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CUATEL2021

Procurement Lifecycle Document

Panel 4 - Telephony Solutions and

Panel 5 - Connectivity Solutions

NEC AUSTRALIA PTY LTD

NEC AUSTRALIA PTY LTD

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Last updated:

NEC AUSTRALIA PTY LTD

Trading as: NEC AUSTRALIA

ABN: 86 001 217 527

ACN: 001 217 527

Contact information

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Name: Andre Sauer

Secondary Contact Position: Business Development Manager

Mobile: 0404 045 243

Email: Andre.Sauer@nec.com.au

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

Business Hours: Monday to Friday 08:00 AWST – 17:00 AWST

Orders Via:

All orders to be placed via the Agencies Customer Success Manager, Enterprise Account Manager or Business Development Manager. For agencies who are not enrolled with NEC, please contact either the primary or secondary contact as above. Orders cannot be submitted via the Help Desk.

Help Desk Enquiries: 1300 561 811.

Please note that orders cannot be submitted via the Help Desk

Offered Services and Hardware

Panel 4 Services

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

Telephony Solutions

Category 4.1 - Core Connectivity Services

Service Types

- NEC Core SIP Connect

Category 4.2 - Hardware

NEC AUSTRALIA offers the following brands and minimum discounts by Product Type.

Brand	Product Type (Discounts)		
	Desktop Phone	Reception Phone	Headset
Cisco	70%	70%	70%
Polycom	40%	19%	24%
Yealink	5%	20%	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

- Telstra Ethernet Access (EA) and Managed Lease Line (MLL)
- Telstra Interstate Fibre
- NBN

Category 5.2 – Internet Access Services

Service Types

- Aussie Broadband
- Vocus Enterprise Internet
- Optus Elink+
- Optus EoNBN
- Optus Evolve Internet
- Optus Evolve NBN
- Telstra WBI

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 NEC AUSTRALIA'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 CUATEL2021@nec.com.au or your Customer Success Manager, Enterprise Account Manager or Business Development Manager to discuss your service plan requirements and fit-for-purpose.

STEP 3 (optional): Contact CUATEL2021@nec.com.au 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: If you are an existing NEC AUSTRALIA customer, you will need to reference your Customer ID (CIDN), which can be confirmed with NEC. It is a unique number assigned to your Organisation.

STEP 5: Send the signed Order Form including any attachments to NEC via email to CUATEL2021@nec.com.au, or to your Customer Success Manager, Enterprise Account Manager or Business Development Manager.

Option B – Email Orders

Orders can be emailed to CUATEL2021@nec.com.au.

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 CUATEL2021@nec.com.au or your Customer Success Manager, Enterprise Account Manager, Business Development 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 NEC AUSTRALIA. 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 NEC AUSTRALIA 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 NEC AUSTRALIA's Price Schedule. Please ensure you reference the CUA number "CUATEL2021".

STEP 1: If you are not an existing NEC customer, contact CUATEL2021@nec.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 NEC AUSTRALIA via CUATEL2021@nec.com.au, or to your Customer Success Manager, Enterprise Account Manager or Business Development Manager.

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

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

Buyback Services

Please email CUATEL2021@nec.com.au, or contact your Customer Success Manager, Enterprise Account Manager or Business Development Manager to discuss your requirements.

Payment of bills / invoices

EFT/ Direct Deposit

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

Bank Account Name for Payment: NEC AUSTRALIA PTY LTD

Bank Name: Westpac Banking Corporation

BSB: 032-000

Account: 214638

Email remittances to: accounts.receivable@nec.com.au

Contact information

General enquiries

Please email CUATEL2021@nec.com.au, or contact your Customer Success Manager, Enterprise Account Manager or Business Development Manager with your enquiry.

Administration

Email: CUATEL2021@nec.com.au

Website: <https://www.nec.com.au>

Postal Address: Level 7, 111 St Georges Terrace, Perth WA 6000

Orders: Email CUATEL2021@nec.com.au, or contact your designated Customer Success Manager, Enterprise Account Manager or Business Development Manager.

Hours: Monday – Friday 08:00 AWST to 17:00 AWST

Help Desk Enquiries: 1300 561 811

Customer Faults: 1300 561 811