

CUATEL2021 Contractor Catalogue

The matrix below lists the contractors and the panels for which they are contracted to supply Goods and/or Services under CUATEL2021.

Note: For greyed-out cells, the contractor is **not** authorised to supply Goods or Services under that Panel/Category.

Contractors	Panel 1 - Mobile	Panel 2 - Satellite	Panel 3 - Billing Management	Panel 4 – Telephony Solutions	Panel 5 – Connectivity Solutions
Atos Australia					5.2 – Internet Access Services ONLY
CorpCloud					5.2 – Internet Access Services ONLY
Datacom Systems				Yes	Yes
Hypha Solutions		Yes			
NEC Australia		Yes		Yes	Yes
Optus	Yes	Yes		Yes	Yes
Orro				Yes	Yes
Pivotel		Yes			
SmartBill			Yes		
Telstra	Yes	Yes		Yes	Yes
Vocus		Yes		Yes	Yes

CUATEL2021 Contractor Profiles

Atos Australia Pty Ltd	
Company Details	
ABN	94 143 410 655
ACN	143 410 655
Panel	Panel 5 – Connectivity Solutions
Website	https://atos.net/en/
Postal Address	Suite 2, Level 3, 190 St Georges Tce, Perth WA 6000
Contact Details	
Name	Dennis McGrillen
Phone	0408 406 017
Email	dennis.mcgrillen@atos.net
Name	Murray Neville
Phone	0411 144 294
Email	murray.neville@atos.net
General Queries, Service Requests and Billing Enquiries	
Phone	03 7018 0674
Email	auaccounts.it-solutions@atos.net
Online Ordering	dennis.mcgrillen@atos.net
Customer Faults	03 7018 0674

CUATEL2021 Contractor Profiles

CorpCloud Pty Ltd	
Company Details	
ABN	45 605 224 299
ACN	605 224 299
Panel	Panel 5 – Connectivity Solutions
Website	www.corpcloud.com.au
Postal Address	L2 600 Murray St, West Perth 6005
Contact Details	
Name	James Reid
Phone	(08) 6243 0710
Mobile	0407 526 377
Email	jreid@corpcloud.com.au
Name	Jonathan Matthews
Mobile	0422 037 906
Email	jmatthews@corpcloud.com.au
General Enquiries	
Phone	1300 285 217
Email	sales@corpcloud.com.au
Customer Faults	
Phone	1300 747 348

CUATEL2021 Contractor Profiles

Datacom Systems (AU) Pty Ltd	
Company Details	
ABN	39 135 427 075
ACN	135 427 075
Panel	Panel 4 – Telephony Solutions Panel 5 – Connectivity Solutions
Website	www.datacom.com
Postal Address	- PO Box Z5227, PERTH GPO St Georges Terrace PS 66 St Georges Tce, PERTH WA 6000
Contact Details	
Name	Chris Kirkby - Client Executive Alex Croxford – Client Executive
Phone	(08) 6466 6888
Mobile	Chris - 0403 440 798 Alex - 0424 156 013
Email	chris.kirkby@datacom.com / alex.croxford@datacom.com
General Enquiries	
Phone	(08) 6466 6888
Email	wasales@datacom.com.au
Online Ordering	Refer Contractor Profile Document
Customer Faults	
Phone	(08) 6466 6894
Email	wagov-servicedesk@datacom.com
Service Desk	
Phone	(08) 6466 6894
Email	wagov-servicedesk@datacom.com

CUATEL2021 Contractor Profiles

Hypha Solutions Pty Ltd	
Company Details	
ABN	67 605 008 053
ACN	605 008 053
Panel	Panel 2 – Satellite Network Solutions
Website	https://www.hypha.world/au/
Postal Address	36 Fienta Place, DARRA QLD 4076
Contact Details	
Name	Damien Dewey, Business Development Executive
Mobile	0473 330 164
Email	ian.gibson@hypha.world
Name	Cathy Habib
Mobile	0487 454 160
Email	cathy.habib@hypha.world
Help Desk	
Phone	(07) 2111 8385
Email	helpdesk@hypha.world

CUATEL2021 Contractor Profiles

NEC Australia Pty Ltd	
Company Details	
ABN	86 001 217 527
ACN	001 217 527
Panel	Panel 2 – Satellite Network Solutions Panel 4 – Telephony Solutions Panel 5 – Connectivity Solutions
Website	www.nec.com.au
Postal Address	Level 7, 111 St Georges Terrace, Perth WA 6000
Contact Details	
Name	Paul Abbott
Phone	0405 157 864
Email	Paul.Abbott@nec.com.au
Name	Andre Sauer
Phone	0404 045 243
Email	Andre.Sauer@nec.com.au
General Queries, Service requests and billing enquiries	
Phone	1300 561 811
Email	CUATEL2021@nec.com.au
Service Desk, Enquiries and support	
Phone	1300 561 811

CUATEL2021 Contractor Profiles

Optus Networks Pty Ltd	
Company Details	
ABN	92 008 570 330
ACN	008 570 330
Panel	Panel 1 – Mobile Network Services Panel 2 – Satellite Network Solutions Panel 4 – Telephony Solutions Panel 5 – Connectivity Solutions
Website	http://www.optus.com.au
Postal Address	Level 3, 2 Victoria Parade, Perth WA 6000
Contact Details	
Name	Graham Thomson (WA Sales Manager)
Phone	0413 055 222
Email	graham.thomson@optus.com.au
Orders	
New Quote/Contract	cuaorders@optus.com.au or via Account Team (as per PLD)
Existing Customers	
Portal	Nucleus Production
Email	OptusBusinessCustomerService@optus.com.au
Help Desk	
Phone	134 315
Pin	Agency specific (contact Account Team to retrieve if forgotten)
Email	OptusBusinessCustomerService@optus.com.au
Incident Reporting: 24 x 7	
Phone	134 315

CUATEL2021 Contractor Profiles

Orro Pty Ltd	
Company Details	
ABN	72 111 999 663
ACN	111 999 663
Panel	Panel 4 – Telephony Solutions Panel 5 – Connectivity Solutions
Website	IT Solutions Securely Connected Everything™ Orro
Postal Address	PO Box Z5227 PERTH GPO St Georges Terrace PS 66 St Georges Tce PERTH WA 6000
Contact Details	
Name	David Cox
Phone	0438 370 423
Email	david.cox@orro.group
Name	Simon Lawton
Phone	0414 385 888
Email	simon.lawton@orro.group
General Enquiries	
Phone	1300 900 000
Email	sales-CUATEL2021@datacom.com

CUATEL2021 Contractor Profiles

Pivotel Satellite Pty Ltd	
Company Details	
ABN	81 099 917 398
ACN	099 917 398
Panel	Panel 2 – Satellite Network Solutions
Website	www.pivotel.com.au
Postal Address	16 Altona Street, West Perth WA 6005
Contact Details	
Name	Nathan Nicholson (Business Development Manager)
Phone	0455 446 248
Email	Nathan.Nicholson@pivotel.com.au
Name	Paul Kubat (National Business Development Manager)
Phone	0450 941 176
Email	Paul.Kubat@pivotel.com.au
Orders	
Phone	1300 882 448
Email	orders@pivotel.com.au
Pivotel Customer Care	
Phone	1300 882 448
Email	mail@pivotel.com.au
Hours	5 am to 5 pm AWST Monday to Friday (except public holidays)

CUATEL2021 Contractor Profiles

SmartBill Pty Ltd	
Company Details	
ABN	49 118 150 619
ACN	118 150 619
Panel	Panel 3 - Billing Management
Website	www.smartbill.com.au
Contact Details	
Name	Peter Gibson
Phone	0410 536 006
Email	peter.gibson@smartbill.com.au
Name	Yvette Simunic
Phone	0488 967 788
Email	yvette.simunic@smartbill.com.au
General Enquiries	
Phone	1300 880 575
Email	Financetemsupport@smartbill.com.au

CUATEL2021 Contractor Profiles

Telstra Limited	
Company Details	
ABN	64 086 174 781
ACN	086 174 781
Panel	Panel 1 – Mobile Network Solutions Panel 2 – Satellite Network Solutions Panel 4 – Telephony Solutions Panel 5 – Connectivity Solutions
Website	https://www.telstra.com.au/business-enterprise
Postal Address	Locked Bag 2545, Perth WA 6001
Contact Details	
Panel 1 and Panel 2	
Name	Michelle Pavelic (Senior Mobility Specialist)
Phone	0448 259 913
Email	Michelle.Pavelic@team.telstra.com
Name	Nanci Low (Customer Success Manager)
Phone	0477 760 603
Email	Nanci.Low@team.telstra.com
General Mobile Queries	
Support for service requests, general enquiries and billing enquiries related to WA Government mobile services (including legacy voice and data services)	
Phone	1800 150 031
Email	telstra.enterprise@team.telstra.com
Global Service Desk for Starlink	
Phone	1800 003 051
Email	gsd@team.telstra.com
Panel 4	

CUATEL2021 Contractor Profiles

Name	Nanci Low (Customer Succes Manager)
Phone	0477 760 603
Email	Nanci.Low@team.telstra.com
Name	Vincent Costello (Technical Specialist)
Phone	0418 103 743
Email	Vincent.l.costello@team.telstra.com
General Mobile Queries Support for service requests, general enquiries and billing enquiries related to WA Government mobile services (including legacy voice and data services)	
Phone	1800 150 031
Email	waservicedelivery@team.telstra.com
Panel 5	
Name	Grant Thompson (Network Solution Specialist)
Phone	042 888 4288
Email	Grant.Thompson@team.telstra.com
Name	Nanci Low (Customer Succes Manager)
Phone	0477 760 603
Email	Nanci.Low@team.telstra.com
General Mobile Queries Support for service requests, general enquiries and billing enquiries related to WA Government mobile services (including legacy voice and data services).	
Phone	1800 150 031
Email	waservicedelivery@team.telstra.com
Online Orders	
Portal	Sign in to Telstra Connect

CUATEL2021 Contractor Profiles

Vocus Pty Ltd	
Company Details	
ABN	78 127 842 853
ACN	127 842 853
Panel	Panel 2 – Satellite Network Solutions Panel 4 – Telephony Solutions Panel 5 – Connectivity Solutions
Website	http://www.vocus.com.au
Postal Address	Level 5, 202 Pier Street, Perth WA 6000
Contact Details - Vocus WA Government Team	
General Email	wagovernmentcua@vocus.com.au
Name	Devan Carlson (Account Director)
Phone	(08) 9244 6025
Mobile	0434 331 486
Email	Devan.Carlson@vocus.com.au
Name	Costa Koutakis (WA Sales State Manager)
Phone	(08) 6373 8063
Mobile	0451 985 801
Email	Costa.Koutakis@vocus.com.au
Name	Simon Maher (Enterprise Business Development Manager)
Phone	(08) 6373 1207
Mobile	0448 476 820
Email	Simon.Maher@vocus.com.au
Name	Jacqueline Saw (Government Panel Manager)
Phone	(03) 9988 9974
Mobile	0422238599
Email	Jacqueline.saw@vocus.com.au

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General Enquiries Service Desk (service requests, general and billing enquiries) for WA.	
Phone	1800 023 375
Email	https://www.vocus.com.au/contact-us/general-enquiry
Customer Faults	1800 262 663
Service Desk Enquiries and support.	
Phone	1800 262 663
Email	https://support.vocus.com.au/s/