

Contractor Details

Contract: Telecommunications Services Common Use Arrangement (CUA56808)

Last updated: 26 January 2021

Categories:

- **C1 - Mobile Network Services**
- **C2 - Portable Satellite Services**

Contractor	C1	C2
<u>IPSTAR Australia Pty Ltd</u>	No	Yes
<u>Optus Networks Pty Ltd</u>	Yes	Yes
<u>Pivotel Group Pty Ltd</u>	No	Yes
<u>Telstra Corporation Ltd</u>	Yes	Yes
<u>Vodafone Australia Pty Ltd</u>	Yes	No

IPSTAR Australia Pty Ltd

ABN: 85 107 338 901

Category C2



Contact information

Ray La Peyre

BDM – Government and Enterprise

Mobile: 0425 227 060

Facsimile: (08) 9225 7811

Email: Ray.LaPeyre@orionsat.com.au

Website: <https://ipagroup.solutions/>

Postal Address: Level 2, 16 Victoria Avenue, Perth, WA 6000

Orders

Email (preferred): accounts@orionsat.com.au

Fax and phone: 1300 880 663

Hours: 8.30am to 5.00pm Monday to Friday

Optus Networks Pty Ltd

ABN No: 92 008 570 330

Category C1

Category C2

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Contact information

Jax Flamm – Primary Contact

WA Government Sales Manager

Mobile: 0412 222 980

Email: Jax.Flamm@optus.com.au

Ben Heald – Secondary Contact

WA Government Mobility Solution Specialist

Mobile: 0422 298 737

Email: Ben.Heald@optus.com.au

Website: www.optusbusiness.com.au

Postal Address

Level 3, 2 Victoria Parade, Perth WA 6000

Orders

Email: OptusBusinessCustomerService@optus.com.au

Hours

Monday to Friday (excluding public holidays)

8.30am to 4.00pm (eastern states daylight savings time)

8.30am to 5.00pm (non-daylight savings time)

Help Desk/enquiries

Phone: 134 315 **PIN** Agency specific

(If you forget your PIN contact the Primary Contact to retrieve it)

Facsimile: (08) 9288 3030

Buyback / Trade-in Partner

Alegre Pty Ltd

ABN: 66 628 238 951

ACN: 628 238 951



OPTUS

Contact information

Website: <https://moorup.com.au/>

Phone: 1300 475 275

Email: partnersupport@alegre.net.au

Michael Karim – Sales Director

Mobile: 0404 442 851

Email: Michael.Karim@alegre.net.au

Michael Matheson – Business Development Manager

Mobile: 0415 083 026

Email: Michael.matheson@alegre.net.au

Steve Gill – Business Development Manager

Mobile: 0401 255 971

Email: Steve.Gill@alegre.net.au

Pivotel Group Pty Ltd

ABN No: 81 099 917 398

Category C2

Website: www.pivotel.com.au

The logo for Pivotel, featuring the word "pivotel." in a bold, lowercase, sans-serif font. The "i" and "o" have a dot, and the "l" has a vertical bar. The period is at the end.

Contact Information

Paul Kubat

Mobile: 0414 654 123

Email: paul.kubat@pivotel.com.au

James Hamilton

Mobile: 0450 941 058

Email: james.hamilton@pivotel.com.au

WA Regional Office

18 Kings Park Road, West Perth WA 6005

Orders Via

Email: orders@pivotel.com.au

Phone: 1300 882 448

Customer Care

Phone: 1300 882 448

Email: mail@pivotel.com.au

Hours: 5.00am to 5.00pm AWST Monday to Friday, except public holidays

Telstra Corporation Limited

ABN No: 33 051 775 556

Category C1

Category C2

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Contact information

Mobile Queries

Service Desk (service requests, general and billing enquiries) for WA Government Mobiles (or legacy Voice and Data services):

Phone: 1800 730 062

Email: wasservicedelivery@team.telstra.com

Online ordering: [Click Here](#)

Customer Faults - 24 hours x 7 days: 13 22 55

Telstra Solution and other key contacts

Account Manager

Gary Croucher – Client Executive

Phone: (08) 6224 5013

Email: Gary.Croucher@team.telstra.com

Technical Contact

Oliver Lawson – Workplace BDM

Phone: (08) 6224 5026 E: Oliver.Lawson@team.telstra.com

Commercial and Contract Management

Ali Bird – Contract Manager

Phone: (03) 8694 1691 E: ali.bird@team.telstra.com

Service Relationship Enquiries

Deanna Taylor - Service Delivery

Phone: (08) 6224 5102 E: Deanna.I.taylor@team.telstra.com

General Information

Website: <http://www.telstra.com.au/business-enterprise/>

Postal Address: Locked Bag 2545, Perth WA 6001

Approved Dealers

Telstra primarily serves WA Government agencies internally via the Account Management Team, Online tools and a Service Delivery Team. Dealers can be engaged where appropriate to provide a customised or enhanced level of service.

Please speak to your Telstra Account Manager should this be of interest. The four Dealers approved under this CUA are listed on the following page.

Category C1

Category C2

Telstra Approved Dealer 1 (Dealer Code: EHEA)

Starwords Enterprises Pty. Ltd. (Trading as Bridged Group)

ABN 61 090 830 194

Guy Champion – General Manager

Mobile: 0448 464 646

Email: Guy@Bridged.com.au



Telstra Approved Dealer 2 (Dealer Code 7D7B)

MoCo Investments Pty. Ltd. (Trading as Connectiv)

ABN 95 140 606 882

Clint Read – Representative

Phone: (08) 6389 3722



Telstra Approved Dealer 3 (Dealer Code ECT4)

JB Hi-Fi Group Pty. Ltd.

ABN 37 093 114 286



Graeme Hurding – State Manager

Phone: (08) 9203 4652

Mobile: 0411 257 974

Email: Graeme.hurding@jbhifi.com.au

Telstra Approved Dealer 4 (Dealer Code AFMT)

CDM Australia Pty. Ltd. (Trading as CDM Communications)

ABN 68 009 592 965



Rudi Mistry – General Manager

Phone: (08) 9445 0688

Email: rudi.mistry@tbtcperthnorth.com.au

Buyback / Trade-in Partner

Moorup Technology Pty Ltd

ABN: 66 628 238 951

ACN: 628 238 951

<https://moorup.com.au/>

Phone: 1300 821 131

Email: sales@mooruptech.com.au



Mario Pavlou – Director of Mobility Buyback Sales

Mobile: 0419 304 731

Email: Mario@moorup.com

Nicole Stevens – BDM for Mobility Buyback

Mobile: 0417 881 332

Email: Nicole@moorup.com.au

[Buyback Summary Details](#)

Vodafone Australia Pty Ltd

ABN No: 86 056 161 043

Category C1

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Contact information

Buying or Adding New Services

For all Orders, all New Product Enquires, RFQs, or adding additional services contact:

Leigh Boyle - Manager Enterprise and Government

Phone: 0415 524 570

Email: Leigh.Boyle@vodafone.com.au

Postal Address: Level 2, 139 Little Cribb Street, Milton QLD 4064

Customer Care, Billing and Aftersales services

For Vodafone Customer Care, Customer Relations, Help Desk, Data Support, billing enquiries and reports contact:

Angela Courtney - Service Manager

Phone: 1300 732 882 and extension 4595

Email: vge.support@vodafone.com.au (Attn. Angela)

Postal Address: P O Box 2580, Kingston Delivery Centre, Kingston TAS 7050

Hours: 5 days Monday – Friday, 8am – 8pm (EST)