CUA Number: CUATEL2021

Last Updated: 25/05/25

Document Number: 07804551

CUATEL2021 – Procurement Lifecycle Document

Panel 4 and 5 (Telephony Solutions and Connectivity Solutions)

Optus Networks Pty Ltd

Optus Networks Pty Ltd

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Payment of bills / invoices

Warranty and Maintenance

Manufacturer's warranty

Contact information

General enquiries

Last updated: 28th 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

Karina Hegmann - Secondary Contact

Govt Account Manager

Mobile: 0422 190 602

Email: karina.hegmann@optus.com.au

Please refer to General Enquiries for general contact details.

Orders Via:
New Quote/Contract: cuaorders@optus.com.au
or Via Account Team
Existing Contracts
Portal: https://enterpriseportal.optus.com.au/mbp
E: OptusBusinessCustomerService@optus.com.au

Help Desk Enquiries:
T:134 315
PIN: Agency specific **(**contact Account Team to retrieve if forgotten)
E: OptusBusinessCustomerService@optus.com.au

Business Hours:
Service and Billing Enquires
Monday to Friday (excluding public holidays)
8:00am to 6pm Nationally

Incident Reporting: 24 x 7
T: 134 315

Offered Services and Hardware

Panel 4 Services

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

A summary of these services is listed below.

Panel 4 – Telephony Solutions

Category 4.1 Core Connectivity Services

- Optus Evolve Voice
- Optus Evolve Voice Express
- Optus Voice Inbound Services 1800/1300/13 Numbers
- Optus Evolve Directline
- Optus Evolve Multiline

Minimum Discounts

Panel 4 - Hardware

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

Category 4.2 Hardware

Brand	Product Type	Min Discount from List Price (%)	Optus Comment
Cisco	All Hardware	71.00%	Applies to Cisco IP Telephony Solutions
Cisco	All Hardware	68.00%	Applies to Cisco TelePresence System Endpoints
Cisco	All Hardware	68.00%	Applies to Cisco TelePresence Systems
Cisco	All Hardware	66.00%	Applies to Collaboration MPP Phones
Cisco	All Hardware	66.00%	Applies to Cisco IP Telephony Servers
Cisco	All Hardware	66.00%	Applies to Cisco Catalyst 8200 Series Edge Platforms
Cisco	All Hardware	66.00%	Applies to Cisco Catalyst 8300 Series Edge Platforms
Yearlink	Desk Top Phone	20.00%	
Yearlink	Reception Phone	20.00%	
Yearlink	Headset	5.00%	
Polycom	Desk Top Phone	28.00%	
Polycom	Reception Phone	28.00%	
Polycom	Headset	28.00%	

Offered Ancillary Services

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

- Device Setup and Installation

Panel 5 Services

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

A summary of these services is listed below.

Category 5.1 Fixed Data Services

- Optus Evolve IPVPN
- Optus Evolve Ethernet WAN (EWAN)
- Optus Elink
- Optus Wavelength

Category 5.2 Internet Access Services

- Optus Evolve Internet

Buying methods

1- Place an Order for Services

Option A – Using Order Form- New Services & Contract Resign-ONLY

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: Contact Optus cuaorders@optus.com.au or your Account manager listed in general enquires 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 the relevant Optus artifact will need to be signed for most Voice products. See below table

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 required by Optus to Optus Networks Pty Ltd via email to cuaorders@optus.com.au or your Optus account manager.

Option B – Using Contractor Portal

Optus Enterprise Portal: http://enterpriseportal.optus.com.au/mbp

Note: This option is applicable if the customer has already a service contract in place and have access to the Optus Enterprise Portal.

Ordering an Evolve Voice Service (SIP Trunks) or Voice express service (SIP Trunks over the Internet) via Optus Enterprise Portal

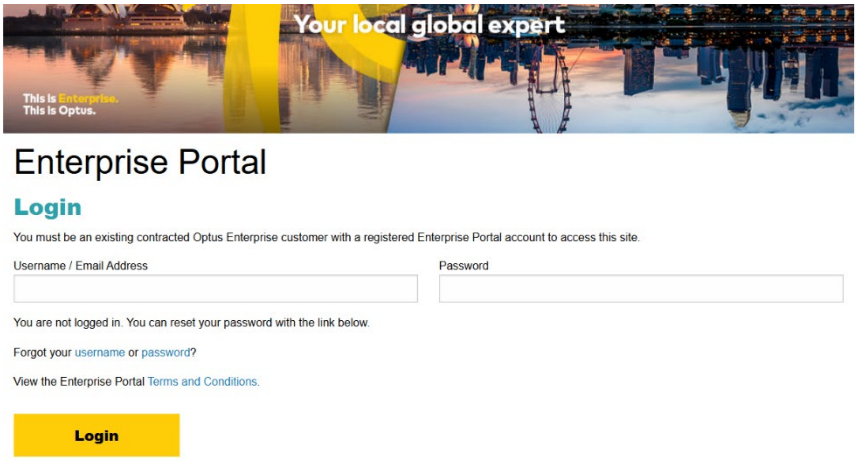
To order an Evolve Voice Service via the MAC process requires customer to have following

- Access to Optus Enterprise Portal
- An existing Evolve Voice Service in a valid contract

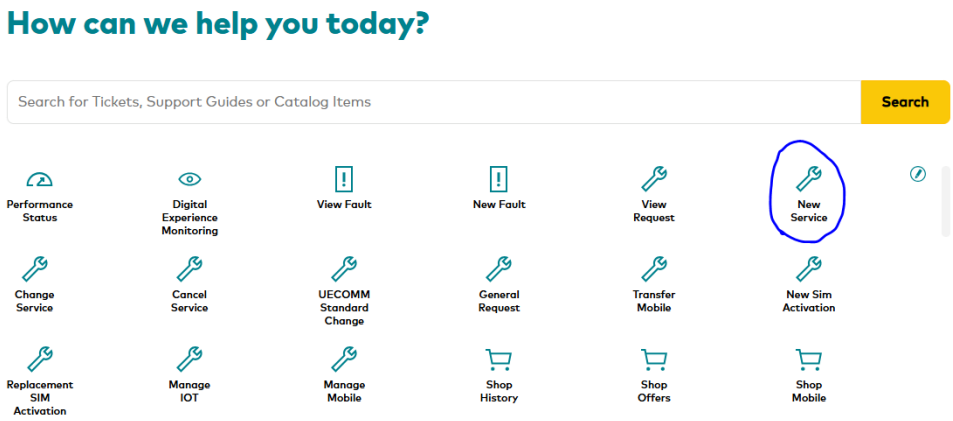
- Valid Contract/Agreement ID
- Existing Voice Service details
- If you are ordering first Evolve Voice Service, then use the Option 1-quote order form process and contact the Account manager

STEP 1: Browse following link to access Optus Enterprise Portal

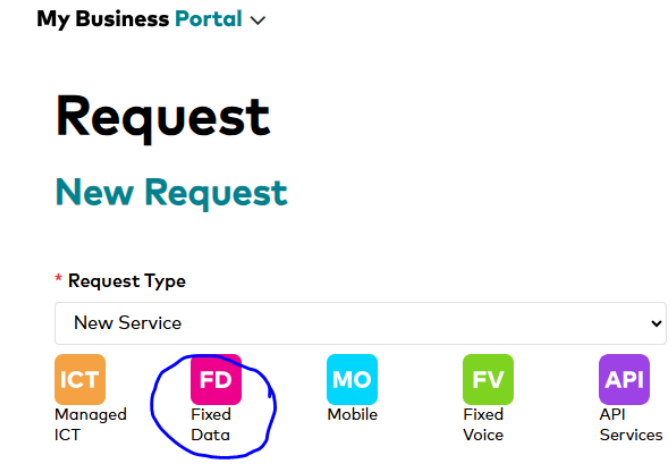
URL: https://login.optus.com.au/siteminderagent/forms/nucleus_mbp.sec



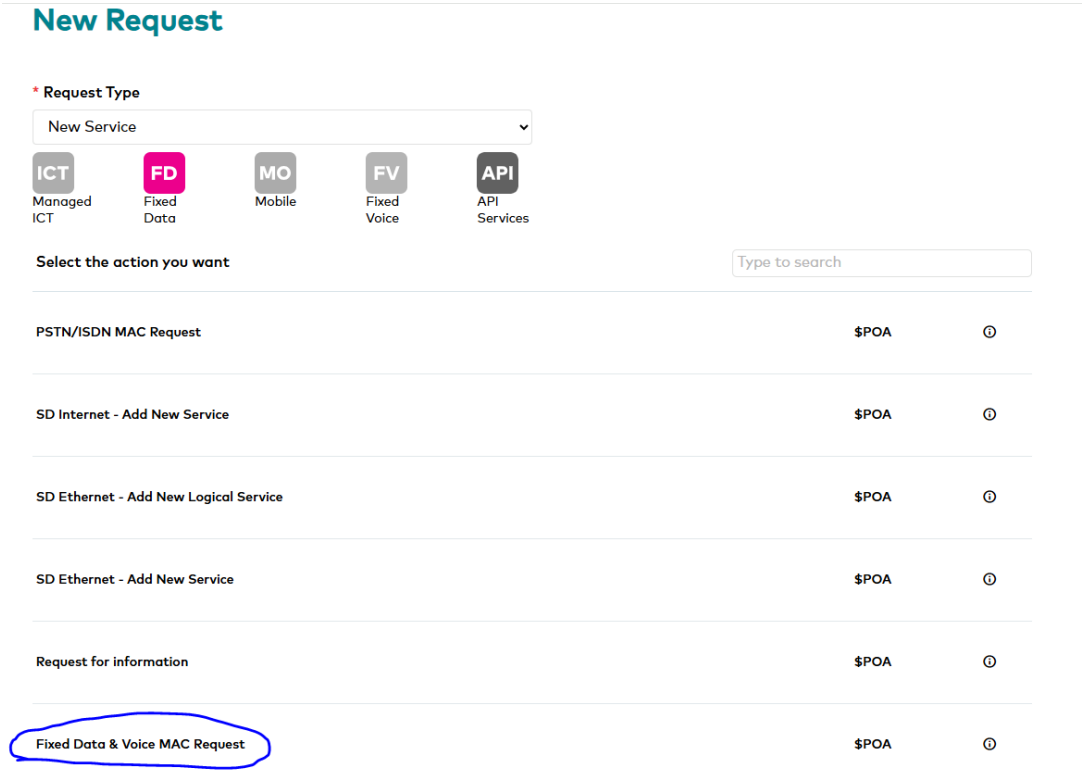
STEP 2: To order a new Voice Service, choose New Service



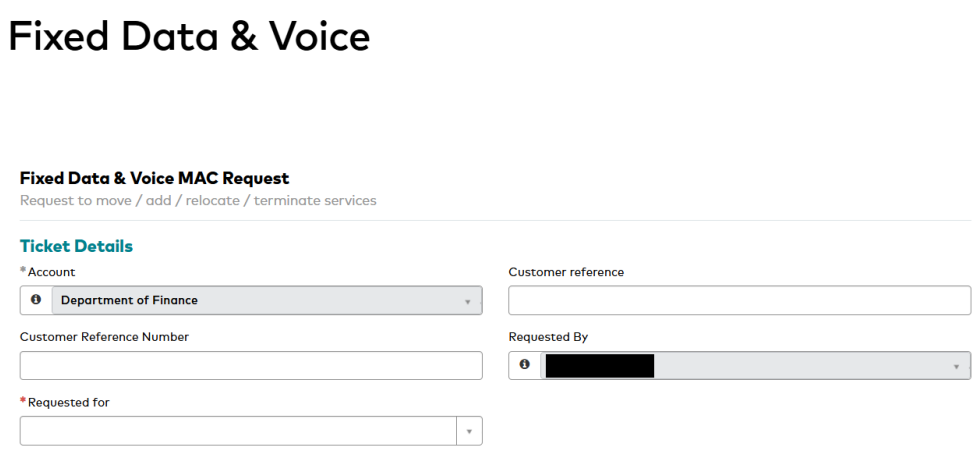
STEP 3: Select Fixed Data



STEP 4: Select Fixed Data and Voice MAC Request

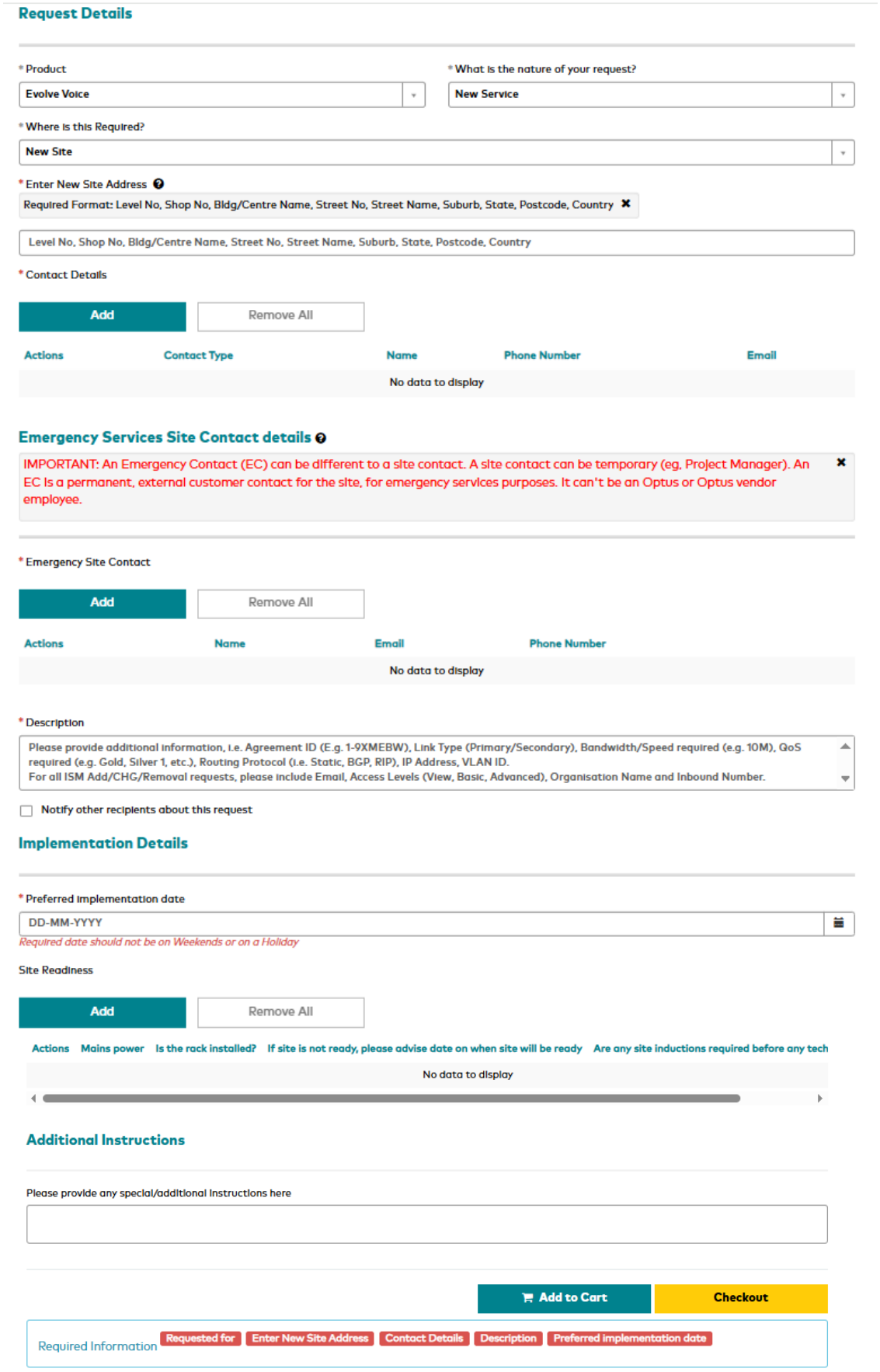


STEP 5: Enter the relevant ticket details



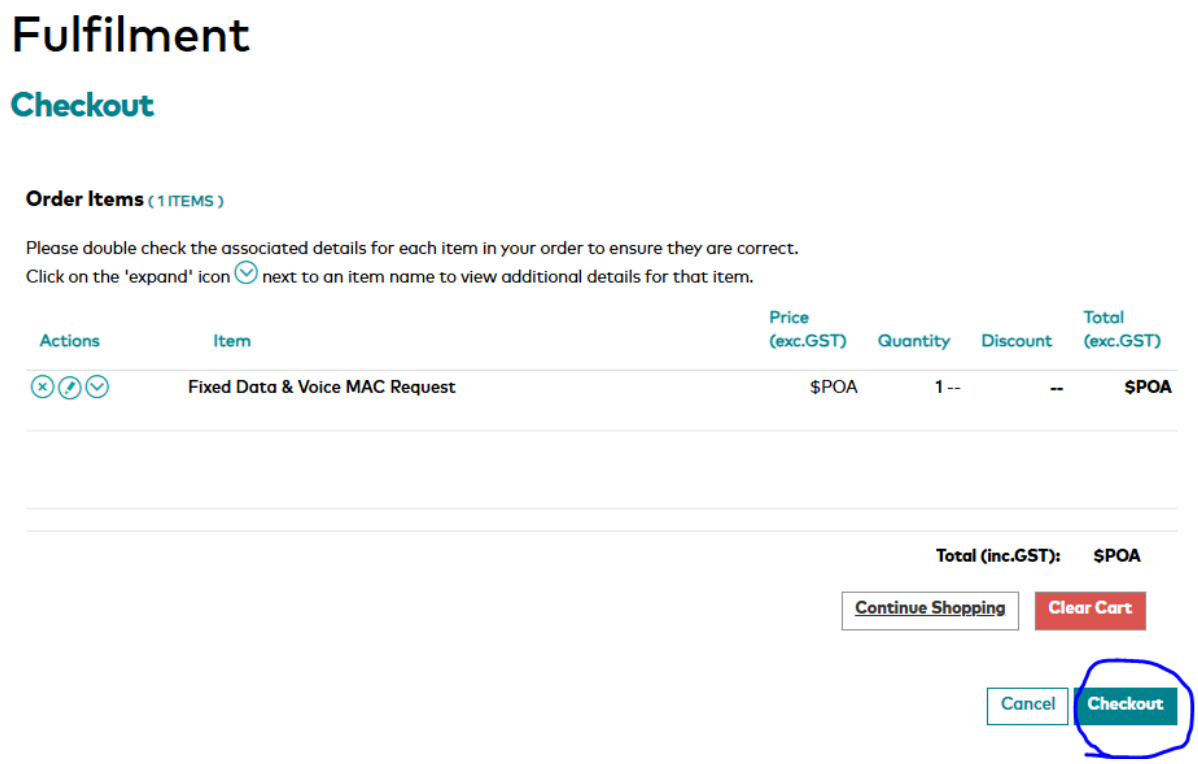
STEP 6: Enter the Service request details

- Select Product – Evolve Voice
- Provide the install address for both sites
- Add Technical and Site contact details
- Define the service specifications in the Description with the existing service agreement details, for example
- Bandwidth
- Handoff
- Routing Information – Routing is not applicable for Voice Express Service
- Existing Voice Service details
- Number of channels required
- Codec details
- PABX details
- Number Range/s requirements
- Number porting requirements
- Details of losing carrier
- QoS details (Optional) – QoS is not applicable for Voice Express Service
- Term of the Service
- Any other specifications relation to the requirements
- Provide Implementation date
- Provide details on site readiness
- Checkout once all the order details are provided


Request Details
* Product
Evolve Voice
* What is the nature of your request?
New Service
* Where is this Required?
New Site
* Enter New Site Address
Required Format: Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
* Contact Details
Add
Remove All
Actions
Contact Type
Name
Phone Number
Email
No data to display
Emergency Services Site Contact details
IMPORTANT: An Emergency Contact (EC) can be different to a site contact. A site contact can be temporary (eg, Project Manager). An EC is a permanent, external customer contact for the site, for emergency services purposes. It can't be an Optus or Optus vendor employee.
* Emergency Site Contact
Add
Remove All
Actions
Name
Email
Phone Number
No data to display
* Description
Please provide additional information, i.e. Agreement ID (E.g. 1-9XMEBW), Link Type (Primary/Secondary), Bandwidth/Speed required (e.g. 10M), QoS required (e.g. Gold, Silver 1, etc.), Routing Protocol (i.e. Static, BGP, RIP), IP Address, VLAN ID.
For all ISM Add/CHG/Removal requests, please include Email, Access Levels (View, Basic, Advanced), Organisation Name and Inbound Number.
Notify other recipients about this request
Implementation Details
* Preferred implementation date
DD-MM-YYYY
Required date should not be on Weekends or on a Holiday
Site Readiness
Add
Remove All
Actions
Mains power
Is the rack installed?
If site is not ready, please advise date on when site will be ready
Are any site inductions required before any tech
No data to display
Additional Instructions
Please provide any special/additional instructions here
Add to Cart
Checkout
Required Information
Requested for
Enter New Site Address
Contact Details
Description
Preferred implementation date

STEP 7: Submit the order

- The order will be submitted at this stage and a MAC order reference number will be provided
- The order will be sent to the MAC team and a representative will contact you.



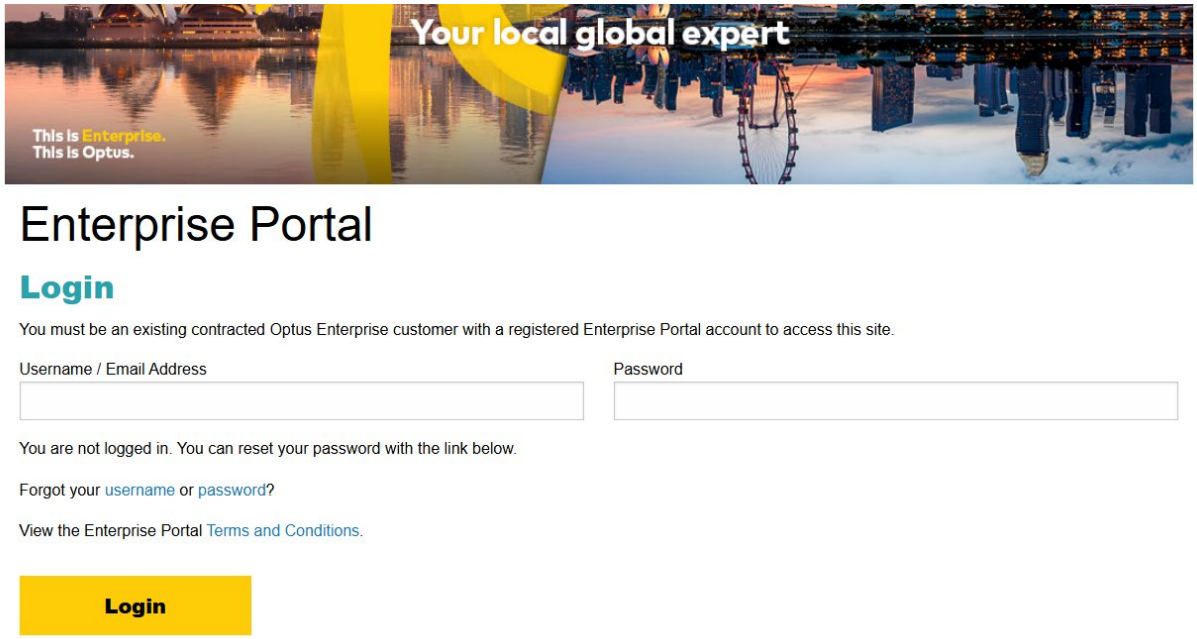
Ordering an Optus Voice Inbound Services 1800/1300/13 Numbers Service via Optus Enterprise Portal

To order Voice Inbound Services 1800/1300/13 Numbers Service via the MAC process requires customer to have following

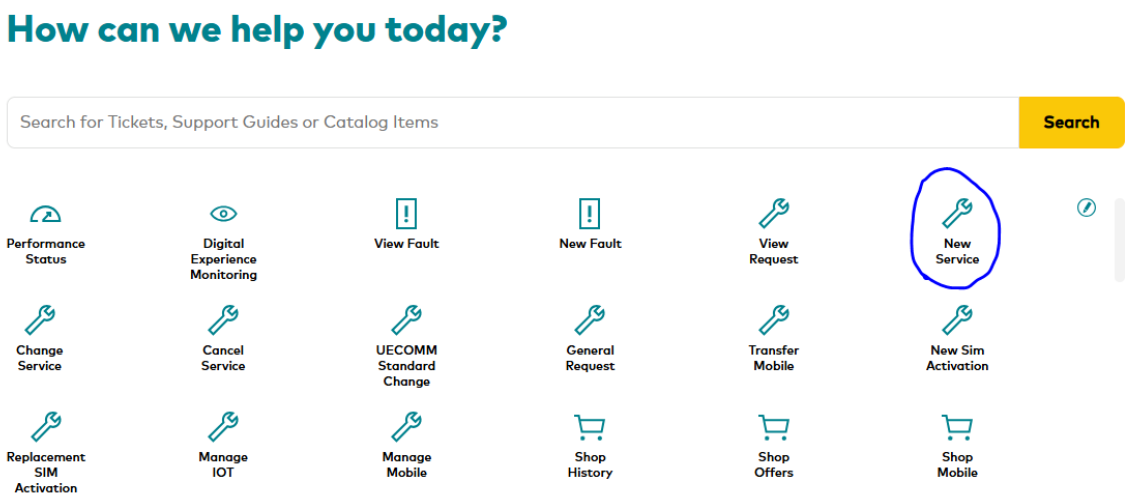
- Access to Optus Enterprise Portal
- An existing Voice Inbound Services 1800/1300/13 Numbers Service in a valid contract
- Valid Contract/Agreement ID
- Existing Voice Service details
- If you are ordering first Voice Inbound Services 1800/1300/13 Numbers Service, then use the quote order form process and contact the Account manager

STEP 1: Browse following link to access Optus Enterprise Portal

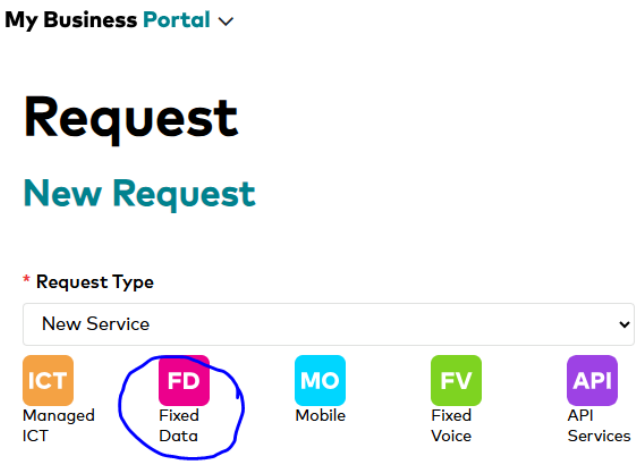
URL: https://login.optus.com.au/siteminderagent/forms/nucleus_mbp.sec



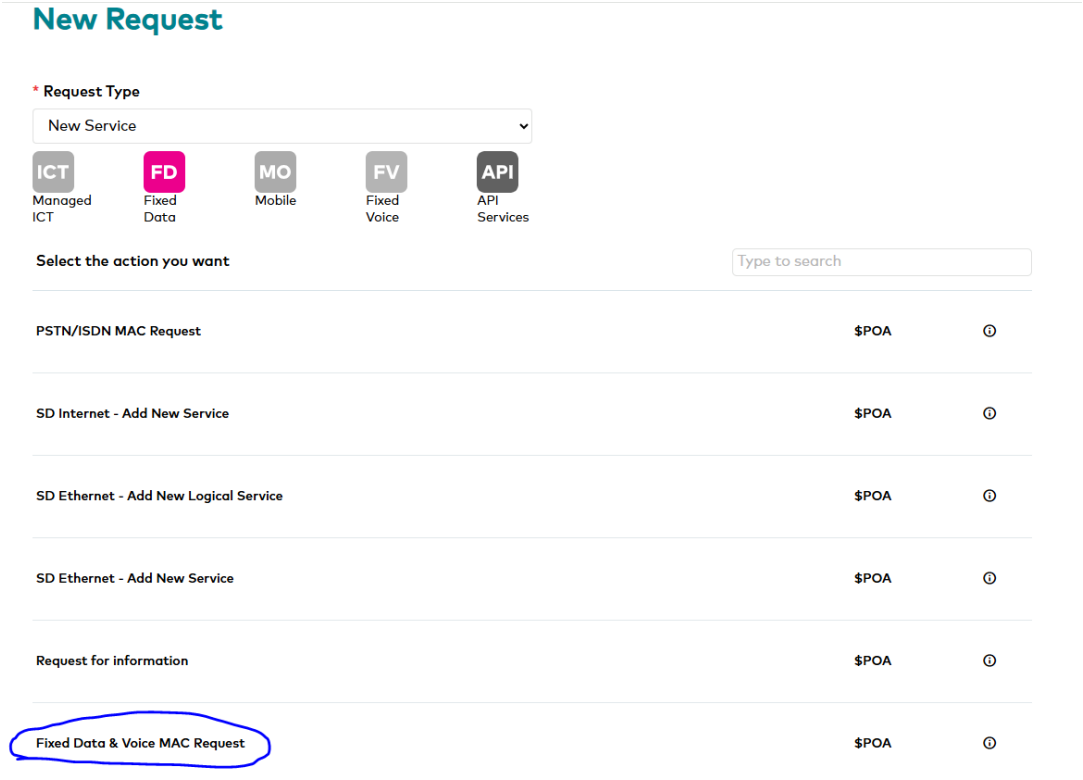
STEP 2: To order a new Voice Inbound Services 1800/1300/13 Numbers, choose New Service



STEP 3: Select Fixed Data

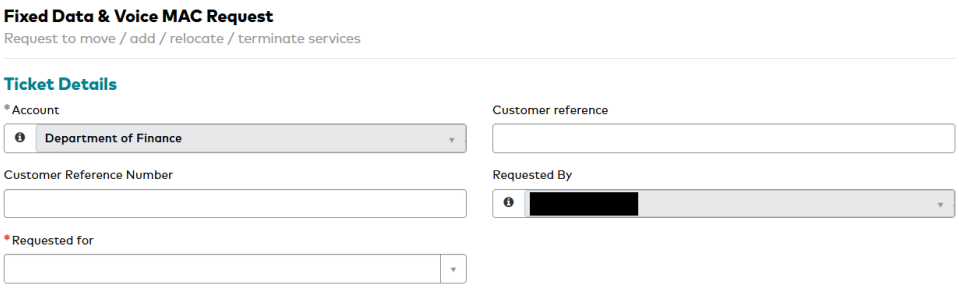


STEP 4: Select Fixed Data and Voice MAC Request



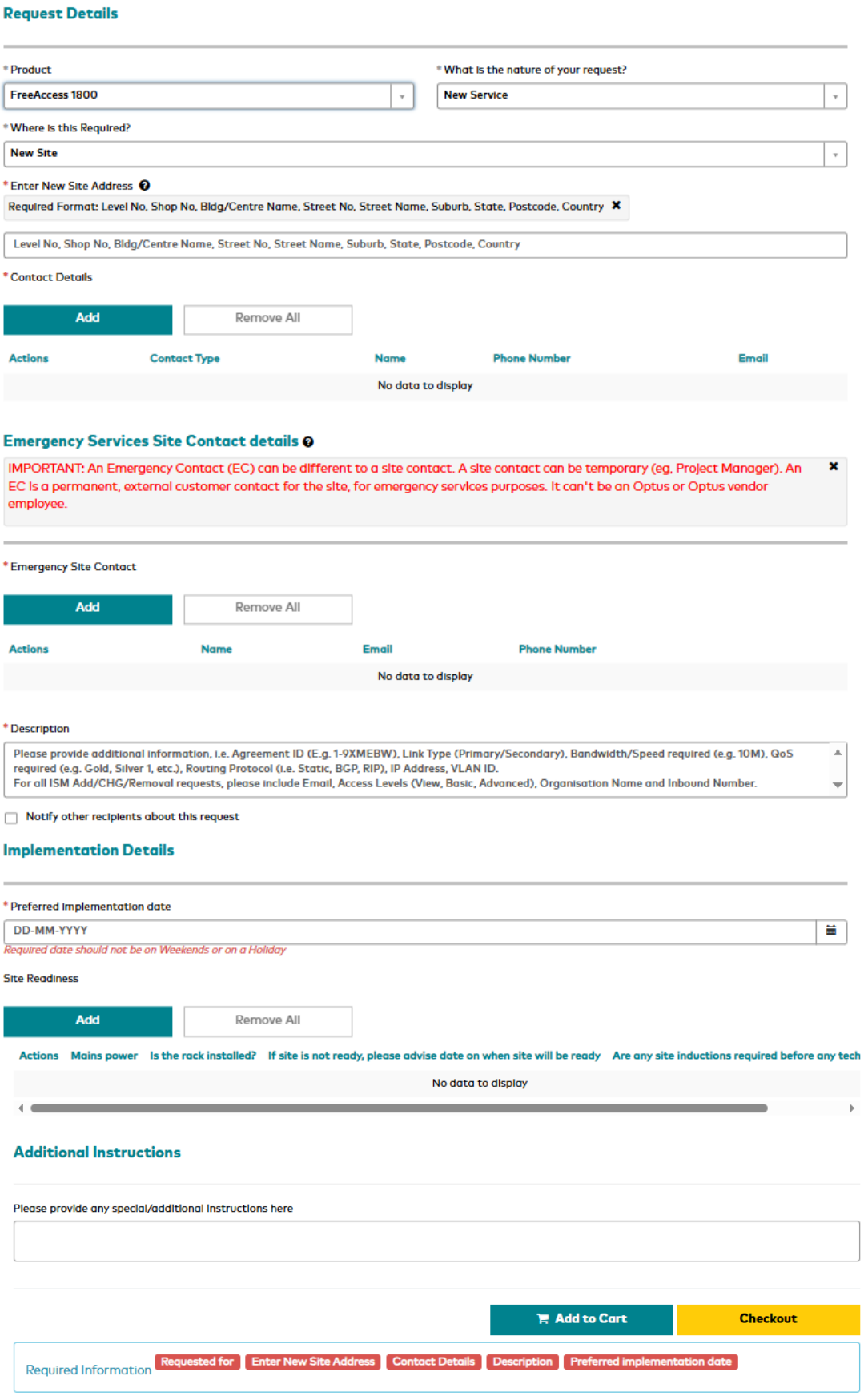
STEP 5: Enter the relevant ticket details

Fixed Data & Voice



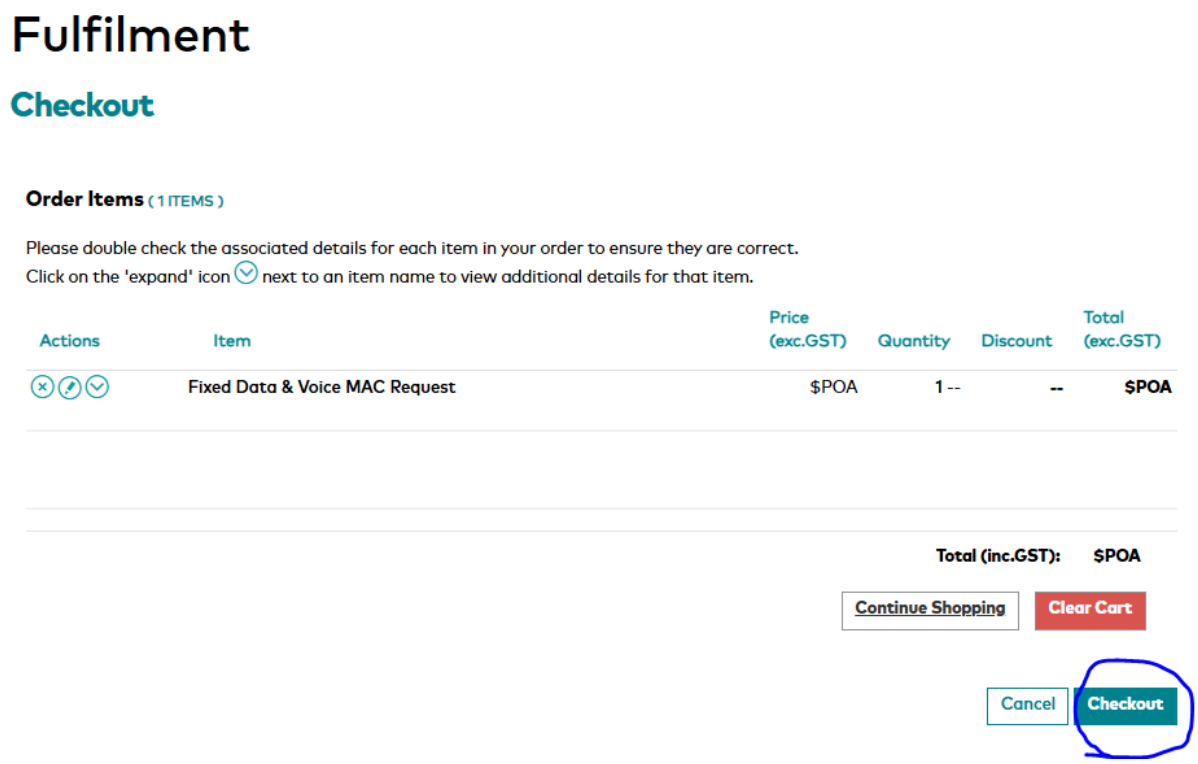
STEP 6: Enter the Service request details

- Select Product – Pick one
    1. FreeAccess 1800
    2. Access 13
    3. Access1300
- Provide the install address for both sites
- Add Technical and Site contact details
- Define the service specifications in the Description with the existing service agreement details, for example
- Handoff
- Existing Voice Service details
- Voice service details (Pick One)
    1. FreeAcess 1800
    2. Or Access 13
    3. Or Access 1300
- Patching numbers
- Call routing scenarios
- Term of the Service
- Any other specifications relation to the requirements
- Provide Implementation date
- Provide details on site readiness
- Checkout once all the order details are provided


Request Details
* Product
FreeAccess 1800
* What is the nature of your request?
New Service
* Where is this Required?
New Site
* Enter New Site Address
Required Format: Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
* Contact Details
Add
Remove All
Actions
Contact Type
Name
Phone Number
Email
No data to display
Emergency Services Site Contact details
IMPORTANT: An Emergency Contact (EC) can be different to a site contact. A site contact can be temporary (eg, Project Manager). An EC is a permanent, external customer contact for the site, for emergency services purposes. It can't be an Optus or Optus vendor employee.
* Emergency Site Contact
Add
Remove All
Actions
Name
Email
Phone Number
No data to display
* Description
Please provide additional information, i.e. Agreement ID (E.g. 1-9XMEBW), Link Type (Primary/Secondary), Bandwidth/Speed required (e.g. 10M), QoS required (e.g. Gold, Silver 1, etc.), Routing Protocol (i.e. Static, BGP, RIP), IP Address, VLAN ID.
For all ISM Add/CHG/Removal requests, please include Email, Access Levels (View, Basic, Advanced), Organisation Name and Inbound Number.
Notify other recipients about this request
Implementation Details
* Preferred implementation date
DD-MM-YYYY
Required date should not be on Weekends or on a Holiday
Site Readiness
Add
Remove All
Actions
Mains power
Is the rack installed?
If site is not ready, please advise date on when site will be ready
Are any site inductions required before any tech
No data to display
Additional Instructions
Please provide any special/additional instructions here
Add to Cart
Checkout
Required Information
Requested for
Enter New Site Address
Contact Details
Description
Preferred implementation date

STEP 7: Submit the order

- The order will be submitted at this stage and a MAC order reference number will be provided
- The order will be sent to the MAC team and a representative will contact you.



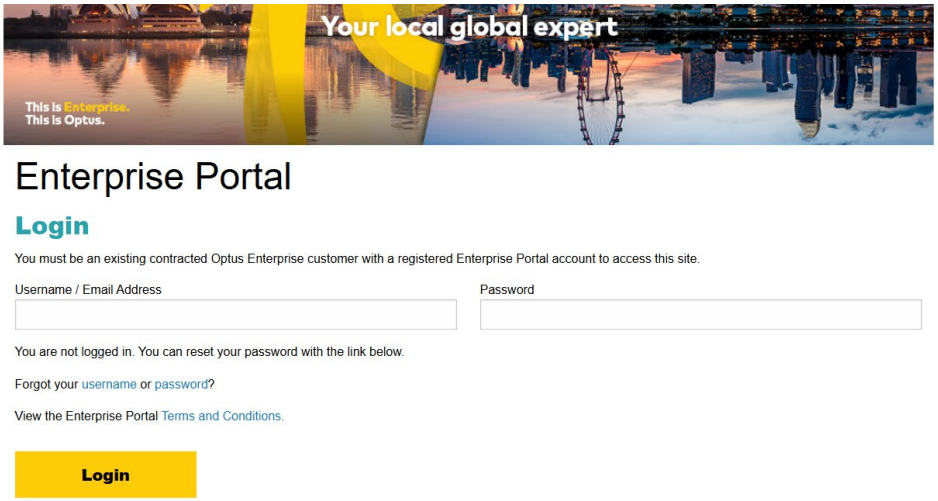
Ordering an Evolve Directline or a Multiline Service via Optus Enterprise Portal

To order an Evolve Directline Service via the MAC process requires customer to have following

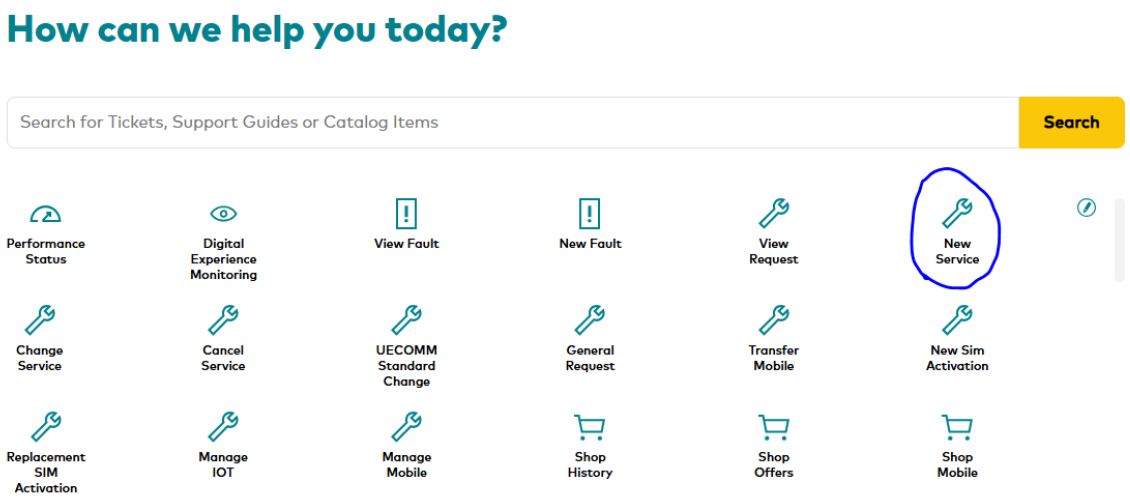
- Access to Optus Enterprise Portal
- An existing Evolve Voice Directline or a Multiline Service in the valid contract
- Valid Contract/Agreement ID
- Existing Voice Service details
- If you are ordering first Evolve Voice Directline or a Multiline Service, then use the quote order form process and contact the Account manager

STEP 1: Browse following link to access Optus Enterprise Portal

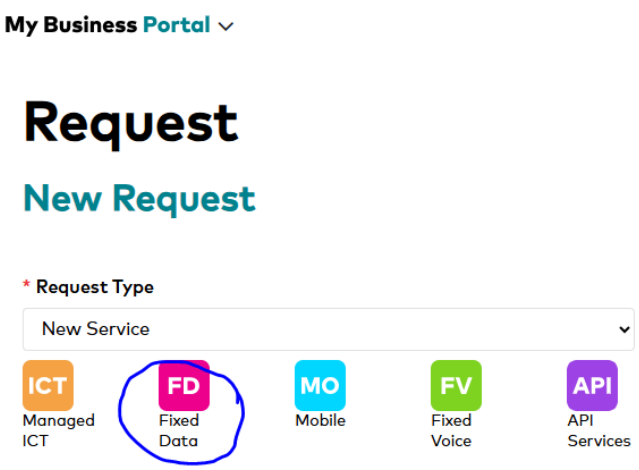
URL: https://login.optus.com.au/siteminderagent/forms/nucleus_mbp.sec



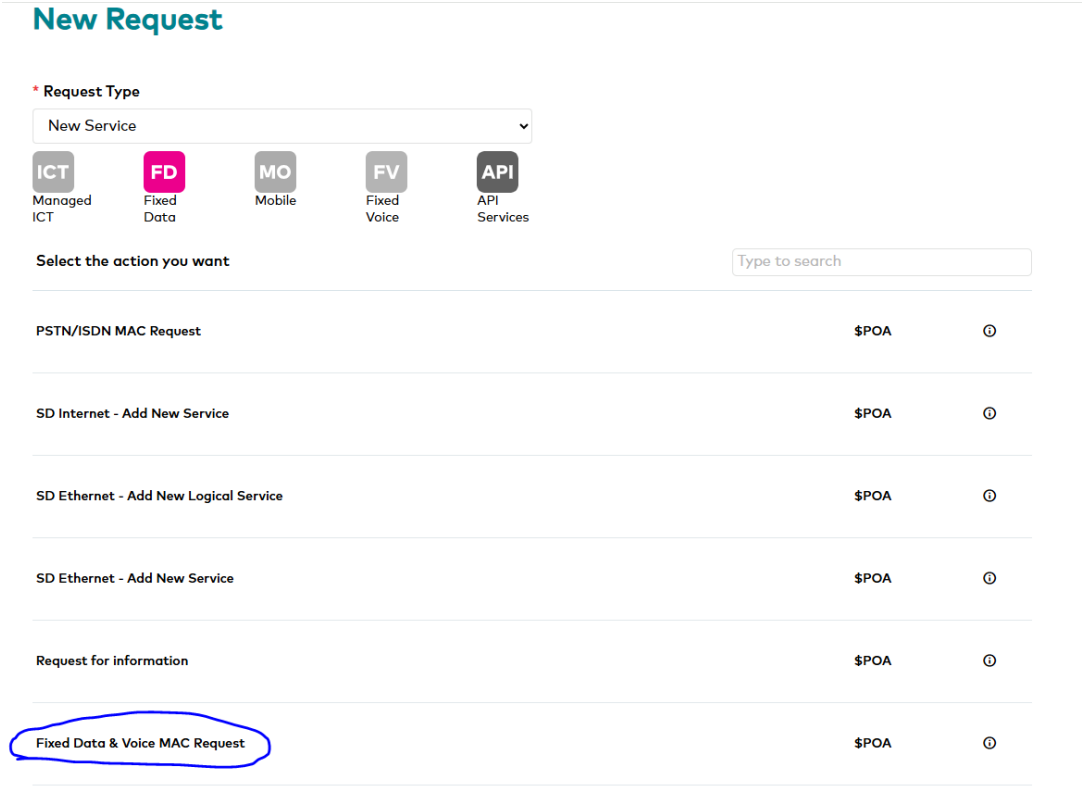
STEP 2: To order a new Directline or Multiline Service, choose New Service



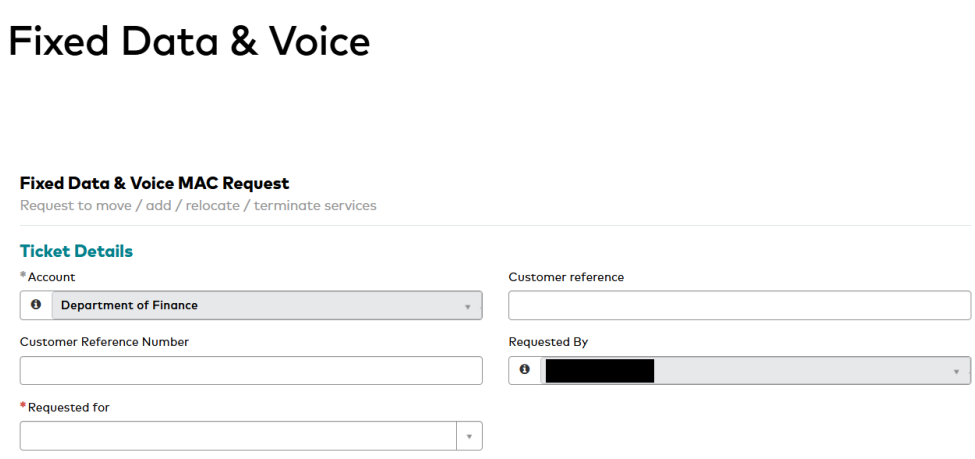
STEP 3: Select Fixed Data



STEP 4: Select Fixed Data and Voice MAC Request



STEP 5: Enter the relevant ticket details



STEP 6: Enter the Service request details

- Select Product – Pick one
    1. Evolve Directline
    2. Multiline
- Provide the install address for both sites
- Add Technical and Site contact details
- Define the service specifications in the Description with the existing service agreement details, for example
- Number of channels required
- PABX Details
- Number range/s details
- Number porting details
- Details of losing carrier
- Handoff
- Existing Voice Service details & Agreement number
- Term of the Service
- Any other specifications relation to the requirements
- Provide Implementation date
- Provide details on site readiness
- Checkout once all the order details are provided

Request Details

* Product: Evolve DirectLine
* What is the nature of your request?: New Service
* Where is this Required?: New Site
* Enter New Site Address
Required Format: Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country

Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country

* Contact Details

Add | Remove All

Actions	Contact Type	Name	Phone Number	Email
No data to display				

Emergency Services Site Contact details

IMPORTANT: An Emergency Contact (EC) can be different to a site contact. A site contact can be temporary (eg. Project Manager). An EC is a permanent, external customer contact for the site, for emergency services purposes. It can't be an Optus or Optus vendor employee.

* Emergency Site Contact

Add | Remove All

Actions	Name	Email	Phone Number
No data to display			

* Description

Please provide additional information, i.e. Agreement ID (E.g. 1-9XMEBW), Link Type (Primary/Secondary), Bandwidth/Speed required (e.g. 10M), QoS required (e.g. Gold, Silver 1, etc.), Routing Protocol (i.e. Static, BGP, RIP), IP Address, VLAN ID.
For all ISM Add/CHG/Removal requests, please include Email, Access Levels (View, Basic, Advanced), Organisation Name and Inbound Number.

☐ Notify other recipients about this request

Implementation Details

* Preferred implementation date

DD-MM-YYYY

Required date should not be on Weekends or on a Holiday

Site Readiness

Add | Remove All

Actions	Mains power	Is the rack installed?	If site is not ready, please advise date on when site will be ready	Are any site inductions required before any tech
No data to display				

Additional Instructions

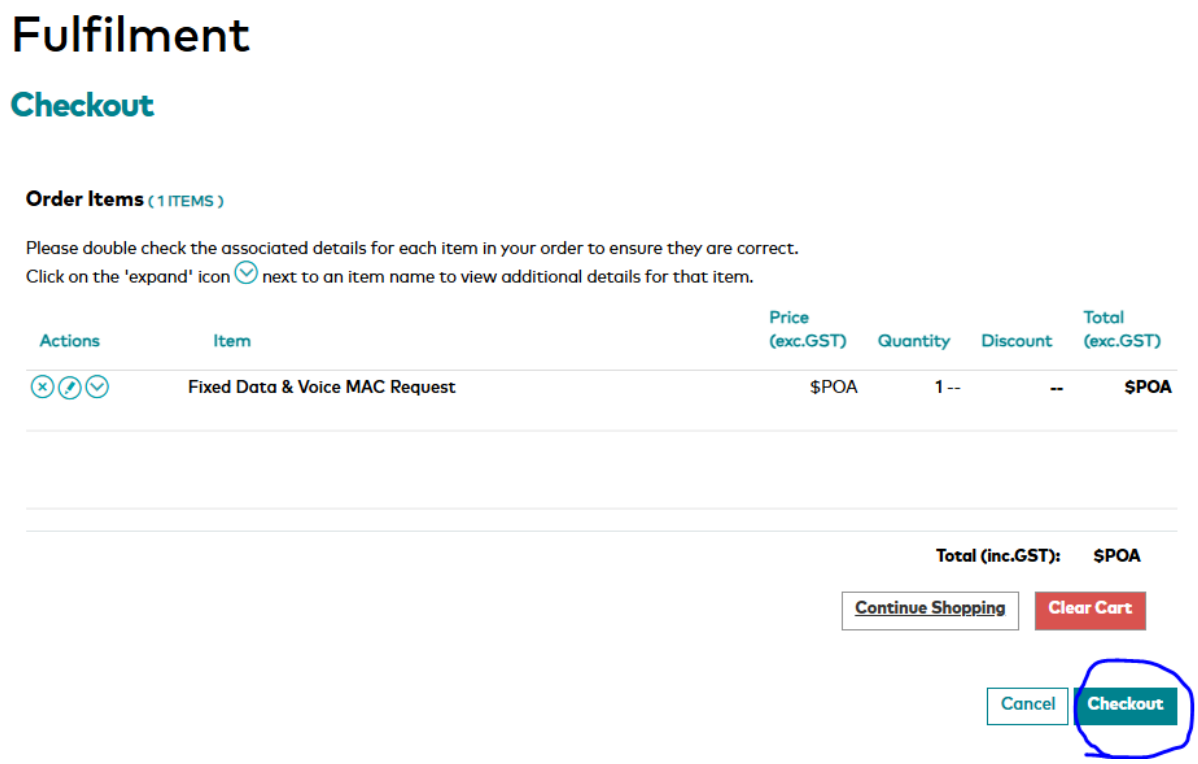
Please provide any special/additional instructions here

Add to Cart | Checkout

Required Information: Requested for | Enter New Site Address | Contact Details | Description | Preferred implementation date

STEP 7: Submit the order

- The order will be submitted at this stage and a MAC order reference number will be provided
- The order will be sent to the MAC team and a representative will contact you.



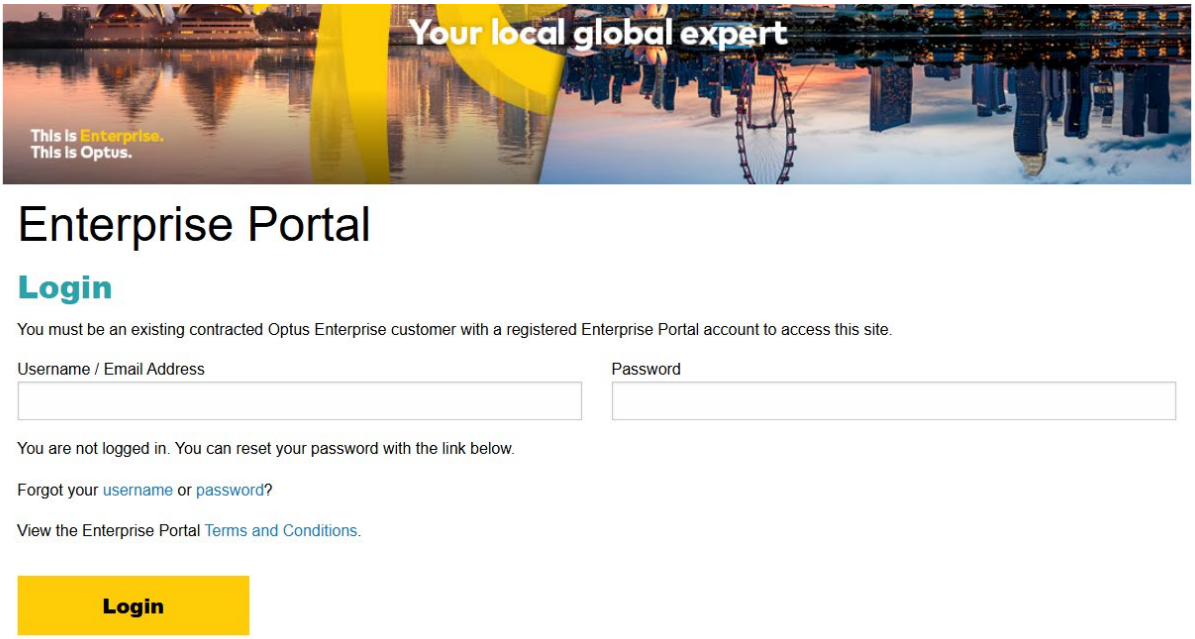
Ordering an Evolve IPVPN Service via Optus Enterprise Portal

To order an Evolve IPVPN Service via the MAC process requires customer to have following

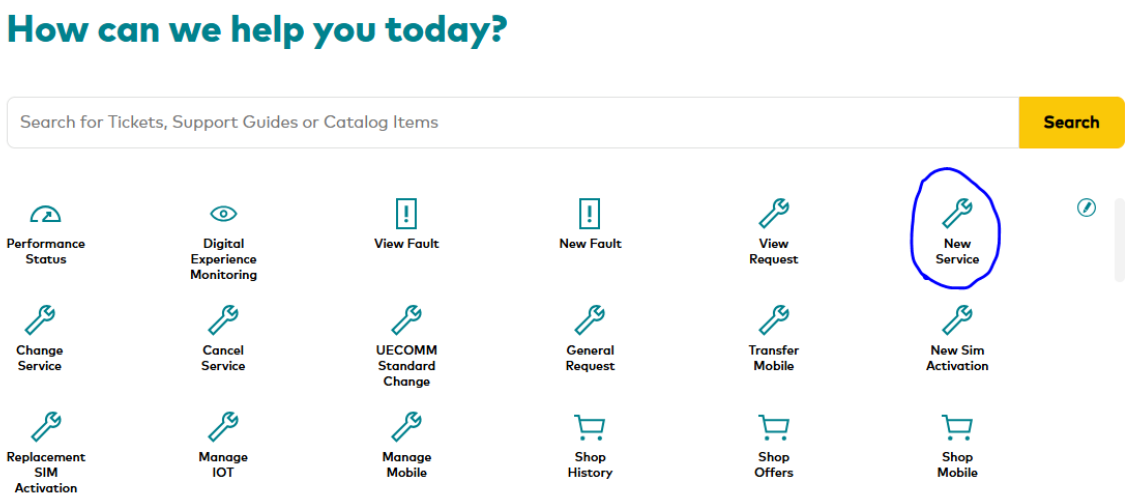
- Access to Optus Enterprise Portal
- An existing Evolve IPVPN Service in the valid contract
- Valid Contract/Agreement ID
- Existing IPVPN details, Aggregation site details etc
- If you are ordering first Evolve IPVPN Service, then use the quote order form process and contact the Account manager

STEP 1: Browse following link to access Optus Enterprise Portal

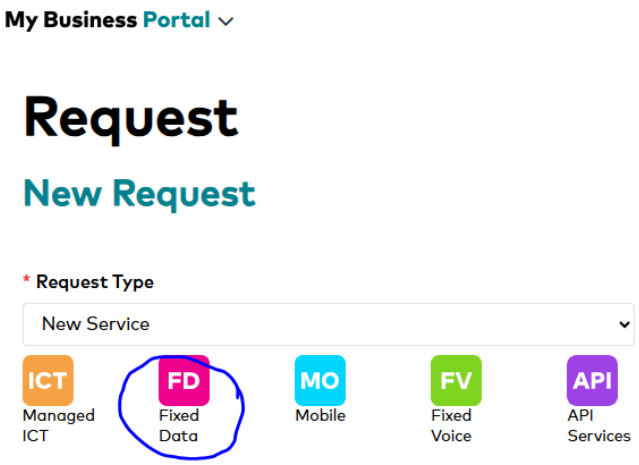
URL: https://login.optus.com.au/siteminderagent/forms/nucleus_mbp.sec



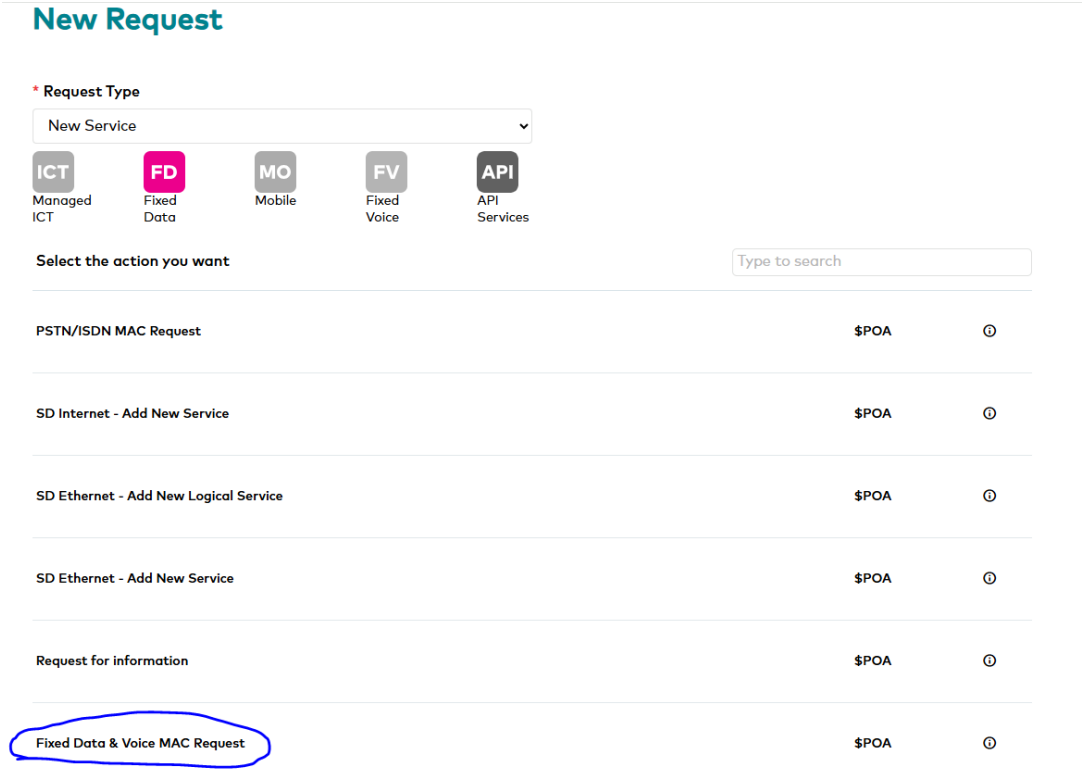
STEP 2: To order a new IPVPN Service, choose New Service
Note: WIPVPN+ Service can also be ordered independently or in conjunction with an IPVPN service for backup using the same process and product.



STEP 3: Select Fixed Data

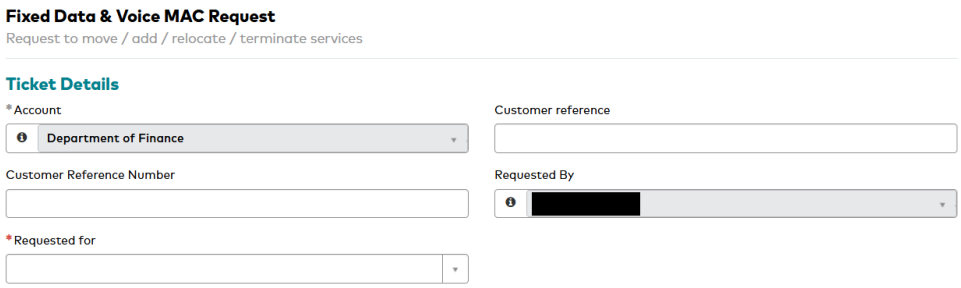


STEP 4: Select Fixed Data and Voice MAC Request



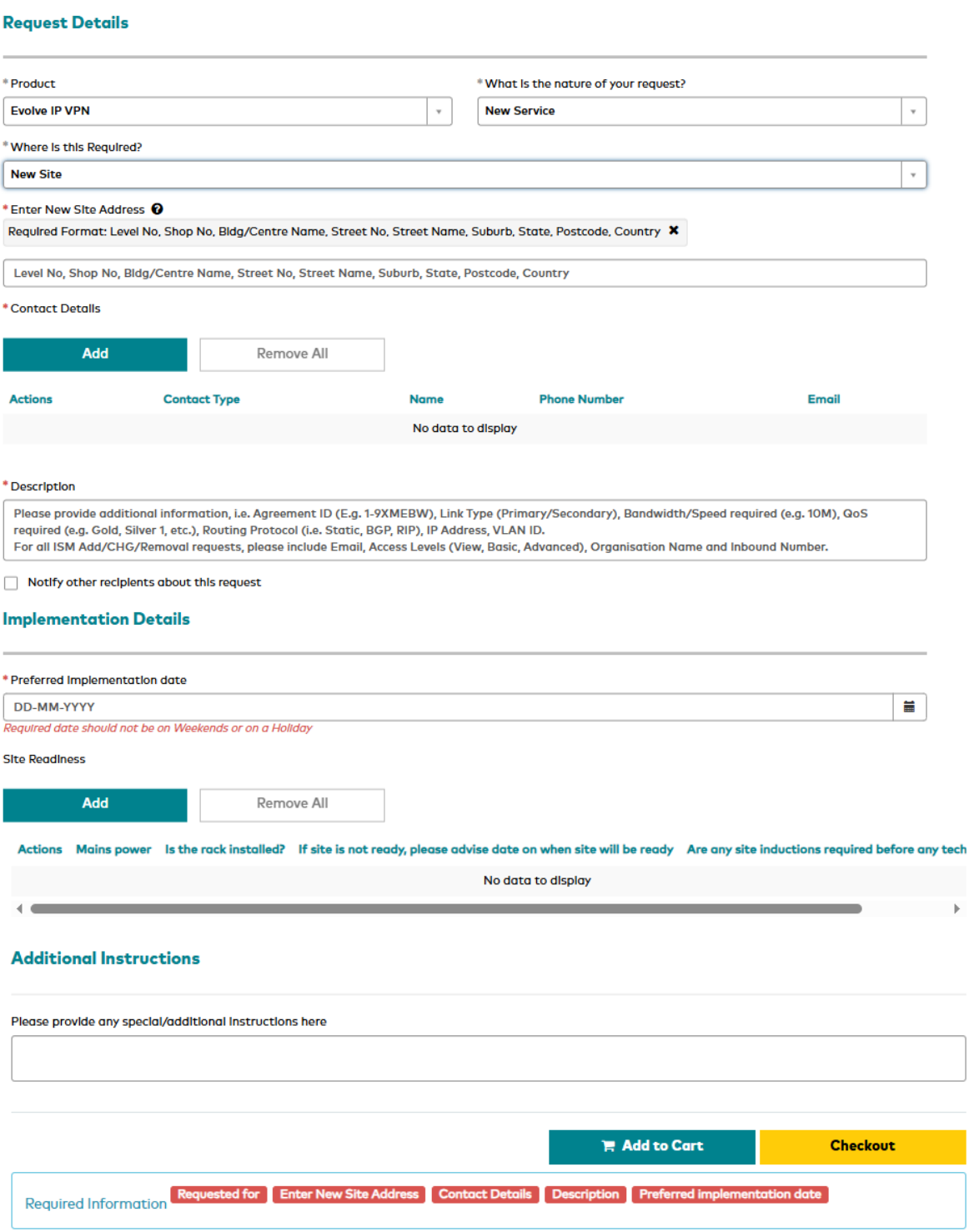
STEP 5: Enter the relevant ticket details

Fixed Data & Voice



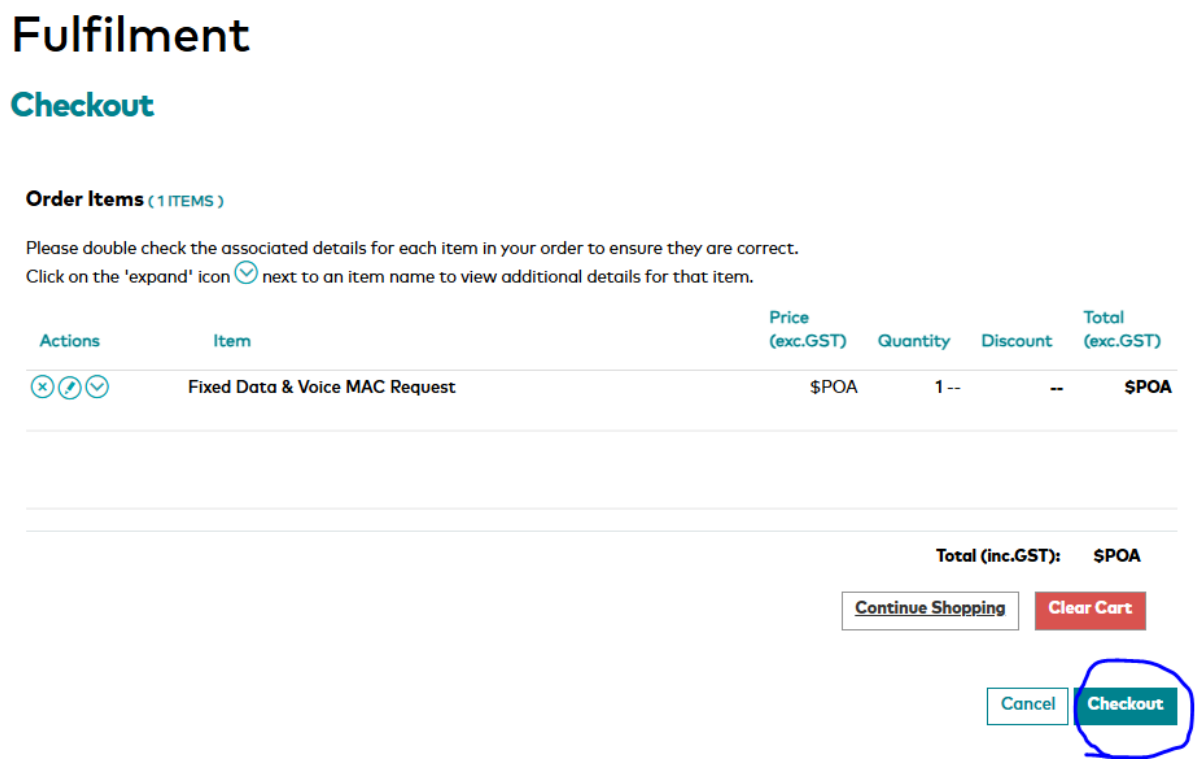
STEP 6: Enter the Service request details

- Select Product – Evolve IPVPN
- Provide the install address for both sites
- Add Technical and Site contact details
- Define the service specifications in the Description with the existing service agreement details, for example
- Bandwidth
- Handoff
- Routing Information
- IPVPN details
- Aggregation Site details
- QoS details (Optional)
- Term of the Service
- Any other specifications relation to the requirements
- Provide Implementation date
- Provide details on site readiness
- Checkout once all the order details are provided


Request Details
* Product
Evolve IP VPN
* What is the nature of your request?
New Service
* Where is this Required?
New Site
* Enter New Site Address
Required Format: Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
* Contact Details
Add
Remove All
Actions
Contact Type
Name
Phone Number
Email
No data to display
* Description
Please provide additional information, i.e. Agreement ID (E.g. 1-9XMEBW), Link Type (Primary/Secondary), Bandwidth/Speed required (e.g. 10M), QoS required (e.g. Gold, Silver 1, etc.), Routing Protocol (i.e. Static, BGP, RIP), IP Address, VLAN ID.
For all ISM Add/CHG/Removal requests, please include Email, Access Levels (View, Basic, Advanced), Organisation Name and Inbound Number.
Notify other recipients about this request
Implementation Details
* Preferred Implementation date
DD-MM-YYYY
Required date should not be on Weekends or on a Holiday
Site Readiness
Add
Remove All
Actions
Mains power
Is the rack installed?
If site is not ready, please advise date on when site will be ready
Are any site inductions required before any tech
No data to display
Additional Instructions
Please provide any special/additional instructions here
Add to Cart
Checkout
Required Information
Requested for
Enter New Site Address
Contact Details
Description
Preferred implementation date

STEP 7: Submit the order

- The order will be submitted at this stage and a MAC order reference number will be provided
- The order will be sent to the MAC team and a representative will contact you.



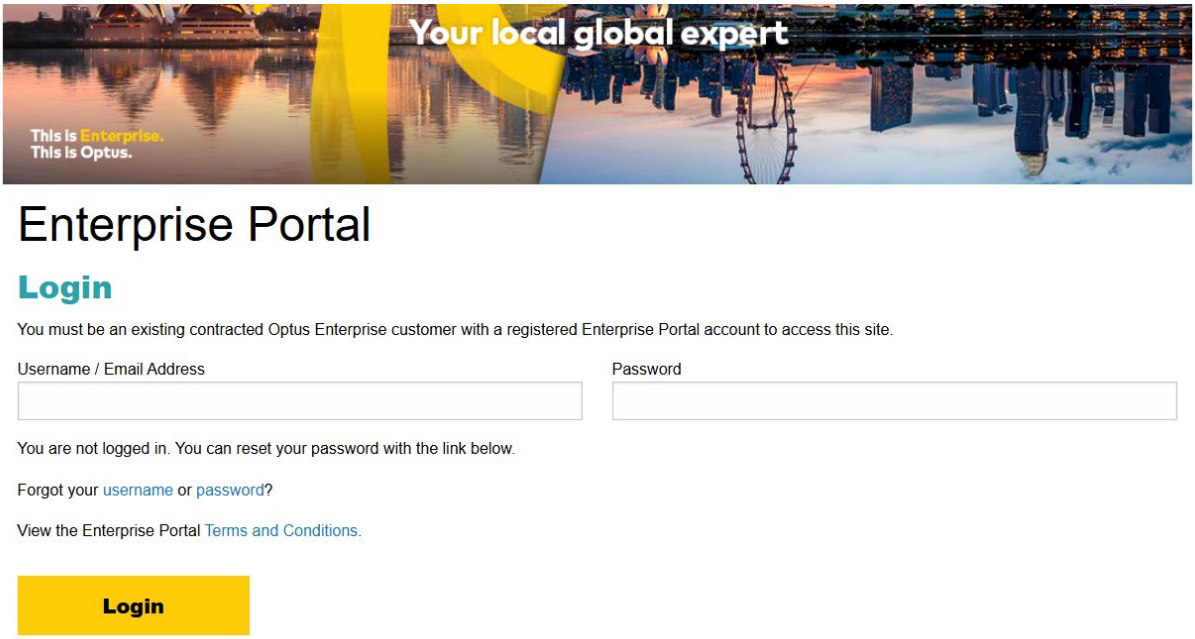
Ordering a Point-to-Point Service via Optus Enterprise Portal

To order an Evolve EWAN or Elink+ (P2P) Service via the MAC process requires customer to have following

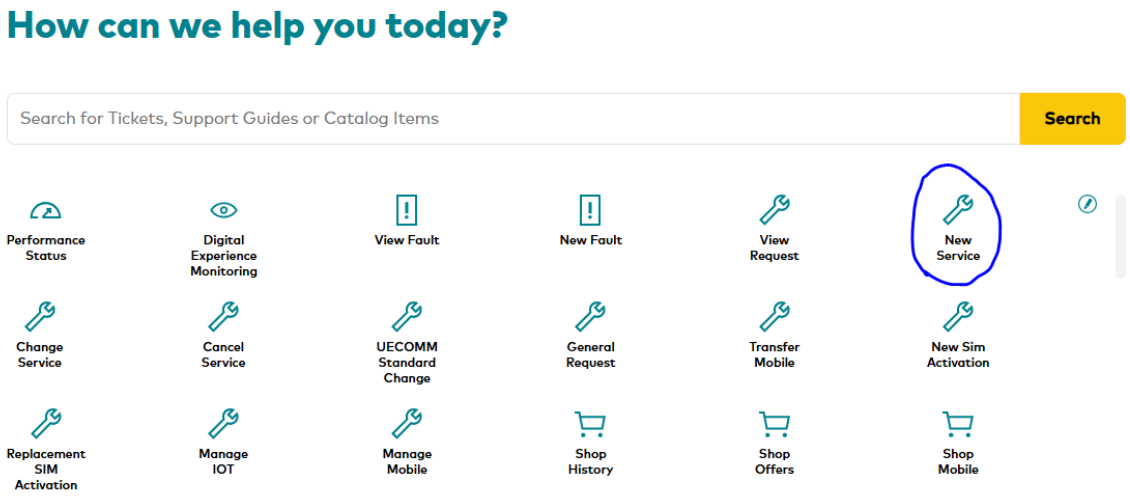
- Access to Optus Enterprise Portal
- An existing Evolve EWAN or Elink+ (P2P) Service in the valid contract
- Valid Contract/Agreement ID
- If you are ordering first Evolve EWAN or Elink+ (P2P) Service, then use the quote order form process and contact the Account manager

Note: For Optus Wavelink (P2P) Service please use quote order form to place an order

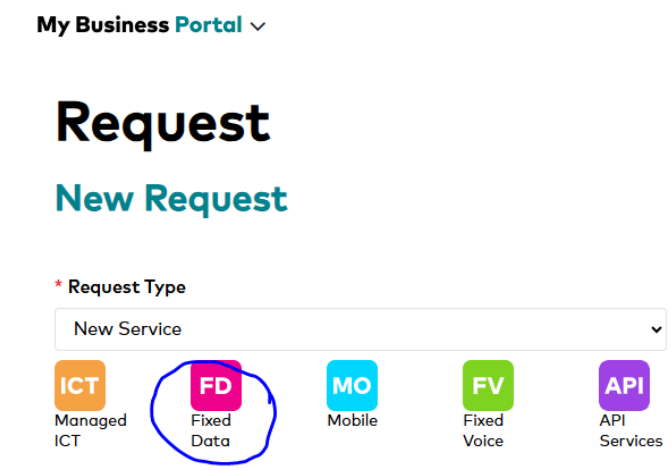
STEP 1: Browse following link to access Optus Enterprise Portal
URL: https://login.optus.com.au/siteminderagent/forms/nucleus_mbp.sec



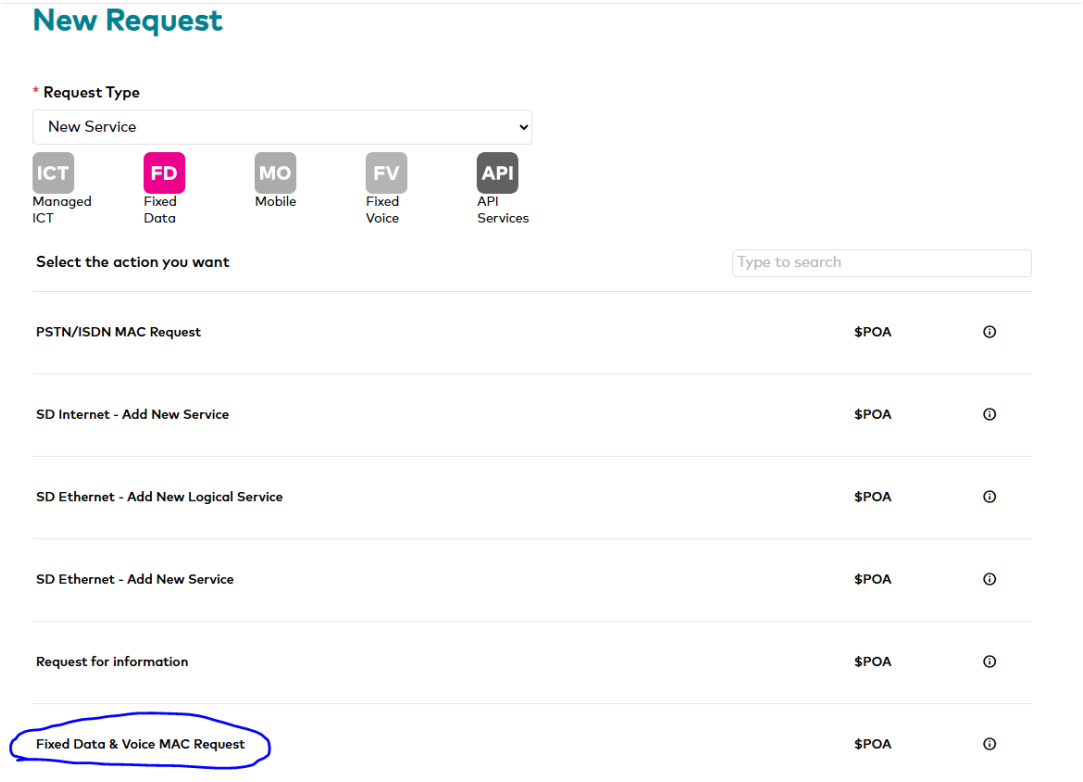
STEP 2: To order a new point-to-point EWAN or Elink+ Service, choose New Service



STEP 3: Select Fixed Data

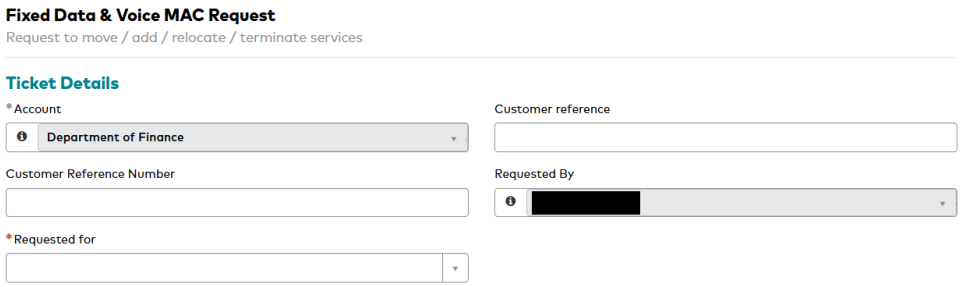


STEP 4: Select Fixed Data and Voice MAC Request



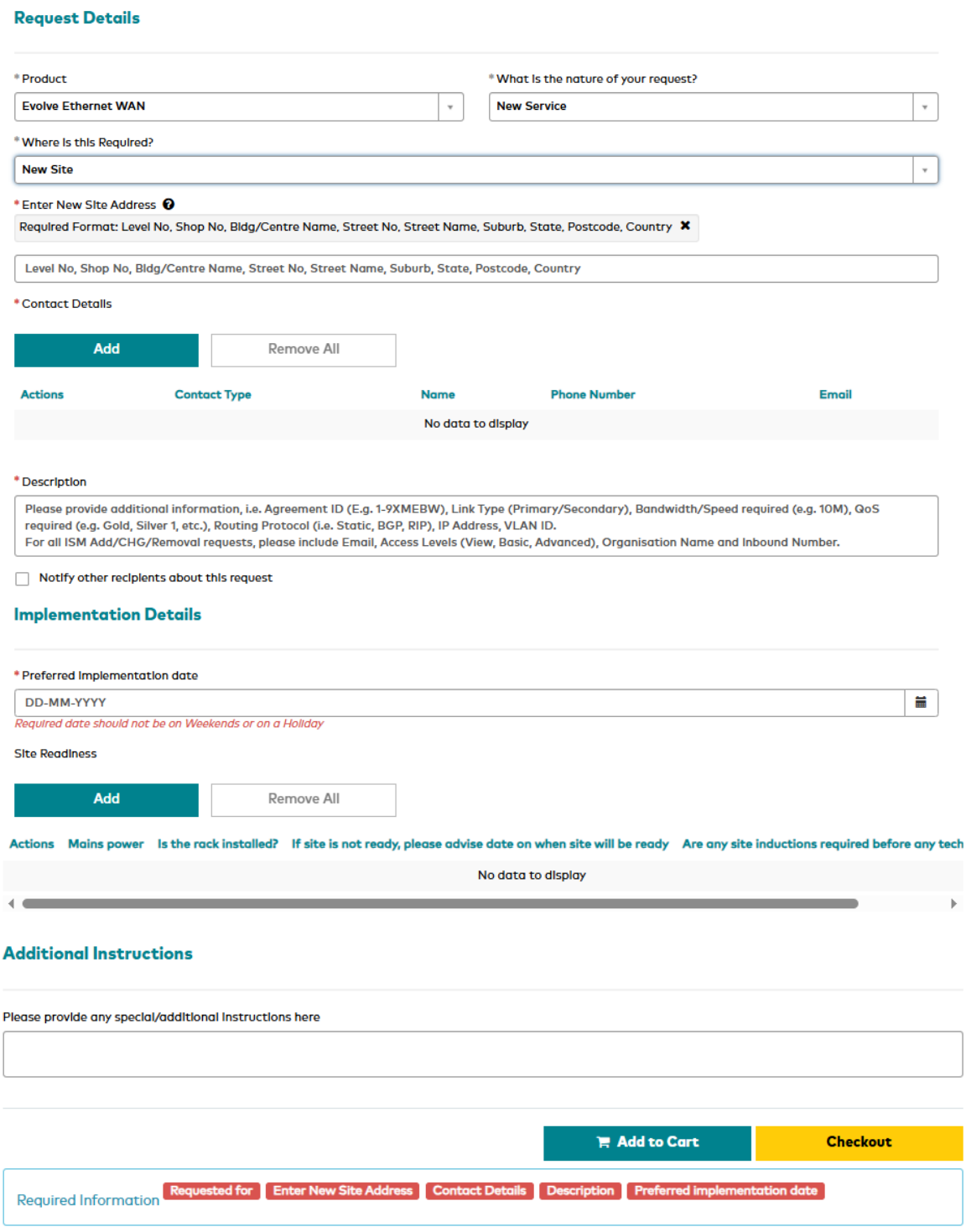
STEP 5: Enter the relevant ticket details

Fixed Data & Voice



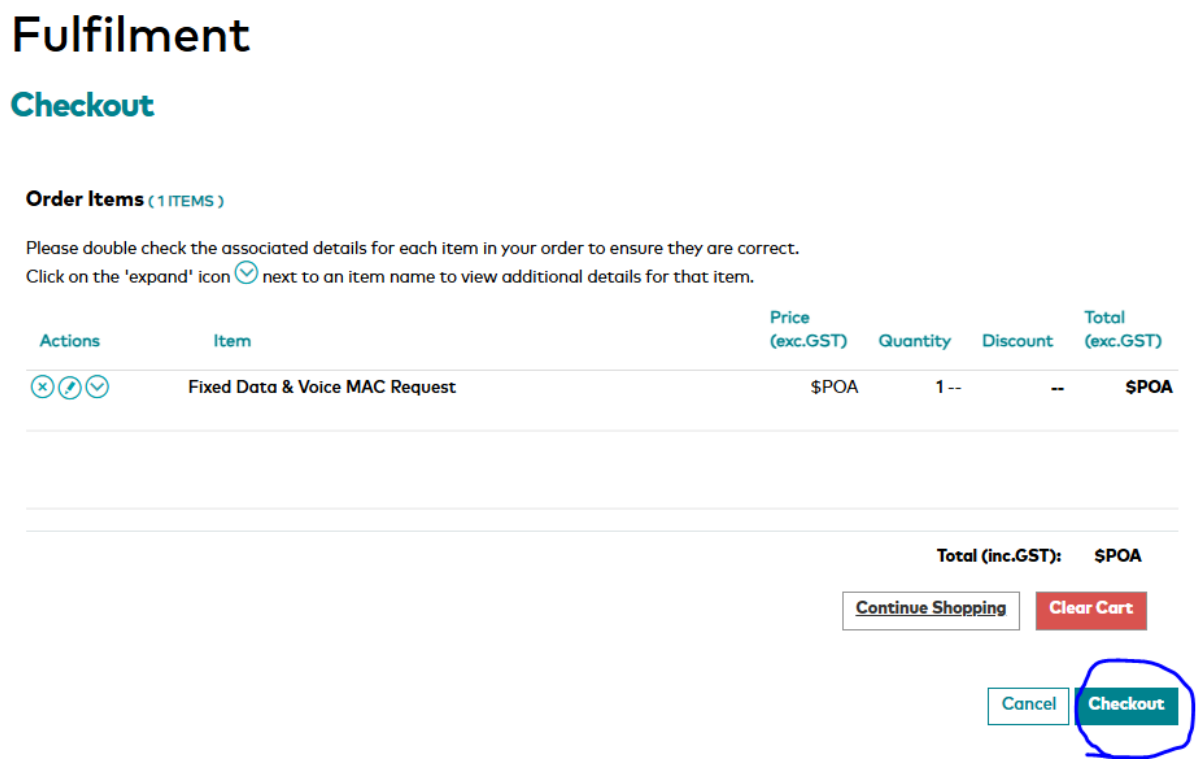
STEP 6: Enter the Service request details

- Select Product – Choose one
    - Evolve Ethernet WAN
    - Elink+
- Provide the install address for both sites
- Add Technical and Site contact details
- Define the service specifications in the Description with the existing service agreement details, for example
    - Bandwidth
    - Handoff
    - Term of the Service
    - Any other specifications relation to the requirements
- Provide Implementation date
- Provide details on site readiness
- Checkout once all the order details are provided


Request Details
* Product
Evolve Ethernet WAN
* What is the nature of your request?
New Service
* Where is this Required?
New Site
* Enter New Site Address
Required Format: Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
* Contact Details
Add
Remove All
Actions
Contact Type
Name
Phone Number
Email
No data to display
* Description
Please provide additional information, i.e. Agreement ID (E.g. 1-9XMEBW), Link Type (Primary/Secondary), Bandwidth/Speed required (e.g. 10M), QoS required (e.g. Gold, Silver 1, etc.), Routing Protocol (i.e. Static, BGP, RIP), IP Address, VLAN ID.
For all ISM Add/CHG/Removal requests, please include Email, Access Levels (View, Basic, Advanced), Organisation Name and Inbound Number.
Notify other recipients about this request
Implementation Details
* Preferred Implementation date
DD-MM-YYYY
Required date should not be on Weekends or on a Holiday
Site Readiness
Add
Remove All
Actions
Mains power
Is the rack installed?
If site is not ready, please advise date on when site will be ready
Are any site inductions required before any tech
No data to display
Additional Instructions
Please provide any special/additional instructions here
Add to Cart
Checkout
Required Information
Requested for
Enter New Site Address
Contact Details
Description
Preferred implementation date

STEP 7: Submit the order

- The order will be submitted at this stage and a MAC order reference number will be provided
- The order will be sent to the MAC team and a representative will contact you.



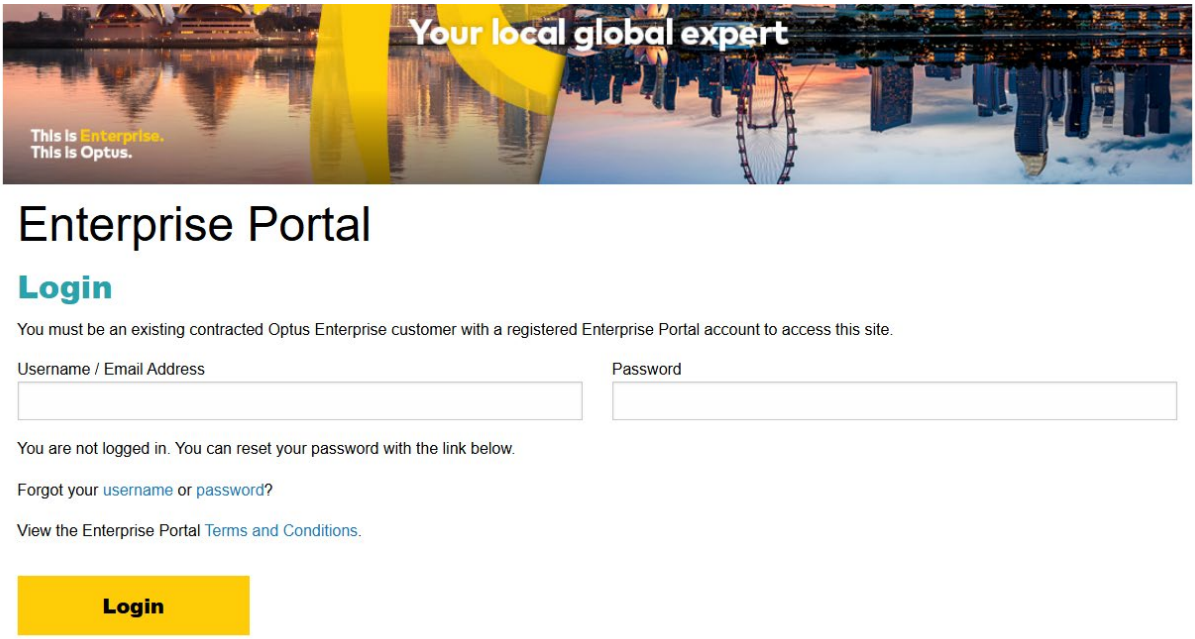
Ordering an Evolve Internet Service via Optus Enterprise Portal

To order an Evolve Internet Service via the MAC process requires customer to have following

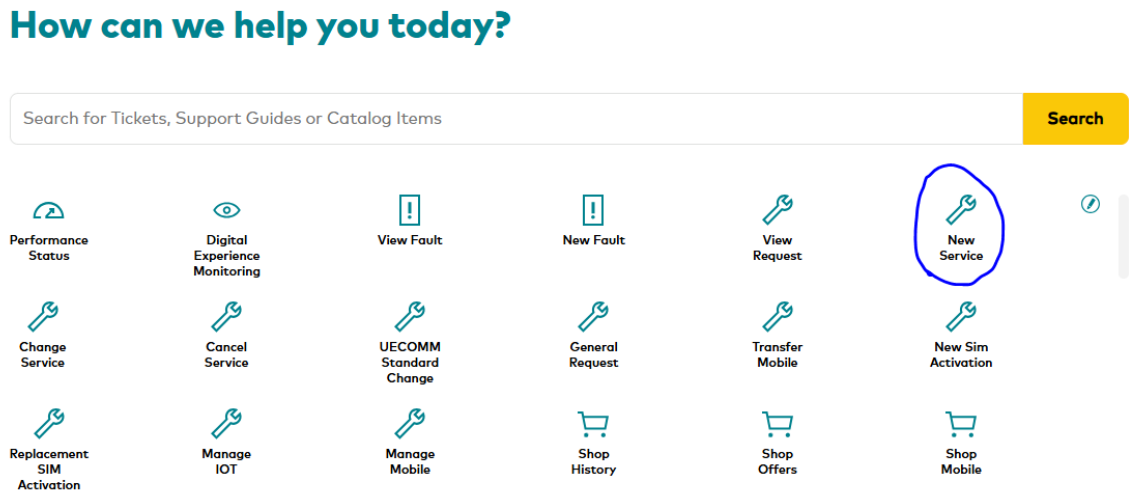
- Access to Optus Enterprise Portal
- An existing Evolve Internet Service in the valid contract
- Valid Contract/Agreement ID
- If you are ordering first Evolve Internet Service, then use the quote order form process and contact the Account manager

STEP 1: Browse following link to access Optus Enterprise Portal

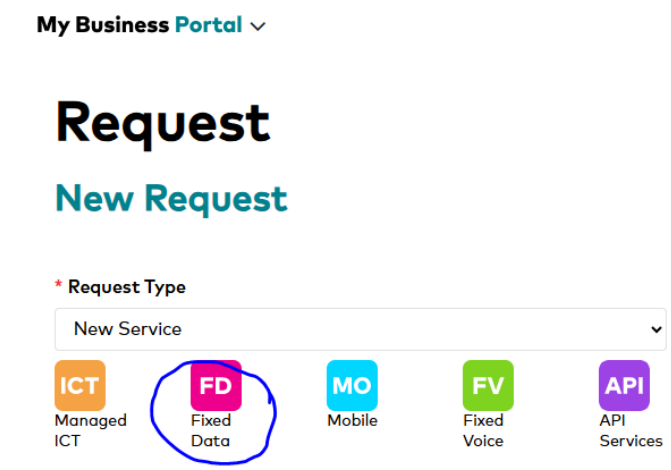
URL: https://login.optus.com.au/siteminderagent/forms/nucleus_mbp.sec



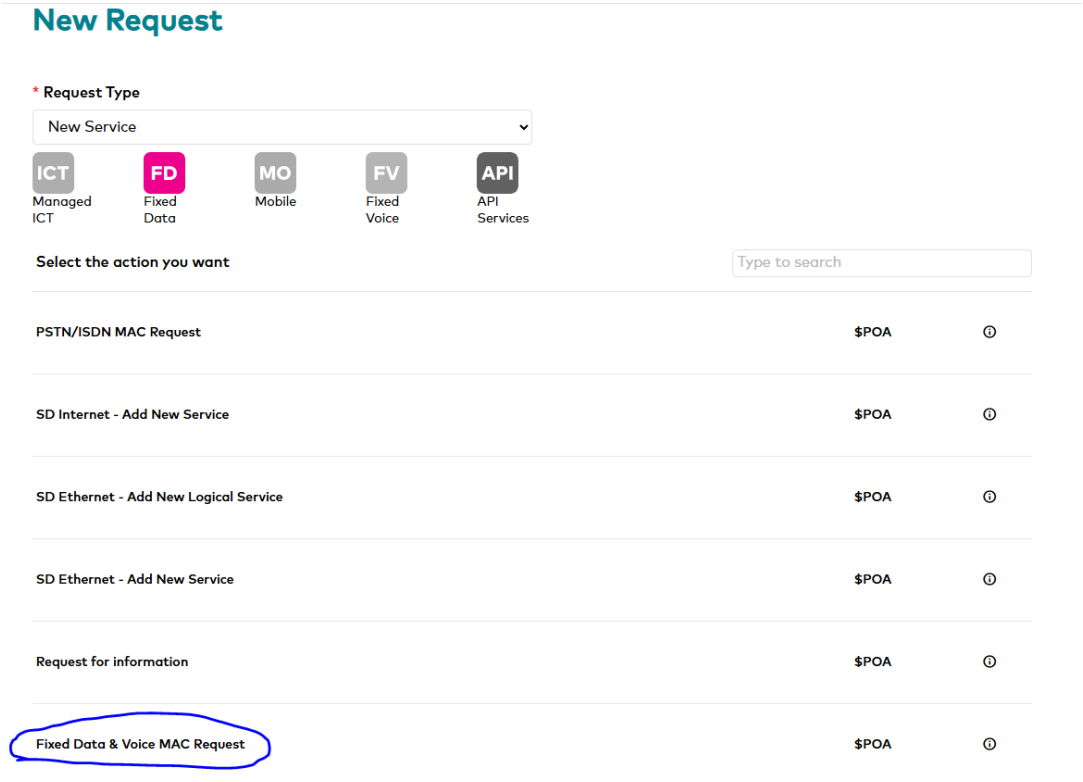
STEP 2: To order a new Internet Service, choose New Service



STEP 3: Select Fixed Data

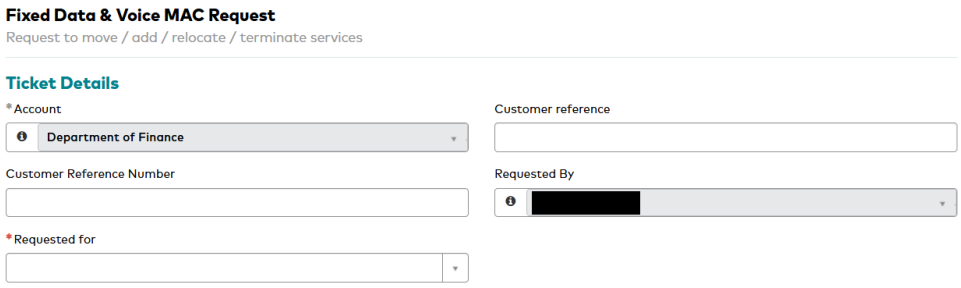


STEP 4: Select Fixed Data and Voice MAC Request



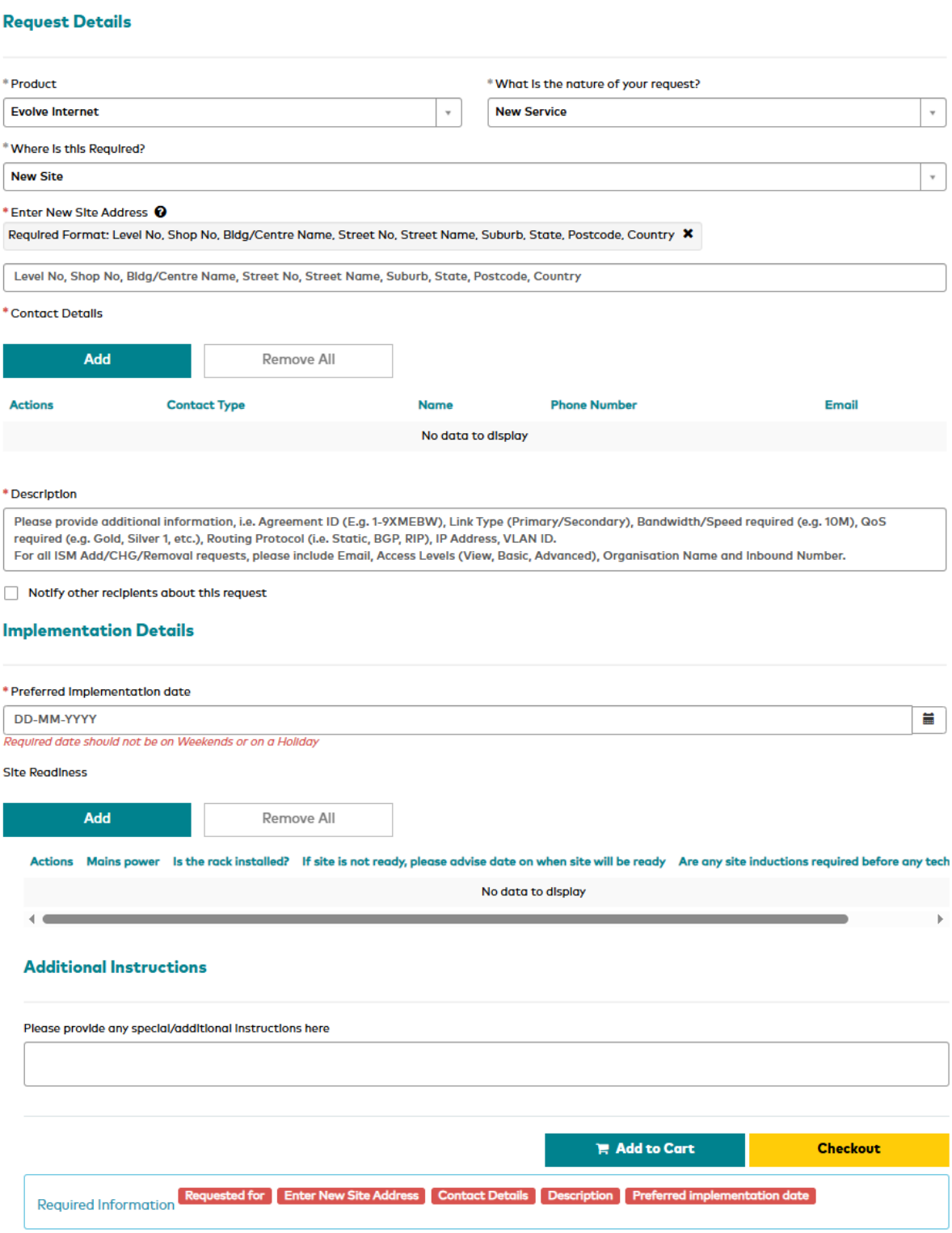
STEP 5: Enter the relevant ticket details

Fixed Data & Voice



STEP 6: Enter the Service request details

- Select Product – Evolve Internet
- Provide the install address
- Add Technical and Site contact details
- Define the service specifications in the Description with the existing service agreement details, for example
    - Bandwidth (Symmetrical or Asymmetrical)
    - Internet Type
        - For Internet Low – Request Unlimited Internet Service
        - For Internet Medium/High – Request Flat Internet Service
    - Handoff
    - Term of the Service
    - Routing
    - Any other specifications relation to the requirements
- Provide Implementation date
- Provide details on site readiness
- Checkout once all the order details are provided


Request Details
* Product
Evolve Internet
* What is the nature of your request?
New Service
* Where is this Required?
New Site
* Enter New Site Address
Required Format: Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
Level No, Shop No, Bldg/Centre Name, Street No, Street Name, Suburb, State, Postcode, Country
* Contact Details
Add
Remove All
Actions
Contact Type
Name
Phone Number
Email
No data to display
* Description
Please provide additional information, i.e. Agreement ID (E.g. 1-9XMEBW), Link Type (Primary/Secondary), Bandwidth/Speed required (e.g. 10M), QoS required (e.g. Gold, Silver 1, etc.), Routing Protocol (i.e. Static, BGP, RIP), IP Address, VLAN ID.
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* Preferred Implementation date
DD-MM-YYYY
Required date should not be on Weekends or on a Holiday
Site Readiness
Add
Remove All
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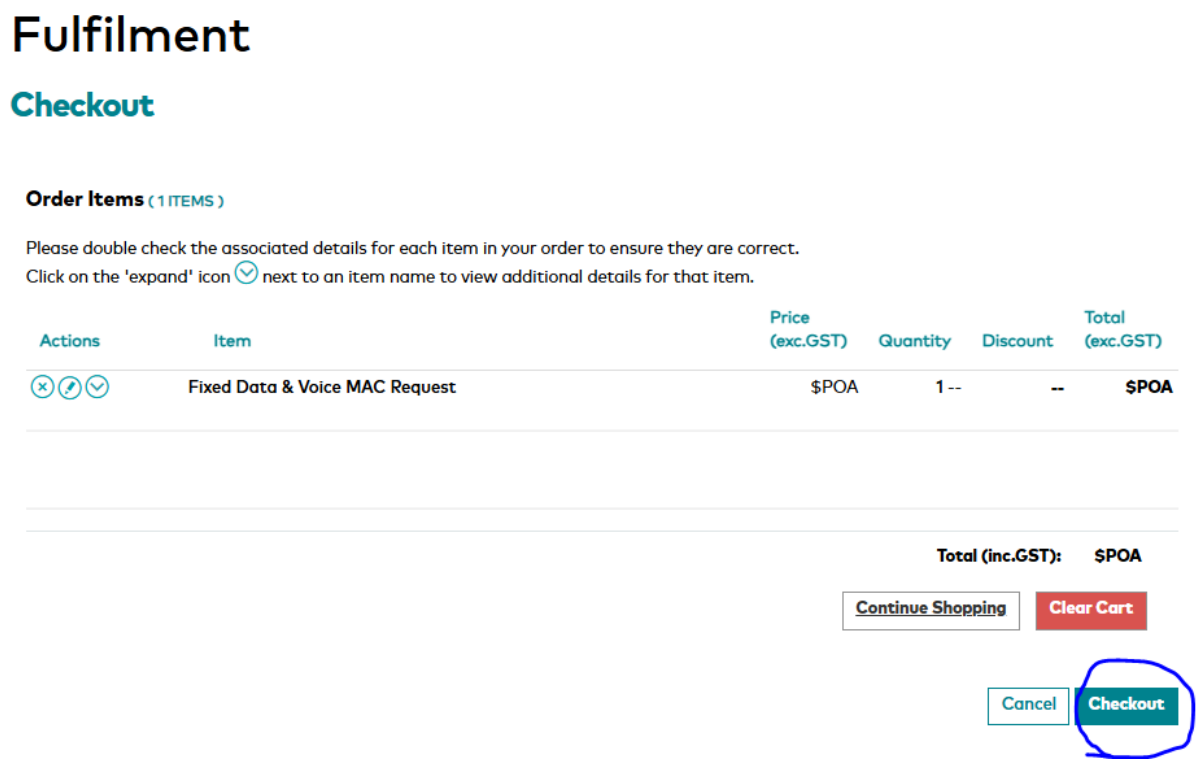
Mains power
Is the rack installed?
If site is not ready, please advise date on when site will be ready
Are any site inductions required before any tech
No data to display
Additional Instructions
Please provide any special/additional instructions here
Add to Cart
Checkout
Required Information
Requested for
Enter New Site Address
Contact Details
Description
Preferred implementation date

STEP 7: Submit the order

- The order will be submitted at this stage and a MAC order reference number will be provided
- The order will be sent to the MAC team and a representative will contact you.



2 - Ordering Hardware

The Customer may purchase Hardware after seeking quotes using:

- the **CUATEL2021 – Quote Form Panel 4 and 5**
- 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 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 for a Product Catalogue item, send the CUA Quote Form or your cuaorders@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

Step 4.2 – 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 Optus Network Pty Ltd Price Schedule. Please ensure you reference the CUA number "CUATEL2021".

STEP 1: Contact Optus Network Pty Ltd cuaorders@optus.com.au or your Account Manager discuss the Customer Order.

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 and valid Optus Quote including any attachments to Optus Network Pty Ltd via email to: cuaorders@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.

3 –Buyback or Trade-in Services

Buyback Summary Details:

Options are available subject to the conditions from vendors. For further details please contact Optus account manager.

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:

OPTUS BANK ACCOUNT DETAILS
Name of Bank: ANZ (Australia & New Zealand Banking Group)
Account Name: Optus Direct Credit - AUD
SWIFT Code: ANZBAU3M
BSB: 012-052
Account Number: 775387028

REMITTANCE NOTIFICATION DETAILS
On the date of each deposit made, we require payment allocation details to be sent through with the following details:
• Transaction Reference: providing the Account Number in the reference field
• Email: Detailed remittance advice emailed to eft.payments@optus.com.au

OPTUS ACCOUNTS RECEIVABLE CONTACT DETAILS
Alex Malatestas
Senior Billing and Payments Analyst, Customer Payments
Phone: 0434 579 053
Email: Alex.Malatestas@optus.com.au

Warranty and Maintenance

Manufacturer's warranty

When Optus is not the manufacturer of the goods provided as part of the services, as far as the law allows Optus does not offer any warranties for those goods. The only warranties available to the contract authority are the standard third-party manufacturer warranties. When Optus on-supplies the contract authority with third party standard product maintenance services as part of the services, the relevant third-party maintenance terms and conditions of supply apply to the provision of those services.

Hardware Manufacturers Maintenance

Upon purchase of Hardware Support Optus will provide the Contract Authority with details and relevant information including contact details, SLA's and process information

Contact information

General enquiries

Admin

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

Email: 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

Contact: Susan Maguire (**Account Manager)**

Email: susan.maguire@optus.com.au

Mobile: 0430 853 180

Contact: Karina Hegmann (**Account Manager)**

Email: karina.hegmann@optus.com.au

Mobile: 0422 190 602

Contact: Alex Dimitrovski (**Account Manager)**

Email: alexander.dimitrovski@optus.com.au

Mobile: 0466 699 325