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CUATEL2021

Procurement Lifecycle Document

Panel 4 - Telephony Solutions and

Panel 5 - Connectivity Solutions

Datacom Systems (AU) Pty Ltd

Datacom Systems (AU) Pty Ltd

Contact information

Offered Services and Hardware

Panel 4 Services

Panel 5 Services

Buying methods

Place an Order for Services

Ordering Hardware

Buyback Services

Payment of bills / invoices

Contact information

General enquiries

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Datacom Systems (AU) Pty Ltd

Trading as: Datacom Systems (AU) Pty Ltd

ABN: 39 135 427 075

ACN: 135 427 075

Contact information

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Business Development Executive

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Aaron Cowdery

Business Development Executive

Phone: (08) 6466 6888

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Email: aaron.cowdery@datacom.com

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

Business Hours: 8.30am to 5:00, Monday to Friday excluding public holidays.

Orders Via: sales-CUATEL2021@datacom.com

Help Desk Enquiries: (08) 6466 6894 or wagov-servicedesk@datacom.com

Offered Services and Hardware

Panel 4 Services

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

Telephony Solutions

Category 4.1 - Core Connectivity Services

Service Types

- SIP Service
 - SIP Trunks
 - Number Range
- SBC Service
 - SBC Infrastructure
 - Phone Systems - On-site POTS Service

Category 4.2 - Hardware

Datacom offers the following brands and minimum discounts by Product Type.

Product Type (Discounts)						
Brand	Desktop Phone	Reception Console	IP PABX	Headset	Accessories	Speaker
Jabra	DOR	DOR	DOR	20%	17.5%	N/A
Polycom	DOR	DOR	DOR	34%	DOR	N/A
Cisco	70%	25%	70%	N/A	DOR	N/A
Algo	N/A	N/A	N/A	N/A	DOR	2%

Further hardware and accessories are available via quote. Discounts will be on a quote-by-quote basis. Some Exclusions may apply, and warranty periods may vary for each vendor and product type.

Volume Discounts

Further volume discounts can be applied on a quote-by-quote for bulk purchases. Pricing is provided on application and may vary by Product Type for each of the Panel Brands listed above.

Panel 5 Services

Data Connectivity Solutions

Category 5.1 – Fixed Data Services

Service Types

Fixed Data Services

- L1 Dark Fibre
- L1 Wavelengths
- L2 Carrier Paths
- L2 NBN Paths

Fixed Data Services – Packaged Services (Infrastructure / Licensing)

- L3 MPLS Core, plus L1 / plus L2 Services
- L4 Overlay Transport (SD-WAN), Infrastructure, plus L1 / L2 / L3 Services
- Azure / AWS / Cloud Exchange Services

Category 5.2 – Internet Access Services

Service Types

- Internet Access Services
 - Carrier Paths Fibre
 - NBN Path

Buying methods

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 **Datacom'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 Datacom via Sales-CUATEL2021@datacom.com to discuss your service plan requirements and fit-for-purpose.

STEP 3 (optional): Contact the Contract Manager of CUATEL2021 to discuss 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 **Datacom** and is a unique number assigned to your Organisation.

STEP 5: Send the signed Order Form including any attachments to **Datacom** via email to: sales-CUATEL2021@datacom.com

Option B – Online Portal

The Datacom Services portal requires Agency user and approver accounts to be created by Datacom. Both a user and approver account are required to enable a transaction to be completed.

Step 1: User Registration * - Please contact your Business Development Executive or Service Delivery Manager and complete the Agency onboarding form. This form contains information about the Agency users authorised to make purchases on the portal and Agency approvers who approve each transaction.

Step 2: Portal Login – Authorised users' login here:
<https://govnext.datacom.com.au/CherwellPortal/GovNext>

Users will be presented with a login prompt when they first browse to this page.

The image shows a web browser window titled "Cherwell Service Management". Inside the window, there is a "Sign-in" section. Below the heading, it says "If you have a Cherwell account, sign-in here". There are two input fields: "User Name" with the placeholder text "Enter your user name" and "Password" with the placeholder text "Enter your password". The "User Name" field contains the text "username". At the bottom right of the sign-in area, there are two buttons: "Sign-in" and "Cancel". The "Sign-in" button is highlighted with a red rectangular border.

*Credentials will be provided to the Agency Contacts by Datacom.

Once the appropriate credentials have been entered click 'Sign-in' to enter the portal. You should see the following icon appear in the top right hand corner of the sign-in window, this indicates authentication is in progress:



Step 3: Portal Home Page - Once logged in users will be presented with the Home Page of the portal. This is broken down into 3 sections:

- Top Menu.
- Information Window.
- Main Menu Items.

The “Top Menu” on the home page will vary depending on the role of the user logged in. As an example: Agency Requester and Agency Manager will have access to more menu items than Agency Service Desk. The breakdown of the menu is:

- Agency “ROLE” (visible for all roles) – this item changes based on the Role of the user logged in.
- Service Catalogue (visible for Agency Manager, Agency Executive, and Agency Approver).
- My Service Orders (visible for Agency Manager, Agency Executive, and Agency Approver).
- Approvals (visible for Agency Manager, Agency Executive, and Agency Approver).
- Incidents and Requests (visible for all roles).
- Problems (visible for all roles).
- Change Requests (visible for all roles).

To request a quote or lodge an order (upload a simple or complex order form) you can raise a Request – and upload the order. Alternatively you can contact us via email and attach the order for to sales-CUATEL2021@datacom.com If you are an advanced user you can go to step 4 to choose from our catalogue items.

(For advanced users) Step 4: SERVICE CATALOGUE

Simply click on the category you wish to investigate further. This will take you to a more refined category page where the items are more specific to the previously chosen item.

Once you have found the category you are interested in purchasing, simply click on it here and you will be taken to the pricing and item list for the category chosen:

Products


Transitional Service



Diverse Path Dual Link
The provision of a fibre, light path or communication link between racks in 2 GovNext Data Centres.
A data centre link with dual path redundancy.

POA

Add To Cart



Single Path Datacentre Link
The provision of a fibre, light path or communication link between racks in 2 GovNext Data Centres.

POA per Link

Add To Cart

Selecting an item will take you to the purchasing screen where you can specify the quantity required and click submit:

New

Product: Diverse Path Dual Link

Description:

The provision of a fibre, light path or communication link between racks in 2 GovNext Data Centres.
A data centre link with dual path redundancy.

Cost: POA

Quantity:

Est. Cost: POA

[Cancel](#) [Submit](#)

Additional Comments:

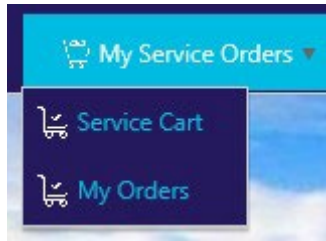
After hitting submit, the order will then be displayed within the shopping cart where you can chose to continue shopping or submit your order.

Once you have finalised your order it will be displayed in the “My Service Orders” screen referenced in section 4.1.3 and section 6.

(All costs are excluding GST. POA require quotes in which the pre-sales, sales team will be in contact) [My Service Orders](#)

Step 6: MY SERVICE ORDERS

The My Service Orders menu provides the user visibility of their Service Cart and My Orders:



The Service Cart provides visibility of:

- What is currently in the Service Cart but not yet ordered (cart has not been submitted).

My Orders provides visibility of:

- Orders not yet assigned to be provisioned.
- Orders assigned but not yet provisioned.
- All previous Orders for the Agency. (My Order History)

Note: Please contact your BDE for General Enquires.

Ordering Hardware

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 Datacoms 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 4 and 5** 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 send the CUA Quote Form or your agency's form to Sales-CUATEL2021@datacom.com.

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 Datacom. 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 Datacom has suitable Goods and/or Services, then proceed to **Place Hardware Order**.

Place Hardware Order

Option A – Using Order Form

You can use the **CUATEL2021 – Order Form Panel 4 and 5** or your organisation's own order form to make a purchase from Datacom's Price Schedule. Please ensure you reference the CUA number "CUATEL2021".

STEP 1: Contact Aaron Cowdery or email Sales-CUATEL2021@datacom.com 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 Datacom via email to Sales-CUATEL2021@datacom.com.

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

STEP 5: Datacom will supply an invoice to the Customer upon delivery of Goods.

Option B – Using Datacom Portal

The Datacom portal has built-in approval workflows to ensure only authorised users can access the ability to quote or procure IT assets based on their role type, thus reducing procurement risks and maintaining compliance, only standardised equipment is offered via the portal. For Complex orders please email General Enquires or your Business Development Executive.

Step 1: Self Registry - Authorised end users complete self-register (use URL in step 4) or alternatively use self-logging Service Desk, log a ticket for assistance.

Step 2: Approval workflows - Approvers require elevated privileges to be setup by Datacom, please use self-logging Service Desk.

Step 4: Portal Login – Authorised users login here:

(<https://store-au.datacom.com/default/customer/account/>)

Step 5: Process Outline

1. Authorised end user accesses Datacom Procurement Portal and adds required items from catalogue into the shopping cart
2. Simple Items are routed to authorised approvers for approval.
3. Approver is notified via email of outstanding approvals and approves orders through portal.
- End user is notified of order status, stock availability and tracking information via email and can also query Datacom Procurement Portal at any time for status updates.

Note: Items that are not available or require more information are routed to Datacom Presales for consultation and generation of a quote, these items might be price on application or require validation and qualification to order correctly, alternatively contact your BDE or General Enquires.

Buyback Services

Datacom “buy back” (dependent on asset condition and age) or arrange e-waste recovery of IT assets that are either surplus to requirements or being replaced by new equipment.

Datacom provide collection and compliant data wiping services along with ISO certified data erasure certificates. This service offers either 1, 3 and 7 pass data wiping.

Step 1: Contact Datacom via email Sales-CUATEL2021@datacom.com to discuss the Buyback Services and confirm if you need to setup an account under CUATEL2021.

Step 2: Provide equipment/ inventory details including asset condition to Datacom providing asset location, location site contact and any access requirements and advise Datacom if any of the following packing material is required: Boxes, tape, bubble wrap at a cost.

Step 3: Datacom to provide indicative valuation and quotation, and the customer is to confirm whether initial pricing agreed pending valuation and an Order Form is provided.

Step 4: Datacom or an appointed agent, based on contact details provided by the customer to schedule a mutually agreed date collection date. De-installation, packaging and storage may be provided upon request at a cost.

Step 5: Collection and processing to be completed by Datacom, with any destruction certificates to be provided as necessary.

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: Datacom Systems (AU) Pty Ltd

Bank Name: ANZ Bank

BSB: 012 327

Account: 8354 84883

Email remittances to: auar@datacom.com

Credit Card

Please contact Datacom to obtain a unique invoice specific URL for credit card payments.

Contact information

General enquiries

Administration

Phone: (08) 6466 6888

Email: sales-CUATEL2021@datacom.com

Website: www.datacom.com

Postal Address: PO BOX Z5227
PERTH GPO ST GEORGES TCE PS
66 ST GEORGES TERRACE
PERTH WA 6000

Orders: sales-CUATEL2021@datacom.com

Hours: 8.30am to 5:00pm, Monday to Friday excluding public holidays.

Help Desk Enquiries: (08) 6466 6894 or wagov-servicedesk@datacom.com

Customer Faults: (08) 6466 6894 or wagov-servicedesk@datacom.com