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CUATEL2021

Procurement Lifecycle Document

Panel 4 - Telephony Solutions and

Panel 5 - Connectivity Solutions

Orro

Orro Pty Ltd

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Contact Information

General enquiries

Last updated:

Orro Pty Ltd

Trading as: Orro

ABN: 72 111 999 663

ACN: 111 999 663

Contact information

David Cox - Primary Contact

Director of Business Development - WA

Mobile: 0438 370 423

Email: david.cox@orro.group

Simon Lawton - Secondary Contact

Business Development Executive

Mobile: 0414 385 888

Email: simon.lawton@orro.group

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

Standard Business Hours:

8:30am – 5:30pm Monday to Friday (excluding Public Holidays)

Help Desk Enquiries: 1300 900 000

Offered Services and Hardware

Panel 4 Services

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

Telephony Solutions

Category 4.1 - Core Connectivity Services

Service Types

- Orro Calling Fixed Plan
- Orro Calling Flex Plan
- Device Collection
- Data Sanitisation
- Device Disposal

Category 4.2 - Hardware

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

Brand	Product Type (Discounts)			
	Desktop Phone	Reception Phone	Telepresence Endpoints	IP Telephony Servers
Cisco	65%	65%	68%	61%

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 4 Brands listed above.

Panel 5 Services

Data Connectivity Solutions

Category 5.1 – Fixed Data Services

Service Types

- Telstra Ethernet Access
- Telstra Dark Fibre
- AAPT Fast Fibre
- NBN EE
- Vocus Metro Ethernet
- Vocus Dark Fibre

Category 5.2 – Internet Access Services

Service Types

- Telstra Wholesale Business Internet
- AAPT Fast Fibre
- NBN EE
- NBN FTTx
- Vocus Internet Express

Buying Methods

Place an Order for Services

Using Order Form

You can use the CUA Order Form or your organisation's own order form to make a purchase from the **Orro 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 David Cox or Simon Lawton 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 **Orro** and is a unique number assigned to your Organisation.

STEP 5: Send the signed Order Form including any attachments to **Orro** via email to either david.cox@orro.group or simon.lawton@orro.group.

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 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 send the CUA Quote Form or your agency's form to **David Cox or Simon Lawton** 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 **Orro**. 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 **Orro** has suitable Goods and/or Services, then proceed to [Place Hardware Order](#).

Place Hardware Order

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 **Orro's** Price Schedule. Please ensure you reference the CUA number "CUATEL2021".

STEP 1: Contact **David Cox or Simon Lawton** 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 **Orro** via email.

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.

Buyback Services

Step 1: Contact **David Cox or Simon Lawton** to discuss options associated with Buyback Services as they relate to any future Customer Order.

Payment of Bills / Invoices

Pay on your account via:

EFT/ Direct Deposit

Pay on your Account via EFT – Account details as follows:

Bank Account Name for Payment:

Bank Name- Macquarie Bank

BSB: 182-222

Account: 3055 66820

Email remittances to: remittances@orro.group.

Credit Card

<https://orro.group/>

1300 900 000

Note: Credit card surcharges are not applicable under CUATEL2021.

Cheque

Mail the invoice payment slip with your cheque made payable to **Orro**

Level 35, 152 St Georges Terrace, Perth, WA 6000

Contact Information

General enquiries

Administration

Phone: 1300 900 000

Website: <https://orro.group/>

Postal Address: Level 35, 152 St Georges Terrace, Perth, WA 6000

Hours:

- General Business: 8.30am – 5.30pm Monday to Friday excluding Public Holidays
- Support: 24x7

Help Desk Enquiries: 1300 900 000