DISCLAIMER: The processes defined within this document are supplied as an aid to using the Telstra Active Services only. Telstra shall not be liable for any direct, indirect, consequential, exemplary, punitive or incidental damages arising from any application of the processes in this document.

IMPORTANT: Any change in bandwidth state which is scheduled by the Time and Day Manager will remain until it is changed by another event raised by the account holder or it is changed manually by means of Bandwidth on Demand. The account holder will be responsible for resetting the bandwidth.
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**Introduction**

**TELSTRA Bandwidth on Demand**

The Telstra Bandwidth on Demand allows Telstra Ethernet and Wideband IP, Internet Direct account holders to plan and control their usage.

Through the Telstra Bandwidth on Demand, account holders are able to increase or decrease the bandwidth for services assigned to their accounts to suit their unique needs.

These changes may be requested for immediate response via Change Bandwidth Now, or can be scheduled to occur automatically in the future by means of the Telstra Time and Day Manager.

**Edit Site Alias**: To enter alias to customise the label of their site.

**View Log**: To view the bandwidth changed log of a VLAN.

**EVENTS**: When a change in bandwidth is scheduled for the future, it can take the form of either a once-only or a recurring event. Events are raised in the Telstra Time and Day Manager, and are automatically actioned at the nominated time or times.

**IMPORTANT**: Any change in bandwidth state scheduled by the Time and Day Manager will remain until it is changed by another event raised by the account holder. The account holder will be responsible for resetting the bandwidth.

The Schedule Manager component of the Telstra Time and Day Manager allows Telstra clients to review scheduled events, check event status and modify or delete events.
Change Bandwidth Now

Change Bandwidth Now is accessed via the Change Bandwidth Now link adjacent to each service like Telstra Ethernet, Internet Direct and Wideband IP.

If this link is clicked, the account holder may effect a single change to their bandwidth status, effective immediately.

The bandwidth will stay at the selected level until it is set to a new one, or until it is changed automatically by an event which has been preset by the account holder.

When the bandwidth is changed using this screen, no event is raised in the events scheduler. This is because the change requested is effected immediately.

There is a 5-minute window between requests to change bandwidth for a service. After submitting a request, you must wait 5 minutes before requesting another change to the same service.

To request an immediate change to bandwidth, you must select the service you wish to modify, then click Change Bandwidth now, select the new speed band and bandwidth and submit the change using the Submit button in the List view page.

There is an option to change bandwidth using dialer via Switch To Dial View link in the list view page.

If this link is clicked, the account holder can select the new speed band and bandwidth and submit the change using the Submit button from the dialer in the bandwidth page.

To verify the change, return to the Network Configuration page and refresh the page using the Refresh button.
Changing Bandwidth Now

Example: In the following example a service with a bandwidth of 40 Mbps is changed to 4 Mbps immediately. Note that the bandwidth is not set back to 40 Mbps in this example. When the change is requested and actioned, the service would be charged at rates effective for a 4 Mbps bandwidth. These rates would be effective until the bandwidth is changed again either manually through Change Bandwidth Now or by an event scheduled in the Telstra Time and Day Manager.

1 Log on to the Bandwidth on Demand using the supplied secure token ID
2 Network Configuration screen is displayed, which shows details of services available.
3 Click on the links list adjacent to the service you wish to modify and click the Change Bandwidth link.
Using standard list view drop down, select the speed band containing the new bandwidth to be assigned to the service. In the example, the selected bandwidth is 4 Mbps.

Click the **Submit** button to submit the details for the new bandwidth.

Verify the selected bandwidth, and click the **OK** button to send the request and return to network configuration page. Click the **Refresh** link to verify the bandwidth change.

Clicking the **Cancel** button will return to the Bandwidth On Demand page, allowing further changes.
Switch to Dial View

1. Log on to the Bandwidth on Demand using the supplied secure token ID.

2. Network Configuration screen is displayed, which shows details of services available.

3. Click on the links list adjacent to the service you wish to modify and click the **Change Bandwidth** link.

4. The List view page will be displayed.

5. Click on the **Switch to Dial View** link to change bandwidth via dialer.

Using standard dialer, select the speed band containing the new bandwidth to be assigned to the service. In the example, the selected bandwidth is 8 Mbps.
Dial View

6. Click the **Submit** button to submit the details for the new bandwidth.

Verify the selected bandwidth, and click the **OK** button to send the request and return to network configuration page.

Click the **Refresh** link to verify the bandwidth change.

Clicking the **Cancel** button will return to the Bandwidth On Demand page, allowing further changes.
Bandwidth can be scheduled via the Schedule Bandwidth link adjacent each service. This link is used to schedule, view and maintain future changes in bandwidth. Each change in bandwidth is managed by an event raised within the Bandwidth Scheduler, and which can be viewed or maintained in the Schedule Manager.

**IMPORTANT:** Each event results in a change to bandwidth for the selected service. The account holder is responsible for ensuring the correct bandwidth settings for each event.
Schedule Bandwidth

The Bandwidth Scheduler is accessed via the Schedule Bandwidth drop down box adjacent to each service. This option is used to schedule a future change in bandwidth. When a change in bandwidth is scheduled for the future, it can be one of two types of events – either once only or a recurring event. A once-only event occurs at the specified point in time in the future, and will only occur once. A recurring event may be one of three types; daily, weekly or monthly. Within each of the recurring event types there are options to define the frequency with which the event will occur, eg: once every two days, twice every two weeks etc.

Events may be raised singly, or in pairs:

**Single Events**

It is possible to effect a change to raise the bandwidth for a service from 60 Mbps to 70 Mbps at a specified point in time, without setting the bandwidth back to 60 Mbps. This is known as a single event.

**IMPORTANT:** The bandwidth will stay at 70 Mbps until it is set to a new level, or until it is changed automatically by another event which has been preset by the account holder.

**Paired Events**

When scheduling a change to bandwidth for a service, you can set a specific bandwidth at a specified point (or points) in time and also reset the bandwidth back again at another specified point in time. This is known as a paired event, as two separate events will be raised by the scheduler. As an example, the bandwidth for a service may be required to be increased to 70 Mbps at the start of each working week and reduced to 30 Mbps at the end of the week.
Adding a Once-Only Event (without resetting bandwidth)

**Example:** In the following example a service with a bandwidth of 10 Mbps is scheduled to be changed to 50 Mbps at a specified point in time.

Note that the bandwidth is not set back to 10 Mbps in this example.

From the point in time when the event occurs the service would be charged at rates effective for a 50 Mbps bandwidth. These rates would be effective until the bandwidth is changed again either manually through Change Bandwidth Now or by another scheduled event.

1. Log on to the Telstra Bandwidth on Demand using the supplied secure token ID
2. Network Configuration screen is displayed, which shows details of services available
3. Click on the drop down list adjacent to the service you wish to modify and select the Schedule Bandwidth option
Adding a Once-Only Event (without resetting bandwidth)

4 Using drop down list, select the speed band containing the bandwidth to be implemented by the new event, eg: speed band 2 covers the range 20-50Mbps, and in the example, the new event will set the bandwidth to 50 Mbps. Note that by default the new event will be a once-only event type, as the Once only option is selected.

5 Type into the Description field a description for the new event.

6 Click the Next button to complete the details for the new event.
7 Steps 7.1 to 7.4 apply to the fields under the Set Bandwidth heading on the left side of the page:

7.1 Verify the speed band and bandwidth to be implemented by the new event. If a different speed band and bandwidth is required, these may be selected from the values in the dropdown fields.

The values in the Bandwidth dropdown list are limited to the values available for the selected Speed Band.

7.2 Select a date for the new event to occur. To select a different date, click on the On this date: field, or the icon, and the Calendar window will be displayed.

By default, the On this date: field will default to the current date.

7.3 On the Calendar window, select the date for the new event. The selected date will be placed in the On this date: field and the Calendar window will be closed automatically.

7.4 Select the time for the new event to occur. Select from the hours and minutes dropdown values for the At this time: field.

By default, the At this time: field will default to within 15 minutes of the current time.

7.5 Select the time zone for the new event to occur. By Default it will be Canberra, Melbourne, Sydney, Hobart.

8 Click the Submit button.

9 Verify the time, date and bandwidth for the new event, and click the OK button to create the new event.

Clicking the Cancel button will return to the Add once-only event page, allowing further changes.

10 The complete list of all events for the service is displayed, including the new event which has just been created.
IMPORTANT: If you have chosen to set a new bandwidth by scheduling an event, and do not reset the bandwidth (as in the above example), the bandwidth will remain at the set rate once the event is executed. If you wish to set the bandwidth back to the original setting, or to a different setting, this must either be scheduled or set manually.
Adding a Once-Only Event with Reset

Example: In the following example, a service with a bandwidth of 4 Mbps is scheduled to be changed to 50 Mbps at a specified point in time. It is also scheduled to be reset back to 4 Mbps at a point in time further into the future.

From the point in time when the first event occurs the service would be charged at rates effective for a 50 Mbps bandwidth. These rates would be effective until the bandwidth is changed again by the second (or “paired”) scheduled event.

IMPORTANT: This example will raise two “paired” events in the Telstra Time and Day Manager.

1. Log on to the Telstra Bandwidth on Demand using the supplied secure token ID
2. Network Configuration screen is displayed, which shows details of services available.
3. Click on the drop down list adjacent to the service you wish to modify and select the Schedule Bandwidth option.

Schedule changes to bandwidth for the selected service
Adding a Once-Only Event with Reset

Using drop down list, select the speed band containing the bandwidth to be implemented by the new event, eg: speed band 2 covers the range 20-50Mbps, and in the example, the new event will set the bandwidth to 50 Mbps.

Note that by default the new event will be a once-only event type, as the Once only option is selected.

Type into the Description field a description for the new event.

Click the Next button to complete the details for the new event.
7 Steps 7.1 to 7.4 apply to the fields under the **Set Bandwidth** heading on the left side of the page:

7.1 Verify the speed band and bandwidth to be implemented by the new event. If a different speed band and bandwidth is required, these may be selected from the values in the dropdown fields. The values in the **Bandwidth** dropdown list are limited to the values available for the selected **Speed Band**.

7.2 Select a date for the new event to occur. To select a different date, click on the **On this date:** field, or the calendar icon, and the Calendar window will be displayed. By default, the **On this date:** field will display the current date.

7.3 On the Calendar window, select the date for the new event. The selected date will be placed in the **On this date:** field and the Calendar window will be closed automatically.

7.4 Select the time for the new event to occur. Select from the hours and minutes dropdown values for the **At this time:** field. By default, the **At this time:** field will default to within 15 minutes of the current time.

7.5 Select the time zone for the new event to occur. By default it will be Canberra, Melbourne, Sydney, Hobart.

8 Click to check the **Re-set Bandwidth** checkbox on the right of the page. When the **Re-set Bandwidth** checkbox is checked, the fields under the **Re-set Bandwidth** heading to the right of the page become active.
Steps 9.1 to 9.4 apply to the fields under the **Re-set Bandwidth** heading on the right side of the page:

Verify the **speed band** and **bandwidth** to be implemented by the new paired event. If a different speed band and bandwidth is required, these may be selected from the values in the dropdown fields.

The values in the **Bandwidth** dropdown list are limited to the values available for the selected **Speed Band**.

Select a date for the new paired event to occur. To select a different date, click on the **On this date:** field, or the icon, and the Calendar window will be displayed.

By default, the **On this date:** field will display the current date. On the Calendar window, select the date for the new paired event. The selected date will be placed in the On this date: field and the Calendar window will be closed automatically.

Select the time for the new paired event to occur. Select from the hours and minutes dropdown values for the **At this time:** field. By default, the **At this time:** field will default to within 15 minutes of the current time.

Select the time zone for the new event to occur. By default it will be Canberra, Melbourne, Sydney, Hobart. Click the button.

Verify the time, date and bandwidth for the new event, and the new paired event, and click the button to create both events. Clicking the button will return to the Add once-only event page, allowing further changes.
The complete list of all events for the service is displayed, including the new paired events which have just been created.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Description</th>
<th>Location</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 Oct 2012</td>
<td>4:00 pm</td>
<td>2</td>
<td>User manual (2)</td>
<td>Telstra Ethernet</td>
<td>View/Print Event View Log</td>
</tr>
<tr>
<td>31 Oct 2012</td>
<td>8:30 pm</td>
<td>1</td>
<td>User manual (1)</td>
<td>Telstra Ethernet</td>
<td>View/Print Event View Log</td>
</tr>
<tr>
<td>31 Oct 2012</td>
<td>4:00 pm</td>
<td>2</td>
<td>User manual (2)</td>
<td>Telstra Ethernet</td>
<td>View/Print Event View Log</td>
</tr>
<tr>
<td>31 Oct 2012</td>
<td>8:30 pm</td>
<td>1</td>
<td>User manual (1)</td>
<td>Telstra Ethernet</td>
<td>View/Print Event View Log</td>
</tr>
</tbody>
</table>
# Adding a Recurring Event with Reset

**Example:** In the following example, a service with a bandwidth of 60 Mbps is scheduled to be changed to 70 Mbps at a specified point in time each day of the working week. It is also scheduled to be reset back to 60 Mbps at a point in time at the end of the working week.

From the point in time when the first event occurs the service would be charged at rates effective for a 70 Mbps bandwidth. These rates would be effective until the bandwidth is changed again by the second (or “paired”) scheduled event.

### Network Configuration

**Welcome to the Network Configuration**

Please select the service you wish to modify:

<table>
<thead>
<tr>
<th>Fnn &amp; Address</th>
<th>VPN FNN</th>
<th>Product</th>
<th>Billing Type</th>
<th>Bandwidth</th>
<th>Date last modified</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>(N0108874R) UT TESTING 5TH OCT 4 Birreba Ave, Beresfield, NSW 2322</td>
<td></td>
<td>Ethernet</td>
<td>Telstra</td>
<td>4 Mbps</td>
<td>08/10/2012 20:46:58</td>
<td>Change Bandwidth</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Schedule Bandwidth</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Edit Site Alias</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>View Log</td>
</tr>
<tr>
<td>(N0013547R) Fl 5, 242 - 246 Kent St, Sydney, NSW 2000</td>
<td></td>
<td>Ethernet</td>
<td>Telstra</td>
<td>40 Mbps</td>
<td>09/10/2012 16:05:43</td>
<td>Change Bandwidth</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Schedule Bandwidth</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Edit Site Alias</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>View Log</td>
</tr>
</tbody>
</table>

**Status:** Your last request was successful. 08/10/2012 20:46:58

**Status:** Your request has been received. 09/10/2012 16:05:39

**IMPORTANT:** This example will raise two recurring “paired” events in the Telstra Time and Day Manager.

1. Log on to the Telstra WIP/TE Bandwidth on Demand using the supplied secure token ID
2. Network Configuration screen is displayed, which shows details of services available.
3. Click on the drop down list adjacent to the service you wish to modify and select the **Schedule Bandwidth** option.
Adding a Weekly Event with Reset

4 Using drop down, select the speed band containing the bandwidth to be implemented by the first new event, eg: speed band 4 covers the range 30-80 Mbps, and in the example, the first new event will set the bandwidth to 70 Mbps.

5 Select the appropriate recurring schedule type by clicking on the option next to the Event Type, eg: Weekly

6 Type into the **Description** field a description for the new event.

7 Click the **Next** button to complete the details for the new event.
8. Steps 8.1 to 8.3 apply to the fields under the **Set Bandwidth** heading on the left side of the page:

8.1 Verify the speed band and bandwidth to be implemented by the first new event. If a different speed band and bandwidth is required, these may be selected from the values in the dropdown fields.

The values in the **Bandwidth** dropdown list are limited to the values available for the selected **Speed Band**.

8.2 Select a frequency for the first new event. The fields within the **Set this bandwidth**: section outline the frequency for the event.

The frequency fields are different for each of the recurring event types. The fields for the other recurring event types (daily, monthly) are supplied at bottom left of this page.

8.3 Select the time for each recurrence of the new event. Select from the hours and minutes dropdown values for the **At this time**: field.

By default, the **At this time**: field will default to within 15 minutes of the current time.

8.4 Select the time zone for the new event to occur. By Default it will be Canberra, Melbourne, Sydney, Hobart.

9. Click to check the **Re-set Bandwidth** checkbox on the right of the page.

The fields under the **Re-set Bandwidth** heading to the right of the page become active.
10 Steps 10.1 to 10.4 apply to the fields under the **Re-set Bandwidth** heading on the right side of the page:

10.1 Verify the speed band and bandwidth to be implemented by the new paired event. If a different speed band and bandwidth is required, these may be selected from the values in the dropdown fields.

The values in the **Bandwidth** dropdown list are limited to the values available for the selected **Speed Band**.

10.2 Select a frequency for the new paired event. The fields within the **Set this bandwidth**: section outline the frequency for the event.

The frequency fields are different for each of the recurring event types.

10.3 Select the time for each recurrence of the new event. Select from the hours and minutes dropdown values for the **At this time**: field.

By default, the **At this time**: field will default to within 15 minutes of the current time.

10.4 Select the time zone for the new event to occur. By Default it will be Canberra, Melbourne, Sydney, Hobart

11 Select a date to commence on/after for the first new event. To select a different date, click on the Date field, or the **`>`** icon, and the Calendar window will be displayed.

By default, the **Date** field will display the current date.

12 On the Calendar window, select the date for the first new event. The selected date will be placed in the **Date** field and the Calendar window will be closed automatically.

13 Define the term of recurrence for the first new event. To set an end date for the event schedule, select the **end date** radio button.

To modify the end date, click on the **Date** field, or the **`>`** icon, and the Calendar window will be displayed.

By default, the **further notice** radio button is selected.
14 On the Calendar window, select the date for the first new event. The selected date will be placed in the **end date** field and the Calendar window will be closed automatically.

15 Click the **Submit** button.

16 Verify the time, date and bandwidth for the new event, and the paired new reset event, and click the **OK** button to create the new paired events.

Clicking the **Cancel** button will return to the Add Weekly event page, allowing further changes.

17 The complete list of all events for the service is displayed, including the new paired events which have just been created.
Schedule Manager

The Schedule Manager is accessed via the Schedule Manager tab.

This option is used to view/maintain the events scheduled for all the services.

Events may be viewed/maintained in one of two ways:

Today’s Scheduled Events
If no event is going to happen on Today’s Event, then “No events for today” message will be there.
Otherwise the list of events scheduled for today’s date will be displayed under this heading.

Future Scheduled Events
If no events are scheduled for future, then show “No events for today” message will be there.
Otherwise the list of events scheduled will be displayed under this heading.
There will be links to edit an event and to view the log for any event.

IMPORTANT: When maintaining events under Schedule Manager, it is important to consider paired events. If one of the pair is deleted, the status of its partner must be considered and a decision must be made to retain or delete.
Viewing and Maintaining Details of Scheduled Events

1. Log on to the Telstra WIP/TE Bandwidth on Demand using the supplied secure token ID.

2. Network Configuration screen is displayed, which shows details of services available.

3. Click on the Schedule Manager tab or it can be accessed via Schedule Manager tab from any other page.

4. The events listed on this page are the actual instances of events Scheduled.

5. To view the details for the event, click on the View&Edit Event link.

6. All of the bandwidth settings and scheduling details can be modified on the Edit event page.

6.1 To save modifications to a scheduled event on the Edit event page, click the button.

6.2 Verify the modified time, date and bandwidth for the event, and click the button to update the event.

7. Clicking the button will return to the Edit event page, allowing further changes.

7.1 To delete a scheduled event, click the button.

7.2 Verify the event, and click the button to delete the scheduled event.

Clicking the button will return to the Edit event page, allowing further changes.

IMPORTANT: When a scheduled event is paired with another event, both events must be deleted manually. After being created, the paired events are treated by the system as separate events.
When a scheduled event is deleted, any instances of that event which have already been performed will not be deleted. This behaviour is by design.

8 To view bandwidth changed log, click on the view log link for a service.

8.1 There will be records for the changed bandwidths for the particular service.
**Viewing Bandwidth Log**

1. Log on to the Bandwidth on Demand using the supplied secure token ID.
2. Network Configuration screen is displayed, which shows details of services available.
3. Click on the links list adjacent to the service you wish to view the log and click on the View Log link.
4. There will be records for the changed bandwidths for the particular service.

### Network Configuration

**Welcome to the Network Configuration**

Please select the service you wish to modify:

<table>
<thead>
<tr>
<th>Fno &amp; Address</th>
<th>VPN Fno</th>
<th>Product</th>
<th>Billing Type</th>
<th>Bandwidth</th>
<th>Date last modified</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>(N01088748)</td>
<td>UT TESTING STH OCT 4 Brraba Ave, Beresfield, NSW 2322</td>
<td>Ethernet MAN</td>
<td>Telstra Ethernet Serv-CBD to CBD</td>
<td>4 Mbps</td>
<td>08/10/2012 20:46:58</td>
<td><a href="#">View Log</a></td>
</tr>
<tr>
<td>(N01086948)</td>
<td>UT TESTING STH OCT</td>
<td>Ethernet MAN</td>
<td>Telstra Ethernet Serv-Business to Business</td>
<td>46 Mbps</td>
<td>08/10/2012 19:05:43</td>
<td><a href="#">View Log</a></td>
</tr>
</tbody>
</table>

**Status:** Your last request was successful. 08/10/2012 20:46:58

**Status:** Your request has been received. 08/10/2012 19:05:43

### Bandwidth Log

**Bandwidth Log**

<table>
<thead>
<tr>
<th>From Bandwidth</th>
<th>To Bandwidth</th>
<th>Date &amp; Time</th>
<th>Initiated By</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Mbps</td>
<td>10 Mbps</td>
<td>10 Oct 2012 2:04 pm</td>
<td>charge code: customer changes bandwidth- normal fee</td>
</tr>
<tr>
<td>10 Mbps</td>
<td>4 Mbps</td>
<td>08 Oct 2012 8:46 pm</td>
<td>charge code: customer changes bandwidth- normal fee</td>
</tr>
<tr>
<td>2 Mbps</td>
<td>10 Mbps</td>
<td>08 Oct 2012 8:40 pm</td>
<td>charge code: customer changes bandwidth- normal fee</td>
</tr>
<tr>
<td>8 Mbps</td>
<td>2 Mbps</td>
<td>08 Oct 2012 8:38 pm</td>
<td>charge code: customer changes bandwidth- normal fee</td>
</tr>
</tbody>
</table>
Edit Site Alias

1. Log on to the Bandwidth on Demand using the supplied secure token ID.

2. Network Configuration screen is displayed, which shows details of services available.

3. Click on the links list adjacent to the service you wish to modify and click the Edit Site Alias link.

4. Site alias can be added or deleted.
   4.1 Provide some value for site alias and click on Submit button to add site alias for the particular FNN.
   4.2 Clear the field for site alias and click on Submit button to delete the site alias for the particular FNN.

5. Click on cancel button to return to network configuration page.
### Edit Site Alias

#### Site Alias

<table>
<thead>
<tr>
<th>Site Address</th>
<th>FRN</th>
<th>Site Alias</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Birraba Ave, Beresfield, NSW 2322</td>
<td>N0108874R</td>
<td>TESTING 5THOCT</td>
</tr>
</tbody>
</table>