

T Cloud Public

Welcome Package
March 2026



Cloud

Agenda

- 01 [T Cloud Public – what we stand for](#)
- 02 [myWorkplace: The Commercial Interface & roles](#)
- 03 [myWorkplace: Invoices and Financial Dashboard](#)
- 04 [Console: The Product's Technical Backbone](#)
- 05 [Console: Identity & Access Management \(IAM\)](#)
- 06 [Console: Regions](#)
- 07 [Ticketing & Support](#)
- 08 [Quota adjustment](#)
- 09 [Assistant- Cloudia](#)
- 10 [Marketplace: Connecting Sellers and Customers](#)
- 11 [Status Dashboard](#)
- 12 [T Cloud Public Community: Ask, Share, Learn](#)
- 13 [T Cloud Public App](#)
- 14 [Shared responsibility](#)
- 15 [Best Practices: Cloud Trace](#)
- 16 [Best Practices: Cloud Eye Service](#)
- 17 [Terraform & OpenTofu Provider](#)
- 18 [Cloud Create](#)
- 19 [Documentation & Links](#)

01 – T Cloud Public: what we stand for

Certifications in accordance with EU requirements.



Bundesamt für Sicherheit in der Informationstechnik
C5 Typ 2

Support for
DORA
requirements



ISO 27000 family
ISO22301
ISO9001
ISO14001
ISO20000
ISO45001
ISO50001

BSI
IT-Grundschutz*



SOC 1 Typ 2
SOC 2 Typ 2
SOC 3



DIN EN
50600

Trusted
Cloud



Finance
Conditions for BaFin,
ECB or EIOPA
supervised entities



EU Cloud Code of
Conduct

KRITIS**



Secure, flexible and sovereign technology

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

99,95%

Sustainability and environmental protection

100% green power



Leader in **Hyperscale Infrastructure and Platform Services 2025** for eight time in a row, based on **ISG Provider Lens**

Further rewards [here](#).

Personal support:

24 hours a day, 7 days a week

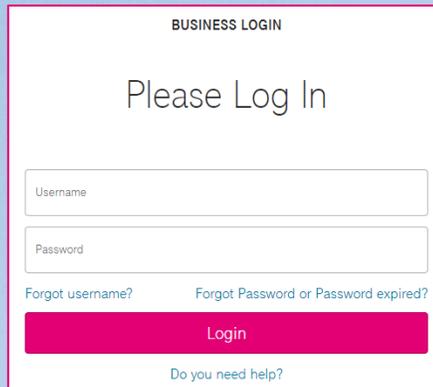


* [Applied](#) for IT-Grundschutz.

** T-Systems, which includes the T Cloud Public, is registered as a KRITIS operator with the BSI and is subject to regular legally required audits.

02 – myWorkplace: The Commercial Interface & roles

myWorkplace / Business Login



BUSINESS LOGIN

Please Log In

Username

Password

[Forgot username?](#) [Forgot Password or Password expired?](#)

Login

[Do you need help?](#)

<https://public.t-cloud.com/login>

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

Commercial admin:

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

Technical admin:

- **Initial Enterprise Administrator from technical side**
- **We do not recommend**
 - to use this user for daily operation
 - grant further users access to T Cloud Public Tenant(s) via IAM in T Cloud Public Console (see [chapter 5](#))
- **No access to financial dashboard / invoices (by default)**

**CUSTOMERS
DUTY TO KEEP
THE CONTACTS
UP TO DATE**

04 – Console: The Technical Backbone

Login to T Cloud Public Console using following link:

<https://public.t-cloud.com/console>

- T Cloud Public Services (Compute, Storage, Data Bases,...)
- User Management (Identity & Access Management)
- User Groups
- Projects
- MFA

Multitenant Login

 Remember username

The screenshot shows the Open Telekom Cloud console interface. At the top, there is a navigation bar with the logo, 'OPEN TELEKOM CLOUD', and location information 'eu-de'. Below this is a search bar and a 'Community Portal' link. The main content area is divided into a left sidebar with a 'Service List' and a main grid of service categories. The 'Service List' includes items like Elastic Cloud Server, Auto Scaling, Elastic Volume Service, Volume Backup Service, Virtual Private Cloud, Elastic Load Balancing, Elastic IP, and Relational Database Service. The main grid displays various service categories such as Computing, Containers, Storage, Network, Security, Management & Deployment, Application, Data Analysis, and Databases, each with a list of specific services and a red arrow icon indicating availability or status.

05 – Console: Identity & Access Management (IAM)

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

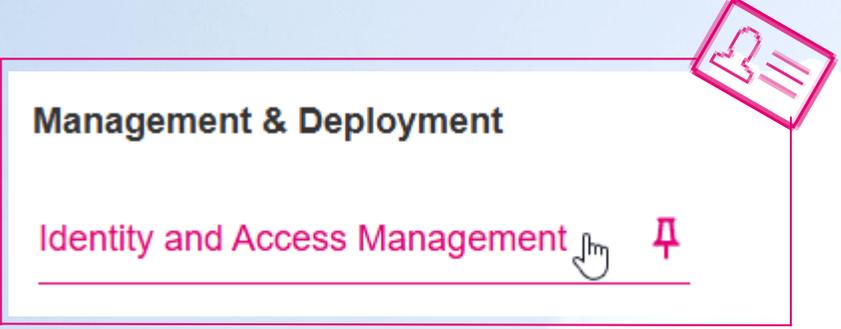
Product description: [User management in the T Cloud Public](#)

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](#)



Management & Deployment

Identity and Access Management  

06 – Console: Regions

The T Cloud Public is the European Cloud.

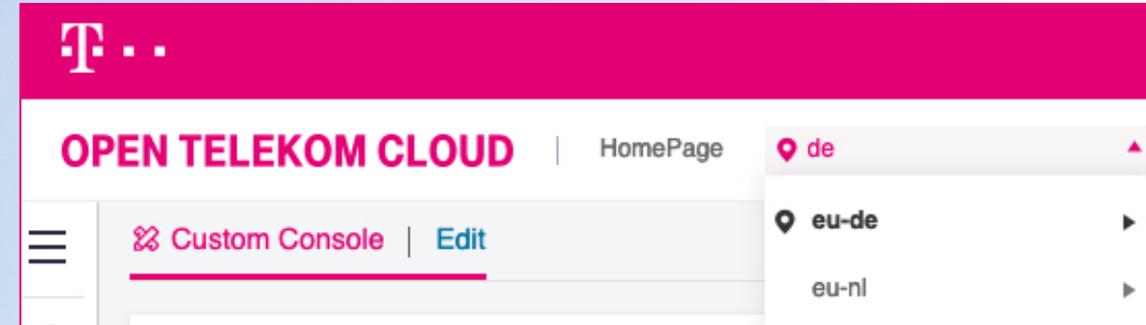
T Cloud Public offers two regions:

- 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:

- [T Cloud Public data centers](#)
- [Documentation about region and AZ](#)



07 - Ticketing & Support

T Cloud Support Center (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 E-Mail 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 T Cloud Public 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

The screenshot shows a table with four columns: Service, Resource Type, Used Quota, and Total Quota. The table lists various services and their resource usage.

Service	Resource Type	Used Quota	Total Quota
Elastic Cloud Server	ECSS	1	100
	vCPUs	1	800
	Memory (MB)	1,024	1,638,400
Cloud Container Engine	Clusters	0	5
Image Management Service	Images	0	100
	Code storage(MB)	0	10,240
FunctionGraph	Function	0	400
	Workflow	0	512

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

09 – Assistant- Cloudia

- The chatbot will answer all your questions around T Cloud Public - questions about the product, information from our website, our documentation or community.
- You will find the AI chatbot on our [website](#) at the right bottom icons



Assistant Cloudia

Unsere KI-gestützte Suche hilft bei Ihrem Cloud-Anliegen.





Über welches Thema möchten Sie sprechen?



Wo finde ich mehr Informationen zu den Anwendungsfällen der T Cloud Public?

Wie wird die Sicherheit der T Cloud Public gewährleistet?

Gibt es eine Community, die mir anwenderspezifische Fragen beantworten kann?

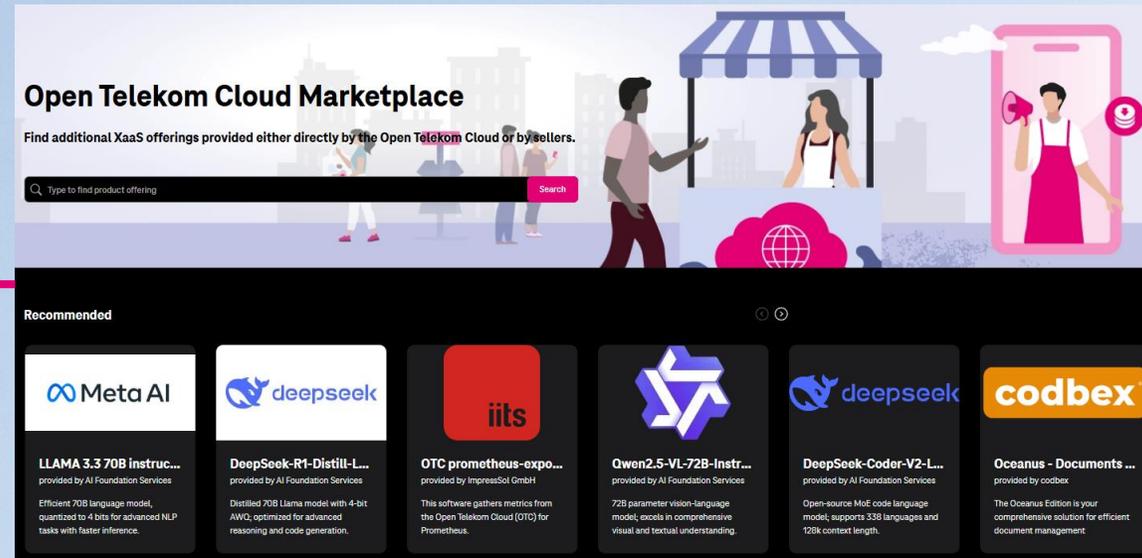
Wo finde ich den Preiskalkulator für die T Cloud Public?

Hier schreiben



powered by  AmberSearch

10 – Marketplace: Connecting Sellers and Customers



Register at the Marketplace as a Seller or a Customer

Seller

Can publish offers via the marketplace seller center.

Seller can publish his or her Software in the Marketplace by creating a Product Offering.

Conditions ([GER](#) / [ENG](#))

Customer

interface to subscribe to and use services from third- party providers (sellers) in the Open Telekom Cloud.

Conditions ([GER](#) / [ENG](#))

11 – Status Dashboard

Status Dashboard:

- **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)**

Documentation

The screenshot displays the Open Telekom Cloud Status Dashboard. At the top, there are navigation links for 'Open Telekom Cloud', 'History', 'Availability', and 'Docs'. A green banner at the top indicates 'All Systems Operational'. Below this, the 'OTC Current Status' section is shown, with region selectors for 'EU-DE', 'EU-NL', and 'Global'. The dashboard is organized into a grid of service categories, each with a list of services and their status (indicated by a green checkmark):

- Application Services**
 - API Gateway
 - Distributed Message Service
 - Simple Message Notification
- Big Data and Data Analysis**
 - Cloud Search Service
 - Data Ingestion Service
 - Data Lake Insight
 - Data Warehouse Service
 - DataArts Studio
 - Map Reduce Service
 - ModelArts
 - Optical Character Recognition
- Compute**
 - Auto Scaling
 - Bare Metal Server
 - Dedicated Host
 - Elastic Cloud Server
 - FunctionGraph
 - Image Management Service
- Container**
 - Cloud Container Engine
 - Software Repository for Containers
- Database**
 - Distributed Cache Service
 - Document Database Service
 - GeminiDB Service
 - Relational Database Service
- Management & Deployment**
 - Cloud Eye
 - Cloud Trace Service
 - Log Tank Service

12 – T Cloud Public Community: Ask, Share, Learn

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 T Cloud Public.

- T Cloud Public [Community](#)
- [Uli's Hands-On Training]: [Overview](#)
- Previously recorded webinars available at: [YouTube](#)

Search (min 3 characters)

Welcome to the Open Telekom Cloud Community

Search (minimum 3 characters)

Browse Forums +

Featured Content

- k8s/CCE Workshop - GitOps with Terraform, Helm and ArgoCD on Open Telekom Cloud -7th Edition
Posted in Orchestration and Automatization (Development, DevOps, Cloud Native Applications)
- Radio OTC: The Open Telekom Cloud Video Podcast | Open Telekom Cloud | T-Systems
Posted in Getting Started (Tutorials, Beginners, How Do I...?)

Content List

Related Forum: All Forums | Content Type: All Content | Sort by: Recent

Question State | All Solved | Unsolved | Unreplied

- Terraform: opentelekomcloud_networking_network_v2 didn't work, fails on ECS creation
Orchestration and Automatization (Development, DevOps, Cloud Native Applications)
by Dieter Bauckmeier • created 7h ago by Florian Wittenberg | 1 reply • 14 views
- Timezone of Function Graph Timer Triggers
Modules and Services (Compute, Storage, Network, Security, CCE, Databases, etc.)
by Tim Zech • created 5d ago by Attila Tokai | 1 reply • 17 views

Why Join?

- ✓ Ask questions and get answers fast
- ✓ Connect with people who share similar expertise
- ✓ Join forums and participate in discussions
- ✓ Find and attend social events in your area

Register Now!

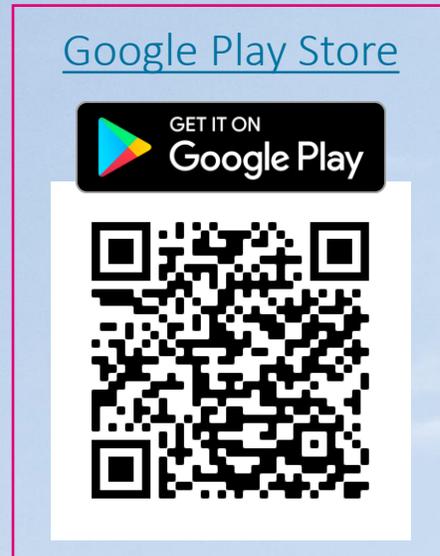
Most Viewed Content

- [Uli's Hands-On Training] Overview
- How to build a fully automated ...
- [Quick-Walk-Through-OTC-Auto...

Leaderboard

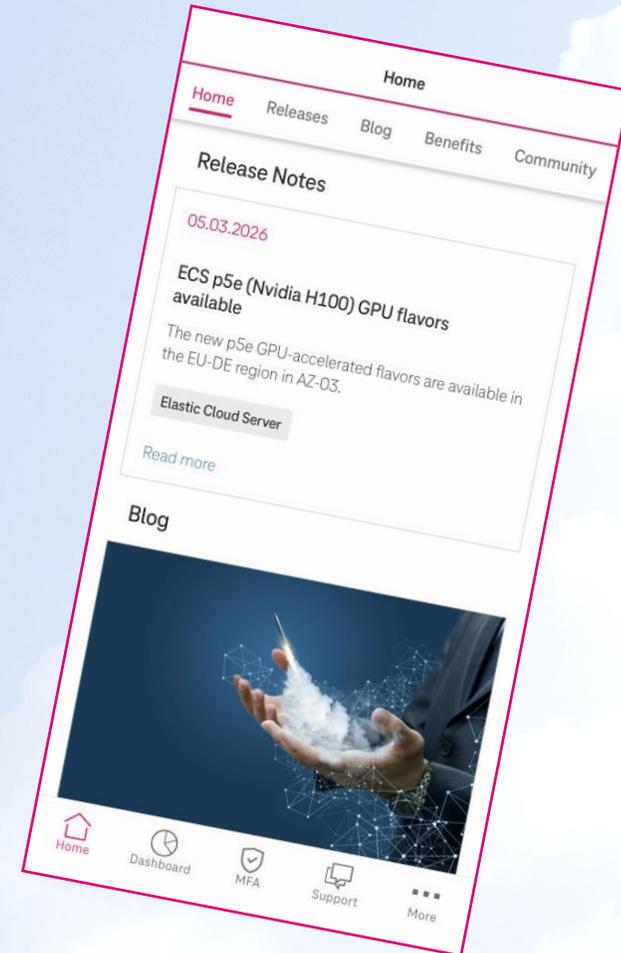
13 – T Cloud Public App

Please download the Open Telekom Cloud App ...



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

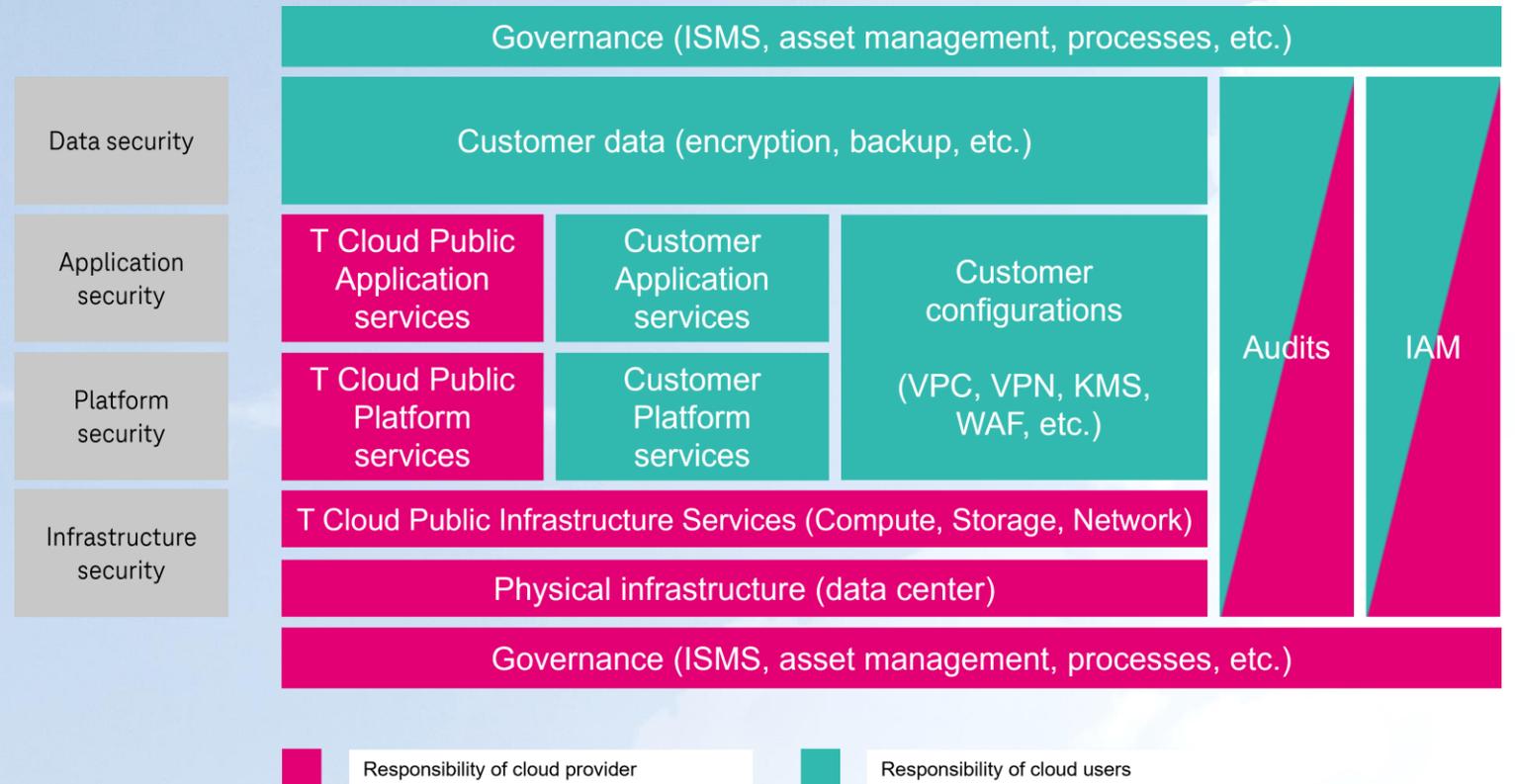


14 - Shared responsibility

The security and protection of **YOUR** data and systems in the T Cloud Public lies within your responsibility.



The security and data protection of the **T Cloud Public** itself, the underlying platform and systems, is ensured by T-Systems.



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

15 - Best Practice: Cloud Trace

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

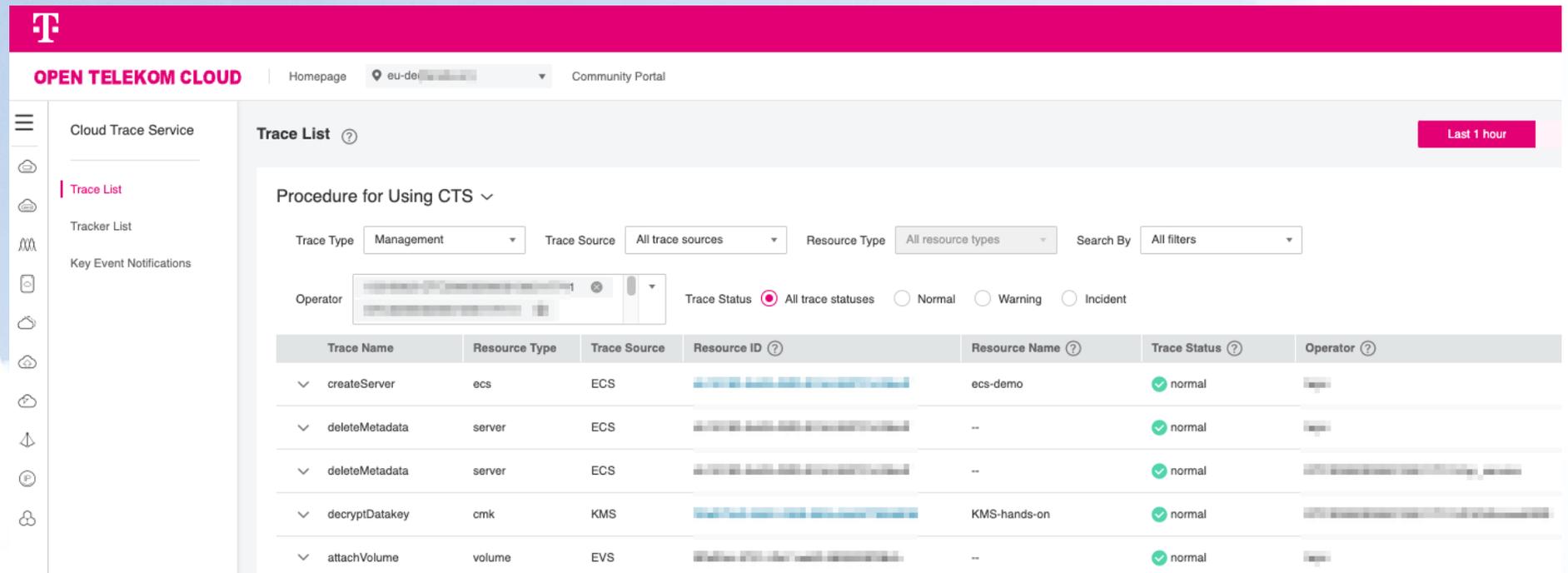
Cloud Trace is a monitoring tool, with so called „Traces“ which allows you to run analyses on cloud-resources.

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](#)



The screenshot displays the Open Telekom Cloud Cloud Trace Service interface. The top navigation bar includes the Open Telekom Cloud logo, a location selector for 'eu-de', and a 'Community Portal' link. The main content area is titled 'Trace List' and features a 'Last 1 hour' filter button. Below the title, there is a 'Procedure for Using CTS' section with several filters: Trace Type (Management), Trace Source (All trace sources), Resource Type (All resource types), and Search By (All filters). An Operator dropdown menu is also present. The Trace Status section includes radio buttons for 'All trace statuses' (selected), 'Normal', 'Warning', and 'Incident'. The main part of the interface is a table listing traces with columns for Trace Name, Resource Type, Trace Source, Resource ID, Resource Name, Trace Status, and Operator. The table contains five entries, all with a 'normal' status and a green checkmark icon.

Trace Name	Resource Type	Trace Source	Resource ID	Resource Name	Trace Status	Operator
createServer	ecs	ECS	[REDACTED]	ecs-demo	normal	[REDACTED]
deleteMetadata	server	ECS	[REDACTED]	--	normal	[REDACTED]
deleteMetadata	server	ECS	[REDACTED]	--	normal	[REDACTED]
decryptDatakey	cmk	KMS	[REDACTED]	KMS-hands-on	normal	[REDACTED]
attachVolume	volume	EVS	[REDACTED]	--	normal	[REDACTED]

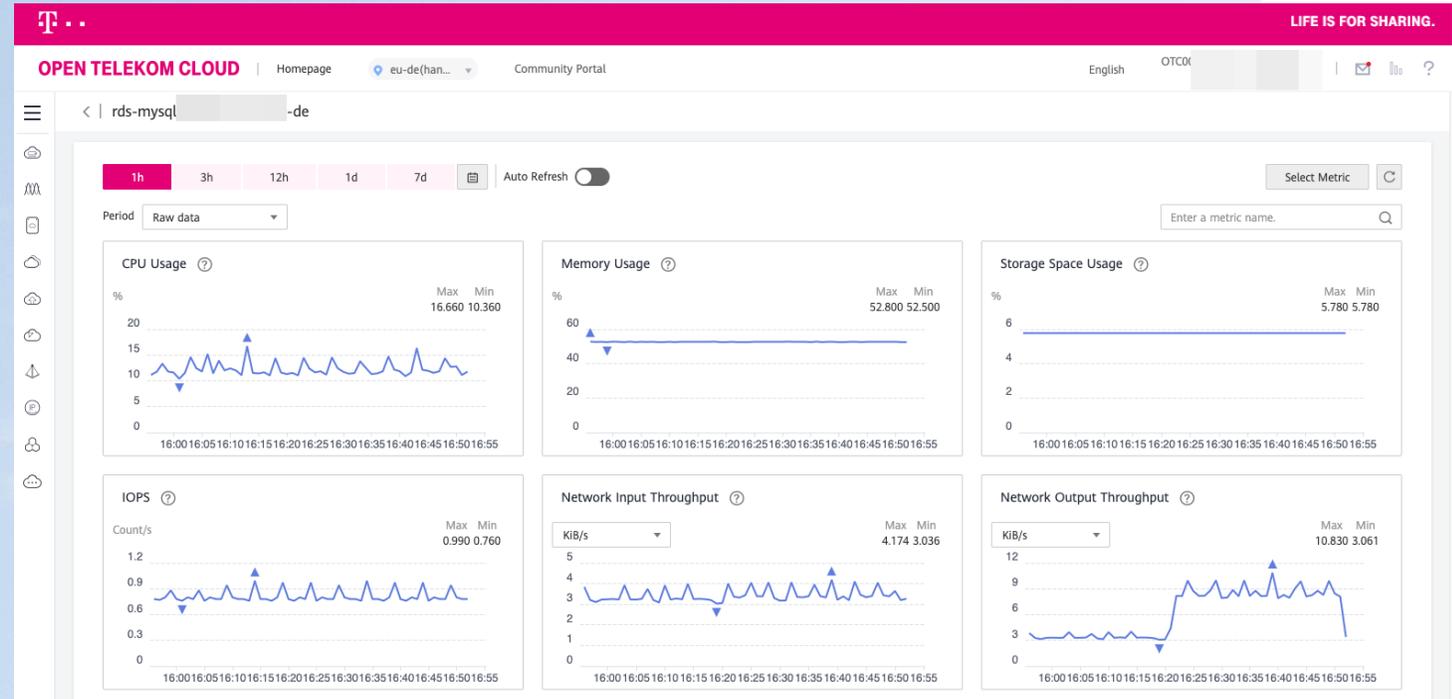
16 - Best Practice: Cloud Eye Service

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

Further information:

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



17 – Terraform & OpenTofu Provider



Open Tofu (OpenSource Community) and Terraform (Hashicorp) as the market-common IaC (Infrastructure as a Code) tool, are supported by T Cloud Public

T Cloud Public offers a provider for Terraform/OpenTofu as a Third-Party Tool.

- Available in the [Terraform Registry](#)
- Available in the [OpenTofu Registry](#)
- Follow our development in [GitHub](#), where you can open an [Issue](#)

```
terraform {
  required_version = "v1.10.7"
  #
  required_providers {
    opentelekomcloud = {
      source = "opentelekomcloud/opentelekomcloud"
      version = ">=1.36.60"
    }
  }
}

provider "opentelekomcloud" {
  domain_name = "Your Domain, like OTC00000000001000xxxxxxx"
  tenant_name = "eu-de_MyProject"
  auth_url    = "https://iam.eu-de.otc.t-systems.com/v3"
  region     = "eu-de"
  access_key = "Your AK"
  secret_key = "Your SK"
}

resource "opentelekomcloud_vpc_v1" "vpc_with_tags" {
  name = "my-vpc"
  cidr = "10.0.0.0/16"

  tags = {
    CostCenter = "t-cloud-public"
    Project    = "my-project"
  }
}
```

18 – Cloud Create

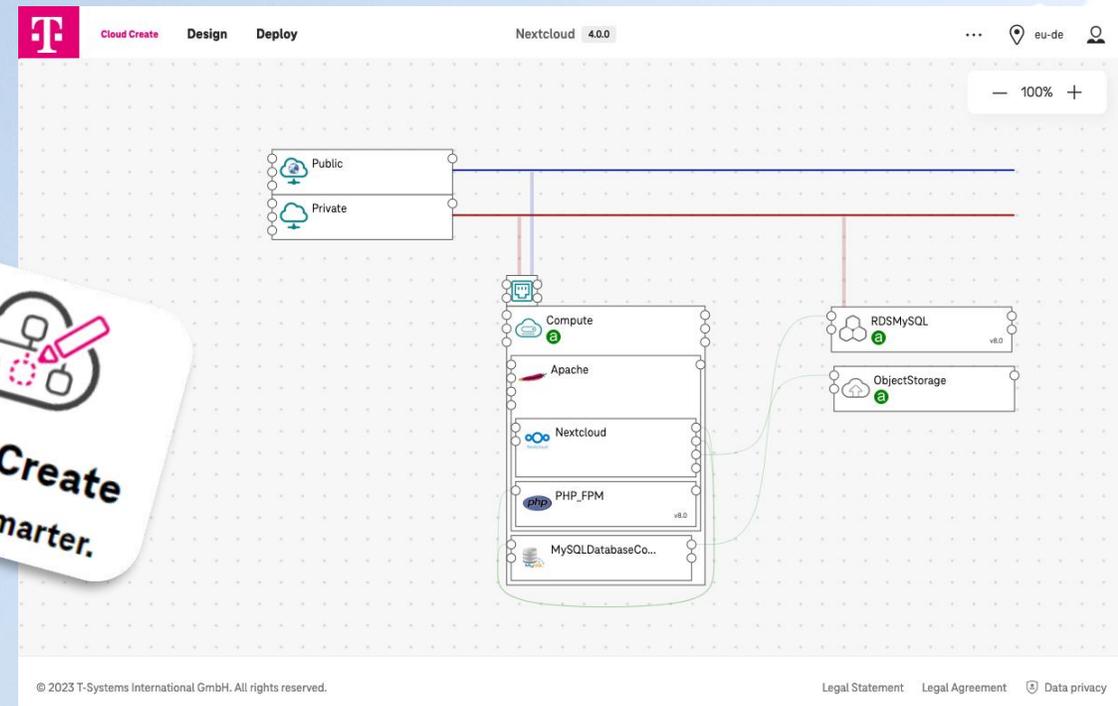
Design once, run anywhere – Operating applications in any cloud without any problems, regardless of the operator technology.

Cloud Create makes it much easier for software developers to design cloud-based applications. Afterwards, the applications can be run on T Cloud Public and Google Cloud Platform.

The software is free to use.

Further information:

- [Cloud Create Login](#)
- [Documentation](#)



19 - Documentation & Links

Page	Comment
T Cloud Public website	Find all information and more ...
myWorkplace/Business Login	Commercial portal for buyers and managers with commercial information
Console	Multitenant Login for T Cloud Public
Status Dashboard	The Status Dashboard displays the status of the various services running on the platform
Price Calculator	Calculator for calculating landscapes and quick view about cost optimization with reserved models
Service Specification & Additional Terms and Conditions	Detailed Service Description
CDPA / Additional Terms and Conditions	Supplementary Terms and Conditions for Commissioned Processing (Sup-CP)
Public Images	Detailed information about our Public Images
Release Notes	Updates und new features of T Cloud Public, as well as EoL Announcements
Roadmap	Roadmap overview of upcoming Features
(Commercial) Blog	Interesting articles and use cases around T Cloud Public
T Cloud Public Community	Our Community for asking Questions, find answers and helpful technical blog articles
Architecture Center	Best Practices, Blueprints, Templates
[Uli's Hands-On Training]	Hands-On Guide using T Cloud Public over Console.
Webinars on YouTube	Playlist of recordings of our Community Webinars