

**CUA Number:** CUATEL2021

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# **CUATEL2021 – Procurement Lifecycle Document Panel 1 (Mobility Solutions)**

## **Optus Networks Pty Ltd**

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**Last updated: 28<sup>th</sup> Oct 2024**

# Optus Networks Pty Ltd

Trading as Optus

**ABN:** 92 008 570 330

**ACN:** 008 570 330

## Contact information

### Graham Thomson - Primary Contact

WA Sales Manager, Enterprise and Government

**Mobile:** 0413 055 222

**Email:** [graham.thomson@optus.com.au](mailto:graham.thomson@optus.com.au)

### Karina Hegmann - Secondary Contact

Govt Account Manager

**Mobile:** 0422 190 602

**Email:** [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au)

Please refer to [General Enquiries](#) for general contact details.

### Business Hours:

Monday to Friday (excluding public holidays)

7am to 6pm WA Time (non daylight savings)

6am to 5pm WA Time (during daylight savings)

### Orders Via:

CS drop-box [OptusBusinessCustomerService@optus.com.au](mailto:OptusBusinessCustomerService@optus.com.au) is to be used to place 'Orders' only if the item isn't in the 'Shop' section of the Portal - <https://enterpriseportal.optus.com.au/mbp>

### Help Desk Enquiries:

**T:** 134 315 PIN: Agency specific (If you forget your PIN contact Justin Yoong to retrieve it)

**M:** 0412 308 051

## Buyback / Trade-in Partners

 an  ASSURANT* company	<b>1. Alegre</b> (Trading as Alegre Pty Ltd) <b>ABN</b> 19 159 022 296 <b>ACN</b> 159 022 296 William Fleming <b>T:</b> (02 8070 9669) <b>M:</b> 0432 763 601 <b>E:</b> <a href="mailto:william.fleming@assurant.com">william.fleming@assurant.com</a> <b>Orders Via:</b> <a href="mailto:Optus.support@assurant.com">Optus.support@assurant.com</a> <b><u>Buyback Summary Details</u></b>
<ul style="list-style-type: none"><li>• Panels</li></ul> <b>Areas Serviced:</b> <ul style="list-style-type: none"><li>• Perth Metro;</li><li>• South West</li></ul>	

# Offered Services and Hardware

## Panel 1 Services

Service plans offered by Optus Networks Pty Ltd are listed in the **Price Schedule**.

A summary of these services is listed below.

### Panel 1 – Mobile Network Solutions

#### Service Types

- Shared Voice and Data Plans (Gov Flex and Gov Access plans)
- Shared Data Only Plans (Gov Data Flex and Gov Data plans)
- PAYG Voice Plans (PAYG Voice only plan)
- International Roaming (Global Roaming 'Daily International Roaming Packs')
- Telemetry and IoT Services
- Bulk SMS Services (SMS Gateway)
- MDM
- Mobile Device Management
- Other Mobility Solutions options (including Security)

## Offered Hardware and Minimum Discounts Panel 1 Hardware

Optus Networks Pty Ltd Offers the following Brands and minimum discounts by Product Type.

### Panel 1 – Mobile Network Solutions

#### Volume Discounts

Further volume discounts may be applied on a quote-by-quote basis and may vary per time of order. Please contact [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au) for a quote of more than 50 + devices of the same brand and model.

Table A (Standard volume discounts):

Brand	Volume Discounts		
	50 - 99	100 – 199	200 – 499
Apple	2%	2.5%	2.75%
CAT	2%	2.5%	2.75%
OPPO	2%	2.5%	2.75%
SAMSUNG	2%	2.5%	2.75%
HUAWEI	2%	2.5%	2.75%
NETGEAR	2%	2.5 %	2.75%
NOKIA	2%	2.5%	2.75%
INSEEGO	2%	2.5%	2.75%

### Offered Ancillary Services:

The following Ancillary Services are offered by Optus Networks Pty Ltd:

- Pre-Deployment
- Delivery
- Installation
- Service Desk and Managed Mobility
- Staging
- Buybacks and Trade-Ins
- Global Roaming Solutions
- Collection
- Sanitisation
- Disposal

# Buying methods

## 1- Place an Order for Services

### Option A – Using Order Form

You can use the CUA Order Form or your organisation's own order form to make a purchase from Optus Networks Pty Ltd **Price Schedule**. Please ensure you reference the CUA number "CUATEL2021".

**STEP 1:** Browse the Price Schedule and consult with the relevant ICT or procurement section of your agency to ensure that the services you wish to purchase are suitable for your organisation.

**STEP 2 (optional):** Contact Optus ([karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au)) to discuss your service plan requirements and fit-for-purpose.

**STEP 3 (optional):** Contact the Contract Manager of CUATEL2021 to discuss service plan options and request assistance with completing the CUA Order form if required.

**STEP 4:** Complete the CUA Order Form or your organisation's own order form including any attachments, with the products and/or additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

**Note:** You will need to reference your Customer ID (UID and Account number), which can be confirmed with Optus Networks Pty Ltd and is a unique number assigned to your Organisation.

**STEP 5:** Send the signed Order Form including any attachments to Optus Networks Pty Ltd via email to your account manager or: [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au) or [Graham.Thomson@optus.com.au](mailto:Graham.Thomson@optus.com.au).

### Option B – Using Contractor Portal

Optus My Business Portal (MBP): <http://enterpriseportal.optus.com.au/mbp>

## 2- Moves, Adds and Changes Service Change Requests

Where the Customer requires business as usual or ad-hoc Moves, Adds and Changes (MAC) requests, without recontracting large numbers of its service fleet the steps below must be followed.

This includes

- Adding new mobile services;
  - (Customer Self Provisioned) Supported on MBP. Automated request usually completed live within a few minutes.
- Changing mobile service plans;
  - (Customer Self Provisioned) Supported on MBP. Automated request usually completed live within a few minutes. Caveat being it must be a change to a higher value or back to the original value plan. Changes outside of those rules require Service Desk support – Can be raised on MBP as a General Request ticket.
- Consolidating Services Accounts (on a smaller scale);
  - If it relating to moving services to another Billing Account this must be actioned by our Service Desk, again this can be raised on MBP as a General Request ticket.
- Cancelling mobile services; and
  - This is a ticket on MBP “Request/ Mobile/ Terminate” which is sent to the Service Desk for actioning.
- Porting in mobile services from other networks (please see [3 – Port in Services](#) for additional steps).
  - This will be a fully automated process where the Approved Customer Requestor will initiate the Port In and approve the new ownership while defining the Service profile as per an Activation and the Airtime account. We will then send the Port approval request to the current service owner who can access a one-use form online to submit approval.

These may be requested and actioned per the below options/steps.

All MAC requests should meet or be less than the timeframes specified below:

Service Request	Definition	Timeframe (Business Days)
Add new mobile service	A new mobile service added to the Customer's account and activated within the Contractor's network	1
Change mobile service plan – same account	An existing mobile service is changed to a different service plan but remains on the same billing account.	5
Change mobile service plan – different account	An existing mobile service is changed to a different service plan and/or moved to a different billing account.	7
Cancel mobile service	Mobile service is cancelled, no longer accessing the network and no longer incurring billing charges	1
Suspend mobile service	Mobile service can no longer access the carrier's network or incur billing charges on a temporary basis. Following suspension term the service automatically resumes as per prior to the suspension.	1
Port mobile service	An existing mobile service is ported from an alternative carrier to the Contractor's network and added to the Customer's billing account	7

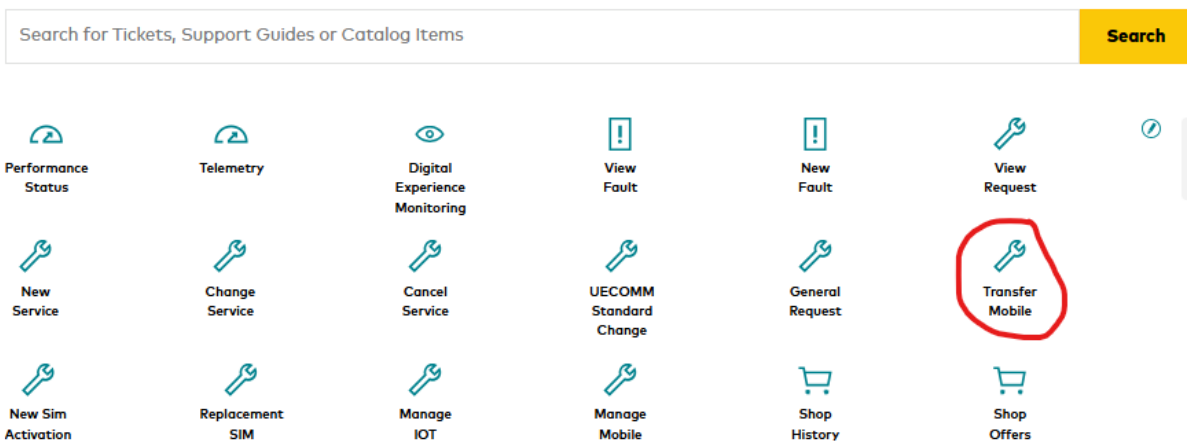
### 3- Porting in Services

Where the Customer is seeking to port in services from another carrier the following steps must be followed.

#### Porting Services via MBP–

Please select “Transfer Mobile”

#### How can we help you today?





Please follow instructions as per below

## Transfer Mobile

Please select one of the transfer options below:

### Porting from another Provider

Transferring the ownership of a mobile service from another service provider to an Optus Enterprise account.

### Port in a Mobile Service

You and the current service owner will be required to complete the appropriate forms to authorise the transfer of mobile number to Optus.

If you are also the current account holder, you will be asked to complete the appropriate forms to authorise the transfer of mobile number to Optus.

**Continue**

From here, it's simply a case of entering the mobile number in question, select from the current mobile carrier list and enter the account number on the losing carrier's account.

The OTP (one-time password) should be the requestor's mobile number, not the porting in number in question.

## 4 - Ordering Hardware

The Customer may purchase Hardware either:

- By Direct Purchase in accordance with CUA Price from the **Price Schedule**; or
- After seeking quotes using:
  - the **CUATEL2021 – Quote Form Panel 1**
  - the Customer's own quote form; or
  - other appropriate methodology.

### Optional Step 4.1: Seeking Quotes

Where a Customer requires a volume of Hardware that would typically exceed the WA Procurement Rules threshold for Direct Purchase (over \$50K) it is recommended to seek quotes from CUATEL2021. Although most Contractors offer a base CUA discount, higher volumes typically attract higher discounts

The following steps apply where the Customer seeks quotes using **CUATEL2021 – Quote Form Panel 1 and 2** or its own organisation's quote form:

**STEP 1:** Browse the Price Schedule and consult with the relevant ICT or procurement section of your agency to ensure that the proposed Hardware is suitable for your organisation.

**STEP 2:** Complete the CUA Quote Form or your organisation's own form with the products and/or additional services you require.

**STEP 3:** To obtain a Quote for a Product Catalogue item, send the CUA Quote Form or your agency's form to [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au) or your account manager.

**Note:** Where the estimated value of the Order exceeds \$500K you are also required to send the CUA Quote Form to at least one other supplier in addition to Optus Networks Pty Ltd This ensures compliance with the CUA Buying Rules and to determine value for money options.

**STEP 4:** Evaluate quote(s) and if you determine that Optus Networks Pty Ltd has suitable Goods and/or Services, then proceed to

#### 2 – Place an Order.

**Please send order to:** [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au) or your account manager for orders of 50+ units.

**Note:** orders under 50 are to be placed via My Business Portal

## Step 4.2 – Place Hardware Order

### Option A – Using Order Form- Orders Over 50 units

You can use the **CUATEL2021 – Order Form Panel 1 and 2** or your organisation’s own order form to make a purchase from Optus Network Pty Ltd Price Schedule. Please ensure you reference the CUA number “CUATEL2021”.

**STEP 1:** Contact Optus Network Pty Ltd [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au) or your Account Manager discuss the Customer Order and confirm if you need to setup a Hardware account under CUATEL2021.

**STEP 2:** Complete the CUA Order Form or your organisation’s own order form including any attachments, with the Hardware and/or additional services you require. Obtain signoff from the relevant delegated authority within your organisation.

**STEP 3:** Send the signed Order Form including any attachments to Optus Network Pty Ltd via email to: [karina.hegmann@optus.com.au](mailto:karina.hegmann@optus.com.au) or your Account Manager

**STEP 4:** The Contractor will issue a confirmation of the Order, including delivery date and other relevant information.

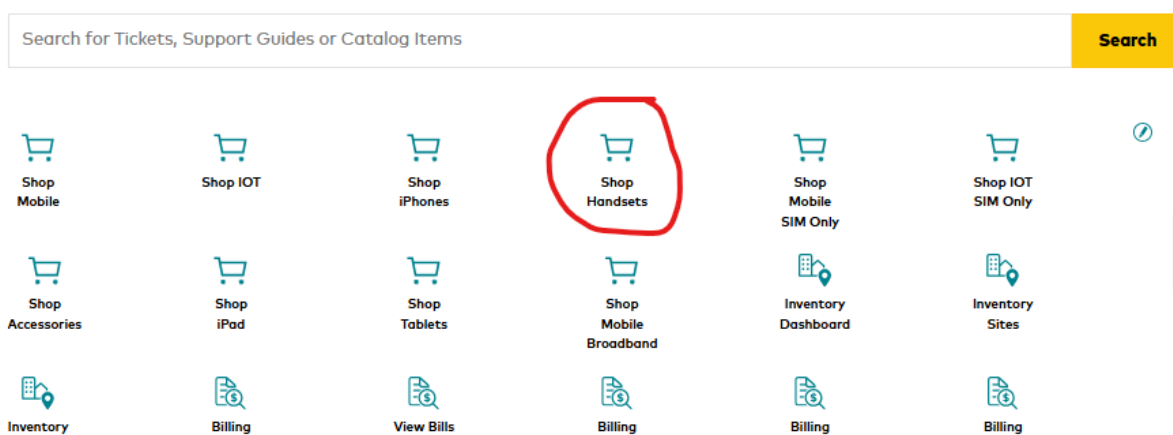
**STEP 5:** The Contractor will supply an invoice to the Customer upon delivery of Goods.

### Option B – Using Contractor Portal- Orders less than 50 units

Please select “Shop Handsets”

This is to be used only for orders under 50 units or discounts will not apply.

### How can we help you today?



## 5 –Buyback or Trade-in Services

### Buyback Summary Details:

- Engage the Orders email to retrieve an indicative quote for the devices looking to be traded in.
- Once the Indicative Quote is approved, customer safely packages the devices and informs the Orders Email on collection preferences.
- Alegre will organise collection and transit back to the operations facility in Auburn NSW.
- Full 72-point diagnostics check on all devices including Data erasure via Certified Data Erasure Method.
- Alegre to provide the customer with a final report/asset registry detailing device specific information.
- Once approved, residual value transferred into the customer's preferred account (Optus Tech Fund etc.)
- Data Erasure Certificate provided to the customer

### Option A – Buyback Services, and Option B – Trade – In Services

You can engage with **Alegre** ([optus.support@assurant.com](mailto:optus.support@assurant.com)) for optional Buyback Services where it originally supplied the Hardware devices. The Contractor shall offer credits to the Customer for eligible Hardware commensurate to market value at a minimum.

**STEP 1:** Contact Alegre to request buyback services.

Engage the Orders email ([optus.support@assurant.com](mailto:optus.support@assurant.com)) to retrieve an indicative quote for the devices looking to be traded in.

Once the Indicative Quote is approved, customer safely packages the devices and informs the Orders Email on collection preferences.

#### 1 - Collection (optional)

- Alegre will organise collection and transit back to the operations facility in Auburn NSW.

#### 2 – Data Sanitisation (optional)

- Full 72-point diagnostics check on all devices including Data erasure via Certified Data Erasure Method.

#### 3 – Disposal

- Alegre to provide the customer with a final report/asset registry detailing device specific **information**.

#### 4 – Credits

- Once approved, residual value transferred into the customer's preferred account (Optus Tech Fund etc.)

## Payment of bills / invoices

Pay on your account via the following options:

### EFT/ Direct Deposit

Pay on your Account via EFT – Account details as follows:

**Name of Bank: ANZ**

**Account Name: Optus Direct Credit - AUD**

**BSB: 012-052**

**Account: 77538 7028**

Email remittances to: [eft.payments@optus.com.au](mailto:eft.payments@optus.com.au)

- Transaction Reference: Please provide either the Invoice Number or Account Number being paid

## CUA Delivery Timeframes

### SIM Card Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)
Perth Metropolitan Area: Buy Local Policy (Zone 1) <sup>3</sup> + City of Mandurah	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	2
Regional Locations: Buy Local Policy Zones 2 <sup>2</sup> (excluding City of Mandurah) and 3 <sup>3</sup>	All regions within the State of Western Australia outside the Metropolitan Area as described by Buy Local Policy, and the Department of Planning, Lands and Heritage <sup>3</sup> .	4
Remote Locations: Buy Local Policy Zones 2 <sup>3</sup> and 3 <sup>3</sup>	All Remote locations that are more than 80kms from a town with a population of 1,000 or more (and including the external territories of Cocos/Keeling and Christmas Islands) <sup>3</sup> .	5

### Hardware Delivery

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)
		Local
Perth Metropolitan Area: Buy Local Policy (Zone 1) <sup>3</sup> + City of Mandurah	All locations within the Perth metropolitan area as defined by the Buy Local Policy, and the Department of Planning, Lands and Heritage.	2
Regional Locations: Buy Local Policy Zones 2 <sup>2</sup> (excluding City of Mandurah) and 3 <sup>3</sup>	All regions within the State of Western Australia outside the Metropolitan Area as described by Buy Local Policy, and the Department of Planning, Lands and Heritage <sup>3</sup> .	4
Remote Locations: Buy Local Policy Zones 2 <sup>3</sup> and 3 <sup>3</sup>	All Remote locations that are more than 80kms from a town with a population of 1000 or more (and including the external territories of Cocos/Keeling and Christmas Islands) <sup>3</sup> .	7

## Warranty and Maintenance

### Manufacturer's warranty

When you purchase a device or accessory from Optus it is covered by a manufacturer's warranty.

A manufacturer's warranty generally covers manufacturing faults with the product. For example, you have received your device but it won't turn on.

Physical damage to a device or accessory, or lost or stolen devices or accessories are generally not covered under a manufacturer's warranty

The length of the manufacturer's warranty can vary between provider.

Mobile device repairs & replacements:

(Customer Self Provisioned) Automated Port In on MBP.

# Contact information

## General enquiries

### Admin

Contact: Justin Yoong (**Customer Account Executive**)

**Email:** [Justin.Yoong@optus.com.au](mailto:Justin.Yoong@optus.com.au)

### Postal Address:

Level 3, 2 Victoria Avenue, Perth WA 6000 Australia

### Orders

Please see Buying Process Outline

### Hours

Monday to Friday 9.00am to 5:00pm