

CUA Number: CUATEL2021

Last Updated: 28 July 2022

CUATEL2021 – Procurement Lifecycle Document

Panel 2 (Satellite)

Contractor Pivotel Satellite Pty Limited

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Last updated: 28 July 2022

Pivotel Satellite Pty Ltd

Trading as Pivotel Satellite

ABN: 81 099 917 398

ACN: 099 917 398



Contact information

Paul Kubat – Primary Contact

Business Development Manager WA Government

Mobile: 0450 941 176

Email: paul.kubat@pivotel.com.au

Nathan Nicholson – Secondary Contact

Business Development Manager

Mobile: 0455 446 248

Email: nathan.nicholson@pivotel.com.au

Pivotel Customer Care

Telephone: 1300 882 448 (within Australia)

International Phone: +61 7 5630 3000

Business Hours (AEST):

Monday – Friday: 7:00am - 7:00pm

Saturday, Sunday & Queensland Public Holidays: Closed

Orders

Email mail@pivotel.com.au with cc to orders@pivotel.com.au and paul.kubat@pivotel.com.au

Offered Services and Hardware

Panel 2 Services

Mobile Satellite Service plans offered by Pivotal Satellite are listed in the **Price Schedule**. A summary of these services is listed below.

Panel 2 – Mobile Satellite Network Solutions

Offered Satellite Networks

- Iridium
- Inmarsat
- Thuraya
- Globalstar
- NBN BSS
- Mpower
- OneWeb

Service Types

- Satellite Phone Voice Plans
- Satellite Device Data Plans
- Shared Satellite Plans
- Satellite Push to Talk (PTT) Plans
- Satellite Telemetry and IoT Plans
- Satellite Personnel Tracking Plans
- Satellite Asset Management Tracking Plans
- Other Satellite Solutions

Offered Hardware and Minimum Discounts Panel 2 Hardware

Pivotel Offers a **5% base discount** for all Product Types for the following Brands:

Brand	
Beam	ICOM
Cobham	Inmarsat
Garmin	Iridium
Globalstar	Kymeta
Ground Control	Thales
Hughes	Thuraya

Volume Discounts

Volume discounts for hardware greater than the 5% base discount may be available. Please contact Pivotel directly to discuss the individual requirement.

Further volume discounts will be applied on a quote-by-quote basis and may vary per requirement.

Offered Ancillary Services:

The following Ancillary Services are offered by Pivotel:

- Pre-Deployment
- Delivery
- Installation
- Collection

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 Pivotel'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 Pivotel's Business Development Manager or Pivotel Customer Care to discuss your intended business requirement and ensure device/hardware and service plan are 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 Account Number. This is a unique number assigned to your Organisation when purchasing or connecting a service with Pivotel. If transacting with Pivotel for the first time this Customer Account Number will be allocated with the completion and submission of a Pivotel Network Services Application (NSA).

STEP 5: Send the signed Order Form including any attachments to Pivotel Satellite via email to: orders@pivotel.com.au

Option B – Using Contractor Portal

Portal to be delivered. Timing to be confirmed.

Option C – Call Pivotel Direct

STEP 1: Call the Pivotel BDM for a quotation and discussion to match the business requirement and budget to a Pivotel Service Plan (and hardware/device).

STEP 2: If happy with the quotation for hardware/device ask Pivotel for a Proforma invoice for payment of hardware. Once paid the hardware will be despatched. Optional 30-Day Hardware Accounts can be established upon request via an account set up process. Hardware Accounts are typically established for larger orders and/or ongoing hardware purchases. If an account is required/applicable please liaise with Pivotel to set this up. You will be requested by Pivotel to complete a separate form for

establishing a hardware purchase account. This form is to be signed by an authorised representative and submitted to Pivotel. Please allow 3 business days for this hardware account to be processed once submitted.

STEP 3: If happy with the quotation of services and subscription plans request a Network Services Application (NSA) from Pivotel. This NSA is to be completed with account details, signed by authorised representative and submitted to Pivotel to set up an account for ongoing service charges and apply the selected subscription plan.

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

These requests shall be actioned by Pivotel following request and actioned within timeframes that meet or are less than specified below:

Service Request	Definition	Timeframe (Business Days)
Add new mobile satellite service	A new mobile satellite service added to the Customer's account and activated within the Contractor's network	5
Change mobile satellite service plan – same account	An existing mobile satellite service is changed to a different service plan but remains on the same billing account.	2
Change mobile satellite service plan – different account	An existing mobile satellite service is changed to a different service plan and/or moved to a different billing account.	3
Cancel mobile satellite service	Mobile satellite service is cancelled, no longer accessing the network and no longer incurring billing charges	2
Suspend mobile satellite service	Mobile satellite 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 satellite service	An existing mobile satellite 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 seeking to port mobile satellite services to Pivotel from another carrier the Customer must contact Pivotel Customer Care or a Pivotel BDM's for assistance.

Generally porting Satellite Service Numbers is not possible and/or practical and Pivotel will issue a new SIM and allocate a new 04XX phone number when connecting a mobile satellite service. The 04XX number from Pivotel will also enable cost savings with 04XX calling enabled in most mobile phone plan caps (and standard mobile rates).

There are some scenarios which may allow porting and as such the Customer should contact Pivotel to discuss what is required.

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 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 orders@pivotel.com.au via email.

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 Pivotel. 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 Pivotel has suitable Goods and/or Services, then proceed to **2 – Place an Order.**

Step 4.2 – Place Hardware Order

Option A – Using Order Form

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

STEP 1: Contact Pivotel 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 Pivotel via email to: orders@pivotel.com.au and cc paul.kubat@pivotel.com.au

STEP 4: Pivotel will confirm the Order with an estimated delivery date.

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

Option B – Using Contractor Portal

Portal to be delivered. Timing to be confirmed.

Option C – Call Pivotel Direct

Where a Customer is unsure regarding any detail for a satellite service please call **Pivotel Customer Care** on 1300 882 448 or the Pivotel BDM on 0450 941 176.

STEP 1: Call the Pivotel BDM for a quotation and discussion to see what the actual requirement is.

STEP 2: If happy with the quotation ask Pivotel for a Proforma invoice for payment of hardware. Once paid the hardware will be dispatched. Optional 30-Day Hardware Accounts can be established upon request via an account set up process. Hardware Accounts are typically established for larger orders and/or ongoing hardware purchases. If an account is required/applicable please liaise with Pivotel to set this up. You will be requested by Pivotel to complete a separate form for setting up a hardware purchase account. This form is to be signed by an authorised representative and submitted to Pivotel. Please allow 3 business days for this hardware account to be processed once submitted.

Payment of Bills / Invoices

EFT/ Direct Deposit

Pay your Account via EFT – Account details as follows:

BSB: 334 040

Account: 5525 17075

Email remittances to orders@pivotel.com.au and cc paul.kubat@pivotel.com.au

Swift Account SGBLAU2S

Credit Card

Call Customer Care on 1300 882 448 for purchases and payment by Credit Card

Note: Credit card surcharges are not applicable under CUATEL2021.

Cheque

Cheques are accepted by post (Pivotel Satellite Pty Limited)

Locked Bag 100

Southport QLD 4215) but goods will not be dispatched until cheque has cleared.

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) ³ + 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 ² (excluding City of Mandurah) and 3 ³	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 ³ .	4
Remote Locations: Buy Local Policy Zones 2 ³ and 3 ³	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) ³ .	5

Hardware Delivery

The following delivery timeframes apply from local WA or Queensland location:

Geographic Location	Definition of Location	Delivery Time (Business Days)
Perth Metropolitan Area: Buy Local Policy (Zone 1) ³ + 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 ² (excluding City of Mandurah) and 3 ³	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 ³ .	4
Remote Locations: Buy Local Policy Zones 2 ³ and 3 ³	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) ³ .	7

Warranty and Maintenance

Pivotel offers a 24-month warranty on all equipment purchased from Pivotel.

Most satellite equipment OEMs offer a 12-month warranty on equipment to Pivotel's end customers. Pivotel provides those warranties to its direct customers on a full pass-through basis.

In addition to the manufacturer's warranty, Pivotel offers CUA an additional 12-month warranty.

Process Details

End CUA users are encouraged to contact Pivotel Customer Care directly as the first point of contact if they believe their equipment is faulty. Customer Care will initiate a troubleshooting process to determine the nature of the fault if any, and the remedial action required. Troubleshooting will help identify if the fault is a user error, SIM card or network fault, accessory related or faulty satellite terminal.

Pivotel Dealers are located throughout WA and can be part of this process. Pivotel Dealers are trained to undertake the troubleshooting, often in conjunction with Customer Support. Pivotel Dealers are reimbursed for providing troubleshooting support and facilitating the return of the equipment to Pivotel.

Should troubleshooting identify the device to be faulty, the device will need to be transported to Pivotel together with a completed repair form provided by the dealer or requested from Pivotel Customer Care. Where the terminal is sent directly to Pivotel, the end-user will bear the cost of transport to Pivotel. If delivered to a dealer, Pivotel will pay the cost of the transport from the dealer to Pivotel.

Pivotel will assess all equipment sent in for repair, including equipment under warranty and confirm if the repair is a warranty repair or advise the cost and expected turn-around time for a repair. Equipment not imported and on-sold by Pivotel will not be treated as a warranty repair and must be sent to the original seller. The manufacturer will carry out all repairs approved by repairers only.

Loan devices can be arranged if needed.

Trade in and/or takeback services

Pivotel does not offer takeback and/or trade-in services.

Return of rejected goods

Please liaise with Pivotel to discuss rejected goods and warranty conditions.

Contact information

General Enquiries

Administration and Customer Support

Email: mail@pivotel.com.au

Website: www.pivotel.com.au

Phone: 1300 882 448

Corporate Postal Address

Pivotel Satellite Pty Limited

Locked Bag 100

Southport QLD 4215

WA State Office Address

Pivotel Satellite Pty Limited

Level 1

18 Kings Park Rd

West Perth WA 6005

Hours

Monday to Friday 7.00am to 7:00pm AEST

Sales Enquiries

Email: mail@pivotel.com.au

Phone: 1300 882 448

WA State Office Address

Pivotel Satellite Pty Limited

Level 1

18 Kings Park Rd

West Perth WA 6005

Hours

Monday to Friday 9.00am to 5:00pm AWST