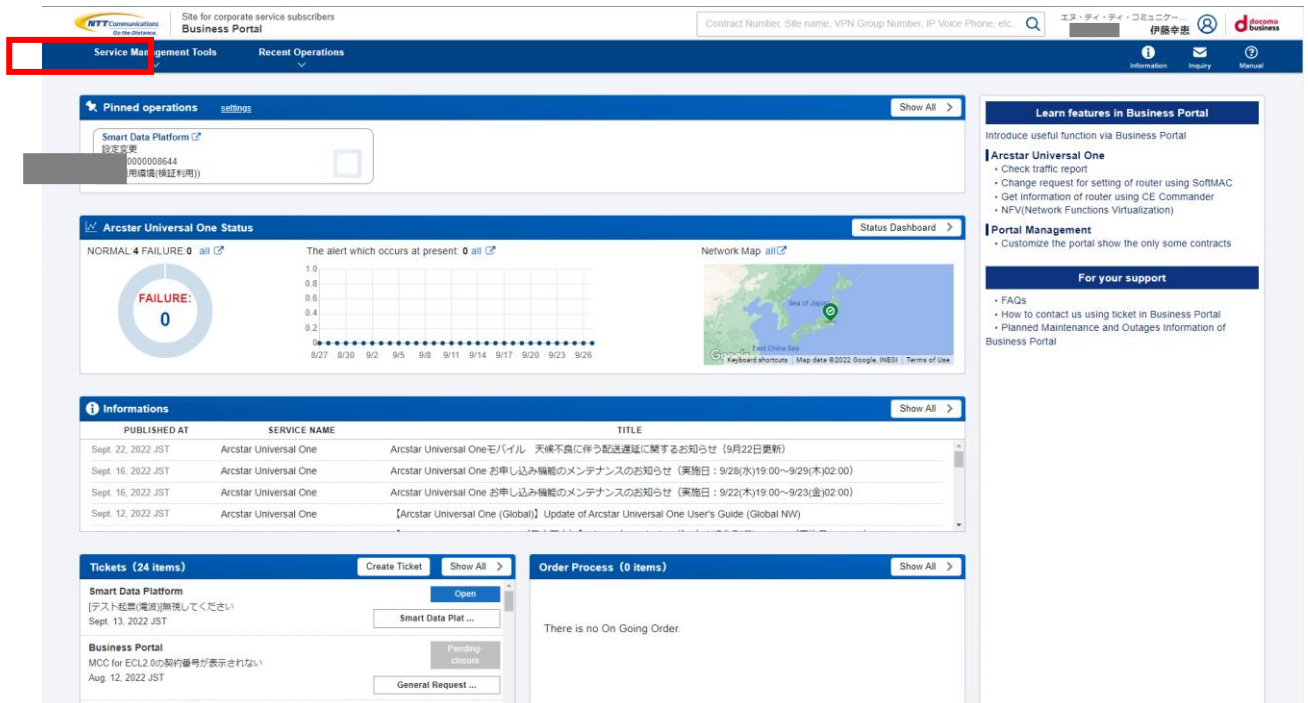


Figure 2-1: Business Portal Top

2. Click “Arcstar Universal One” and select “Multi-Cloud-Connect”.

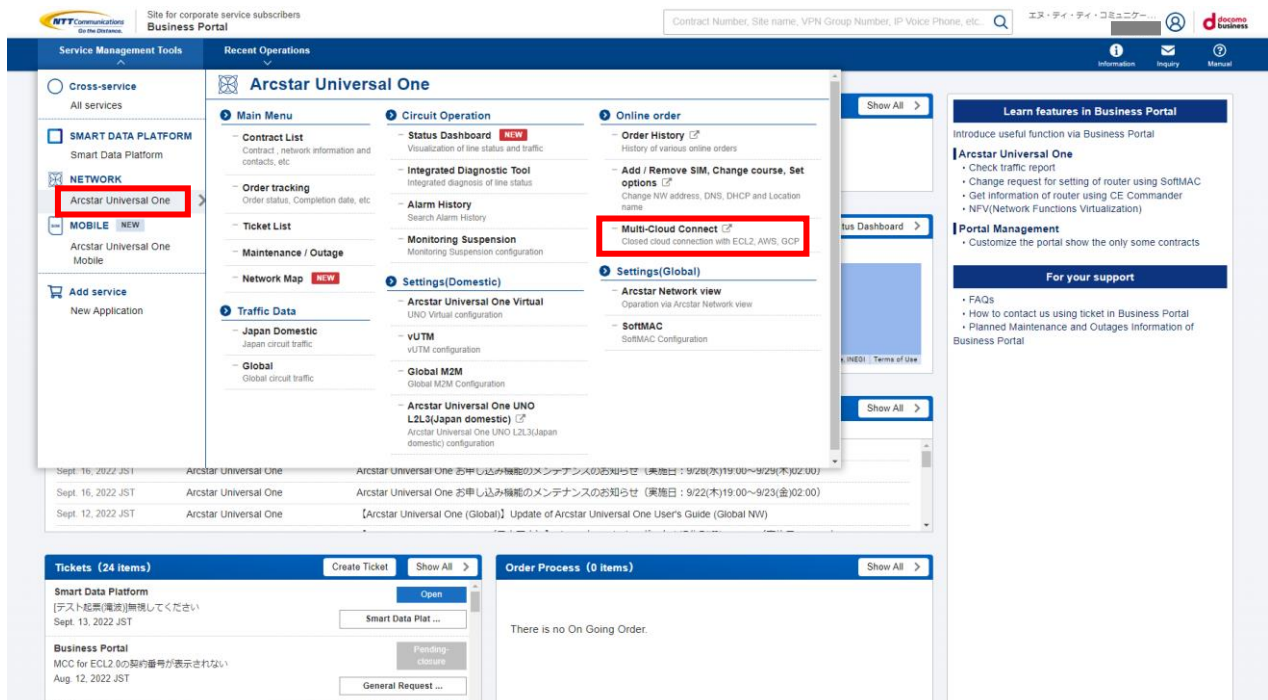


Figure 2-2: Service Menu



3. Order menu appears.

NTT Communications

Site for corporate service subscribers

Business Portal

Contract Number, Site name, VPN Group Number, IP Voice Phone, etc.

エヌ・ティ・ティ・コミュニケーションズ

docomo business

Service Management Tools

Recent Operations

Multi-Cloud Connect Request

Order History

Multi-Cloud Connect - Request

New Request

Available time per Request Location Japan : 9:30 - 17:30 weekdays (JST), Others : 24 hours a day, 7 days a week
It takes about 4 hours to complete the on-demand settings after your order is submitted.

Click "Select" button to request a new Multi-Cloud Connect.

Multi-Cloud Connect for Amazon Web Services (AWS)

Step1

Create AWS Virtual Interface

Select

Step2

Accept AWS Virtual Interface on [AWS Portal](#)

Step3

Request Arcstar Universal One connection with AWS.

Select

Change/Terminate Request

Available time per Request Location Japan : 9:30 - 17:30 weekdays (JST), Others : 24 hours a day, 7 days a week
It takes about 4 hours to complete the on-demand settings after your order is submitted.

Click "Select" button of a service you want to manage.

Search

Please enter a keyword

Total 49 items show 10 items

| VPN Group | Contract ID | Service Name | Service Plan | Cloud Connect Location | Memo | |
|-----------|-------------|--|--------------|------------------------|------|--------|
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 大阪 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Best Effort | 大阪 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Guarantee | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Guarantee | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |

Figure 2-3: Order Menu



3. Multi-Cloud Connect for Amazon Web Services (AWS)

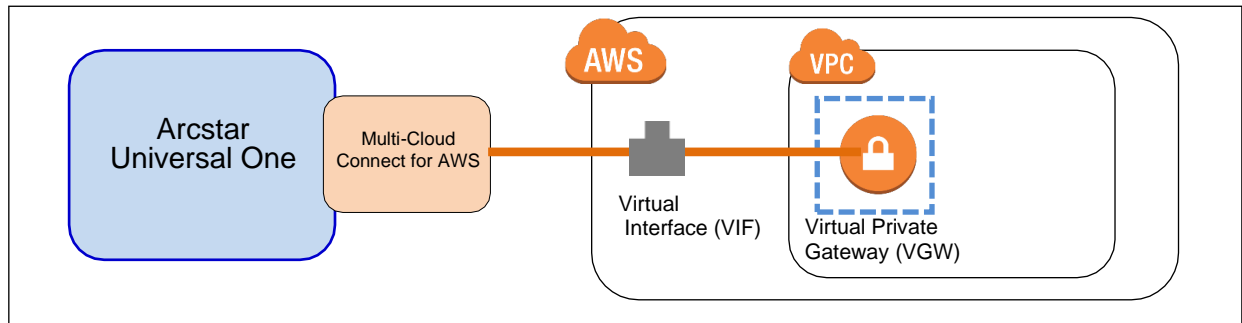
3.1 Terms of Use

Multi-Cloud Connect for AWS is available in one of the following configurations:

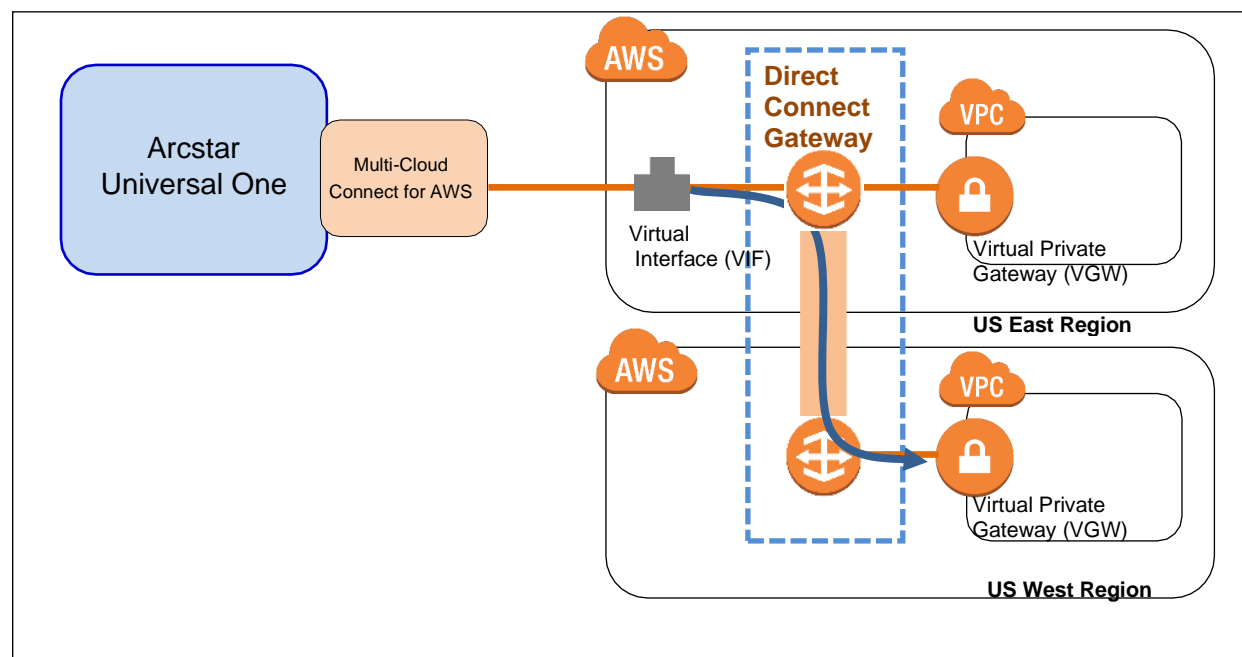
- (1) Attaching a Virtual Interface (VIF) and a Virtual Private Gateway (VGW)
- (2) Attaching a Virtual Interface (VIF) and a Direct Connect Gateway (DXGW)

Architecture of AWS Direct Connect Gateway

(1) When you attach a Virtual Interface (VIF) and a Virtual Private Gateway (VGW)



(2) When you attach a Virtual Interface (VIF) and a Direct Connect Gateway (DXGW)





3.2 Order Flow

There are three steps to place a new order of Multi-Cloud Connect for Amazon Web Services (AWS). Please proceed accordingly.

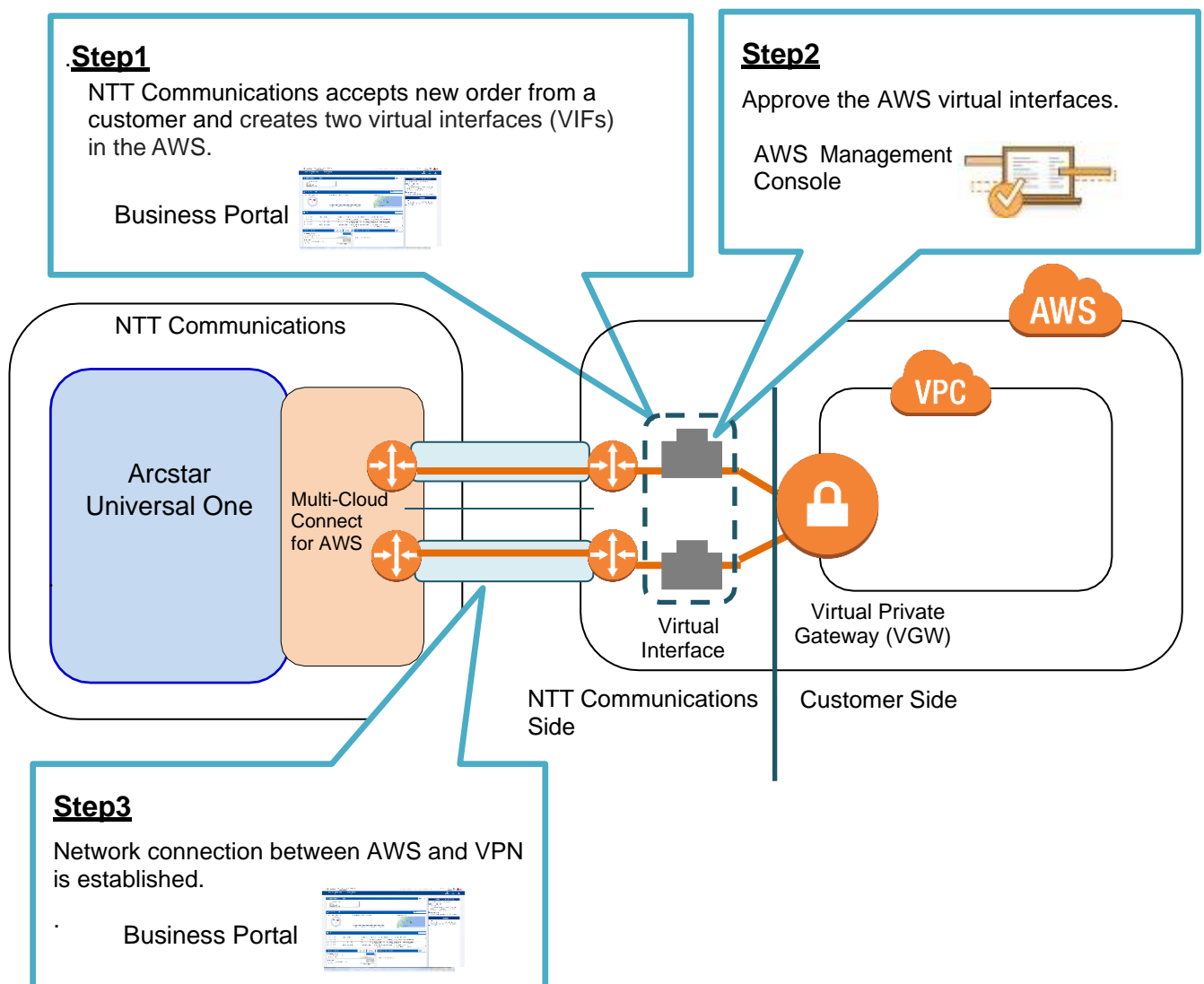
Step1: NTT Communications accepts a new order from a customer and creates AWS virtual interfaces on the AWS side. Two virtual interfaces are created for primary circuit and backup circuit.

Step2: A customer approves the AWS virtual interfaces on the AWS portal (AWS Management Console).

* Be sure to approve two virtual interfaces for primary circuit and backup circuit.

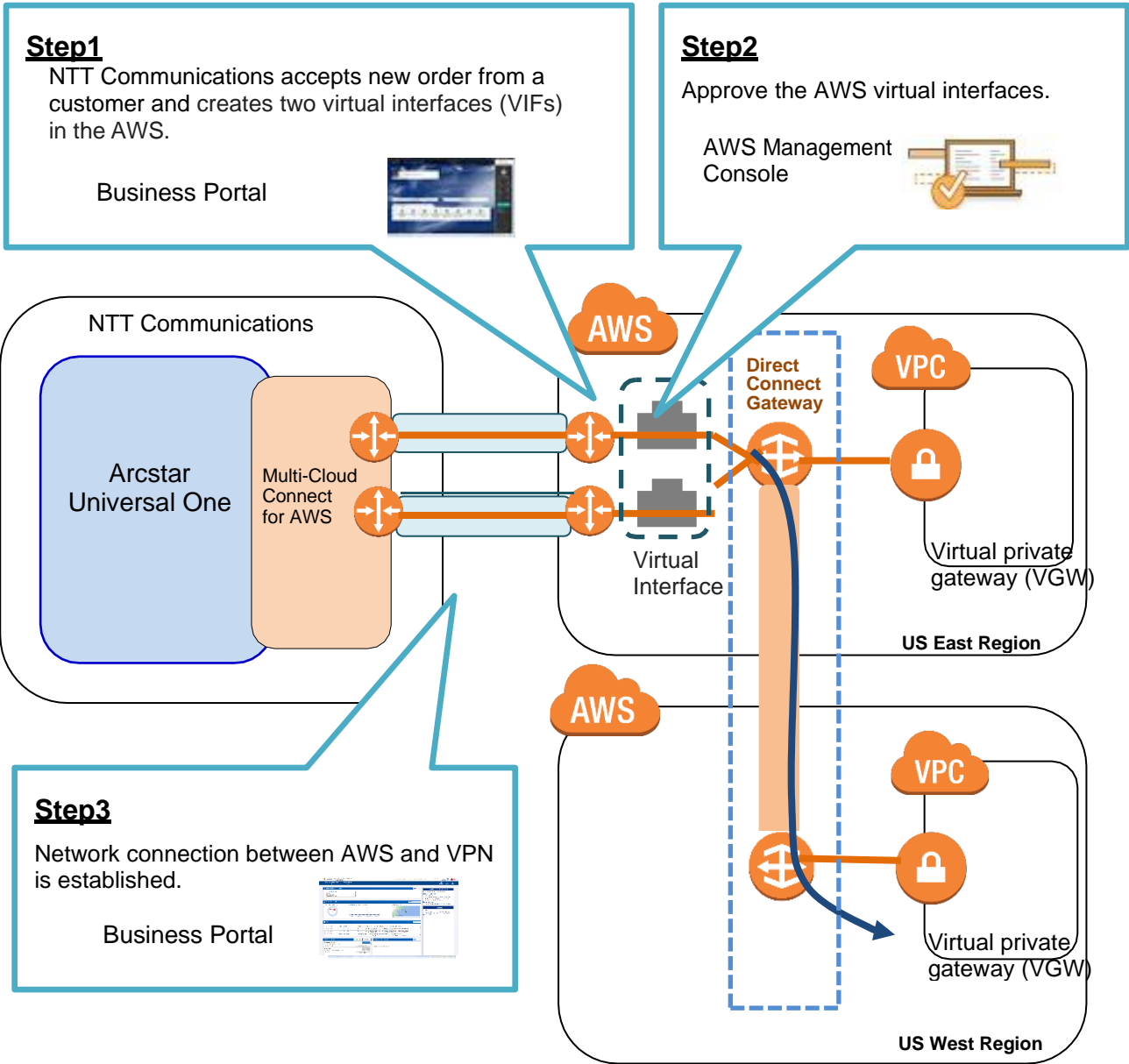
Step3: Network connection between AWS and VPN network is created.

(1) When you attach a Virtual Interface (VIF) and a Virtual Private Gateway (VGW)





(2) When you attach a Virtual Interface (VIF) and a Direct Connect Gateway (DXGW)





3.3 New Order (Step1)

- 1. Click “Select” for Step1 of Multi-Cloud Connect for Amazon Web Services in New Request.

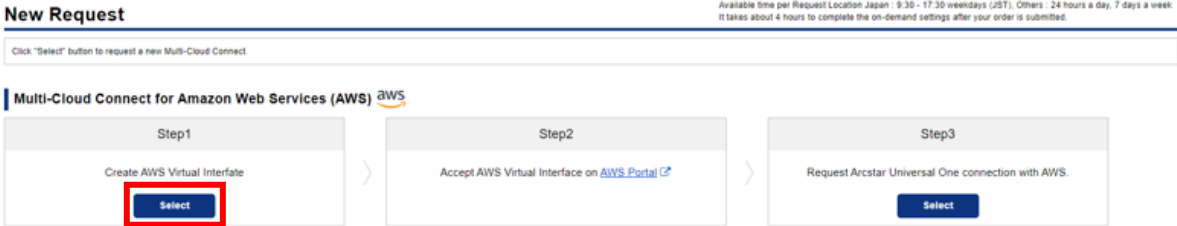


Figure 4-1: Order Menu

- 2. In order to place an order, it is required to accept the agreements. Once you confirm the description, check the box and press “Next”.

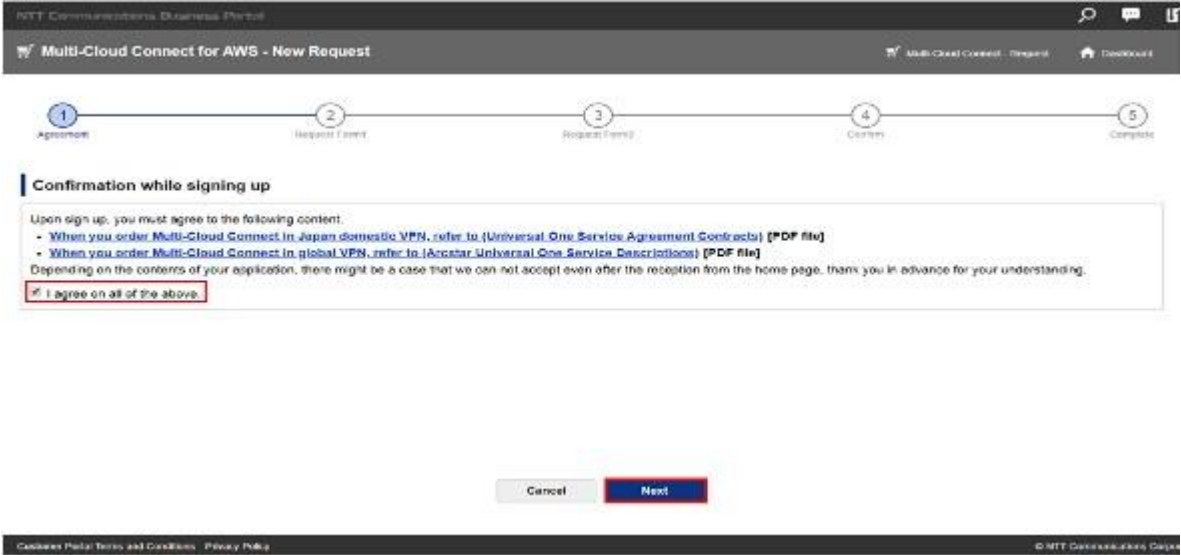


Figure 4-2: User Confirmation



3. Select a VPN Group and a location from the pulldown list and press “Next”. If you do not have a global VPN, please contact our sales.

Figure 4-3: VPN Group / Location

Table 4-1: Description of VPN Group / Location

| Menu | Description |
|----------------|--|
| VPN Group | Select a contract VPN number. You can choose a global location when you select a global VPN. |
| Location | Select a location to connect to the cloud service. |
| Represent N Id | Nothing is displayed when requesting a global location. |
| ACG Code | ACG number associated with VPN number is automatically displayed. |



4. Fill in the required areas and press “Next”. If there is a defect in the contents of Contract Information, Application Information, or Billing Information, please contact our sales.



You should use single-byte alphanumeric characters.

NTT Communications Business Portal

Multi-Cloud Connect for AWS - New Request

Multi-Cloud Connect - Request

Dashboard

1 AGREEMENT 2 INPUT FORM 1 3 INPUT FORM 2 4 CONFIRM 5 COMPLETE

VPN Group/Request Location Information

VPN Group:

Location:

ACG Code:

Request Information

Service Plan:

Bandwidth:

Network address for connection segment:

Network address mask for connection segment:

AWS AccountID:

Network Address for BGP Route Advertisement

Specify your on-premises network address(es) and address mask(s) which you would like to advertise to AWS. You can specify up to 57 addresses.

| # | Network address for BGP route advertisement | Network address mask for BGP route advertisement |
|---|---|--|
| 1 | <input type="text" value="10.200.3.0"/> | <input type="text" value=""/> |

[+] Add

Contract Information

Contract Company Name:

Contract Company Address:

Applicant Information

Customer Applicant Name:

Customer Applicant TEL:

Customer Applicant E-Mail:

Billing Information

Billing Company:

Billing Division:

Billing StaffName:

Billing Country:

Billing City:

Billing Address:

Billing TEL:

Back Next

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Figure 4-4: Detailed Request Form



Table 4-2: Description of Detailed Request Form

| Menu | | Description |
|---|---|---|
| VPN Group/Request Location Information | | |
| | VPN Group | VPN number selected on VPN Group / Location is automatically displayed. |
| | Location | Location selected on VPN Group / Location is automatically displayed. |
| | ACG Number | ACG number selected on VPN Group / Location is automatically displayed. |
| Request Information | | |
| | Service Plan | Select one from Best Effort or Guarantee Plan (Required). |
| | Bandwidth | Select one bandwidth from the pulldown menu (Required). |
| | Network Address For Connection Segment | Assign and fill the network address for connection segment. Fixed subnet mask is "/29". *1 |
| | Network Address Mask For Connection Segment | *A duplicated ip address in the same VPN cannot be reserved. If there is no address that can be reserved, please contact the account manager. |
| | AWS Account ID | Input the AWS Account ID (Required). *Please refer to AWS management console for the ID. |
| | Network Address for BGP Route Advertisement | Specify more than one advertised route (Required). *Press "add" to show entry fields. Each advertised route needs to exactly match an address used in VPN. Please note that default route (0.0.0.0/0) cannot be specified. Three summarized routes below are always advertised to AWS even if no route is specified for the network address for BGP route advertisement. (1) 10.0.0.0/8 (2) 172.16.0.0/12 (3) 192.168.0.0/16 If you do not have an additional route to be specified, please specify 10.0.0.0/8. In this case, only three summarized routes above are advertised. |
| | Network Address Mask for BGP Route Advertisement | Input network address mask for BGP route advertisement. |
| Contract Information | | |
| | Contract Company Name | Contract Company Name is automatically displayed. |
| | Contract Company Address | Contract Company Address is automatically displayed. |
| Applicant Information | | |
| | Customer Applicant Name | Name of the login user is automatically displayed. |
| | Customer Applicant TEL | Telephone number of the login user is automatically displayed. |
| | Customer Applicant E-Mail | Email address of the login user is automatically displayed. |



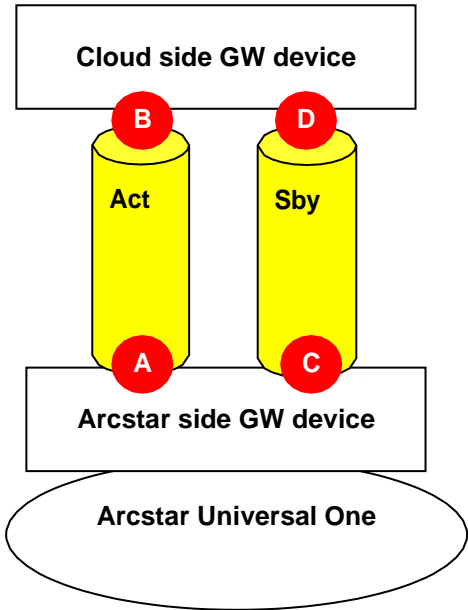
| Billing Information | |
|----------------------|---|
| Billing Company Name | The company name used for billing is automatically displayed. |
| Billing Division | Input the division used for the billing (Optional). |
| Billing Staff Name | Input the staff name used for the billing (Optional). |
| Billing Country | The country used for the billing is automatically displayed. |
| Billing City | Input the city used for the billing (Required). |
| Billing Address | The address used for the billing is automatically displayed (Required). |
| Billing TEL | Input the telephone number used for the billing (Required). |

*1 The network address for connection segment (/29) is divided into ACT/SBY segment and assigned by the following rule:

- The lower number of /30 is assigned for the primary circuit, and the higher number of /30 is assigned for the secondary circuit:
- The lower number of each segment is assigned for Arcstar side, and the higher number of each segment is assigned for the cloud side.

Ex: When you reserve 10.24.30.8/29, addresses are assigned as follows.

| | | |
|---|-------------------|----------------|
| A | Arcstar side: ACT | 10.24.30.9/30 |
| B | Cloud side: ACT | 10.24.30.10/30 |
| C | Arcstar side: SBY | 10.24.30.13/30 |
| D | Cloud side: SBY | 10.24.30.14/30 |





5. Confirm your input and press “Submit”.

NTT Communications Business Portal

Multi-Cloud Connect for AWS - New Request

Multi-Cloud Connect - Request

Dashboard

1 AGREEMENT

2 INPUT FORM 1

3 INPUT FORM 2

4 CONFIRM

5 COMPLETE

VPN Group/Request Location Information

VPN Group

Location

ACG Code

V

Washington DC

Request Information

Service Plan

Bandwidth

Network address for connection segment

Network address mask for connection segment

AWS AccountID

required

required

required

required

Best Effort

100M

29

Network Address for BGP Route Advertisement

#

Network address for BGP route advertisement

Network address mask for BGP route advertisement

1

10.200.30.0

29

Contract Information

Contract Company Name

Contract Company Address

Applicant Information

Customer Applicant Name

Customer Applicant TEL

Customer Applicant E-Mail

Billing Information

Billing Company

Billing Division

Billing StaffName

Billing Country

Billing City

Billing Address

Billing TEL

JAPAN

Tokyo

required

required

required

Back

Submit

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Figure 4-5: Order Confirmation



6. Please check your order status from “Order History” button. To go to the application top, press “Multi-Cloud Connect - Request”. Do not press “go back” button on your browser.

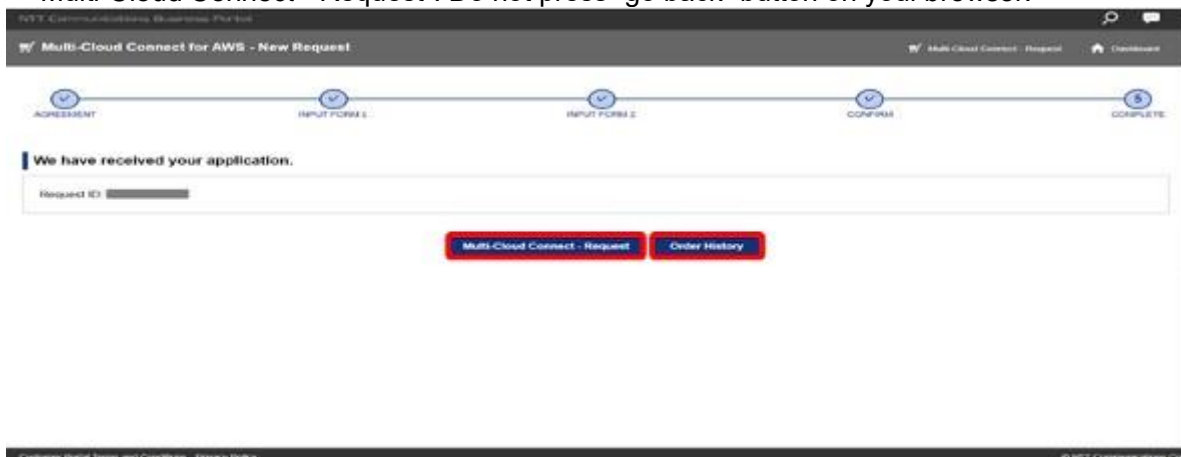


Figure 4-6: Application Complete

7. Confirm that your order status is “Pending” on Order History page.
- * For details of Order History page, refer to the table below.
 - * If the status becomes “Failed”, click the Request ID and details of the error is displayed.
 - * You can use the search window to find your order.

NTT Communications Business Portal

Order History

You can check the status of your request.

Search

TOTAL 23,084 15 items

| Request ID | Contract Number | Service Start Date | Order Type | Service Name | Status | Request Date | Action |
|----------------------------|-----------------|--------------------|--|--|-----------|----------------------------|-------------------------------------|
| 1804110024 | N | | Change Network Address (IP route) | AIXIAI UNIVERSAL ONE | Pending | Apr 11, 2018 16:4 1:05 JST | Cancel |
| 1804110023 | N | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Completed | Apr 11, 2018 16:3 1:40 JST | On-Demand |
| 1804110022 | | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Pending | Apr 11, 2018 16:2 8:44 JST | On-Demand |
| 1804110021 | N | | New Request | Multi-Cloud Connect for AWS Best Effort | Pending | Apr 11, 2018 16:0 8:18 JST | Cancel On-Demand |
| 1804110020 | | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Failed | Apr 11, 2018 16:0 2:28 JST | On-Demand |
| 1804110019 | N | | Terminate Request | Multi-Cloud Connect for AWS Guarantee | Pending | Apr 11, 2018 15:4 2:18 JST | On-Demand |
| 1804110018 | N | | Change Bandwidth | Multi-Cloud Connect for AWS Best Effort | Pending | Apr 11, 2018 15:3 6:28 JST | On-Demand |
| 1804110017 | N | | Change BGP Route Advertisement Information | Multi-Cloud Connect for AWS Guarantee | Pending | Apr 11, 2018 15:1 7:45 JST | On-Demand |
| 1804110016 | N | | Terminate Request | Multi-Cloud Connect for ECL2.0 Guarantee | Pending | Apr 11, 2018 15:0 9:49 JST | On-Demand |
| 1804110015 | N | | Change Bandwidth | Multi-Cloud Connect for ECL2.0 Best Effort | Pending | Apr 11, 2018 15:0 1:23 JST | On-Demand |

1 2 3 4 5 ... 2509

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Figure 4-7: Order History



When the contract number is displayed, setting of Step1 is completed and you can move on to Step2.

* If you would like to cancel or delete AWS Virtual Interfaces that are created in Step1, click “Cancel” in Actions.

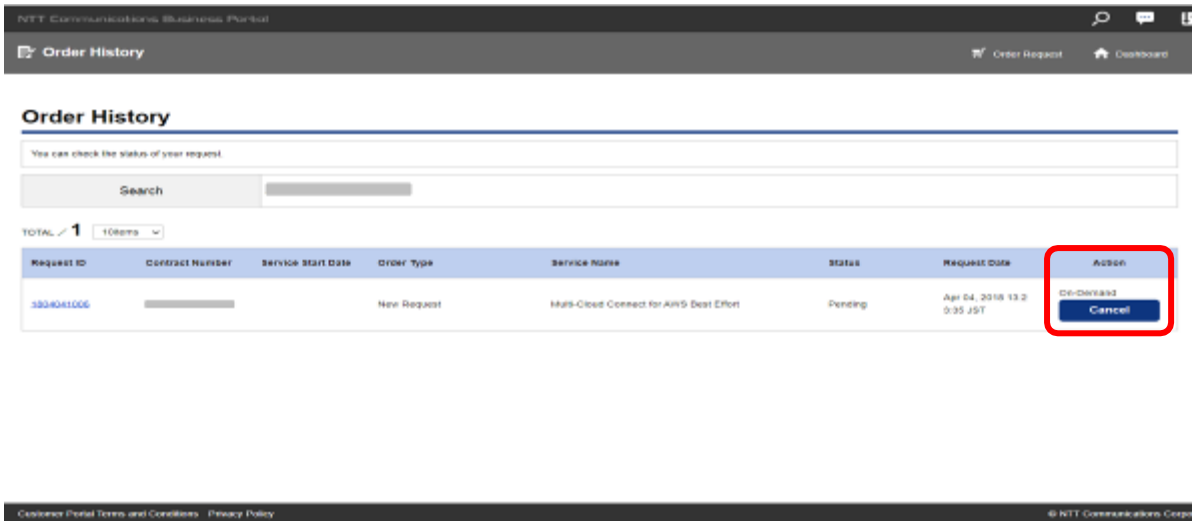


Figure 4-8: Order History

Table 4-3: Description of Order History

| Menu | Description |
|--------------------|--|
| Request ID | Request ID is displayed when your order is submitted. You can see the details of order information by clicking the ID. |
| Contract Number | The contract number is displayed once the setting of Step1 is completed. It is an 8-digit number starting with W. |
| Service Start Date | This item is blank. |
| Order Type | The order type (“New”, “Change”, or “Termination”) is displayed. |
| Service Name | The service plan that you selected is displayed. |
| Status | The status of your order is displayed. “Pending”: On-demand configuration of your order is ongoing. “Completed”: On-demand configuration of your order has been successfully completed. “Failed”: On-demand configuration of your order has been failed. Press request ID, check an error message, and issue a ticket to make an inquiry. |
| Requested Date | The date when you place an order is displayed. |
| Actions | “On-demand” is displayed for any order request. |



3.4 New Order (Step2)

1. Go to AWS portal (AWS Management Console) and approve AWS virtual interfaces.

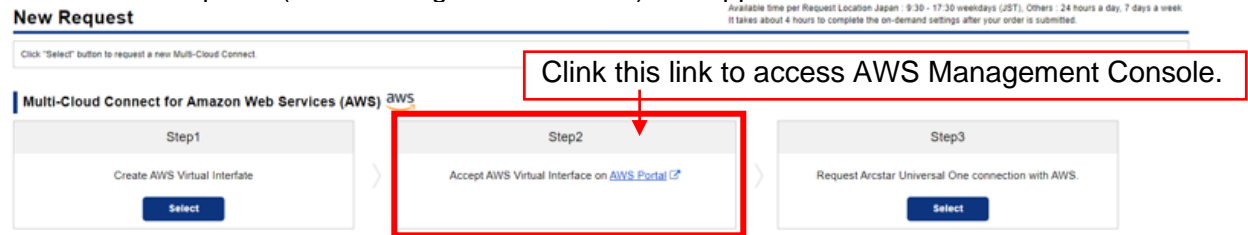


Figure 4-9: Order Menu



- On AWS Management Console, two unapproved VIFs for primary and backup circuit are displayed. Please approve both of them. You can approve them in no particular order.
- The status of the VIFs turns into “Available” after completing Step3.

Step 2 is completed when you approve the Virtual Interfaces on AWS Management Console.

If you have any question related to approval of AWS Virtual Interface, please contact AWS Support Center.



3.5 New Order (Step3)

- 1. Click “Select” for Step3 of Multi-Cloud Connect for Amazon Web Services in New Request.

New Request

Click "Select" button to request a new Multi-Cloud Connect.

Multi-Cloud Connect for Amazon Web Services (AWS)

Step1

Create AWS Virtual Interface

Select

Step2

Accept AWS Virtual Interface on [AWS Portal](#)

Step3

Request Arcstar Universal One connection with AWS.

Select

Figure 4-10: Order Menu

- 2. Choose the circuit you would like to create from the pulldown list and click “Next”.

NTT Communications Business Portal

Multi-Cloud Connect for AWS - New Request

Multi-Cloud Connect - Request

1 INPUT FORM 2 CONFIRM 3 COMPLETE

Request Information

Circuit Requesting

Cancel Next

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Figure 4-11: Order Selection Form



3. Confirm the request information and press “Submit”.

NTT Communications Business Portal

Multi-Cloud Connect for AWS - New Request

Multi-Cloud Connect - Request

Dashboard

1

INPUT FORM

2

CONFIRM

3

COMPLETE

VPN Group/Request Location Information

| | |
|-----------|--------|
| VPN Group | V |
| Location | London |
| ACG Code | |

Request Information

| | |
|---|---------------------------------|
| SO Completion Date | Aug 02, 2017 13:50:00 JST |
| Service Plan | <div>required</div> Best Effort |
| Bandwidth | <div>required</div> 100M |
| Network address for connection segment | <div>required</div> |
| Network address mask for connection segment | 29 |
| AWS AccountID | <div>required</div> |

Network Address for BGP Route Advertisement

| # | Network address for BGP route advertisement | Network address mask for BGP route advertisement | - |
|---|---|--|---|
| 1 | | 11 | |

Contract Information

| | |
|--------------------------|--|
| Contract Company Name | |
| Contract Company Address | |

Applicant Information

| | |
|---------------------------|--|
| Customer Applicant Name | |
| Customer Applicant TEL | |
| Customer Applicant E-Mail | |

Billing Information

| | |
|-------------------|---------------------------|
| Billing Company | |
| Billing Division | |
| Billing StaffName | |
| Billing Country | JAPAN |
| Billing City | <div>required</div> Tokyo |
| Billing Address | |
| Billing TEL | <div>required</div> |

Back

Submit

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Figure 4-12: Order Confirmation



4. Please check your order status from “Order History” button. To go to the application top, press “Multi-Cloud Connect - Request”. Do not press “go back” button on your browser.

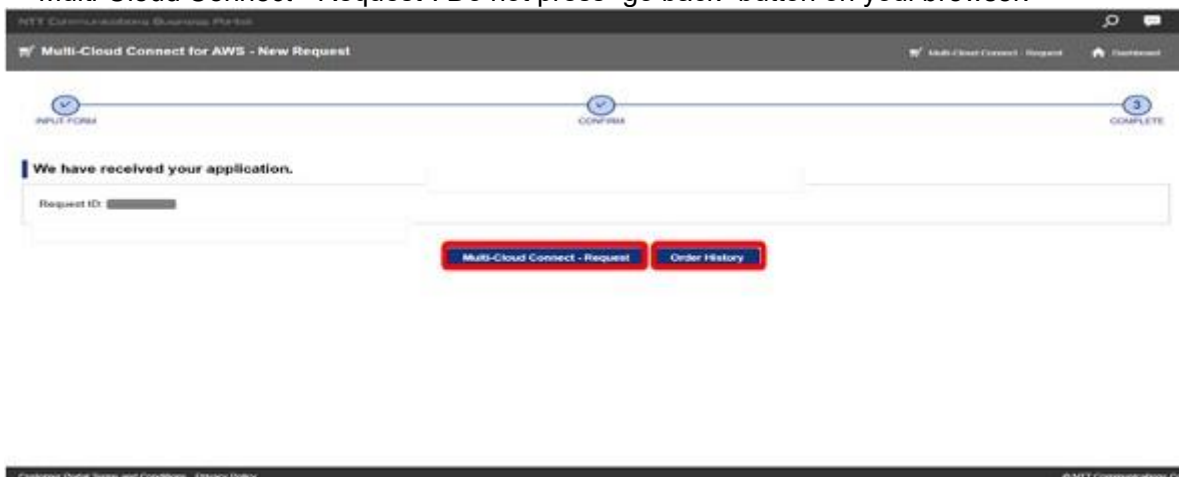


Figure 4-13: Application Complete

5. Confirm that your order status is “Pending” on Order History page.
- * For details of Order History page, refer to the table below.
 - * When the status changes to “Completed”, your circuit is ready to use and charge starts according to your service plan. It takes up to 4 hours for your order setting to be completed.
 - * If the status becomes “Failed”, click the Request ID and details of the error is displayed.
 - * You can use the search window to find your order.

NTT Communications Business Portal

Order History

You can check the status of your request.

Search

TOTAL / 23,084 10 items

| Request ID | Contract Number | Service Start Date | Order Type | Service Name | Status | Request Date | Action |
|----------------------------|-----------------|--------------------|--|--|-----------|---------------------------|------------------------|
| 1804110024 | N | | Change Network Address (Main) | Arcstar Universal One | Pending | Apr 11, 2018 16:41:05 JST | Cancel |
| 1804110023 | N | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Completed | Apr 11, 2018 16:31:40 JST | On-Demand |
| 1804110022 | | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Pending | Apr 11, 2018 16:28:44 JST | On-Demand |
| 1804110021 | N | | New Request | Multi-Cloud Connect for AWS Best Effort | Pending | Apr 11, 2018 16:08:15 JST | Cancel |
| 1804110020 | | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Failed | Apr 11, 2018 16:02:05 JST | On-Demand |
| 1804110019 | N | | Terminate Request | Multi-Cloud Connect for AWS Guarantee | Pending | Apr 11, 2018 15:42:15 JST | On-Demand |
| 1804110018 | N | | Change Bandwidth | Multi-Cloud Connect for AWS Best Effort | Pending | Apr 11, 2018 15:36:25 JST | On-Demand |
| 1804110017 | N | | Change BGP Route Advertisement Information | Multi-Cloud Connect for AWS Guarantee | Pending | Apr 11, 2018 15:17:46 JST | On-Demand |
| 1804110016 | N | | Terminate Request | Multi-Cloud Connect for ECL2.0 Guarantee | Pending | Apr 11, 2018 15:06:49 JST | On-Demand |
| 1804110015 | N | | Change Bandwidth | Multi-Cloud Connect for ECL2.0 Best Effort | Pending | Apr 11, 2018 15:01:23 JST | On-Demand |

< 1 2 3 4 5 ... 2309 >

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Figure 4-14: Order History



Table 4-4: Description of Order History

| Menu | Description |
|---------------------------|---|
| Request ID | Request ID is displayed when your order is submitted. You can see the details of order information by clicking the ID. |
| Contract Number | The contract number is displayed. |
| Service Start Date | This item is blank. The service starts on the same day as the order request. |
| Order Type | The order type ("New", "Change", or "Termination") is displayed. |
| Service Name | The service plan that you selected is displayed. |
| Status | <p>The status of your order is displayed.</p> <p>"Pending": On-demand configuration of your order is ongoing.</p> <p>"Completed": On-demand configuration of your order has been successfully completed.</p> <p>"Failed": On-demand configuration of your order has been failed. Press request ID, check an error message, and issue a ticket to make an inquiry.</p> |
| Requested Date | The date when you place an order is displayed. |
| Actions | "On-demand" is displayed for any order request. |



3.6 Termination Order

- 1. In the circuit list of Change/Terminate Request, click “Select” of the circuit which you would like to terminate. You can also search by entering a contract number in the search window.

NTT Communications

Site for corporate service subscribers
Business Portal

Contract Number, Site name, VPN Group Number, IP Voice Phone, etc.

エス・ティ・ティ・コミュニケーションズ

Service Management ToolsRecent Operations

Multi-Cloud Connect Request

Order History

Multi-Cloud Connect - Request

New Request

Available time per Request Location Japan : 9:30 - 17:30 weekdays (JST), Others : 24 hours a day, 7 days a week
It takes about 4 hours to complete the on-demand settings after your order is submitted.

Click "Select" button to request a new Multi-Cloud Connect.

Multi-Cloud Connect for Amazon Web Services (AWS)

Step1

Create AWS Virtual Interface

Select

Step2

Accept AWS Virtual Interface on [AWS Portal](#)

Step3

Request Arcstar Universal One connection with AWS.

Select

Change/Terminate Request

Available time per Request Location Japan : 9:30 - 17:30 weekdays (JST), Others : 24 hours a day, 7 days a week
It takes about 4 hours to complete the on-demand settings after your order is submitted.

Click "Select" button of a service you want to manage.

Search

Please enter a keyword

Total 49 items show 10 items

12345

| VPN Group | Contract ID | Service Name | Service Plan | Cloud Connect Location | Memo | |
|-----------|-------------|--|--------------|------------------------|------|--------|
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 大阪 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Best Effort | 大阪 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Guarantee | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Guarantee | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |
| V | N | Arcstar Universal One Multi-Cloud Connect Enterprise Cloud 2.0 | Best Effort | 東京 | | Select |

12345

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Be the Others

Figure 4-15: Order Menu

Change/Terminate Request

Available time per Request Location Japan : 9:30 - 17:30 weekdays (JST), Others : 24 hours a day, 7 days a week
It takes about 4 hours to complete the on-demand settings after your order is submitted.

Click "Select" button of a service you want to manage.

Search

VPN

TOTAL 1 10 items

| VPN Group | Contract ID | Service Name | select_order_pos_group | Cloud Connect Location | Memo | |
|-----------|-------------|--|------------------------|------------------------|------|--------|
| V | N | Arcstar Universal One Multi-Cloud Connect Amazon | Guarantee | London | | Select |

1

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Figure 4-16: Change/Terminate Request



2. Please check Contract Service Information and click “Select” of Terminate in Change/Terminate Request.

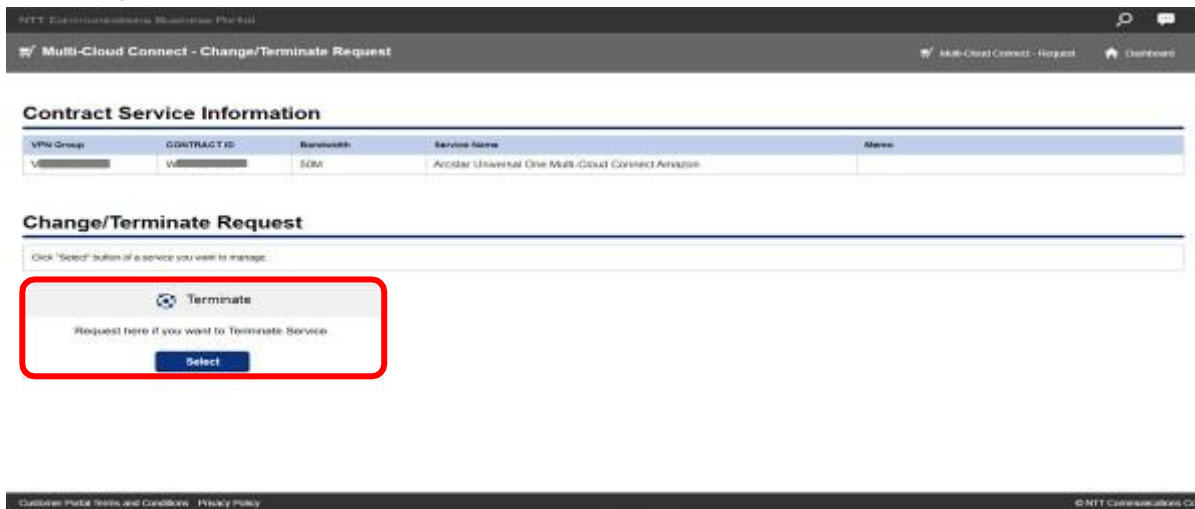


Figure 4-17: Change/Terminate Request Menu

3. In order to place an order, it is required to accept the agreements. Once you confirm the description, check the box and press “Next”.

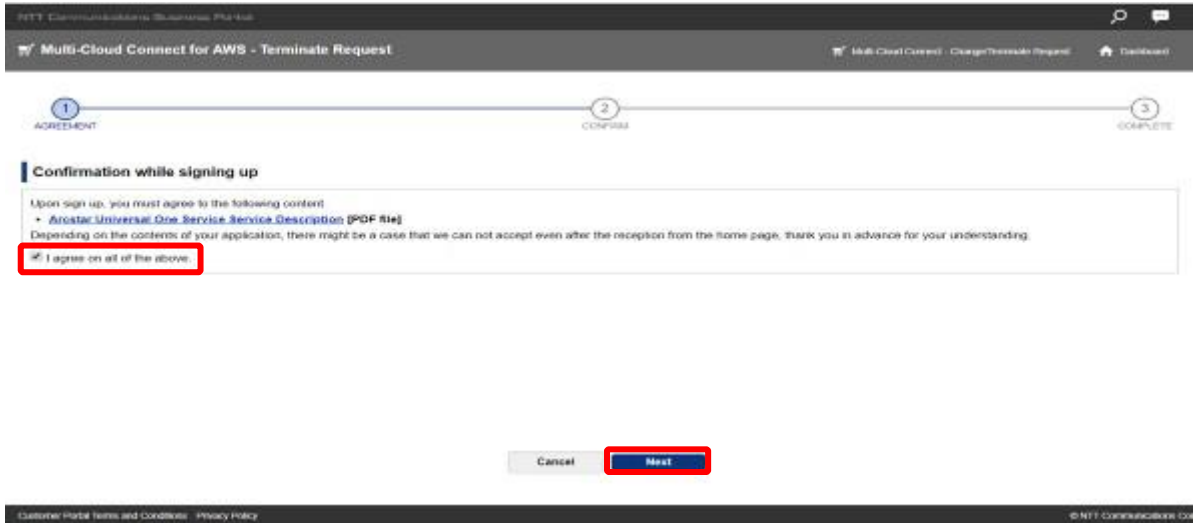


Figure 4-18: User Confirmation



4. Confirm the W# to terminate and press “Submit”.

Figure 4-19: Order Confirmation

5. Please check your order status from “Order History” button. To go to the application top, press “Multi-Cloud Connect - Request”. Do not press “go back” button on your browser.

Figure 4-20: Application Complete



6. Confirm that your order status is “Pending” on Order History page.
 - * For details of Order History page, refer to the table below.
 - * When the status changes to “Completed”, your circuit becomes unavailable. It takes up to 4 hours for your order setting to be completed.
 - * If the status becomes “Failed”, click the Request ID and details of the error is displayed.
 - * You can use the search window to find your order.

NTT Communications Business Portal

Order History

You can check the status of your request.

Search

TOTAL / 23,084 10 items

| Request ID | Contract Number | Service Start Date | Order Type | Service Name | Status | Request Date | Action |
|----------------------------|-----------------|--------------------|--|--|-----------|----------------------------|------------------------|
| 1804110024 | N | | Change Network Address (Manual) | Arcstar Universal One | Pending | Apr 11, 2018 16:4 1:05 JST | Cancel |
| 1804110023 | N | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Completed | Apr 11, 2018 16:3 1:40 JST | On-Demand |
| 1804110022 | | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Pending | Apr 11, 2018 16:2 8:44 JST | On-Demand |
| 1804110021 | N | | New Request | Multi-Cloud Connect for AWS Best Effort | Pending | Apr 11, 2018 16:0 8:15 JST | Cancel |
| 1804110020 | | | New Request | Multi-Cloud Connect for ECL2.0 Best Effort | Failed | Apr 11, 2018 16:0 2:05 JST | On-Demand |
| 1804110019 | N | | Terminate Request | Multi-Cloud Connect for AWS Guarantee | Pending | Apr 11, 2018 15:4 2:15 JST | On-Demand |
| 1804110018 | N | | Change Bandwidth | Multi-Cloud Connect for AWS Best Effort | Pending | Apr 11, 2018 15:3 6:25 JST | On-Demand |
| 1804110017 | N | | Change BGP Route Advertisement Information | Multi-Cloud Connect for AWS Guarantee | Pending | Apr 11, 2018 15:1 7:46 JST | On-Demand |
| 1804110016 | N | | Terminate Request | Multi-Cloud Connect for ECL2.0 Guarantee | Pending | Apr 11, 2018 15:0 6:49 JST | On-Demand |
| 1804110015 | N | | Change Bandwidth | Multi-Cloud Connect for ECL2.0 Best Effort | Pending | Apr 11, 2018 15:0 1:23 JST | On-Demand |

< 1 2 3 4 5 ... 2309 >

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Figure 4-21: Order History

Table 4-5: Description of Order History

| Menu | Description |
|---------------------------|---|
| Request ID | Request ID is displayed when your order is submitted. You can see the details of order information by clicking the ID. |
| Contract Number | The contract number is displayed. |
| Service Start Date | This item is blank. |
| Order Type | The order type (“New”, “Change”, or “Termination”) is displayed. |
| Service Name | The service plan that you selected is displayed. |
| Status | <p>The status of your order is displayed.</p> <p>“Pending”: On-demand configuration of your order is ongoing.</p> <p>“Completed”: On-demand configuration of your order has been successfully completed.</p> <p>“Failed”: On-demand configuration of your order has been failed. Press request ID, check an error message, and issue a ticket to make an inquiry.</p> |
| Requested Date | The date when you place an order is displayed. |
| Actions | “On-demand” is displayed for any order request. |



4. Create a Ticket for Support Request

You can ask any questions about how to use Business Portal or an order error by creating a ticket 24/365. However, NTT Communications responds to an inquiry during the business hour, 9:00-17:30 (JST).

1. Click “Inquiry” on the top page of Business Portal.

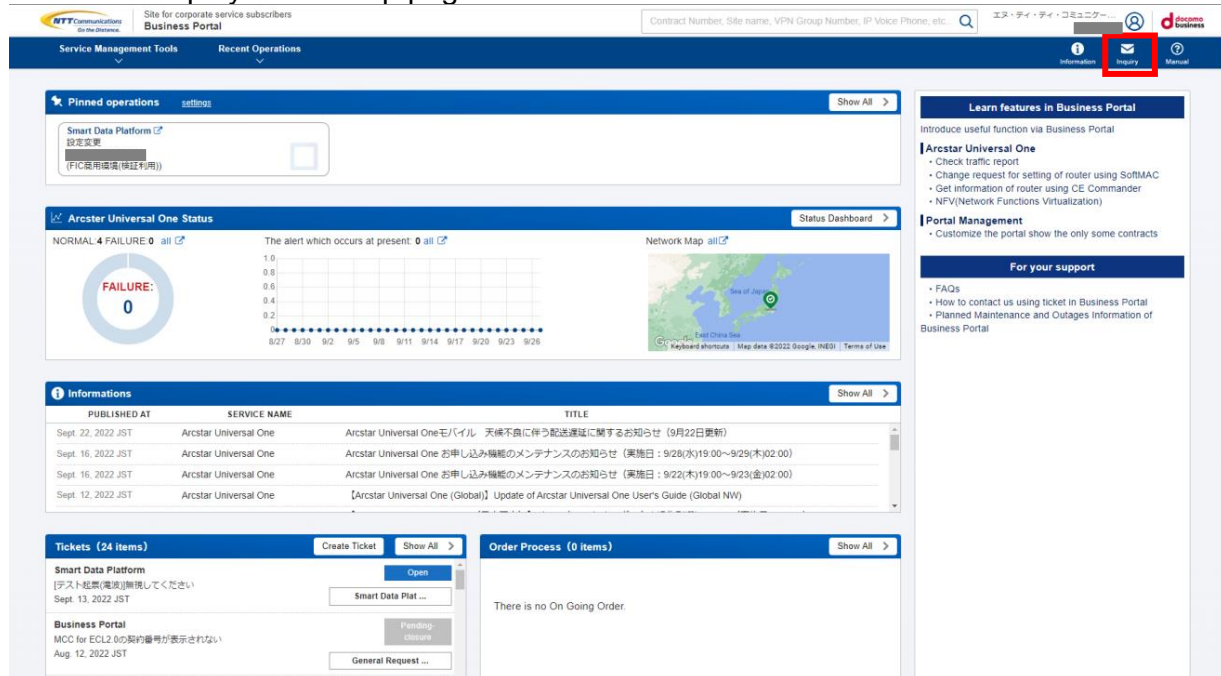


Figure 5-7: Business Portal Top

2. Select “Multi-Cloud Connect” and click “Next”. The items on the list depend on the contents of your contract.

Create Ticket

Ticket List

Please select the service name you would like to contact.
Please select the service name for inquiries regarding service-specific functions.

Network

☐ Arcstar Universal One
 ☐ Arcstar Universal One Virtual
 ☐ Multi-Cloud Connect

☐ Multi-Cloud Connect(Global)
 ☐ Arcstar Universal One(VBBS/T MWSaaS/TMEsS/HES)

Portal

☐ Business Portal

* Please select here for inquiries about portal settings such as user creation and user group creation

Figure 5-8: Create Ticket (Service Name)

NTTCommunications

Site for corporate service subscribers

Business Portal

Switch to the old design

Contract Number, Site name, VPN Group Number, etc.

エヌ・ティ・ティ・コミュニケー...

Service Menu

Frequently used menu

Information

Inquiry

Help

/ Multi-Cloud Connect Create New Ticket

Ticket List

Create New Ticket (Multi-Cloud Connect)

TICKET CLASSIFICATION

required

CATEGORY : Network

SERVICE NAME : Multi-Cloud Connect

TYPE

☐ Unavailable

If your service is not available, or speed is slow

☐ General Request (Service)

Inquiry about our services in general regardless of the contract existence

☐ General Request (Billing)

Inquiry about billing

Please choose General Request(Service) about a quote of service you are not under contract

Figure 5-9: Create New Ticket (Ticket Classification)

4. Once you select a Ticket Classification, additional input fields automatically appear. Fill in the required fields and press “Create Ticket”. Then a ticket is created.

TITLE

required

(160 Characters)

COMMENT

required

(15000 Characters)

Add attachment

Associated Services

required

Please add associated services.

Keyword

VPN ID: N Bandwidth: 1 0 0 M

VPN ID: N Bandwidth: 1 0 0 M

VPN ID: N Bandwidth: 1 0 0 M

VPN ID: N Bandwidth: 5 0 M

VPN ID: N Bandwidth: 1 0 0 M

VPN ID: N Bandwidth: 5 0 M

追加 →

← 削除

Associated Contacts

required

Please add associated contacts.

Keyword

追加 →

← 削除

Create Ticket

Figure 5-10: Create New Ticket (Input Fields)



5. When you click the ticket on the top page of Business Portal, you can check the detail.

The screenshot shows the Business Portal interface. At the top, there's a navigation bar with 'Service Menu' and 'Frequently used menu'. Below this, a banner indicates a failure alert for 'Arcstar Universal One L3'. The main content area is divided into three sections: 'Informations' (a table of recent tickets), 'Tickets (1 items)' (a list of tickets with a highlighted one), and 'Order Process (0 items)' (a section indicating no orders are in progress). A sidebar on the right provides links to learn features and support resources.

Figure 5-11: Business Portal Top

The screenshot shows the 'Ticket Detail' page for ticket NB-10012030. The page has a header with the ticket ID and a 'CLOSE TICKET' button. The main content area is a form with various fields: 'SERVICE NAME' (Arcstar Universal One Virtual), 'TYPE' (Unavailable), 'Associated Services' (empty), 'LOCATION' (empty), 'vClientID' (empty), 'OS / VERSION of YOUR DEVICE' (古いVer), 'OCCURRED DATE' (Sept. 13, 1975 19:10:00 JST), and 'LED LAMP STATUS' (empty). Below the form is a 'Comment List' section.

Figure 5-12: Ticket Detail

Notes

- (1) If you cannot select [Multi-Cloud Connect] from [Network] and don't have any other MCC contract, please follow the below steps for creating a ticket.
 1. Select [Inquiries about not displayed service name, contract and function in menu, user management and login] then click [next].
 2. Select [General Request (View)], choose your associated contract.
 3. In the [COMMENT], you can write that this is a ticket for MCC service and the Request ID and Contract ID, then describe your situation. You can check your Request ID and Contract ID in Order History page.
- (2) If you cannot select the Associated Services you would like to make a ticket and you have other MCC contract, please follow the below steps for creating a ticket.
 1. Select [Multi-Cloud Connect] from [Network].
 2. Choose other associated service you own in [Associated Services] and describe that you are creating a ticket for different contract in [COMMENT].