
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Adaptive Repayment Option (ARO) Ordering

Business unit
Telstra Enterprise

Issue date
7/08/2026

Document ID
CP07

Audience

Enterprise Customers using Telstra Order Exchange (TOX) Customer Portal.

Summary

This document provides detailed instruction on how to **purchase mobile devices on Adaptive Repayment Option (ARO)** term as per below options and also include how to **terminate your ARO device**.

- ❖ 12 months
- ❖ 24 months

Note: These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.

Business Rules:

- Adaptive Repayment Option (ARO) is a payment option for the purchase of hardware and accessories where monthly payments are made over 12 or 24 months based on the full RRP. ARO is charged at account level and not at service level, thus purchases can be made for hardware without having to purchase a plan at the same time. *

*It is a requirement that the number of devices purchased on an ARO must not exceed the number of services connected on Adaptive plans under the customer's CIDN. Therefore, at time of purchase the customer may be required to purchase a plan with an ARO to meet this condition.

- All Adaptive repayment options are charged at the first of the month and there is no pro rata.
- When a customer purchases eligible products or services and they wish to redeem contributions from their Adaptive Mobility Fund, they can choose to either:

- a) offset the entire cost of the hardware using their Adaptive funds balance, OR
- b) partially offset the cost of the hardware using their Adaptive funds balance

Note: A customer must have enough funds to redeem against a purchase

- Telstra will provide customers with a real time view of their Adaptive Mobility fund balance at the time of the order.

CP07 Adaptive Repayment Option (ARO) Orders

- Redemptions will show as an upfront credit on the customer's invoice, e.g. Customer purchases a \$1200 device on ARO over 24 months @ \$50 per month and offsets the entire cost of that device using their Adaptive funds. In this case the customer will be issued an upfront credit of \$1200 on their account and will be charged \$50 per month for the ARO.
- Stock levels in TOX is a live feed and can change rapidly based on ordering activity. All stock levels in TOX are an approximation at the time of order confirmation and are based on Enterprise TOX.
- Stock Level Indicator will be shown during the ordering process. This is based on the stock thresholds set on a per SKU level. Below is the stock level indicator definition to guide you when placing an order.
 - **In Stock** () – example is when a threshold is set to 1500 units, and the available stock in the system shows 1501 units and above.
 - **Low Stock** () – example is when a threshold is set to 1500 units, and the available stock in the system shows 1499 units and below.
 - **Out of Stock** () – this is when the available stock in the system reaches 4 units and below or stocks are in backorder.
- TOX looks for a stock indication within the 'Configure your device' screen and within the 'Checkout' screen ensuring an updated stock status in the event the items are left in the cart for a period of time.
- Stock is allocated after the order is submitted.
- In the event the order requires approval, once the order is approved (by the Customer Admin) the order will proceed to stock allocation based on updated levels. In the event the required stock is not available the order will move to Backorder status.
- ARO (Adaptive Repayment Option) and Leased order types will only show the TOX order number and NOT your Customer PO number within the bill if order is processed automatically. This is when there is a unique PO reference number being used for these 2 order types.
- Any ARO enabled customer will be able to order any accessory with no restrictions on the quantity, provided that the Recommended Retail Price (RRP) of the accessory is >\$24. All accessories less than \$24.00 must be purchased outright.
- An accessory must be >\$24.00 to be eligible for ARO.
- Other order types such as normal outright order, will show Customer PO number if there is one entered by the user. Otherwise, TOX order number will be reflected on the bill.
- When a Customer chooses to cancel an ARO, the upfront credit applied to redeem the ARO can be used to offset other costs on the Customer account. The ARO payment will cease immediately (there is no pro rata).
- ARO order types will only show the TOX order number and NOT your Customer PO number within the bill if order is processed automatically. This is when there is a unique PO reference number being used for these 2 order types.
- For new ARO order, the number of Adaptive Mobility Services should be greater than number of ARO devices on the account. In the event the number of ARO's are equal to the number of mobile services (Adaptive Mobility Plans), then a new ARO can be placed with a new mobile service purchase.

In the event the number of ARO's are greater than number of mobile services, customer cannot place a new ARO order until the number of mobile services are greater than the number of ARO's.

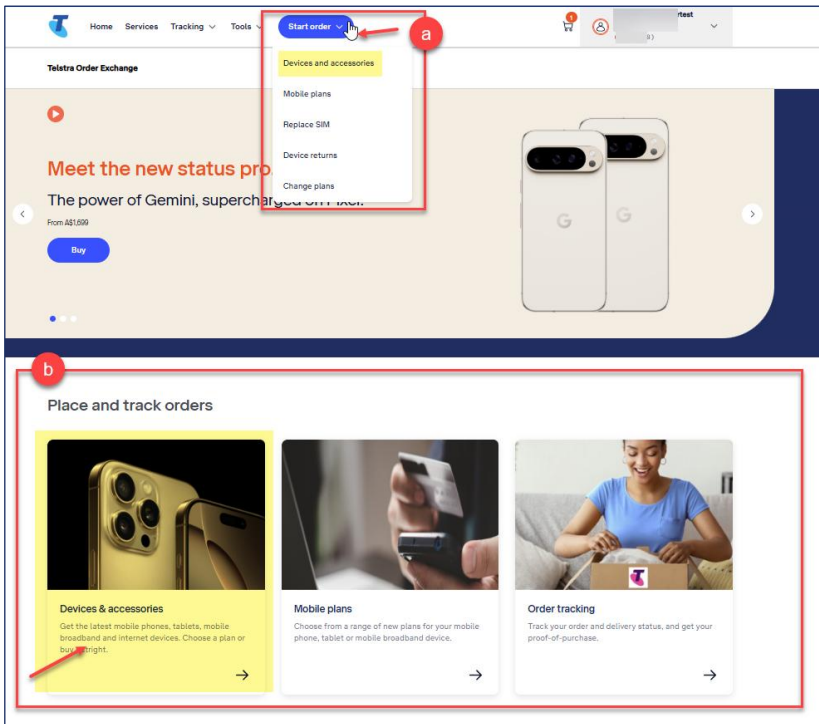
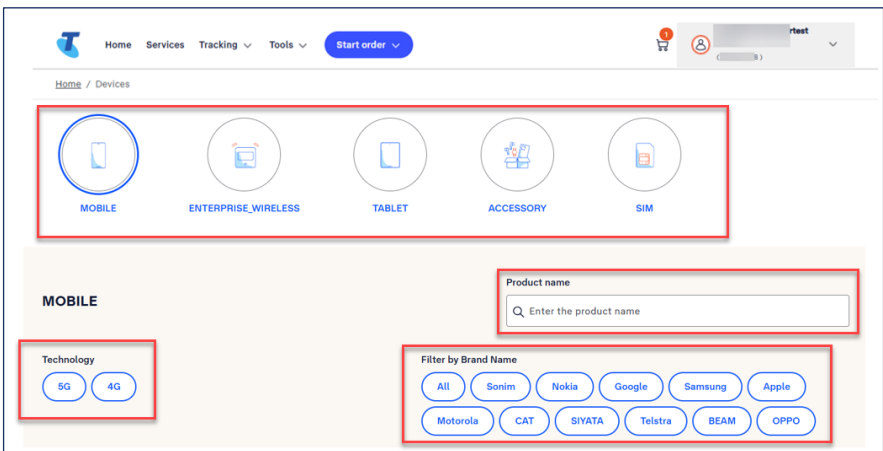
Example:

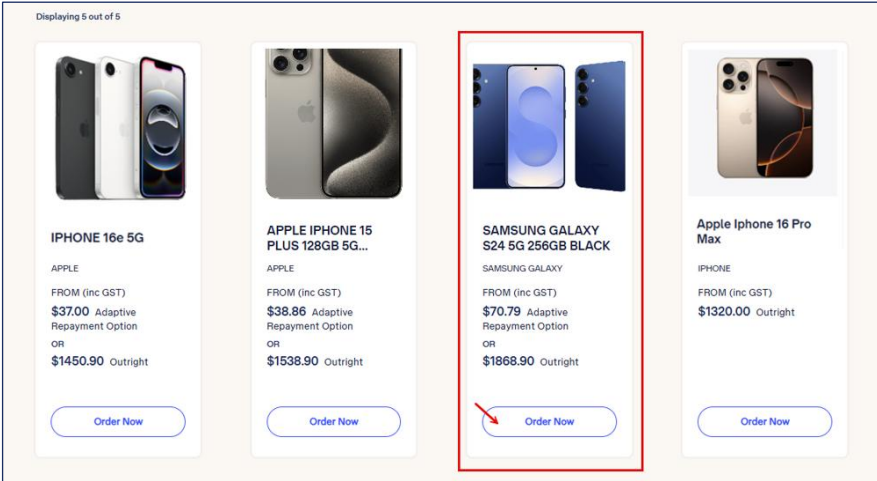
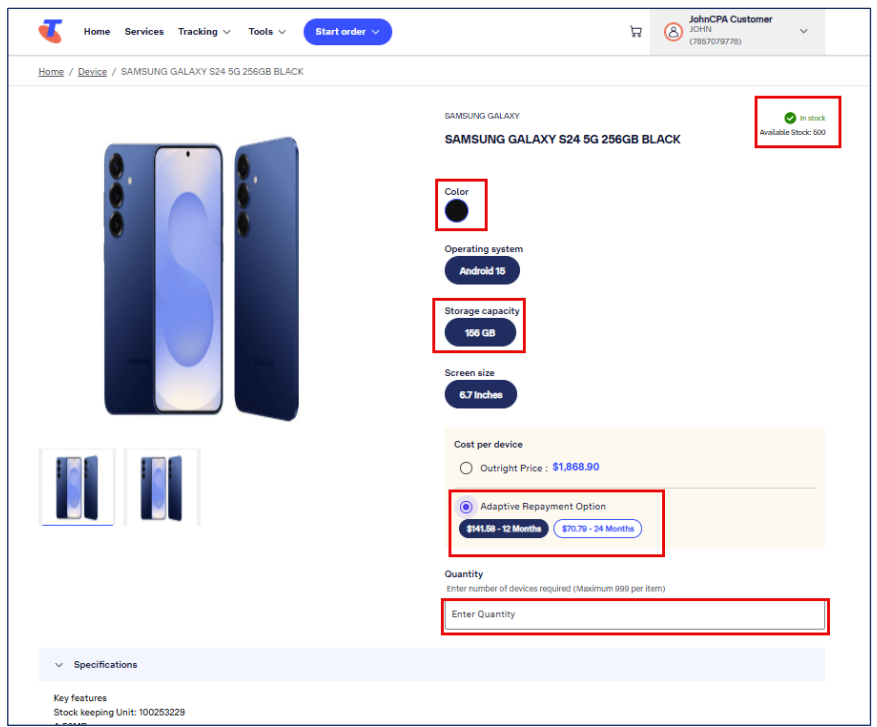
Number of ARO Devices	Number of Mobile Services	Order Entitlement
50 devices	49 services	Customer CANNOT place a new ARO order
50 devices	51 services	Customer CAN place a new ARO order
50 devices	50 services	Customer can place an ARO order with a purchase of new mobile service

Payment Terms Definition:

- **Outright:** Buy a device outright and you own it.
- **Adaptive Repayment Option:** Repay the recommend retail price (RRP) of any eligible device or accessory over either 12 or 24 months.

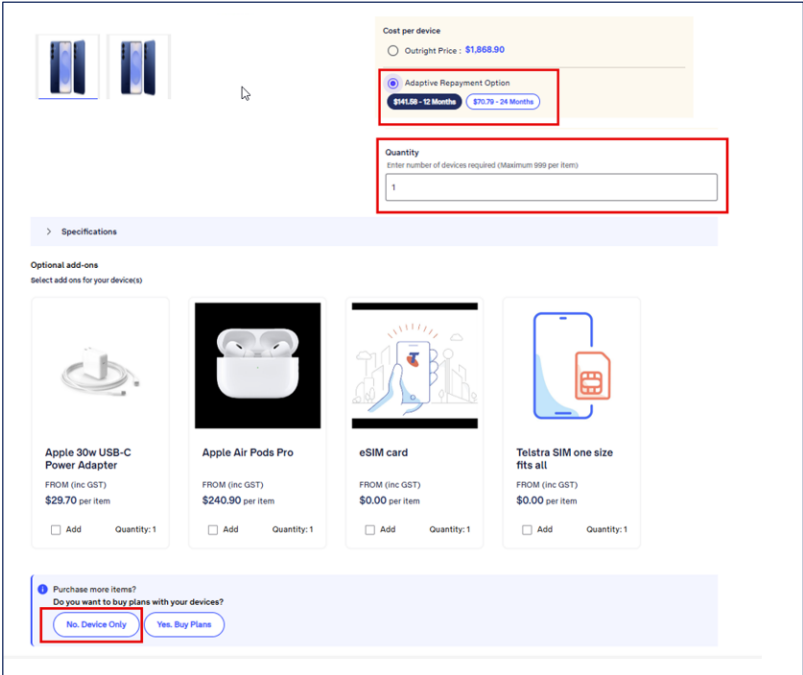
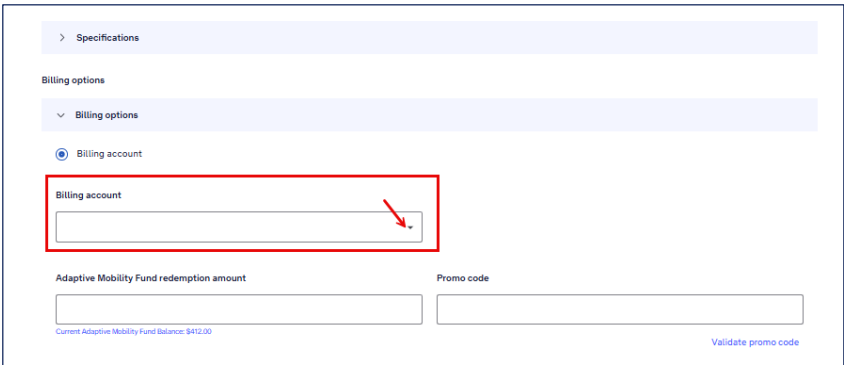
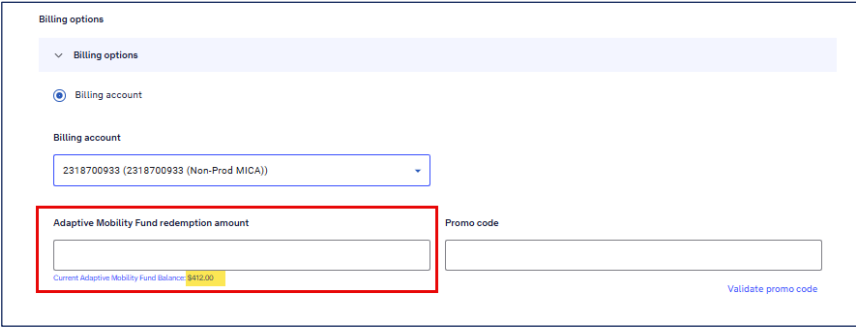
CP07 Adaptive Repayment Option (ARO) Orders

Step	Description	Detailed Actions
1	<u>Adaptive Repayment Option (ARO) Ordering</u> On the Home page, there are 2 ways to place an order: - through the Start Order menu dropdown - through the tiles under Place and Track Order section In this scenario, click on Devices and Accessories. You will then get navigated to the product ordering catalogue page.	
2	Click on the device type to see the range of products. Filtering options as per below: - Select 5G or 4G network as desired. - Choose a brand or select All to view the complete range. - Or you can type in the product name on the search field.	

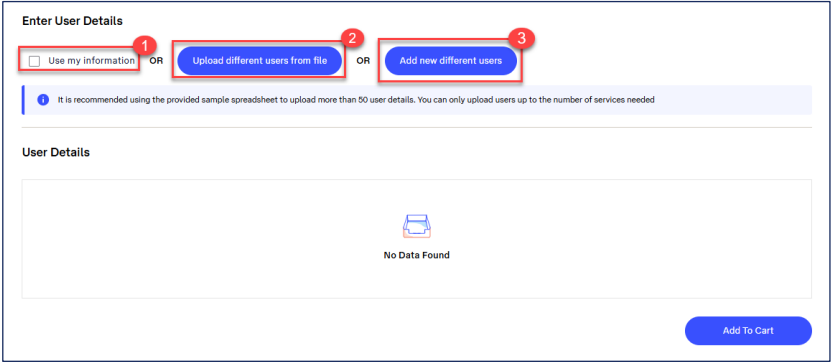
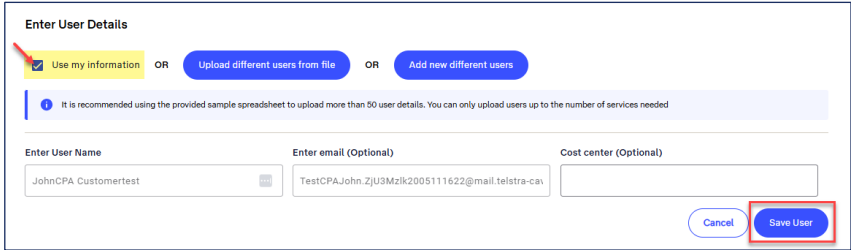
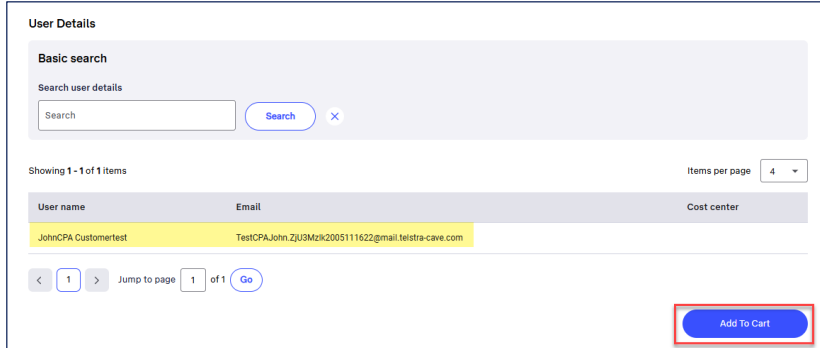
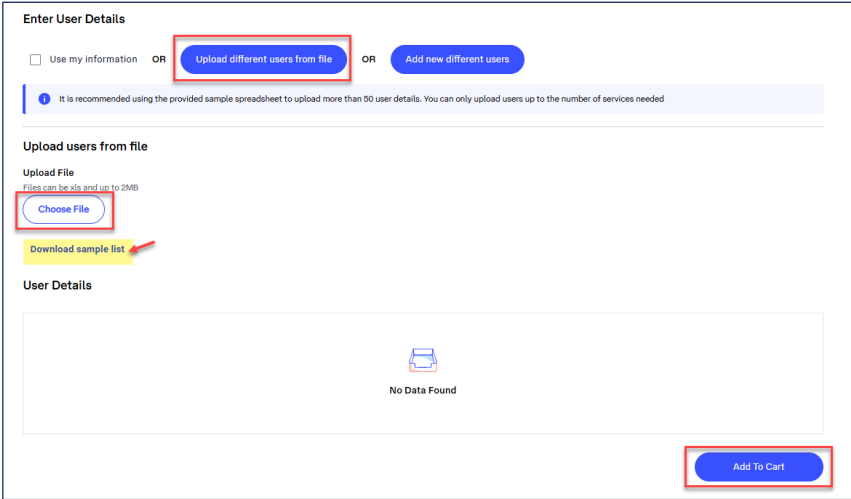
Step	Description	Detailed Actions
3	You will then be presented with the list of devices based on your selection in the step above. Select the device you need to purchase by clicking on the corresponding Order Now button. In this example, we choose Samsung Galaxy S24 5GB Black as this has Adaptive Repayment Option. Note: Each device specifies a buying option i.e. Outright, Adaptive Repayment Option, etc. with the corresponding amount for each payment option.	
4	Configure your device and select payment option: - Select the colour (where applicable) - Choose the storage capacity (where applicable) - Select your preferred Payment Option term (in this example we choose ARO Term of 12 months) - Enter Quantity Notes: - There is a stock indicator on the top right of the page as highlighted. - Maximum order quantity depends on the unit price of item you are ordering: - More than \$0, maximum order qty is 999 - If it is amounting to \$0, maximum order qty is 5000 - In the event you enter a quantity over maximum order limit, TOX will show an error message in red text. - If the device/item is out of stock, there is a stock indicator warning that will show on the	

Step	Description	Detailed Actions
	upper right of this page ( Out of stock). - If the device is out of stock, you can: ➤ Choose a different device, or ➤ Order the item now and receive it at a future date.	
5	Optional add-ons Some devices might have options to purchase add-ons for your chosen device. If you wish to purchase tick Add as indicated for each accessory identified. Note: Quantity for the selected accessories gets defaulted based on the quantity inputted in the step above.	Specifications Key features Stock keeping Unit: 100253229 A 50MP camera Corning Gorilla Glass Victus 2 Featuring a 6.7 Inch screen 158.4 x 75.8 x 7.3 Body Dynamic LTPO AMOLED 2X, 120Hz, HDR10+, 2600 nits (peak) Fingerprint, accelerometer, gyro, proximity, compass, barometer Optional add-ons Select add ons for your device(s)  Apple 30w USB-C Power Adapter FROM (inc GST) \$29.70 per item ☐ Add Quantity: 1  Apple Air Pods Pro FROM (inc GST) \$240.90 per item ☐ Add Quantity: 1  eSIM card FROM (inc GST) \$0.00 per item ☐ Add Quantity: 1  Telstra SIM one size fits all FROM (inc GST) \$0.00 per item ☐ Add Quantity: 1 Purchase more items? Do you want to buy plans with your devices? No. Device Only Yes. Buy Plans

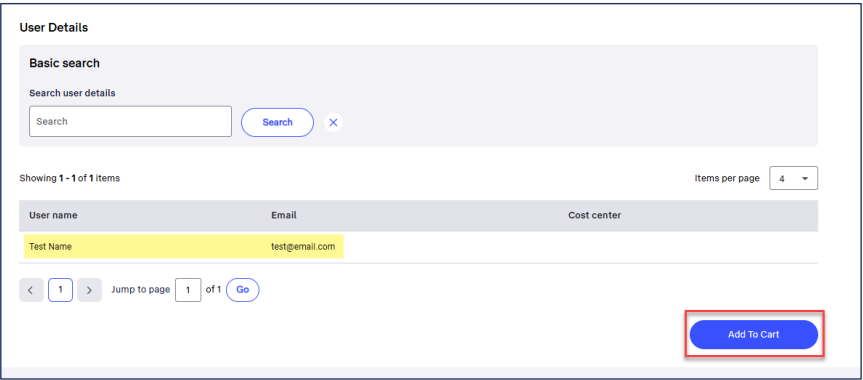
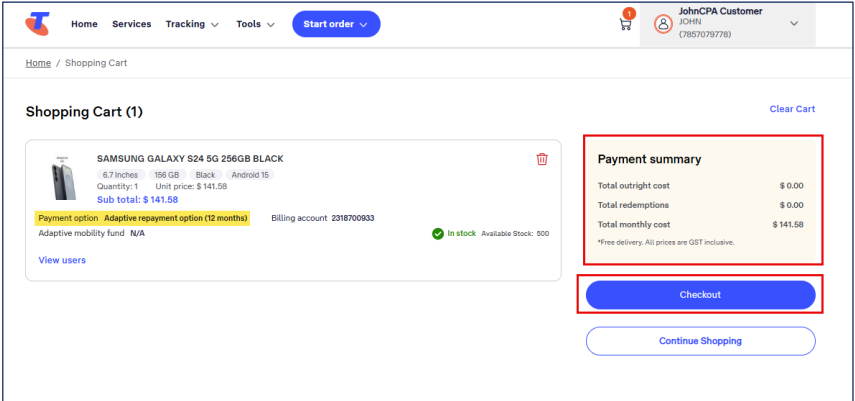
CP07 Adaptive Repayment Option (ARO) Orders

Step	Description	Detailed Actions
6	You will have the option to buy plans for your new device. If you already have a plan and just need a new device, click on No. Device only. If you need to purchase a new plan to go with your device, click on Yes. Buy plans This will take you to the Plans page where you will be able to choose your plan. In this example, the order has been configured as per below: - ARO as the payment option - Quantity of 1x - No Add-Ons - No plans, Device Only	
7	Select your Billing account from the dropdown. Note: This is the account that the order amount will be charged.	
8	If you are a customer with Adaptive Funds, Enter the Amount on the designated field if you need to use the funds with this purchase. Notes: - Your current fund balance is stated below the Amount field. System will throw an error if you try to redeem more than your fund balance. - The fund balance will show \$0 if the customer is a new Adaptive Customer who has not accrued any funds, has redeemed or emptied their fund balance, or is not eligible	

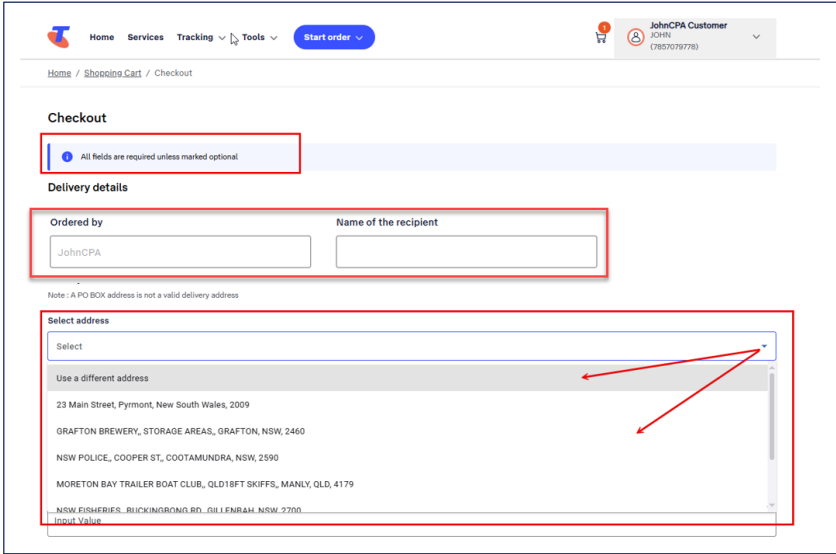
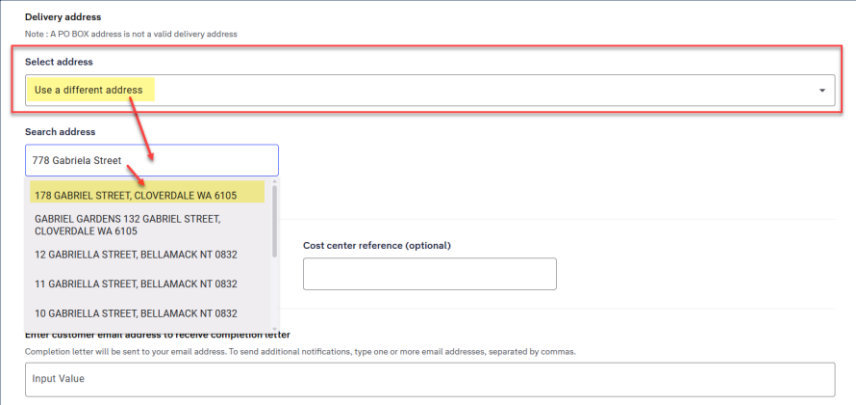
CP07 Adaptive Repayment Option (ARO) Orders

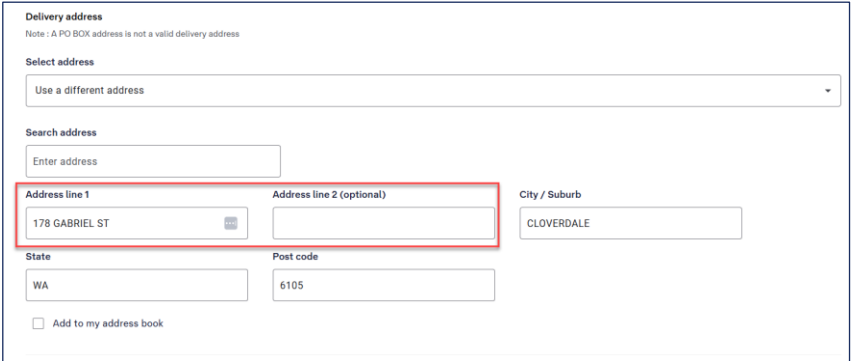
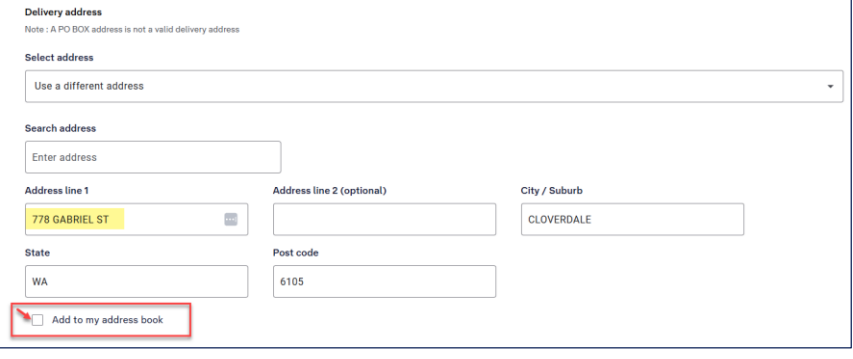
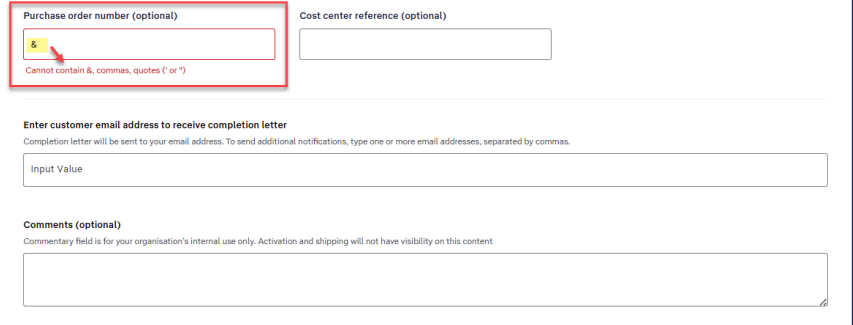
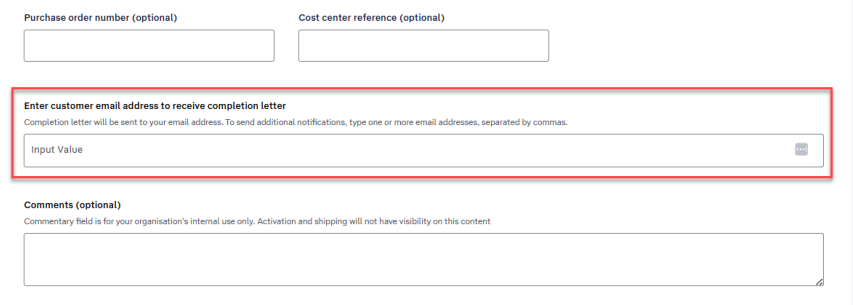
Step	Description	Detailed Actions
	for Adaptive Fund Redemption.	
9a	Enter User Details. <u>3 ways to enter user details:</u> 1) Use your own user information or 2) Upload users from file or 3) Add new users	
9b	If you choose <i>option 1</i> , put a tick on the box, then all the required fields will automatically be populated with your details. Then, click on Save User button.	
9c	Once user details have been added, click on Add To Cart button to proceed to the next page.	
9d	If you choose <i>option 2</i> , click in Upload different user from file button. Use the sample list template as highlighted in yellow . Once populated with user details, save the files. Click on Choose File button to upload the files. Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	

CP07 Adaptive Repayment Option (ARO) Orders

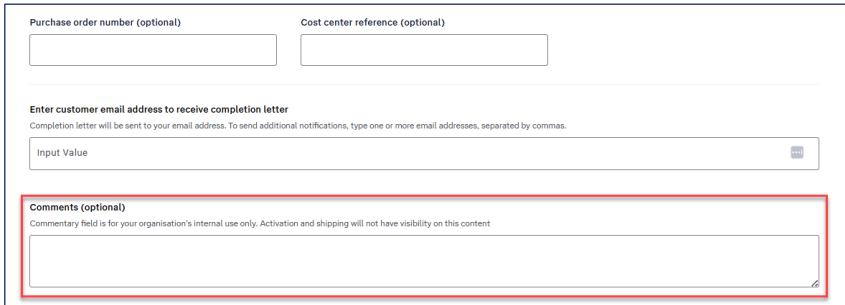
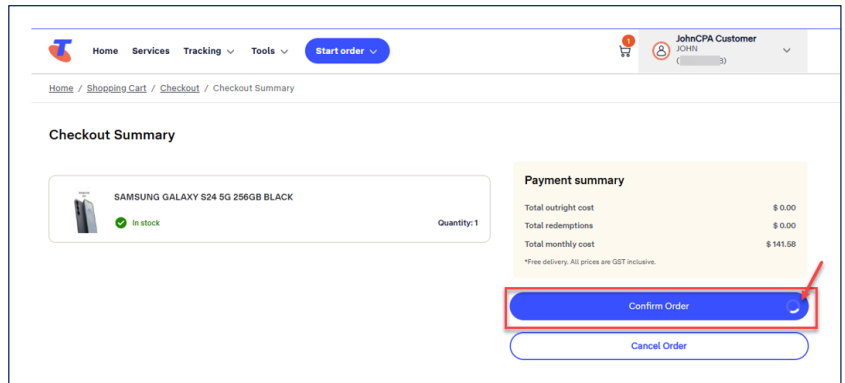
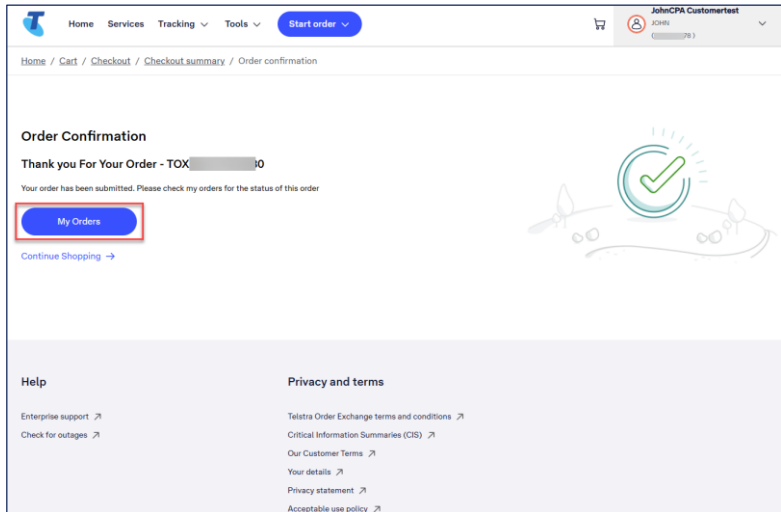
Step	Description	Detailed Actions
9e	If you choose <i>option 3</i>, click on Add new different users button. Enter the user details on the designated fields and click Save User.	
9f	Once user details have been added, click on Add To Cart button to proceed to the next page.	
10	This will add the transaction to the Shopping cart. Click on Checkout button to finalise the transaction. Note: Payment summary section will show breakdown of your selected Payment Option accordingly. Total outright cost: Amount of the device. Total redemptions: Amount of the Adaptive Funds you entered Total monthly cost: Amount being paid monthly depending on the term selected (12 mos or 24 mos)	

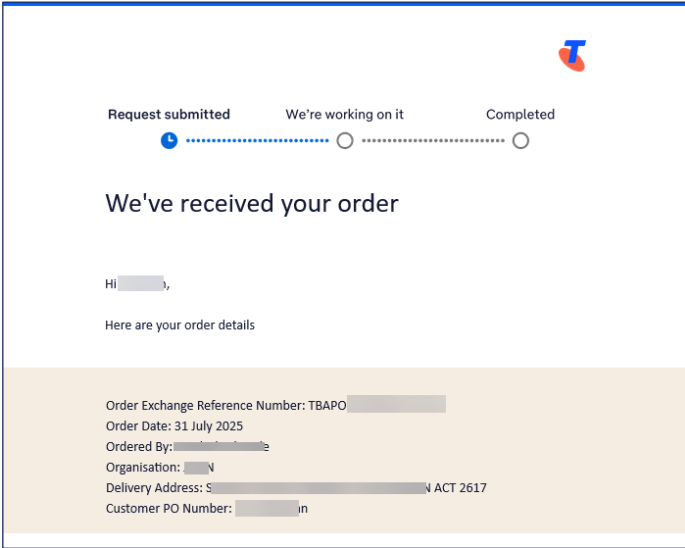
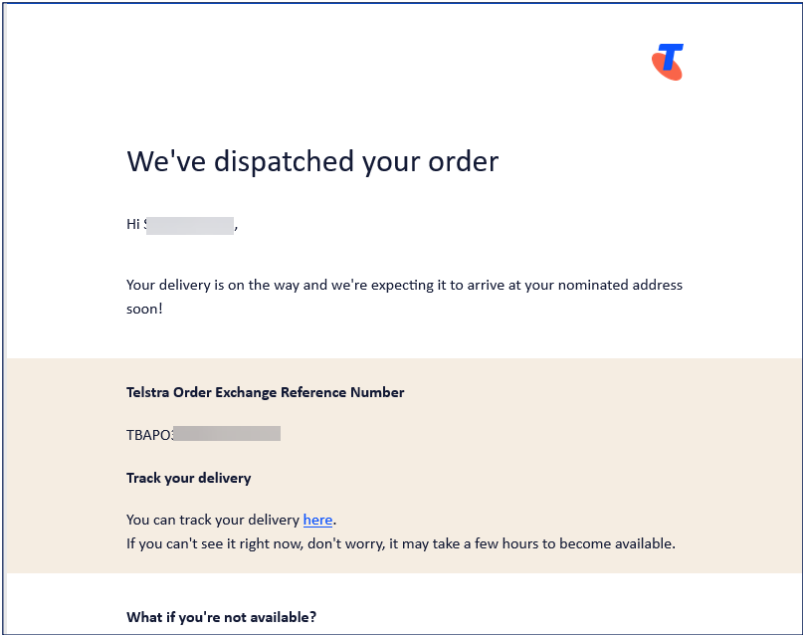
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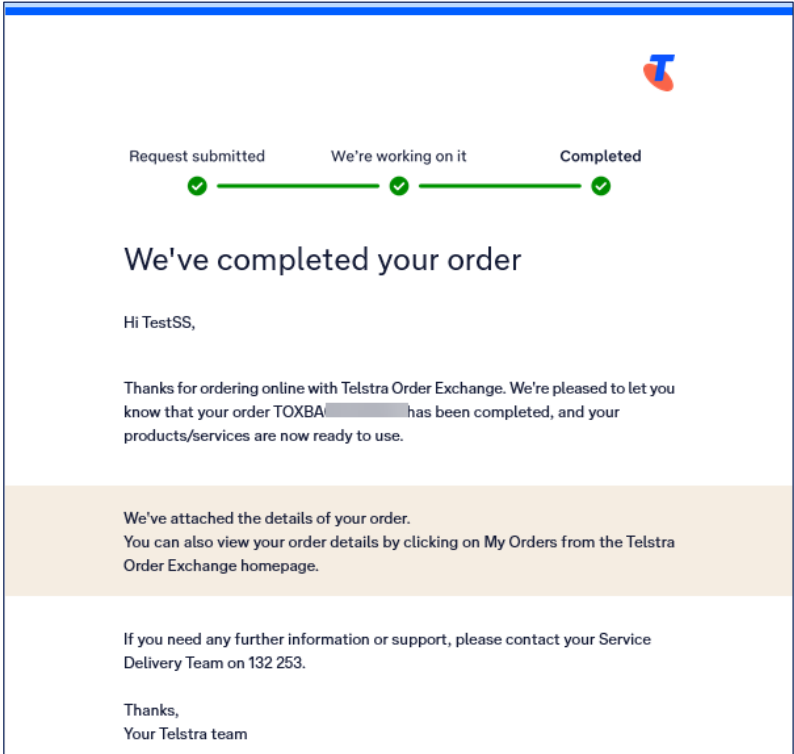
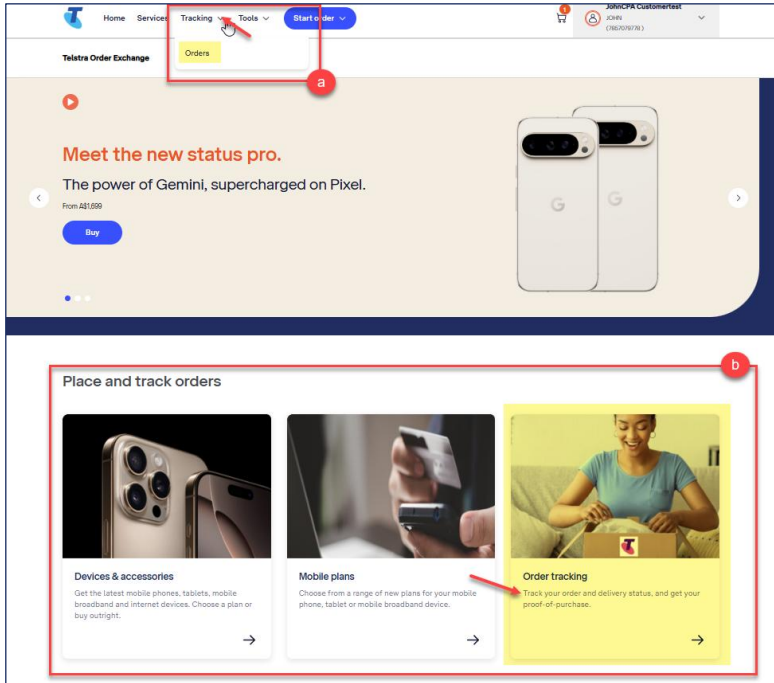
Step	Description	Detailed Actions
11	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “optional”. - Select the address from the dropdown field, otherwise, select “Use a different address”	
12	If you choose to use a different address, you need to search the address from the designated field as highlighted. Then, select the correct address from the list provided. If the address is not on the list, select an address that match the <i>Suburb, Post Code, and State</i>. In this example, we choose the 1st record from the dropdown list.	
13	Once you select an address record, click on the pencil icon to modify the address details	

Step	Description	Detailed Actions
14	You can now modify Address Line 1 and 2 as highlighted with the correct details. Note: City / Suburb, State and Post Code cannot be edited. If this is incorrect, go back to the step above.	
15	Once you modify the address, you have option to add this record in the company address book / profile by putting a tick on the box as highlighted. Scroll down to continue populating the remaining fields.	
16	In the event, you need to add a Customer based Purchase Order Number, use the designated field as highlighted. When a special character is entered into this field, which is not acceptable in the backend system, an error message will be shown: Cannot contain &, commas, quotes (' or "). Note: All other characters are acceptable as long as there is no error message.	
17	Customer email address field can be used if you need to send email notifications and completion letter to other email address aside from your email address in TOX records.	

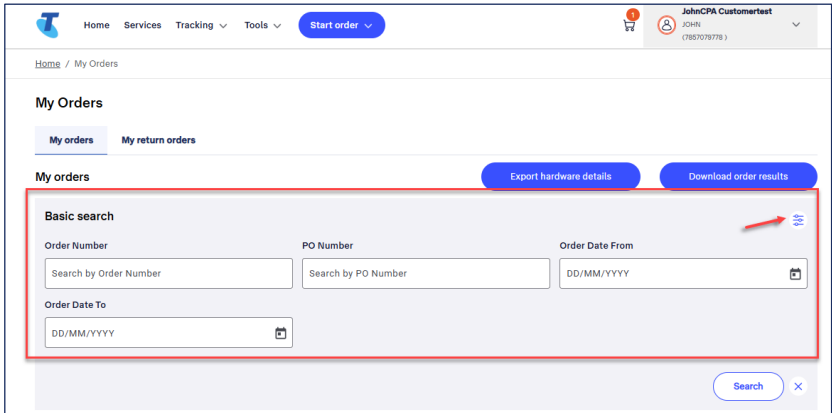
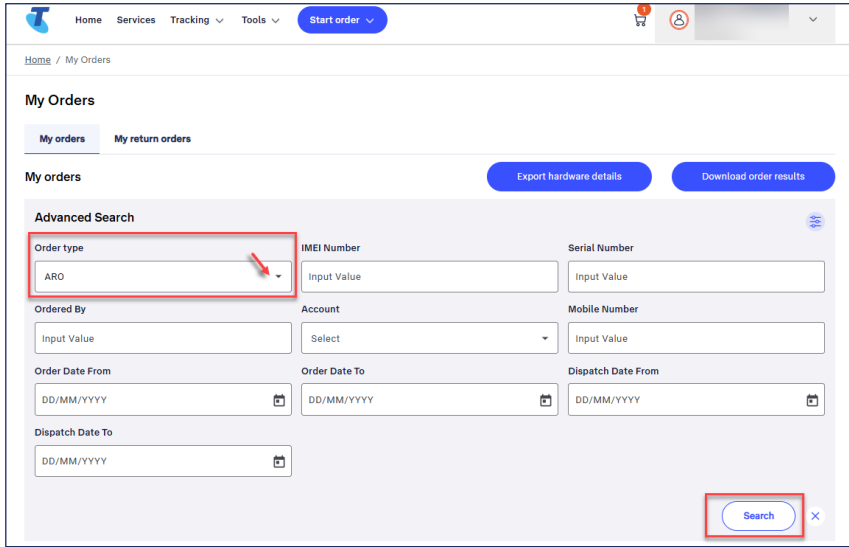
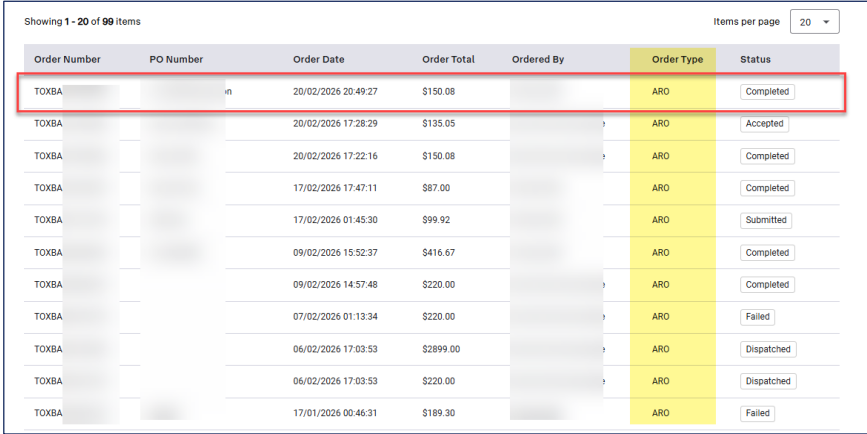
CP07 Adaptive Repayment Option (ARO) Orders

Step	Description	Detailed Actions
18	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
19	Scroll down to Checkout Summary section. Once all fields are populated, click on Confirm Order button to submit the order. Note: While your order is getting submitted, a <i>processing icon</i> will appear inside the Confirm Order button.	
20	Once order has been submitted, the Order Confirmation page will display. Click the My Orders button to navigate to the My Orders page in TOX.	

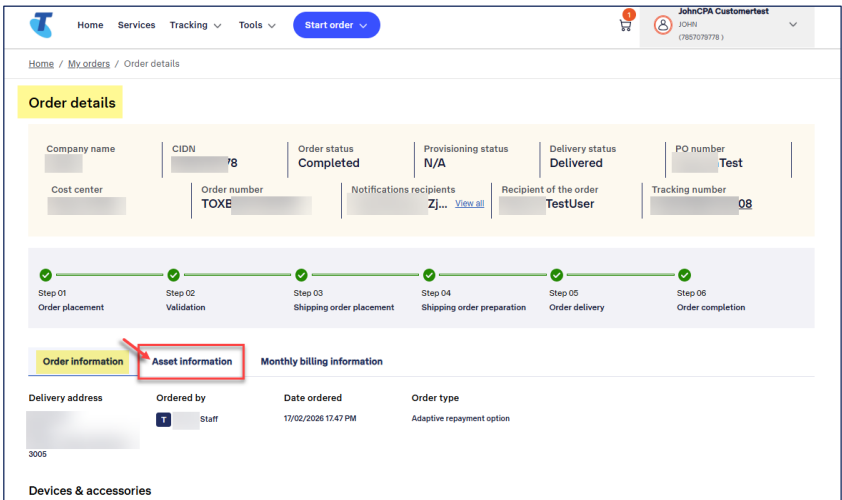
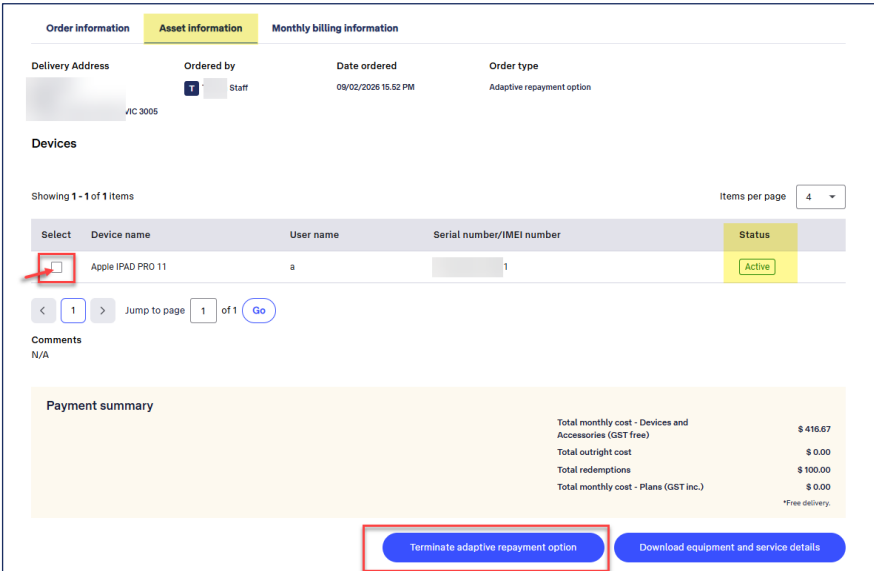
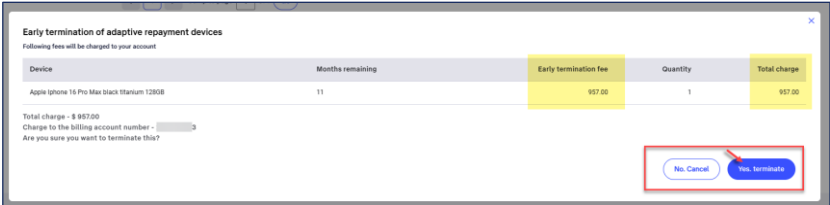
Step	Description	Detailed Actions
21	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
22	Once the order has been dispatched, you will receive a Dispatch Notification. Note: The email will automatically be sent to the Primary Admin of that CIDN and any other email added to the Order Notification field in the checkout screen.	

Step	Description	Detailed Actions
23	Once order delivery has been completed, the customer (recipient of the package) will receive an Order Completion email with Order Completion Letter as an attachment which provides details of the order. Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.	
24	<u>Terminating an Adaptive Repayment Option (ARO) Device</u> On the Home page, there are 2 ways to access an ARO order: c) through the Tracking menu dropdown and select Order. d) By clicking the Order Tracking tile. You will then get navigated to My Orders page.	

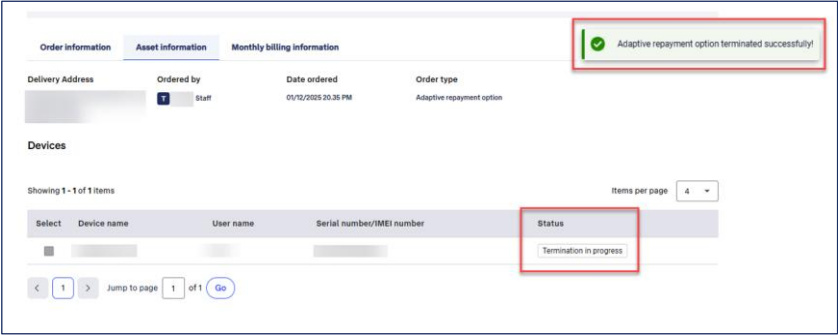
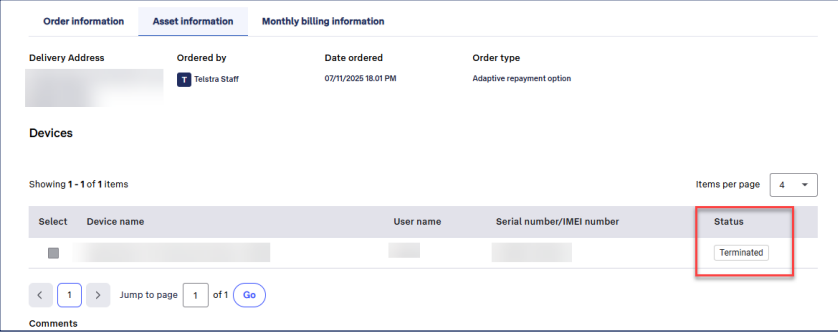
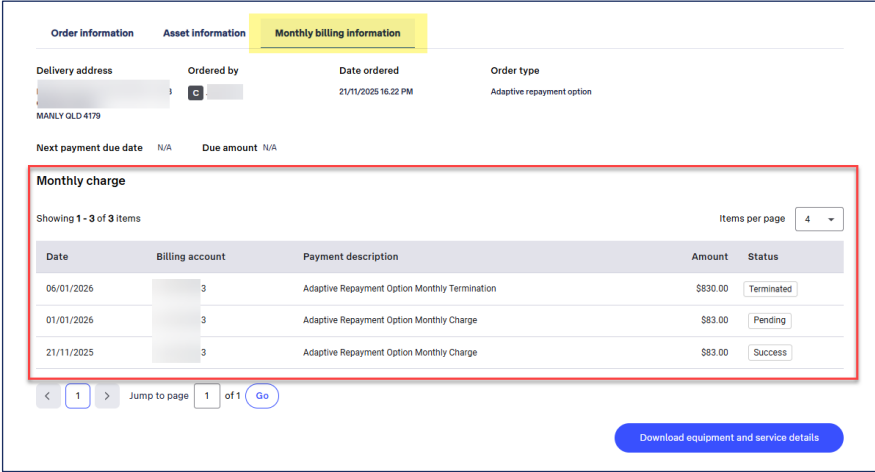
CP07 Adaptive Repayment Option (ARO) Orders

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25	In the My Orders page, search the ARO order you need to cancel by using the search fields. Or you can do an advanced search by clicking on the icon on the upper right of the Basic Search section. In this example, click on the advanced search icon as per arrow in the screenshot.																																																																																					
26	Select ARO in the Order type dropdown field. Click on Search button.																																																																																					
27	You will be able to search all the ARO orders. Click on the desired order record. In this example, we clicked on the 1st order on the list.	 <table><tr><th>Order Number</th><th>PO Number</th><th>Order Date</th><th>Order Total</th><th>Ordered By</th><th>Order Type</th><th>Status</th></tr><tr><td>TOXBA</td><td>m</td><td>20/02/2026 20:49:27</td><td>\$150.08</td><td></td><td>ARO</td><td>Completed</td></tr><tr><td>TOXBA</td><td></td><td>20/02/2026 17:28:29</td><td>\$135.05</td><td></td><td>ARO</td><td>Accepted</td></tr><tr><td>TOXBA</td><td></td><td>20/02/2026 17:22:16</td><td>\$150.08</td><td></td><td>ARO</td><td>Completed</td></tr><tr><td>TOXBA</td><td></td><td>17/02/2026 17:47:11</td><td>\$87.00</td><td></td><td>ARO</td><td>Completed</td></tr><tr><td>TOXBA</td><td></td><td>17/02/2026 01:45:30</td><td>\$99.92</td><td></td><td>ARO</td><td>Submitted</td></tr><tr><td>TOXBA</td><td></td><td>09/02/2026 15:52:37</td><td>\$416.67</td><td></td><td>ARO</td><td>Completed</td></tr><tr><td>TOXBA</td><td></td><td>09/02/2026 14:57:48</td><td>\$220.00</td><td></td><td>ARO</td><td>Completed</td></tr><tr><td>TOXBA</td><td></td><td>07/02/2026 01:13:34</td><td>\$220.00</td><td></td><td>ARO</td><td>Failed</td></tr><tr><td>TOXBA</td><td></td><td>06/02/2026 17:03:53</td><td>\$2899.00</td><td></td><td>ARO</td><td>Dispatched</td></tr><tr><td>TOXBA</td><td></td><td>06/02/2026 17:03:53</td><td>\$220.00</td><td></td><td>ARO</td><td>Dispatched</td></tr><tr><td>TOXBA</td><td></td><td>17/01/2026 00:46:31</td><td>\$189.30</td><td></td><td>ARO</td><td>Failed</td></tr></table>	Order Number	PO Number	Order Date	Order Total	Ordered By	Order Type	Status	TOXBA	m	20/02/2026 20:49:27	\$150.08		ARO	Completed	TOXBA		20/02/2026 17:28:29	\$135.05		ARO	Accepted	TOXBA		20/02/2026 17:22:16	\$150.08		ARO	Completed	TOXBA		17/02/2026 17:47:11	\$87.00		ARO	Completed	TOXBA		17/02/2026 01:45:30	\$99.92		ARO	Submitted	TOXBA		09/02/2026 15:52:37	\$416.67		ARO	Completed	TOXBA		09/02/2026 14:57:48	\$220.00		ARO	Completed	TOXBA		07/02/2026 01:13:34	\$220.00		ARO	Failed	TOXBA		06/02/2026 17:03:53	\$2899.00		ARO	Dispatched	TOXBA		06/02/2026 17:03:53	\$220.00		ARO	Dispatched	TOXBA		17/01/2026 00:46:31	\$189.30		ARO	Failed
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CP07 Adaptive Repayment Option (ARO) Orders

Step	Description	Detailed Actions
28	You will get navigated to Order details page under Order information menu tab. Move to Asset information tab as highlighted on the screenshot.	
29	In the Asset information tab, you will see that the device in this ARO order is Active in status. Tick the box beside the Device name You can terminate the ARO for the selected device/IMEI by clicking on the Terminate Adaptive repayment option button. Note: Customer can select one or select multiple devices to cancel.	
30	TOX will calculate and populate the early termination fees. Select Yes, terminate to continue. After cancelling the order an ETC (Early Termination Charge) will be applied. Note: Early termination charges will be applied on the 1st of the month. Example, an ARO is terminated 15 August, the ETC will be charged 1 September.	

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Step	Description	Detailed Actions
	If you do not need to proceed with the termination, please select No , Cancel to exit.	
31	A termination message will pop up and the device status will change to Termination in progress . Note: TOX will not send an email notification to confirm the ARO termination.	
32	Once ETC has been processed and charged to customer account, the device status will change to Terminated .	
33	Tip! Click on the Monthly Billing Information tab/menu to have a complete visibility of the monthly ARO charges history, including termination details.	
end of process / steps		