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CUATEL2021

Procurement Lifecycle Document

Panel 4 - Telephony Solutions and

Panel 5 - Connectivity Solutions

Vocus Pty Ltd

Vocus Ptd Ltd

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Last updated:

Vocus Ptd Ltd

Trading as: Vocus Pty Ltd

ABN: 78 127 842 853

ACN: 127 842 853

Contact information

Primary Contacts

NAME: Devan Carlson (Key Account Director)

T: +61 8 9244 6025

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E: Devan.Carlson@vocus.com.au

NAME: Kylie Mckinnon (Enterprise Account Manager)

T: +61 8 6373 1207

M: +61 423 633 039

E: Kylie.McKinnon@vocus.com.au

NAME: Simon Maher (Enterprise Business Development Manager)

T: +61 8 6373 1207

M: +61 448 476 820

E: Simon.Maher@vocus.com.au

Secondary Contacts

NAME: Bryan Turnbull (State Manager WA & ERU Lead)

T: +61 8 6373 8472

M: +61 417415418

E: Bryan.Turnbull@vocus.com.au

NAME: Amy Lacey (Customer Success Manager – Team Leader)

T: +61 8 6373 8057

M: +61 431 519 959

E: Amy.Lacey@vocus.com.au

NAME: Craig Bussanich (Enterprise Solutions Manager – West)

T: +61 417 012 874

M: +61 417 012 874

E: Craig.Bussanich@vocus.com.au

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

Business Hours: Weekdays 8:30am – 5:00pm AWST

Orders Via: Email to Vocus Account Manager/s:

NAME: Devan Carlson (Key Account Director)

E: Devan.Carlson@vocus.com.au

NAME: Kylie Mckinnon (Enterprise Account Manager)

E: Kylie.McKinnon@vocus.com.au

Help Desk Enquiries: 1800 262 663 (Option 2)

Portal Link: <https://support.vocus.com.au/s/>

Offered Services and Hardware

Panels 4 Services

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

Telephony Solutions

Category 4.1 - Core Connectivity Services

Service Types – List Core Services:

- Vocus Inbound;
- Vocus SIP Trunks;

Category 4.2 - Hardware

Vocus Ptd Ltd offers the following brands and minimum discounts by Product Type.

Brand	Product Type (Discounts)		
	Desktop Phone	Reception Phone	Headset
Polycom	5%	5%	5%
Grandstream	5%	5%	5%
Yealink	5%	5%	5%

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 -

- Vocus IPWAN Layer 3 MPLS services:
- IPWAN over Vocus fibre
- IPWAN over Telstra Wholesale Access
- IPWAN over NBN Enterprise Ethernet (Low and High CoS)

- IP WAN over Asymmetric nbn (NBN Ethernet TC4 and optionally TC1 or TC2)
- IPWAN over Symmetric NBN Premium Access
- Vocus Cloud Connect (VCC)
- Vocus Dark Fibre
- Vocus Wavelength
- Vocus Ethernet (E-Line and E-Lan)

Category 5.2 – Internet Access Services

Service Types –

- Vocus IP Transit
- Vocus Enterprise Internet over Vocus Fibre
- Vocus Enterprise Internet over NBN Enterprise Ethernet High
- Vocus Enterprise Internet over Telstra Wholesale Ethernet Access Fibre Premium
- Vocus Internet Express
- Vocus Business Unlimited
- Vocus Business Internet

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 **VOCUS PTY LTD'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 **INSERT DETAILS OF CONTACT PERSON** 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 **VOCUS PTY LTD** and is a unique number assigned to your Organisation.

STEP 5: Send the signed Order Form including any attachments to **VOCUS PTY LTD** via email to: purchase-orders@vocus.com.au which creates a ticket in our Support Portal.

Option B – Online Portal

Vocus does not have the ability to take orders directly via an online portal at this time.

Option C – Phone or Email Orders

Orders Via: Email to Vocus Account Manager/s:

NAME: Devan Carlson (Key Account Director)

E: Devan.Carlson@vocus.com.au

T: +61 8 9244 6025

M: +61 434 331 486

or

NAME: Kylie McKinnon (Enterprise Account Manager)

E: Kylie.McKinnon@vocus.com.au

T: +61 8 6373 1207

M: +61 423 633 039

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 Vocus Pty Ltd 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 **INSERT CONTACT PERSON NAME** 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 **VOCUS 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 VOCUS PTY LTD 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 **VOCUS PTY LTD**'s Price Schedule. Please ensure you reference the CUA number "CUATEL2021".

STEP 1: Contact Devan Carlson (Devan.Carlson@vocus.com.au) 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 **VOCUS PTY LTD** via email.

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

STEP 5: The Contractor, Vocus Pty Ltd, will supply an invoice to the Customer upon delivery of Goods.

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: Vocus Pty Ltd

Bank Name: National Australia Bank Limited

BSB: 083-032

Account: TBC when Vocus Billing Account is created

Email remittances to: remittance@vocus.com.au

Phone: +61 8 9244 6575

Credit Card

Website: www.vocus.com.au/invoicepay

Note: Credit card surcharges are not applicable under CUATEL2021.

Purchase Order

Email Orders to: purchase-orders@vocus.com.au

Cheque

Mail the invoice payment slip with your cheque made payable to:

Cheque Payment Details can be provided upon request

BPAY

Payment via internet or phone banking from your cheque or savings account:

Biller Code: 136986

Ref: TBC upon Account creation

Contact information

General enquiries

Customer Care

Phone: 1800 262 663 (Option 4)

Portal Link: <https://support.vocus.com.au/s/>

Operating: Weekdays 8:00am – 4:00pm

Tech Support

Phone: 1800 262 663 (Option 2)

Portal Link: <https://support.vocus.com.au/s/>

Operating: 24 hours a day, 7 days a week

Billing Support

Phone: 1800 262 663 (Option 4)

Portal Link: <https://support.vocus.com.au/s/>

Operating: Weekdays 8:00am – 4:00pm

Orders: Contact Your Vocus Account Manager or Customer Success Manager as per
CUATEL2021 - Buyers Guide Contractor details – Vocus

Hours: Weekdays 8:30am to 5:00pm AWST

Help Desk Enquiries:

Phone: 1800 262 663 (Option 2)

Portal Link: <https://support.vocus.com.au/s/>

Operating: 24 hours a day, 7 days a week

Customer Faults:

Phone: 1800 262 663 (Option 2)

Portal Link: <https://support.vocus.com.au/s/>

Operating: 24 hours a day, 7 days a week