

**CUA Number:** CUATEL2021

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# **CUATEL2021 – Procurement Lifecycle Document Panel 1 (Mobile) and Panel 2 (Satellite) Telstra Limited**

## **Telstra Limited**

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## **Contact information**

General enquiries

# Telstra Limited



Trading as: Telstra

ABN: 64 086 174 781

ACN: 086 174 781

## Contact information

### Michelle Pavelic - Primary Contact

Senior Mobility Specialist

**Mobile:** 0448 259 913

**Email:** [Michelle.Pavelic@team.telstra.com](mailto:Michelle.Pavelic@team.telstra.com)

### Nanci Low - Secondary Contact

Customer Success Manager

**Mobile:** 0477 760 603

**Email:** [Nanci.Low@team.telstra.com](mailto:Nanci.Low@team.telstra.com)

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

### Business Hours:

Online portal available 24/7

Phone calls to Service Delivery team 8am to 5pm Monday to Friday local time and 24/7 for emergency mobile issues

### Orders Via:

Many services can be self-managed online using [Telstra Connect](#).

[Telstra Connect](#) is your digital home to view and manage your enterprise products and services in one place. More information can be found [here](#)

[Order Express](#) is available for the purchasing of new mobile services and mobile hardware. more information on Order Express can be found [here](#)


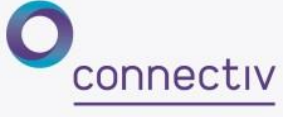
The Service Delivery Team are also available via phoning 1800 150 031 or email, [wasedelivery@team.telstra.com](mailto:wasedelivery@team.telstra.com)

### Help Desk Enquiries:


Telstra Support is available 24/7 by utilise our online via [Telstra Connect](#) or by calling Telstra on 1800 150 031 (8am to 5pm local time and 24/7 for emergency mobile issues)

## Approved Dealers and Partners

### Dealers

 <ul style="list-style-type: none"> <li>• Mobile Panel</li> <li>• Satellite Panel</li> </ul> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>• Perth Metro;</li> <li>• Regional WA</li> </ul>	<p><b><u>1. CDM Australia Pty Ltd (Dealer Code AAAT)</u></b></p> <p><b>Trading as:</b> CDM Communications  <b>ABN</b> 68 009 592 965  <b>ACN</b> 009 592 965</p> <p><b>Rudi Mistri</b> – General Manager  <b>T:</b> (08) 9445 0688 <b>M:</b> 040 777 0264  <b>E:</b> Rudi.mistry@tbtcperthnorth.com.au</p> <p><b>Orders Via:</b> Please initially contact Rudi Mistri to establish a single point of contact and preferred ordering approach for individual requirements</p> <p><b>Provides:</b> Mobile and Satellite connectivity, hardware and moves adds and changes</p>
 <ul style="list-style-type: none"> <li>• Mobile Panel</li> <li>• Satellite Panel</li> </ul> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>• Perth Metro;</li> <li>• Regional WA</li> </ul>	<p><b><u>2. Moco Investments Pty Ltd (Dealer Code 7D7B)</u></b></p> <p><b>Trading as:</b> Connectiv  <b>ABN</b> 95 140 606 882  <b>ACN</b> 140 606 882</p> <p><b>Clint Read</b> – Sales Director  <b>T:</b> (08) 6389 3722 <b>M:</b> 0417 969 933  <b>E:</b> Clint@connectiv.com.au</p> <p><b>Orders Via:</b> Please initially contact Clint Read to establish a single point of contact and preferred ordering approach for individual requirements</p> <p><b>Provides:</b> Mobile and Satellite connectivity, hardware and moves adds and changes</p>


 <ul style="list-style-type: none"> <li>• Mobile Panel</li> <li>• Satellite Panel</li> </ul> <p>Areas Serviced:</p> <ul style="list-style-type: none"> <li>• Perth Metro;</li> <li>• Regional WA</li> </ul>	<p><b><u>3. Bridged Group Pty Ltd (Dealer Code EHEA)</u></b></p> <p><b>Trading as:</b> Bridged Group</p> <p><b>ABN</b> 20 160 723 295</p> <p><b>ACN</b> 160 723 295</p> <p><b>Gerard Michaud</b> - Managing Director</p> <p><b>T:</b> 0407 020 100</p> <p><b>E:</b> Gerard@bridged.com.au</p> <p><b>Orders Via:</b> Please initially contact Gerard Michaud to establish a single point of contact and preferred ordering approach for individual requirements</p> <p><b>Provides:</b> Mobile and Satellite connectivity, hardware and moves adds and changes</p>
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 <ul style="list-style-type: none"> <li>• Mobile Panel</li> <li>• Satellite Panel</li> </ul> <p>Areas Serviced:</p> <ul style="list-style-type: none"> <li>• Perth Metro;</li> <li>• Regional WA</li> <li>• National (and International where arranged)</li> </ul>	<p><b><u>4. imei Pty Ltd (Dealer Code A9PA)</u></b></p> <p><b>Trading as:</b> iemi</p> <p><b>ABN</b> 16 095 165 576</p> <p><b>ACN</b> 095 165 576</p> <p><b>Helen Wingate – Account Director</b></p> <p><b>T:</b> (08) 9483 8701 <b>M:</b> 0477 394 928</p> <p><b>E:</b> Helen.wingate@imei.com.au</p> <p><b>Orders Via:</b> Please initially contact Helen Wingate to establish a single point of contact and preferred ordering approach for individual requirements</p> <p><b>Provides:</b> Mobile and Satellite connectivity, hardware, mobile plan management and end to end device lifecycle management</p>
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 <ul style="list-style-type: none"> <li>• Mobile Panel</li> <li>• Satellite Panel</li> </ul> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>• Perth Metro;</li> <li>• Regional WA</li> </ul>	<p><b><u>5. 1 Step Communications (Dealer Code AE3H)</u></b></p> <p><b>Trading as: OneStep Group</b></p> <p><b>ABN</b> 27 104 864 986</p> <p><b>ACN</b> 104 864 986</p> <p><b>Josh Evans – Business Development Manager</b></p> <p><b>M:</b> 0450 297 703</p> <p><b>E:</b> <a href="mailto:josh.evans@onestepgroup.com.au">josh.evans@onestepgroup.com.au</a></p> <p><b>Orders Via:</b> Please initially contact Josh Evans to establish a single point of contact and preferred ordering approach for individual requirements</p> <p><b>Provides:</b> Mobile and Satellite connectivity, hardware and moves adds and changes</p>
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**Please Note:** Adaptive Mobility Care for the use of the above-mentioned dealers will apply.

## Buyback Partner

 <p>ASSURANT®</p> <ul style="list-style-type: none"> <li>• Mobile Panel</li> </ul> <p><b>Areas Serviced:</b></p> <ul style="list-style-type: none"> <li>• Perth Metro;</li> <li>• Regional WA</li> </ul>	<p><b><u>1. Assurant Services Australia Pty Ltd</u></b></p> <p><b>Trading as:</b> Assurant Inc</p> <p><b>ABN</b> 18 613 632 367</p> <p><b>ACN</b> 613 632 367</p> <p><b>Michael Matheson – Senior Account Executive</b></p> <p><b>M:</b> 0415 083 026</p> <p><b>E:</b> <a href="mailto:enterprise.services@assurant.com">enterprise.services@assurant.com</a></p> <p><b>Orders Via:</b> <a href="mailto:Enterprise.services@assurant.com">Enterprise.services@assurant.com</a></p> <p><b>Provides:</b> Hardware Buyback, refer buyback section</p>
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# Offered Services and Hardware

## Panels 1 and 2 Services

Service plans offered by Telstra 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 (Adaptive Mobility)
- Shared Data Only Plans (Adaptive Mobility)
- PAYG Voice Plans (Adaptive Mobility)
- International Roaming
- Telemetry and IoT Services (Jasper and IoT Connectivity)
- Bulk SMS Services (TIMS)
- MDM
- Security
- Hardware Buyback
- Other Mobility Solutions options

### Panel 2 – Satellite Network Solutions

#### Offered Networks

- Iridium

#### Service Types

- Satellite Voice Plans
- Satellite Data Plans
- Shared Satellite Plans
- Push to Talk Plans
- Telemetry and IoT Plans
- Hardware Buyback
- Other Satellite Solutions

## Panel 1 and 2 Hardware

Telstra Offers the following brands and minimum discounts by Product Type.

### Panel 1 – Mobile Network Solutions

Brand	Product Type (Discounts)					
	Smartphone	Tablet / Phablets	Wireless Modem / Router	Other Devices	Peripherals	Accessories
Apple	2%	2%	Nil	2%	Nil	2%
Bullit	4%	Nil				
Cradlepoint	Nil		4%	Nil		
Google	4%	Nil				4%
Inseego	Nil		4%	Nil		
Microsoft	Nil	4%	Nil		4%	Nil
Netgear	Nil		4%	Nil		
Nokia	4%	Nil				
Otterbox	Nil					4%
Panzer	Nil					4%
Samsung	4%	4%	Nil	4%	Nil	4%
Telstra	5%	2%	5%	Nil		4%

**Note:** Please refer to Hardware Price Schedule

### Volume Discounts

Further volume discounts can be applied on a quote-by-quote basis for 100 or more devices. Pricing is provided on application and may vary by Product Type for each of the Panel 1 Brands listed above.

### Panel 2 – Satellite Network Solutions

Brand	Product Type (Discounts)						
	Satellite Phone	Hybrid Phone	Antenna / Terminal	Wireless Modem / Router	Other Devices	Peripherals	Accessories
ICOM	2%	Nil					
Iridium	2%	Nil	2%		2%	Nil	
Starlink	N/A		2%		2%	N/A	

### Volume Discounts

Further volume discounts can be applied on a quote-by-quote basis for 100 or more devices. Pricing is provided on application and may vary by Product Type for each of the Panel 2 Brands listed above.

## **Offered Ancillary Services:**

The following Ancillary Services are offered by Telstra

- Pre-Deployment
- Delivery
- Installation
- Buybacks
- 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 Telstra's **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 Telstra Enterprise Mobility Specialist, Nishika Quadros 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 (CIDN), which can be confirmed with Telstra and is a unique number assigned to your Organisation.

**STEP 5:** Send the signed Order Form including any attachments to Telstra via email to: your Telstra Client Partner or Account Manager.

### Option B – Using Telstra's Order Express Portal

Telstra offers an easy-to-use self-service portal known as Order Express (within [Telstra Connect](#)) and individual government agencies can submit requests directly into the portal. This includes all MAC (moves and changes) requests. Each agency has its own access to Telstra Connect via a Customer Identification Number (CIDN). User access is controlled by the agency through the user management section of the tool. New users can be added and an existing user's access modified or removed as required.

Telstra Order Express is used to purchase hardware and activate new mobile services. A catalogue of approved CUA hardware can be found in accordance with pricing of CUATEL 2021. Orders placed are automatically sent to Telstra's logistics partner for shipping. New mobile services can also be activated. Customers can also:

- Request call barring, call forwarding and manage usernames for any mobility fleet service;
- Activating international roaming;
- Add message bank, (deactivation and reactivation to your mobile services are done in near real time);

- Easily search and view details for any mobile service number; and
- View and track the updates of all open service requests.

For online information please see the below links.

Telstra Connect link: <https://connectapp.telstra.com/>

Telstra Order Express – accessed from Telstra Connect

Telstra Connect user guides - [link](#)

Telstra Order Express user guides - [link](#)

**STEP 1:** Click on Order Now under the “New mobile plans” tile for a new service or “Change mobile plans” under the Quicklinks to change the plan of an existing service.

**STEP 2:** Select the required plan

**STEP 3:** Enter the quantity and any optional add-ons or barring requirements

**STEP 4:** Select the billing account number from the drop down list of active accounts

**STEP 5: New service:** Enter the username and under “I Want To” select the option to “Request a new SIM card” and select the SIM card type or “Activate Existing Blank SIM Card” and enter the SIM card number

**STEP 6: Existing service:** Enter the username, service number. Under “I Want To” select the option to “Request a new SIM card” and select the SIM card type or “activate Existing Blank SIM Card” and enter the SIM card number or “Use My Own SIM Card” to retain the existing SIM

**STEP 7:** Checkout. Fill in the name of the recipient and delivery address if a new SIM was required. Note: Adding a purchase order number, cost centre reference and additional email addresses to receive the completion notice are optional

**STEP 8:** Click “Confirm order” to submit the request. The user will receive an order confirmation, order dispatched and order completion email upon completion of each stage. To update a Value Added Service or barring select “Modify Mobile Features”, search for the service, click on the service number, then select the barring or add-ons you wish to modify and click on “Update Value Added Service”

## Option C – Phone or Email Orders

As mentioned, Telstra’s Service Level Agreements are underpinned by the Order Express option. However, other options are available. These include:

### Email:

Email is accepted but again, is not a preferred option. Emails to the Telstra Service Delivery team have an auto-response with a Telstra Reference Number (TRN) which can be used for follow-up if required. However, emailed orders are manually transcribed and this method is not as efficient as our automated online portal process. The portal helps expedite the process by capturing all the information needed by Telstra or our approved partners for a specific order type.

**Phone:**

While the online portal remains the preferred option for placing orders, these can also be carried out by phone, however, this process is limited to changes with no financial impact. Purchases with a financial impact need to be placed online or by email to meet security requirements.

## 2- 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;
- Changing mobile service plans;
- Consolidating Services Accounts (on a smaller scale);
- Cancelling mobile services; and
- Porting in mobile services from other networks (please see [3 – Port in Services](#) for additional steps).

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

### Option A –Telstra Facilitated

For Agency 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.

**STEP 1:** Determine scope of MAC required.

**STEP 2 (optional):** Contact Telstra Enterprise Mobility Specialist, Nishika Quadros or Telstra Enterprise Account Manager, Michael Hudson to discuss your MAC requirements.

**STEP 3:** Detail requirements including all applicable information, ie service numbers account details and change request etc.

**Note:** You will need to be an authorised representative on behalf of your Agency to submit the MAC request.

**STEP 4:** Send the detailed requirements via email to the WA Govt Service Delivery team or Account Manager.

## Option B – Using Telstra’s Order Express Portal

Telstra’s Service Level Agreements are underpinned by using the Order Express Portal. As mentioned, each agency has its own access to Telstra Connect via a Customer Identification Number (CIDN). User access is controlled by the agency through the user management section of the tool which can also accommodate all MAC requests (timeframes in the table below). New users can be added and an existing user’s access modified or removed as required. Telstra Order Express is used to purchase hardware and also activate new mobile services.

In addition, you can:

Request call barring, call forwarding, deactivation and reactivation to your mobile services and manage usernames for any mobility fleet service

Easily search and view details for any mobile service number

View and track the updates of all open service requests

Telstra Order Express

**STEP 1:** Click on Order Now under the “New mobile plans” tile for a new service or “Change mobile plans” under the Quicklinks to change the plan of an existing service.

**STEP 2:** Select the required plan

**STEP 3:** Enter the quantity and any optional add-on’s or barring requirements

**STEP 4:** Select the billing account number from the drop down list of active accounts

**STEP 5:** New service: Enter the username Under “I want to” select the option to “Request a new SIM card” and select “SIM card type” or “Activate Existing Blank SIM Card” and enter the SIM card number.

**STEP 6:** Existing service: Enter the username, service number. Under “I want to” select the option to “Request a new SIM card” and select the SIM card type or “Activate existing blank SIM card” and enter in the SIM card number or “Use my own SIM card” to retain the existing SIM.

**STEP 7:** Checkout: Fill in the name of the recipient and delivery address if a new SIM was required. Adding a purchase order number, cost-centre reference and additional email addresses to receive the completion notice are optional.

**STEP 8:** Click “Confirm order” to submit the request.

**STEP 9:** The user will receive and order confirmation, order dispatched and order completion email upon completion of each stage.

To update a Value Added Service or barring, select “Modify mobile features”, search for the service, click on the service number, then select the barring or add-ons you wish to modify and click “Update value added service”

Alternatively, cancellations, barring and call forwarding requests can also be submitted via Telstra Connect under Mobility Solutions within the Your Products and Services tile by searching for the service number and clicking on “Create a request” or simply modify the service or “Manage” to cancel the service.

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	5
Change mobile service plan – same account	An existing mobile service is changed to a different service plan but remains on the same billing account.	2
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.	3
Cancel mobile service	Mobile service is cancelled, no longer accessing the network and no longer incurring billing charges	2
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.	2
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 Services

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

#### Port-in Services

Telstra welcomes the opportunity to work collaboratively with agencies who wish to port-in mobile services. Telstra and its aligned partners will provide government agencies with support services to assist with transitioning any of its mobile services from an alternative carrier in a seamless manner that minimises business interruptions and downtimes. We will work with individual government agencies and will provide office-based resources at no cost to assist as follows:

**STEP 1:** Customer to discuss with Telstra port-in scope of work including plans and overall requirements.

**STEP 2:** Telstra to dispatch new blank SIMS to Customer.

**STEP 3:** Telstra to present all appropriate port-in paperwork for Customer execution or ordered via Order Express

**STEP 4:** Telstra to validate port-in request with the existing mobile provider

**STEP 5:** Once all elements have been captured and validated, Telstra will proceed with the port-in process.

Depending on complexity, volume and scale Telstra may provide onsite port-in resource at no cost or alternately we may jointly determine a staging process be undertaken at an agreed cost.

## Port-out Services

For a Port-out process, Telstra will adhere to all the standard requirements involved in this process including;

- Allow the service to transition to the alternate mobile provider providing it meets the regulatory requirements.
- Services with rental charges paid in advance will receive a pro-rata credit from the day the service ports out from Telstra.
- Port-out fees will be waived.

## 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 and 2**;
  - 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 Nishika Quadros or Michael Hudson. via email. OR

send the CUA Order Form or your agency's order form to an Authorised Dealer listed on pages 2 to 6 of this document.

**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 Telstra. 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 Telstra has suitable Goods and/or Services, then proceed to **[4.2 – Place Hardware Order.](#)**

## Step 4.2 – Place Hardware Order

### Option A – Using Order Form

You can use the **CUATEL2021 – Order Form Panel 1 and 2** or your organisation's own order form to make a purchase from Telstra's Price Schedule. Please ensure you reference the CUA number "CUATEL2021".

**STEP 1:** Contact Telstra's Nishika Quadros or Michael Hudson to 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 Telstra via email to your Telstra Client Partner or Telstra representative

**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

Telstra Order Express

**STEP 1:** Click on Order Now under the "New devices and accessories" tile.

**STEP 2:** Select the device or accessory.

**STEP 3:** Select the colour, storage capacity, payment option and quantity.

**STEP 4:** Select billing account number from the pre-populated list of active accounts.

\*Note: To use MOTIF funds to pay for the purchase select "Use Adaptive Funds With This purchase" and enter the amount to be redeemed from the current balance.

**STEP 5:** Upon checkout, fill in the name of the recipient and delivery address.

**STEP 6:** Add a purchase order number, cost centre reference and additional email addresses to receive the completion notice are optional.

**STEP 7: Click "Confirm Order" to submit the request.**

**Note:** The user will receive an order confirmation, order dispatched and order completion email upon completion of each stage.

## Option C – WA Government Service Delivery Team

As mentioned, Telstra's Service Level Agreements are underpinned by the Order Express option. However, other options are available. These include:

### **Email:**

Email is accepted but again, is not a preferred option. Emails to the Telstra Service Delivery team have an auto-response with a Telstra Reference Number (TRN) which can be used for follow-up if required. However, emailed orders are manually transcribed and this method is not as efficient as our automated online portal process. The portal helps expedite the process by capturing all the information needed by Telstra or our approved partners for a specific order type.

### **Phone:**

While the online portal remains the preferred option for placing orders, these can also be carried out by phone, however, this process is limited to changes with no financial impact. Purchases with a financial impact need to be placed online or by email to meet security requirements.



## 5 – Trade In Services

Telstra offers its Enterprise Trade-In program for devices via Assurant Services Australia Pty Ltd (**Assurant**). Assurant is the current Telstra Partner for the provision of environmentally responsible trade in service.

This service is available for devices owned outright (not leased devices) and offers scope for payments that reduce total cost of ownership as well as delivers environmental benefits to Agencies.

Assurant offers Trade-In estimates for eligible hardware that meets market value, including:

- Smartphones – Apple and Android;
- Tablets – iPads and Android tablets;
- Wearables; and
- Other devices like laptops upon request.

Assurant provides an initial estimated value and then confirmed in a final quote once Assurant has undertaken a cosmetic grading, functional assessment, and data erasure of each device. These payments are then credited to a Telstra Mica account.

### Program Benefits:

- Reduce ownership costs - Use the value of your unused devices to offset future device purchases.
- Keep your devices out of landfill - All traded in smartphones, tablets & wearables are reused or recycled responsibly by Assurant.
- Device Valuation - Individual assessments provide industry leading valuation, ensuring customers receive best in market value for their devices.
- Simple & Secure Data Erasure - Each device undergoes a NIST compliant data erasure, guaranteeing the security of sensitive information, with certificates issues for assurance. All data is erased in accordance with NIST Special Publication 800-88 Data Sanitation Standard, and Assurant will issue a certificate of erasure on completion.
- Payment & Credit - Post approval, payments are promptly made to the customers preferred account.
- Efficient Logistics - Assurant provides the packaging and facilitates the collection and secure transit of devices .
- Sustainability -Customers receive detailed reports on the environmental impact of their trade in, support corporate sustainability objectives.

### Sustainability and Green Impact:

- Environment Stewardship: Assurant is committed to environment responsibility. By repurposing devices, this extends their lifecycle, reducing the demand for new resources and minimising e-waste.
- Partnership with Mobile Muster - Devices beyond economical repair are securely recycled through Mobile Muster, ensuring at least 99% of materials are

recovered and recycled to the R2 Responsible Recycling Standard. Customers receive a Recycling Summary Certificate for all devices through Mobile Muster.

- Carbon Footprint Reduction - By recycling and repurposing devices, the program contributes to significant reduction in carbon emissions.
- Supporting Sustainability Goals - Participation in the program allows CUA Customers to demonstrate further commitment to sustainability goals.

## Buyback Process

**STEP 1:** Contact your Telstra Customer Care Team or Client Executive, who will refer you to a designated Assurant Account Executive to request Trade-In services.

**Step 2:** The Assurant Account Executive will contact you to obtain information about your mobile hardware for Trade-In (Qty/Make/Model/Memory) and email you an indicative estimate.

**Step 3:** If the Indicative Estimate is accepted, ensure each employee has followed the “Getting Your Mobile Hardware Ready for Trade-In” (passcode removed, Account Unlocked etc.)

**Step 4:** Arrange any Mobile Device Management/Administration/Device Enrolment Programs to be removed from all Mobile Hardware (if applicable).

**Step 5:** Complete Assurant’s Trade-In Application Form (supplied by designated Assurant Account Executive).

**Step 6:** Prepare an Inventory of Mobile Hardware shipped (Qty/Model and IMEI no. where possible). Retain a copy and include a hard copy in the shipping box. (Note if there is any mobile hardware that may contain highly-sensitive data please clearly mark accordingly).

**Step 7:** Pack the Mobile Hardware in the shipping boxes (supplied by Assurant);

- Mobile phone transit box accommodates up to 50 mobile devices
- Dimensions: 470mm \* 305mm \* 165mm
- Tablet boxes in similar format can also be provided

**Step 8:** Attach Assurant Address Label (supplied by Assurant).

**Step 9:** Now you are ready to ship, contact your designated Assurant Account Executive who will arrange shipping to Assurant using their nominated shipping agent which will include shipping insurance.

**Step 10:** Once Assurant receives your shipment, Assurant Operations will email you on receipt of your mobile hardware shipment and provide a verification of mobile hardware received compared to the details provided DCF. If any discrepancy is identified, Assurant will contact the customer within 10 days (usually on the same day of receipt of consignment) to advise, investigate and resolve the issue in a timely manner.

Other points for considerations include:

Where an agency requires Assurant to process (reverse logistics, data sanitisation or device destruction) devices containing highly sensitive data, Assurant must be advised that the devices contain such data and additional charges may apply.

Assurant understands the importance of protecting your digital information and complies with the WA Government's data sanitisation requirements.

Assurant uses the global NIST software program to implement secure mobile data erasure processes, including verification and certification for each individual device. Assurant will:

- 1) Verify that the overwriting methodology has been successful and removed data across the entire mobile device; and
- 2) Produce a summary certificate containing information that the erasure has been successful, along with data about the device and the standard used.

Standard NIST 800-88 used for smartphones and tablets/iPads. Laptops and iMacs/MacBooks use the US DOD Standard 5220.22M.

Assurant follows a formal procedure to ensure the secure disposal of media, aiming to minimize the risk of unauthorized information leakage. Media is securely stored before disposal or re-use. The disposal lifecycle maintains a chain of custody, integrating tracking mechanisms and audit requirements. Disposal methods adhere to all legal, regulatory, contractual, and compliance requirements. Before media disposal or re-use, sanitization mechanisms are applied, taking into account a method and strength that align with the classification and sensitivity of the information

Assurant can include pricing for higher level erasure standards if required.

The Trade-In value as lump sum does not depend on any additional sales transaction. When the Final Report is approved, the credit value (value of devices) will be placed on the nominated Telstra Mobile account with 1-2 billing cycles for use toward existing goods and services.

## 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:

**Bank Account Name for Payment:** Telstra Limited

**Bank Name- Commonwealth Bank of Australia**

**BSB:** 066-746

**Account:** Specific to your unique Customer Identification number.

**Note:** Details on your specific unique account number can be sourced from your Telstra Account Manager Michael Hudson, **Mobile:** 0400 172 342 or **Email:** [Michael.hudson.2@team.telstra.com](mailto:Michael.hudson.2@team.telstra.com)

**Email remittances to:** [eft@team.telstra.com](mailto:eft@team.telstra.com)

### Credit Card

Can be processed using Telstra platforms

- **T Analyst** - <https://billing.telstra.com> or
- **Online Billing:** <https://onlinebilling.telstra.com.au/corporatebill/?tR=2ma>

or call 1300 369 666

**Note:** Credit card surcharges are not applicable under CUATEL2021.

### Cheque

Mail the invoice payment slip with your cheque made payable to Telstra,  
GPO Box 9901,  
Melbourne VIC 3001

### Other Payment Methods

#### BPAY

Payment via internet or phone banking from your cheque or savings account

Biller Code: 7799

Ref: 10 DIGIT ACCOUNT NUMBER

#### In person at the Telstra Shop or Post Office

Present the payment slip at any Telstra Shop to pay by cash, cheque or credit card

## 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

*Please note Telstra's Online Express Service must be utilised for Telstra to provide the level of service specified and delivery timeframes.*

### Hardware Delivery

Telstra has implemented a national standard distribution approach for the supply of hardware and SIMS with agreements in place with Toll and Brightstar. Distribution centres are resourced to cover national volumes of stock movement, operating extended hours from 1am to 9pm AEST (Monday to Friday). Regular forecasting and demand planning helps ensure Telstra maintains inventory to meet stock level, however, it is recommended that bulk orders, where possible, be forecast four weeks prior to ordering to assist with delivery requirements.

Services can be ordered through Telstra's Order Express portal which provides indicative stock levels, updated with product lifecycle changes and allows customers to order according to their exact requirements.

Telstra approved partners follow the same process to best meet government agency requirements.

Telstra warehouses dispatch hardware on the same day orders are received (ie; order received prior to 2.30pm EST) and can be traced via Star Track with a completion letter following delivery.

**Typically when an order is placed through Order Express before 2:30pm EST, goods are delivered the next business day in metro locations where there is sufficient stock.**

The following delivery timeframes apply:

Geographic Location	Definition of Location	Delivery Time (Business Days)
		Distributor
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.	7
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> .	9
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> .	9

Telstra's Online Express Service must be utilised for Telstra to provide the level of service specified and delivery times frames.

## Warranty and Maintenance

Telstra supplied hardware will include a manufacturer's warranty which covers manufacturing faults (no additional stand-alone hardware or software maintenance is offered). Customers are entitled to a replacement or repair of a product during the term of the manufacturer's warranty period.

Telstra provides customer warranty as per the ACCC requirements, 2 years minimum for device including propriety software and 1 year for accessories. Where a manufacturer only offers a 12-month device warranty, Telstra will assume responsibility for the remaining 12 months thereafter, to fulfill the lawful 24-month warranty term.

We provide, based on the best of our knowledge, goods free from damage at acceptance of delivery. If a customer is presented with a delivery where the external packaging appears damaged, it should not be accepted or signed for, which will force the good to be returned to the Contractor. Accepting goods that are damaged in transit may result in a customer being liable for resolution as a Non-Warranty scenario.

We will provide a pre-paid satchel (available from a Telstra Shop or via an online order) and freight for devices requiring a warranty repair. We recommend devices sent for repair must be erased of all customer data and factory reset where possible.

If goods presented for repair can't be fixed, they may be replaced with a refurbished device of the same type. Goods presented for repair may be repaired using refurbished parts.

Telstra retains full responsibility for ensuring that the Customer receives the full benefit of all warranties owing under the Customer Contract.

Warranty Services commence from the date the goods are released from the Telstra warehouse.

Warranty replacements can be commenced through the Order Express portal by selecting "Return Devices" under the Quicklinks or by contacting Telstra's Service Delivery team by phone on 1800 730 062 option 3,4 and quoting the IMEI or the original order reference number.

Once has Telstra received the returned goods via courier, an assessment is made within 3-5 business days of the warranty claim and advice is sent back of the next steps; either replacement, repair or where damage is ascertained caused by the user outside of warranty a quote will be presented. Same-unit repairs can take 10-15 days.

## **Return of rejected goods**

Faulty accessories, Dead on Arrival and Change of Mind returns can be done within 28 days from the delivery date. For change of Minds, the item must be unopened and in saleable condition. You can enact a return on the Order Express portal by selecting "Return Devices" under the Quicklinks or by contacting Telstra's Service Delivery team by phone on 1800 730 062 option 3,4 and quoting the original order reference number. We do not offer exchanges or replacements for faulty items, you will receive a full refund for the purchased item and must place a new order if a replacement is required.

Once has Telstra received the returned goods via courier, an assessment is made within 2 business days that the goods are undamaged and can be resold then advice is communicated. Where the return is accepted a credit will apply and be visible on next billing run.

# Contact information

## General enquiries

### Administration

**Phone:** 1800 730 062

**Email:** [waservicedelivery@team.telstra.com](mailto:waservicedelivery@team.telstra.com)

**Website:** [www.telstra.com](http://www.telstra.com)

**Postal Address:** Level 16, 125 St Georges Perth WA 6000

**Orders:** Please see Buying Process Outline

### Hours

Monday to Friday 8.00am to 5:00pm WST and 24/7 for emergency mobile issues

### Help Desk Enquiries:

Telstra Support is available 24/7 by utilise our online via [Telstra Connect](#) or by calling Telstra on 1800 730 062 (8am to 5pm local time and 24/7 for emergency mobile issues)

**Customer Faults T:** 13 22 55 – 24 hours x 7 days