CUATEL2021 – Procurement Lifecycle Document Panel 4 (Telephony Solutions) and Panel 5 (Connectivity Solutions)

Telstra Limited

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Telstra Limited

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Contact information

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Network Solution Specialist

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Voice Solution Specialist

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Support Enquiries:

Telstra Integrated Service Desk (ISD)
Phone: To be provided as part of onboarding program (Will be provided as agencies are onboarded)
Email: To be provided as part of onboarding program (Will be provided as agencies are onboarded)
Portal: Telstra Connect is your digital home to view and manage your enterprise products and services in one place. More information can be found here.
Telstra Support is available 24/7 by utilise our online via Telstra Connect or by calling the Telstra Integrated Service Desk.

Offered Services and Hardware

Panels 4 and 5 Services

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

Panel 4 – Telephony Solutions

Category 4.1 – Core Connectivity Services

<u>Service Types</u>

- Telstra IP Telephony (TIPT)
- SIP Connect
- Inbound Services 13/1300/1800 Numbers

Panel 5 – Data Connectivity Solutions

Category 5.1 – Fixed Data Services

<u>Service Types</u>

- Adaptive Networks - Business IP Adapt (No Commit, Commit and WoB):
  - Access Service Telstra Fibre,
  - Access Service NBN Enterprise Ethernet,
  - Access Service NBN (EoNBN) - nbn TC2,
  - Access Service NBN Broadband - nbn TC4,
  - Network Connectivity Service - Business IP Adapt (Single, Dual, Fully Redundant, Data Centre)
- Telstra Opticwave (No Commit, Commit and WoB):
  - Telstra Opticwave Access Unprotected,
  - Telstra Opticwave Access Protected,
  - Telstra Opticwave Channel Unprotected,
  - Telstra Opticwave Channel Protected
- Telstra National Ethernet (No Commit, Commit and WoB):
  - P2P Single Access,
  - P2P Fully Redundant,
  - P2MP Single Access,
  - P2MP Fully Redundant,
  - P2MP Head End,

- o   P2MP Tail Telstra Fibre,

- o   P2MP Tail Ethernet over nbn Single Access,

- o   P2MP Tail Fully Redundant Access

- Telstra Wavelength Service (No Commit, Commit and WoB):

- o   Telstra Wavelength Service Access Bronze,

- o   Telstra Wavelength Service Channel Bronze,

- o   Telstra Wavelength Service Access Platinum,

- o   Telstra Wavelength Service Channel Platinum

- Telstra Dark Fibre (No Commit, Commit and WoB):

- o   Telstra Dark Fibre - P2P

Category 5.2 – Internet Access Services

<u>Service Types</u>

- Adaptive Networks - TID Premium Adapt (No Commit, Commit and WoB):

- o   Access Service Telstra Fibre,

- o   Access Service - NBN Enterprise Ethernet,

- o   Network Connectivity Service - Telstra Internet Direct Premium Adapt,

- o   Network Connectivity Service - Telstra Internet Direct Lite Adapt

Panel 4 Hardware

Telstra Offers the following brands and minimum discounts by Product Type for selected models.

Panel 4 – Telephony Solutions

	Product Type (Discounts)		
Brand	**Desktop Phone**	**Reception Phone**	**Headset**
Cisco	50%		
Polycom	30%	30%	15%
Yealink	30%		

<u>Volume Discounts</u>

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.

Offered Ancillary Services:

The following Ancillary Services are offered by Telstra

- Buybacks
- Collection
- Sanitisation
- Disposal

Buying Methods

Option A – Using the CUA Order Form for Panels 4 and 5

You should use the CUA Pick and Buy Order form to make a purchase from Telstra's **Price Schedule for both Panels 4 & 5.** 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 your Telstra aligned Client Partner or Customer Success Manager to discuss options and to determine the most appropriate solution for your department/ agency. Dependent upon the complexity of your request further meetings or workshops may be required. Dependent upon requirements, it is at this stage that one of Telstra's Accredited Partner may be engaged to assist with finalising the business requirements.

Note: Please contact Nanci Low Customer Success Manager (email Nanci.Low@team.telstra.com) if you are unaware of your aligned Telstra representative.

Note: In some instances, a nominated Telstra Accredited Partner may already be working with your department/ agency and for consistency may continue to work with you in defining the department/ agency Panel and 5 requirements.

Note: Due to the physical nature of building connectivity services to a location, supplying the correct address/ physical location is essential for network feasibilities to be conducted to determine if existing fibre can be used or a new fibre route is needed to be constructed.

STEP 3: 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 Telstra and is a unique number assigned to your Organisation.

STEP 4: Send the signed Order Form including any attachments to Telstra via email to: your Telstra Client Partner or Customer Success Manager.

2 – Panel 4 – Telephony Solutions Ordering Hardware

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 send the CUA Quote Form or your agency's form to the Integrated Service Desk (ISD) or Nanci Low via email (Nanci.low@team.telstra.com) with a cc to Vincent Costello at Vincent.l.costello@team.telstra.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 Telstra. 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 Telstra has suitable Goods and/or Services, then proceed to **4.2 – Place Hardware Order.**

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

STEP 1: Contact Telstra's Vincent Costello or Nanci Low 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 Telstra via email to your Telstra Client Partner or Telstra representative

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 Services

Telstra offers a device buy-back option via Assurant, Telstra's nominated Sustainability partner. Assurant can calculate the buy-back payment at the time of equipment is to be refreshed. It is important to note Assurant operate an environmentally, commercially sustainable and secure device recycling and disposal service. Assurant offers trade-in quotes to customers for eligible hardware that meets market value at a minimum. Where the customer requests, Assurant can provide - sight unseen - an Indicative estimate of value (based on a typical grading mix) of the devices identified for buyback. This provides an understanding of the potential value of the devices in considering a trade-in. Indicative estimates are subsequently confirmed via a final quote.

STEP 1: Contact your assigned Client Partner or the Integrated Service Desk who will refer you to a designated Assurant Client Executive to request buyback services.

Step 2: The Assurant Client Executive will contact you to obtain information about your hardware for Trade-In (Qty/Make/Model/Memory) and email you an indicative estimate.

Step 3: If the Indicative Estimate is accepted, ensure equipment is ready to be collected.

Step 4: The Assurant Client Executive will arrange all the necessary logistics for the collection of equipment once the quote has been accepted.

The buyback value as lump sum does not depend on any additional sales transaction. When the Bill of Sale is signed, the credit value (value of the equipment) will be placed on the nominated Telstra account within 1-2 billing cycles for use toward existing goods and services.

Service Management

The following outlines the engagement processes for delivering Panel 4 and 5 services and details the interactions required for efficient and effective service delivery to the WA Government. This document serves as a quick reference for ongoing service management in alignment with the contracted agreement.

Integrated Service Desk (ISD)

Telstra's integrated service delivery and operations provides direct access to a team of multi skilled consultants via our Integrated Service Desk. Telstra's ISD provides a single point of accountability for all Service Requests, Incidents and Problems.

Our ISD will manage all operational aspects of the Services including:

- End to end ownership for requests/ incidents/problems
- Priority Matrix
- Jeopardy management and Escalation
- Portal
- Service Catalogue
- Dedicated phone number and/or one email
- Reporting – data collection and collation
- Billing

Designed with the knowledge of your key personnel and specific operational requirements, our Service Desk operates 24 hours a day, 365 days a year.

Engagement Methodology

Telstra's ISD can be accessed via portal, email or dedicated 1800#.

Telstra Connect

Telstra offers an easy-to-use self-service portal known as [Telstra Connect](). Individual government agencies can submit requests directly into the portal including MAC (moves and changes) requests.

Each agency has its own access to Telstra Connect via a Customer Identification Number (CIDN). User access is controlled by the agency through the user management section of the tool. New users can be added and an existing user's access modified or removed as required.

Telstra Connect can be used to monitor progress of new service order requests. For further information please see the below links.

- Telstra Connect link: https://connectapp.telstra.com/
- Telstra Connect user guides - [link]()

Phone or Email Orders

Email: Email is an accepted method of engagement with your Telstra ISD.

Phone: Orders can be placed through the online portal, which is the preferred option, or by phone. However, phone orders are limited to changes with no financial impact. Purchases that affect finances must be made online or via email to comply with security requirements.

Order Management or Service Request fulfilment)

The ISD manage the lifecycle of the request from the time it is logged through to completion. The ISD is operational during business hours to assist with general information, complaints, or comments (incident management is 24x7x365). Their key responsibilities include allocating activities to appropriate fulfilment, delivery or resolver groups and keeping WA Government informed.

Service Requests include:

- Standard pre-approved requests: low risk, low cost, frequently occurring changes as prescribed in the Service Catalogue, for example:

- Customer Enquiries and how to support (including billing)

- On Site Installation of pre-approved service

- Move or relocation of pre-approved service

- Standard configuration changes performed remotely or on site

- Removal or deletion from service.

Non-Standard requests and projects:

- Changes to existing Telstra services that require negotiation of timeframes to complete due to size or complexity.

- Typically, Non-Standard Service Requests require a quotation and would need to be referred to your Telstra Customer Success Manager.

A number of request types may require authorisation or approval prior to submitting the request. It is WA Government's responsibility to maintain and advise Telstra of authorisation lists and levels. These details are then uploaded into the Service Desk systems and records. Please refer to WA Government Obligations above.

Payment of bills / invoices

EFT/ Direct Deposit

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

Bank Account Name for Payment: Telstra Limited

Bank Name- Commonwealth Bank of Australia

BSB: 066-746

Account: Specific to your unique Customer Identification number.

Note: Details on your specific unique account number can be sourced from your Telstra Customer Success Manager Nanci Low, Mobile: 0477 760 603 or Email: Nanci.Low@team.telstra.com
Email remittances to: eft@team.telstra.com

Credit Card

Can be processed using Telstra platforms
• T Analyst - https://billing.telstra.com or
• Online Billing: https://onlinebilling.telstra.com.au/corporatebill/?tR=2ma
Note: Credit card surcharges are not applicable under CUATEL2021.

Cheque

Mail the invoice payment slip with your cheque made payable to Telstra,
GPO Box 9901,
Melbourne VIC 3001
Note: This is Telstra least preferred option.

Other Payment Methods

BPAY

Payment via internet or phone banking from your cheque or savings account
Biller Code: 7799
Ref: 10 DIGIT ACCOUNT NUMBER