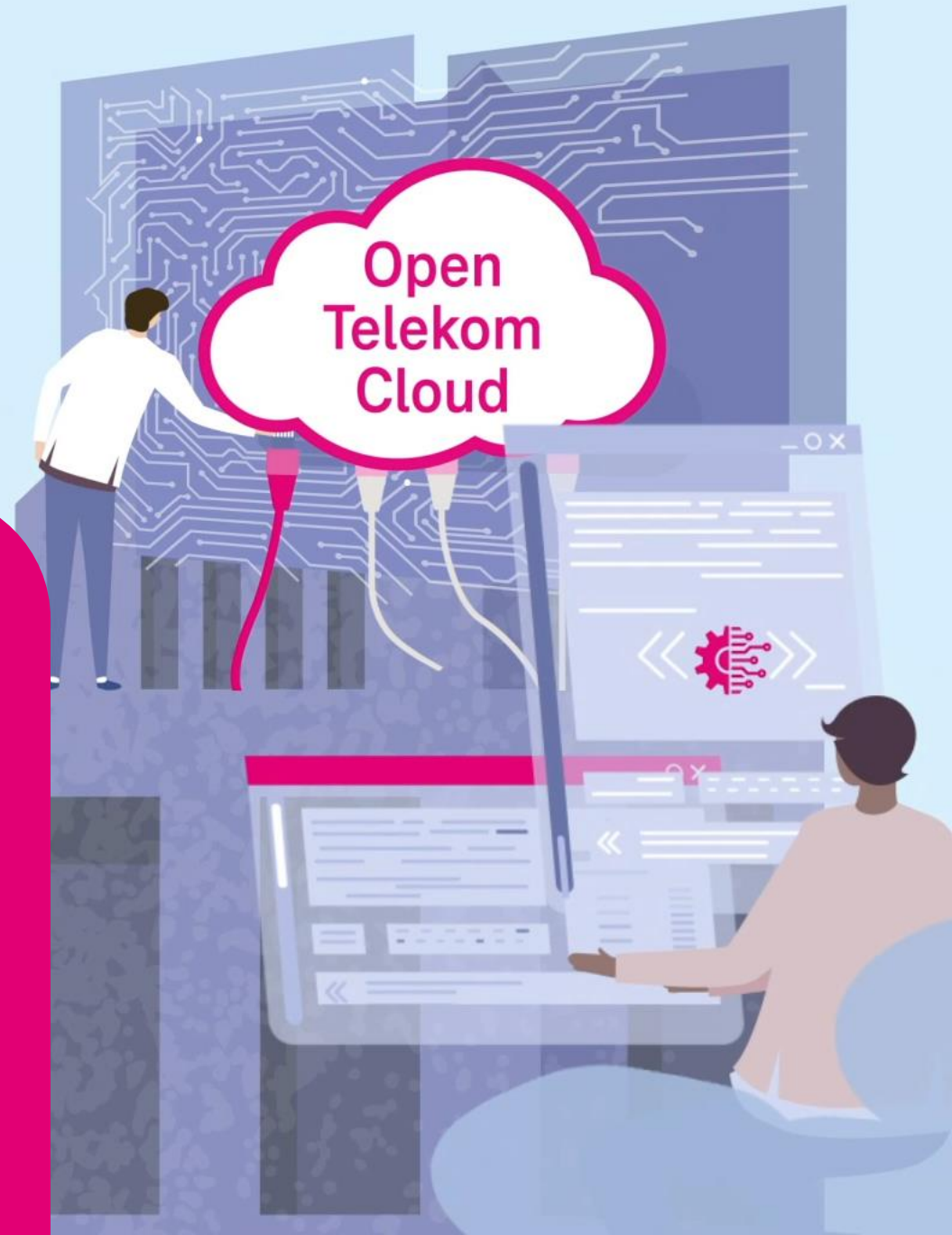


Open Telekom Cloud Welcome Package

The European alternative for public cloud | February 2023



Agenda

- 01 Open Telekom Cloud – what we stand for
- 02 myWorkplace / Business Login and roles „commercial admin“ / „technical admin“
- 03 Invoices and Financial Dashboard
- 04 Open Telekom Cloud Console
- 05 Identity & Access Management (IAM)
- 06 Regions
- 07 Ticketing & Support
- 08 Quota adjustment
- 09 Status Dashboard
- 10 Open Telekom Cloud Community
- 11 Open Telekom Cloud App
- 12 Open Telekom Cloud Training & Certification
- 13 Shared responsibility
- 14 Best Practices: Cloud Trace
- 15 Best Practices: Cloud Eye Service
- 16 Best Practices: Sending E-Mails (Mailings)
- 17 Terraform Provider
- 18 Flavors with local hardware pass-through
- 19 Documentation & Links



01 – Open Telekom Cloud – what we stand for

- **Data protection** in accordance with the most stringent EU requirements

- **Secure and flexible technology**

- Geo-redundant data centers in EU
- Openstack-based
- If needed, we can also provide Hybrid solutions

99,95%

- **Sustainability and environmental protection**

- 100% green power



- **Best price-performance ratio**

- **Personal support: 24 hours a day, 7 days a week**



SOC 1 Typ 2
SOC 2 Typ 2
SOC 3



Finance
Conditions for BaFin,
ECB or EIOPA
supervised entities



ISO 27000 family
ISO22301
ISO9001
ISO14001
ISO20000



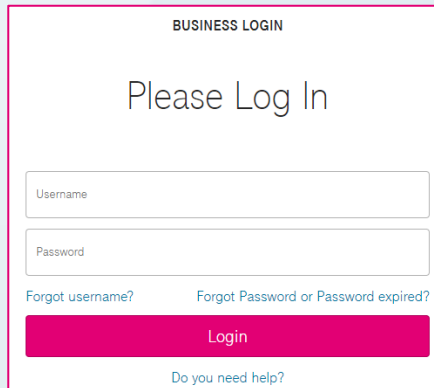
EU Cloud Code of
Conduct



02 – myWorkplace / Business Login and roles

“commercial admin” / “technical admin”

myWorkplace / Business Login

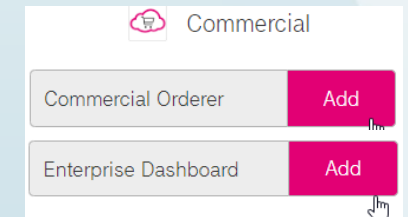


<https://open-telekom-cloud.com/login>

- **Portal for business view of Open Telekom Cloud Services**
- **Invoices**
- **Financial Dashboard**
- **(User Management)**

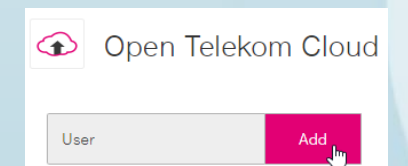
Commercial admin:

- **Owner of the contract**
- **Can introduce contractual changes**
- **Access the financial dashboard / enterprise dashboard as well as the invoice copies via myWorkplace/ Business Login**
- **By default, have no access to the Open Telekom Cloud console**



Technical admin:

- **Enterprise Administrator from technical side**
- **Can grant access to Tenants within myWorkplace / Business Login**
- **No access to financial dashboard / invoices by default**



03 - Invoices and Dashboard

Via myWorkplace you can...

- check all previous invoices and documents (e.g., invoice details)
- verify the usage via [Enterprise Dashboard](#) (product description)
 - [Enterprise Dashboard User Guide](#)

Accounting History

From: 10/2/2022 To: 10/20/2022 [Go](#)

Contract Number	Accounting Number	Accounting Date	Accounting Sum	Product	Download	Invoice	Invoice details
00000000001000	0040700	10/12/2022		Open Telekom Cloud			
00000000001000	0040037	10/17/2022		Open Telekom Cloud			
00000000001000	0040037	10/17/2022		Open Telekom Cloud			
00000000001000	0040700	10/12/2022		Open Telekom Cloud			
00000000001000	0040700	10/12/2022		Open Telekom Cloud			

1 50 items per page 1 - 5 of 5 items

MY CONTRACTS & SHOP

Accounting History

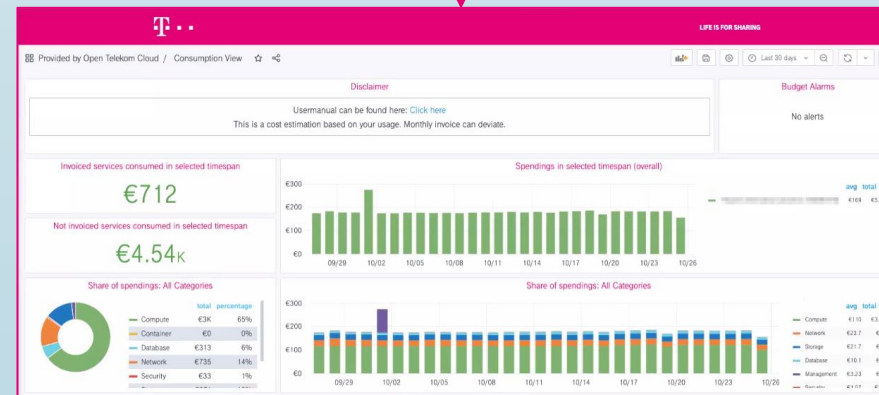
In the accounting history, you can see all the invoices whose contracts you are authorized to. You can download the invoices in various formats. You can use the date filter to expand your search and see more invoices.

[Go to Accounting History](#)

Dashboard

In this dashboard, you can view your current costs and contracts concisely & in real time.

[Financial Dash...](#) [Enterprise Das...](#)



04 - Open Telekom Cloud Console

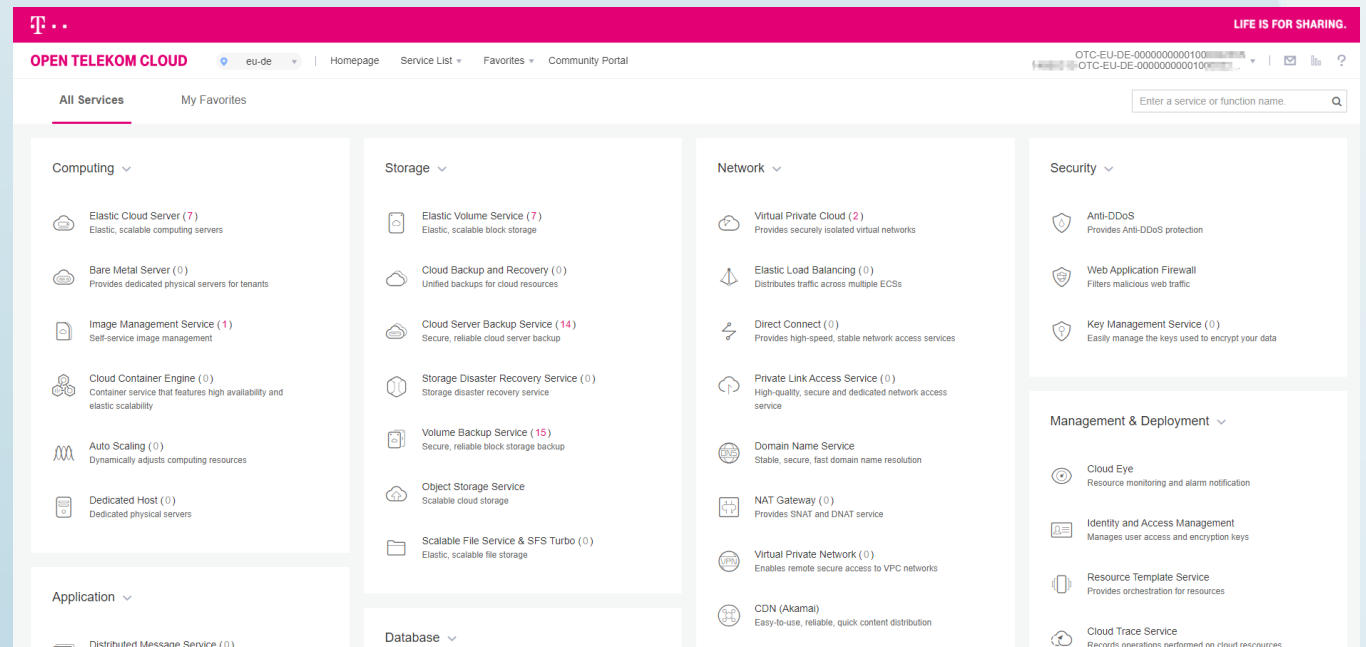
Multitenant Login

☐ Remember username[Register](#)[Forgot password?](#)

Login to Open Telekom Cloud Console using following link:

<https://open-telekom-cloud.com/console>

- **Open Telekom Cloud Services (Compute, Storage, Data Bases,...)**
- **User Management (Identity & Access Management)**
 - User Groups
 - Projects
 - MFA



05 - Identity & Access Management (IAM)

As best practice we recommend to create users in the IAM (Open Telekom Cloud Console).

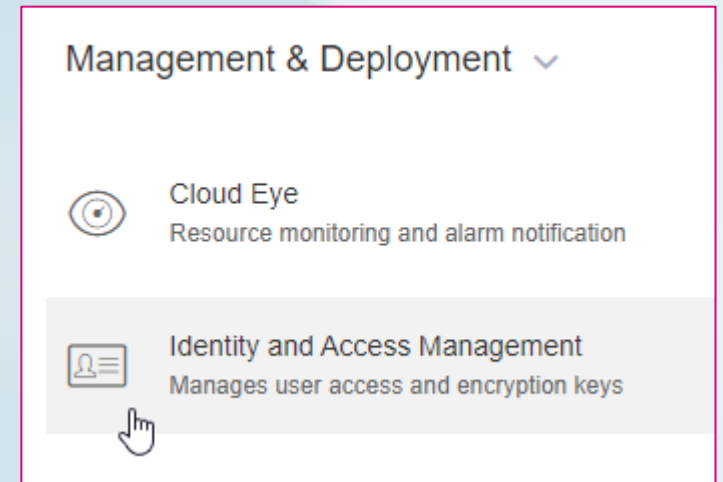
Product description: [User management in the Open Telekom Cloud](#)

Documentation:

- Identity & Access Management : [IAM User Guide](#)
- Permission Description: [User management and cloud service management permissions](#)

Hands-on training

- Limited user group: [Create a limited User Group](#)
- New users: [Create additional Users](#)



06 - Regions

The Open Telekom Cloud becomes the Europe cloud.

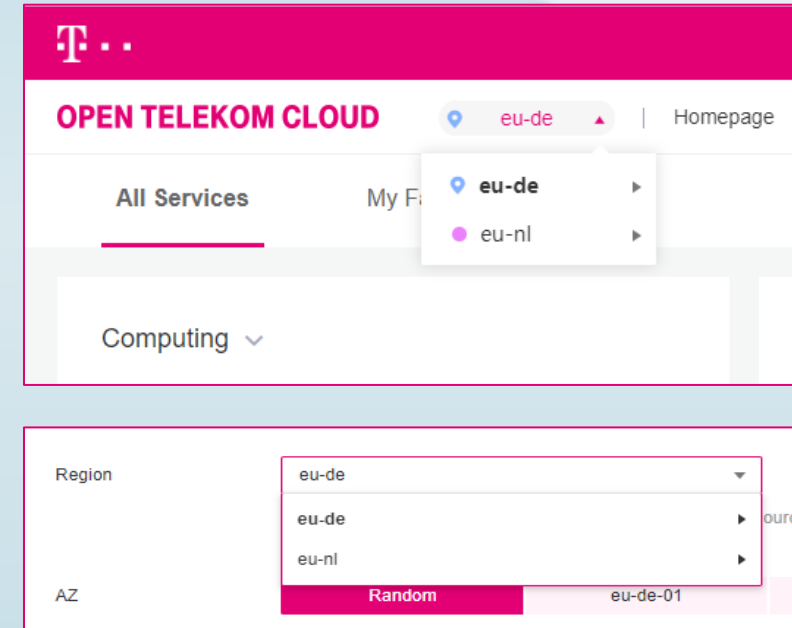
Open Telekom Cloud offers two regions:

- Germany “eu-de”
- Netherland “eu-nl”

You can choose easily the region from the drop-down menu on the top, or change the region if you are booking a resource.

Find more information about our regions and the locations of our data centers:

- [Open Telekom Cloud data centers](#)
- [Documentation about region and AZ](#)



07 - Ticketing & Support

Open Telekom Cloud Service Desk (24*7 available) – for technical issues

- **E-Mail:** service@open-telekom-cloud.com
- **Phone from Germany:** **0800 330 4477**
- **All other countries:** **+800 330 44770**

Best Practice: Relevant information needed in email to the support team

- Domain ID (Tenant ID, e.g., OTC0000000000XXXXXXXXXX or similar)
- Project ID (If no projects are used: „eu-de“ or “eu-nl”)
- IDs of servers and resources that are affected.
- Accurate description of the issue / error
- When did the issue/error occur the first time?
- Screenshots of the issue/error



08 - Quota adjustment

What is a technical quota?

- Maximum number of bookable services, for e.g. ECS (Elastic Cloud Server)

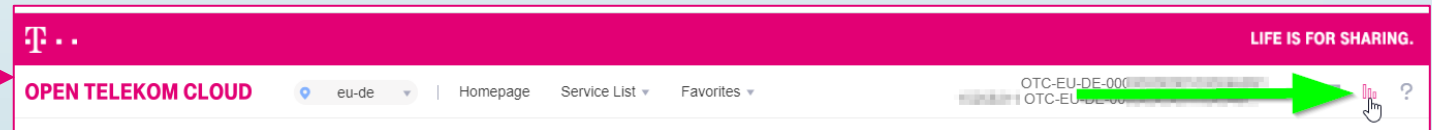
Where can I find the current quota?

- In the Open Telekom Cloud Console, on the upper right corner
- Here you will find „Total Quota“ and „Used Quota“

Can I increase or reduce the quota of a service?

- Yes, contact our Service Desk
service@open-telekom-cloud.com

Details also available within the [Community](#).



Service	Resource Type	Used Quota	Total Quota
Elastic Cloud Server	ECS	12	20
	vCPU	35	40
	Memory (MB)	87,040	163,840
Image Management Service	Image	0	100
Auto Scaling	AS group	0	25
	AS configuration	0	100
	AS bandwidth policy	0	50

09 – Status Dashboard

[Status Dashboard](#)

[Documentation](#)

- **verify the status of each service per region**
- **get informed in case of a maintenance or service interruption**
- **register for RSS feed (or use the Open Telekom Cloud App)**

OPEN TELEKOM CLOUD STATUS DASHBOARD



The Open Telekom Cloud Status Dashboard displays the current status of the various services running on the platform, we have the following regions available: Global Services | Europe (Germany) | Europe (Netherlands).

[More...](#)

Current Status: Nov. 25, 2021 CET, 2:35 pm

Global Services



Europe (Germany)



Europe (Netherlands)



Access to the GUI

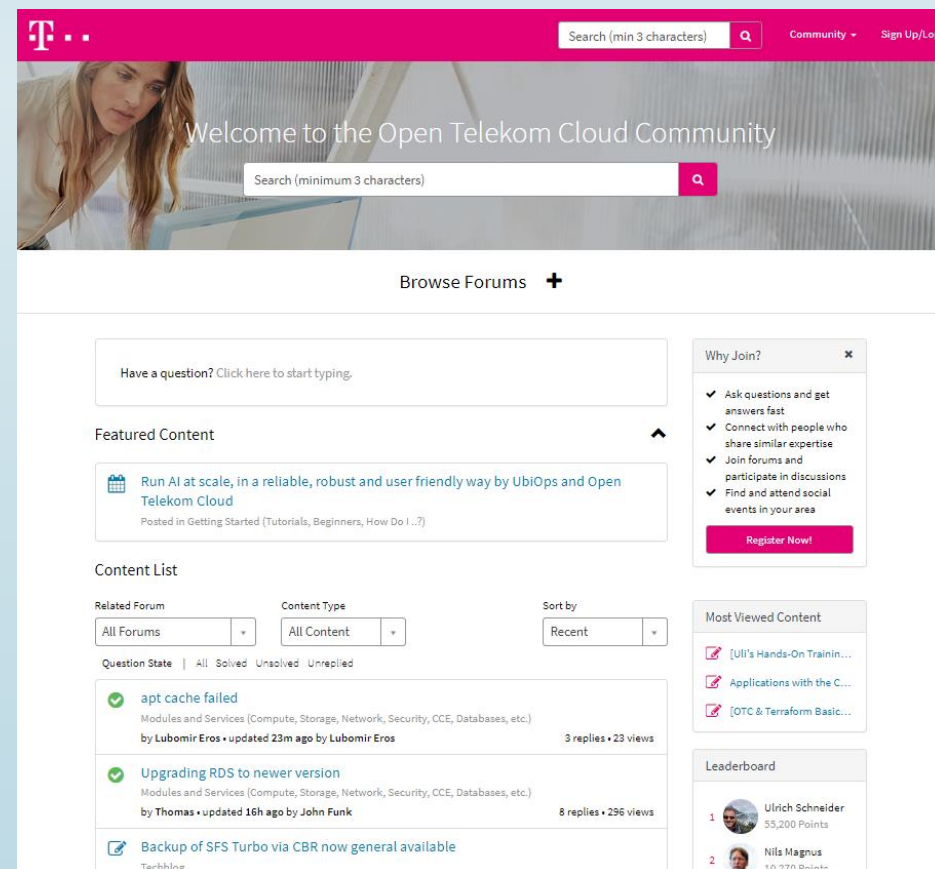
	SERVICE	STATUS	DETAILS	RSS
	Enterprise Dashboard	Service is operating normally		
	OTC Console	Service is operating normally		
	OTC Documentation	Service is operating normally		
	OTC Website	Service is operating normally		

10 - Open Telekom Cloud Community

In the community you will find answers to your questions (FAQs) and you will be able to ask questions as well.

In addition, you will also find blog articles related to all topics around Open Telekom Cloud.

- Open Telekom Cloud [Community](#)
- [Uli's Hands-On Training]: [Overview](#)



Open Telekom Cloud | classification: public

11 - Open Telekom Cloud App

Please download the Open Telekom Cloud App ...

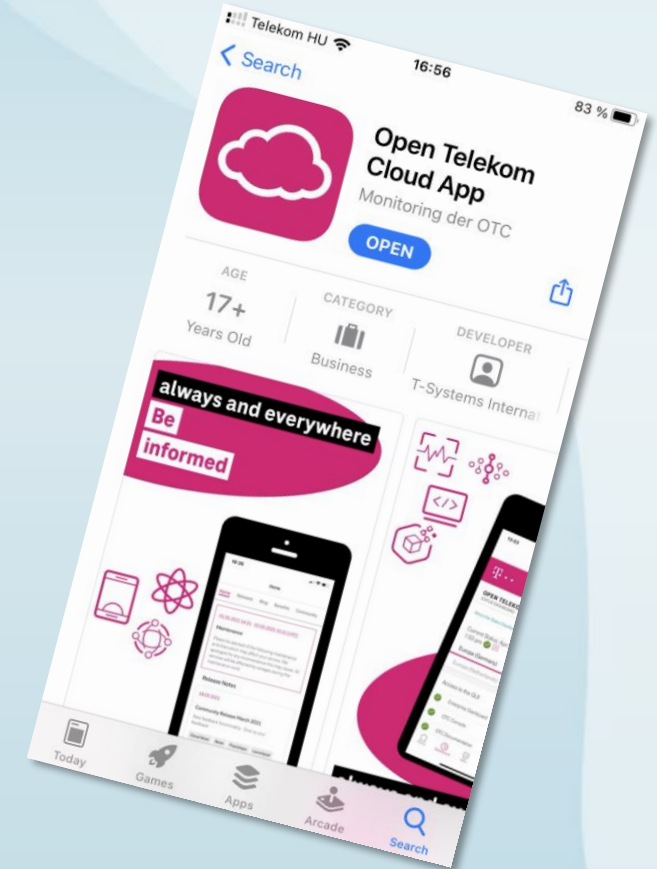
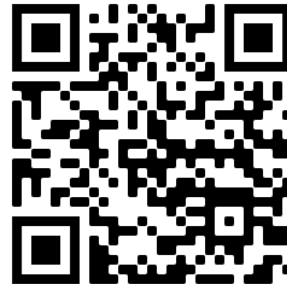
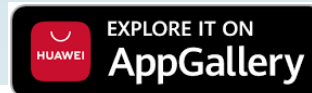
[Apple App Store](#)



[Google Play Store](#)



[Huawei App Gallery](#)



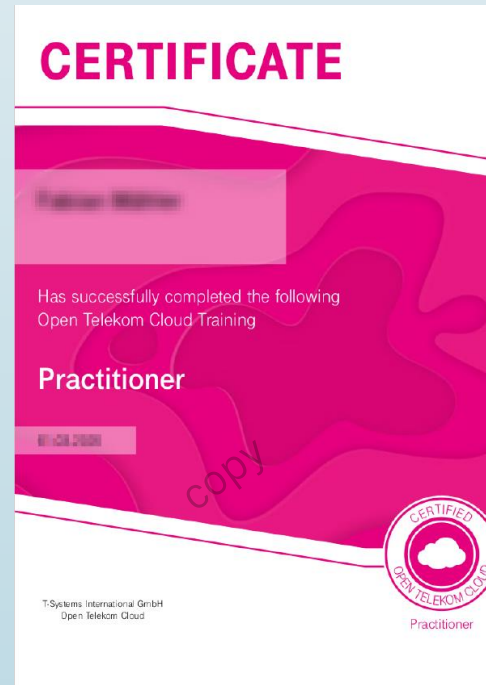
FEATURES:

- Push notifications (service and marketing messages)
- Cloud eye and Cloud trace alerts
- Direct access to status dashboard
- Multi factor authentication (MFA)
- Release notes, blog entries
- Products and services description

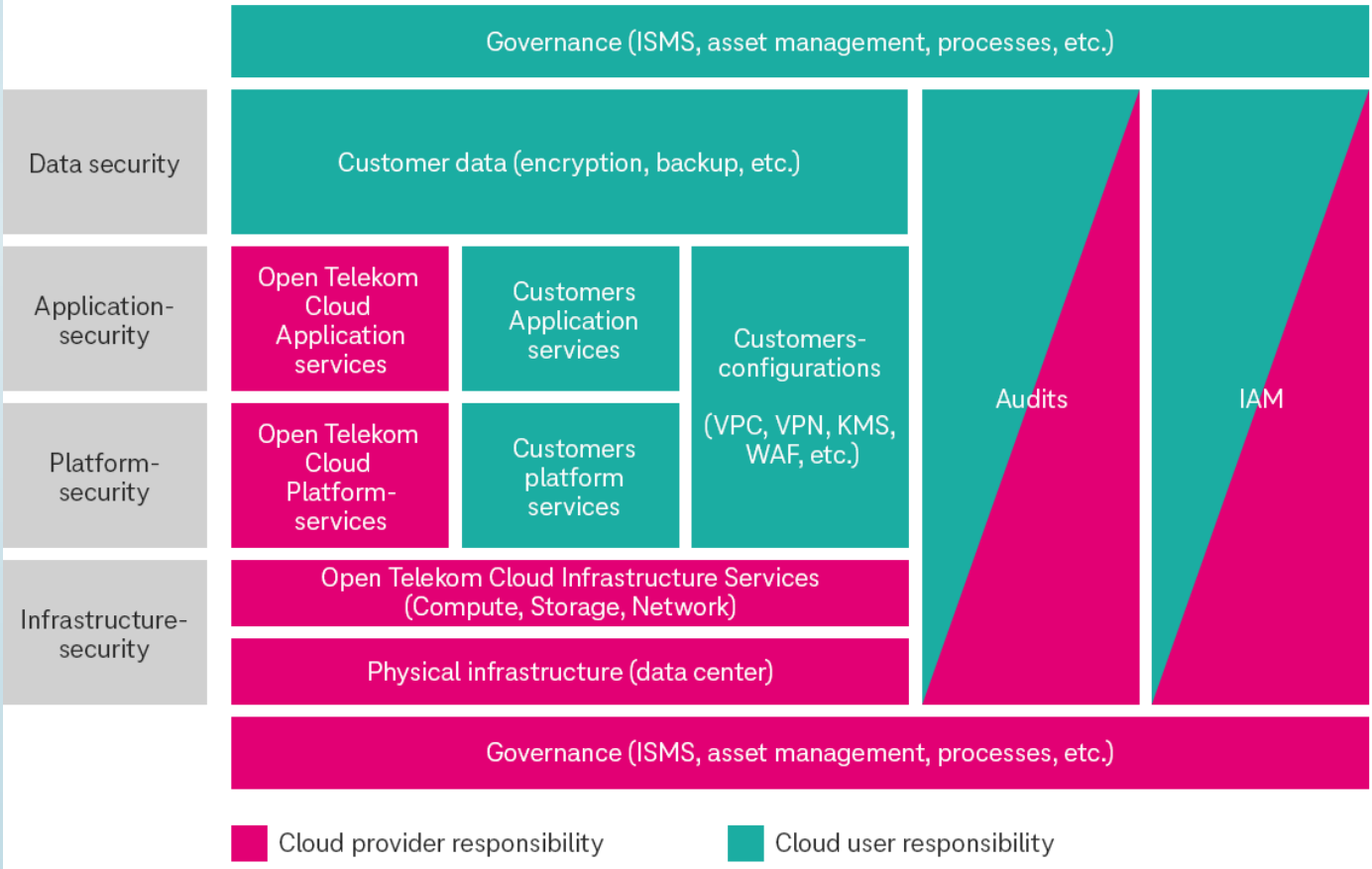
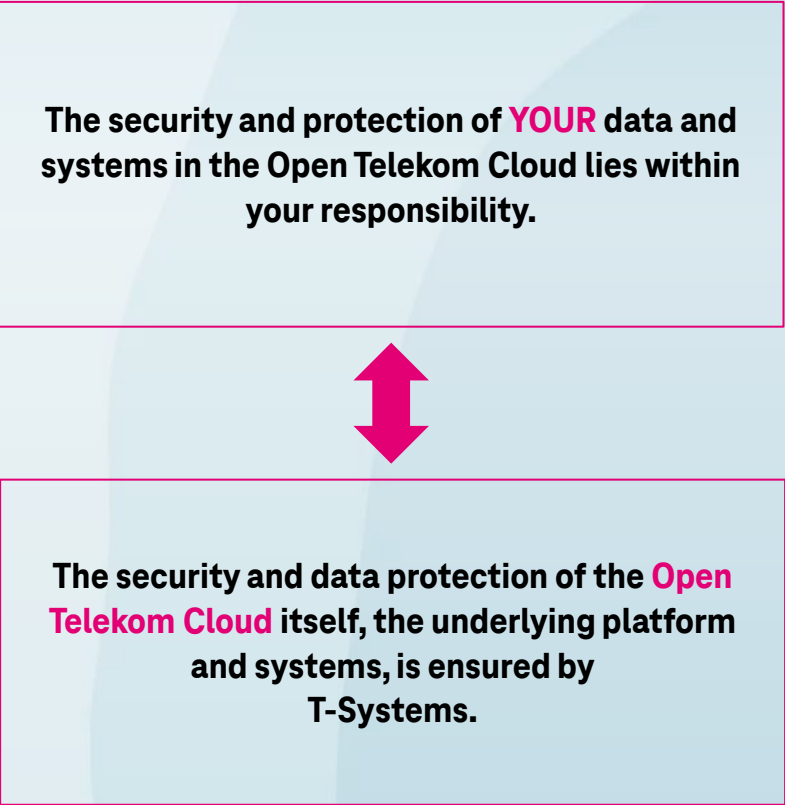
12 – Open Telekom Cloud Training & Certification

Our [training and certification program](#)

Enhance your expertise in the Open Telekom Cloud and document your competence with a certificate.



13 - Shared responsibility



More about [shared responsibility](#) on our website.



14 - Best Practice: Cloud Trace

Activate the Cloud Trace Service in your domain (tenant).

Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud-resources.

The monitoring logs can be saved long term & at low cost in object storage.

The [Cloud Trace Service](#) can also collaborate with [Simple Message Notification](#) and inform users when specific events occur.

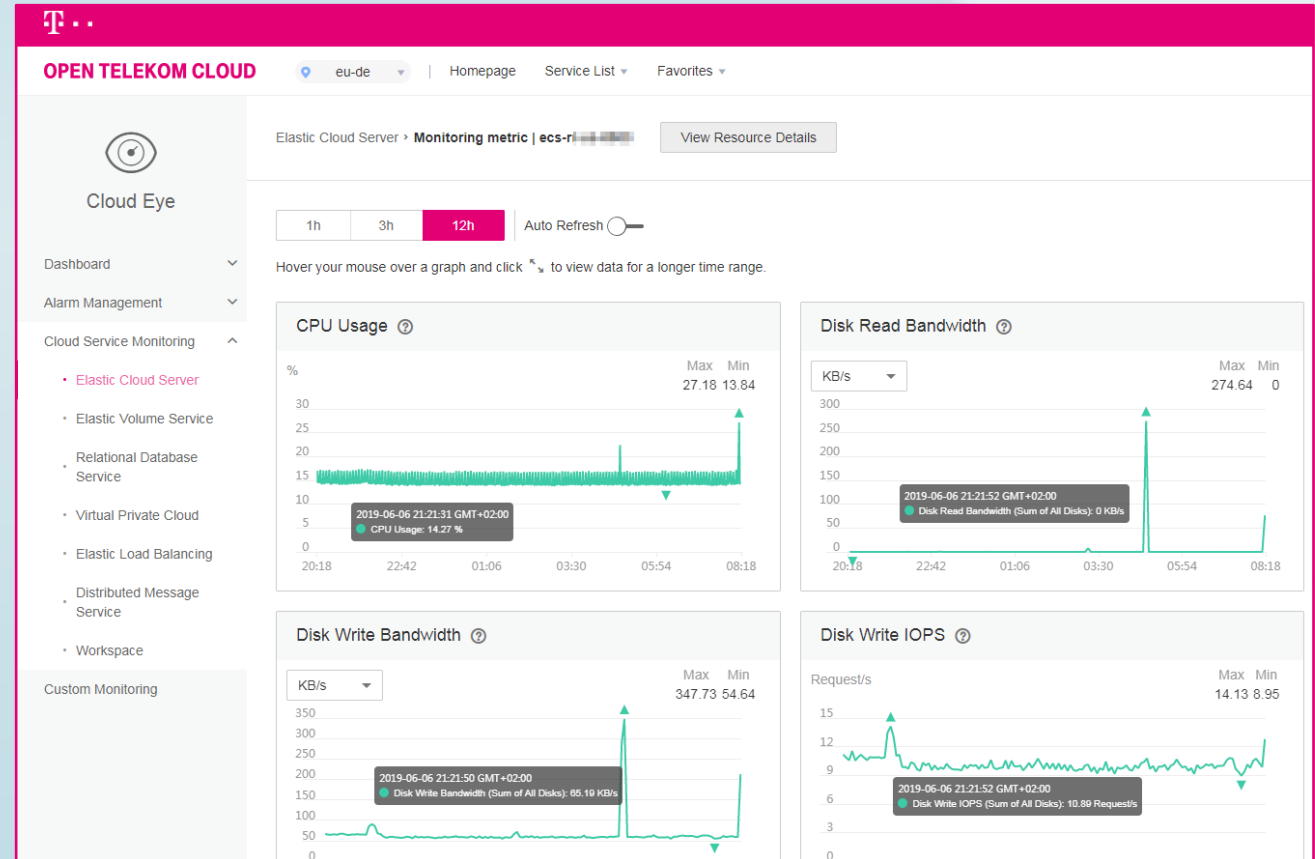
Further information:

- [Hands-On Training](#)
- [Documentation](#)

15 - Best Practice: Cloud Eye Service

Cloud Eye (CES) is a highly performant monitoring service including alarm function.

- Overview on cloud resources and their status
- Configurable alarm function incl. messages via push notification towards Open Telekom Cloud App, text (SMS) or email
- Free of Charge Service
- Does not need to be switched on or be booked



16 - Best Practices: Sending Emails (Mailings)

For security reasons, sending emails on our Public-Cloud Platform is restricted to protect our IP's and prevent the platform from „spamming“. This means that the common ports 25, 465 & 587 are blocked and cannot be used.

The Open Telekom Cloud offer the following [mailing solutions](#):

- Secure Mail Gateway (SMG)
 - [Technical Description](#)
 - Limitation: 100 mails/min
 - Price defined in our [service description](#) (chapter 6.5.5)
- Elastic IP (EIP) type: Mail BGP



17 – Terraform Provider



Terraform is an open-source, infrastructure as code software tool created by HashiCorp.

Open Telekom Cloud offers a provider for Terraform as a Third-Party Tool.

- The actual version is available in the [Terraform Registry](#)
- Follow our development in [GitHub](#), where you can open an [Issue](#)

```
main.tf x
1 terraform {
2   required_version = "v1.3.2"
3   required_providers {
4     opentelekomcloud = {
5       source = "opentelekomcloud/opentelekomcloud"
6       version = "1.31.5"
7     }
8   }
9 }
10
11 provider "opentelekomcloud" {
12   access_key = "Your_AK"
13   secret_key = "Your_SK"
14   domain_name = "Your_Domain"
15   tenant_name = "eu-de"
16   auth_url = "https://iam.eu-de.otc.t-systems.com/v3"
17 }
18
19 resource "opentelekomcloud_vpc_v1" "vpc_1" {
20   name = var.vpc_name
21   cidr = var.vpc_cidr
22   shared = var.vpc_shared_snat
23   tags = local.tags
24 }
25
```

18 - Flavors with local hardware pass-through

Flavors with local hardware are still billed in shut down status, this applies to the following flavor types (the current service description of Open Telekom Cloud will always apply):

- Disk Intensive 1 & 2
- GPU Flavors (p1 and p2 series)
- High Performance 2 Flavors
- Bare Metal Service
- Dedicated Host

Please refer to our [service description](#), chapter 6.1.1 :

19 - Documentation & Links

Open Telekom Cloud website:	https://open-telekom-cloud.com
myWorkplace/Business Login:	https://open-telekom-cloud.com/login
Open Telekom Cloud Console:	https://open-telekom-cloud.com/console
Open Telekom Cloud status dashboard:	https://open-telekom-cloud.com/status
Price calculator:	https://open-telekom-cloud.com/en/prices/price-calculator
User guides, API, Tutorials:	https://open-telekom-cloud.com/documentation
Public images:	https://open-telekom-cloud.com/images
Release notes:	https://open-telekom-cloud.com/en/support/release-notes
Roadmap:	https://open-telekom-cloud.com/en/products-services/roadmap
Open Telekom Cloud blog:	https://open-telekom-cloud.com/blog
Open Telekom Cloud community:	https://community.open-telekom-cloud.com/
[Uli's Hands-On Training]:	Overview
Webinars:	YouTube channel
Tutorial trophy:	https://open-telekom-cloud.com/en/support/tutorial-trophy