
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Digital eSIM Ordering in TOX

Business unit
Telstra Enterprise

Issue date
5/08/2026

Document ID
CP04b

Audience

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

Summary

This document provides detailed instruction on how to order digital eSIM in TOX as per scenarios below:

- A. [Single eSIM Replacement](#)
- B. [Bulk eSIM Replacement](#)
- C. [eSIM New Single Activation](#)
- D. [eSIM Bulk Activation](#)

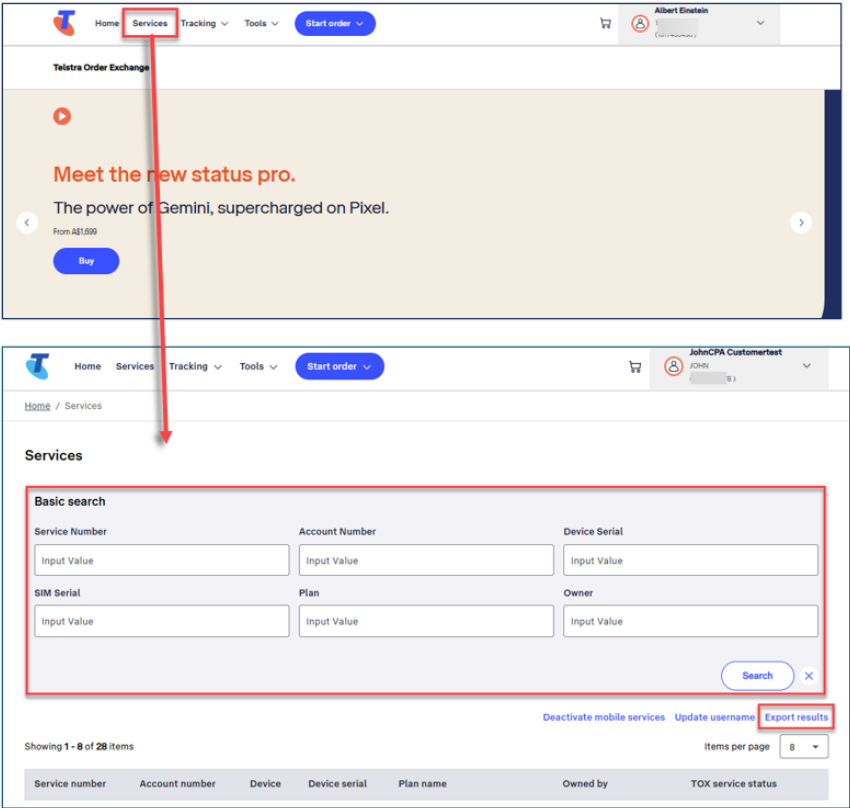
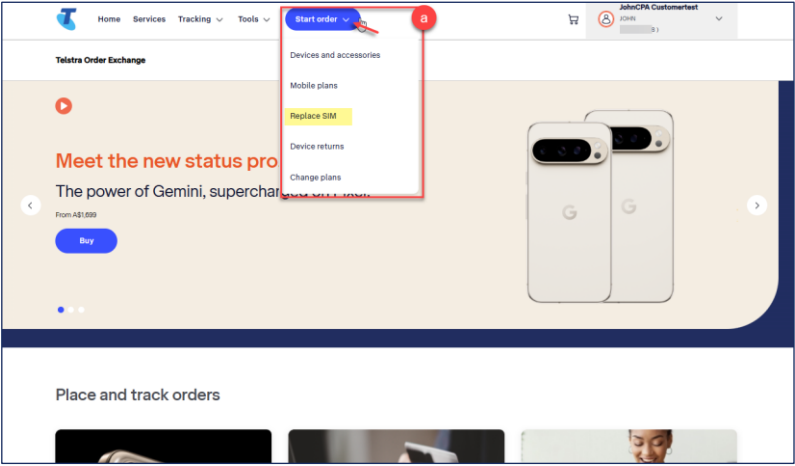
Notes:

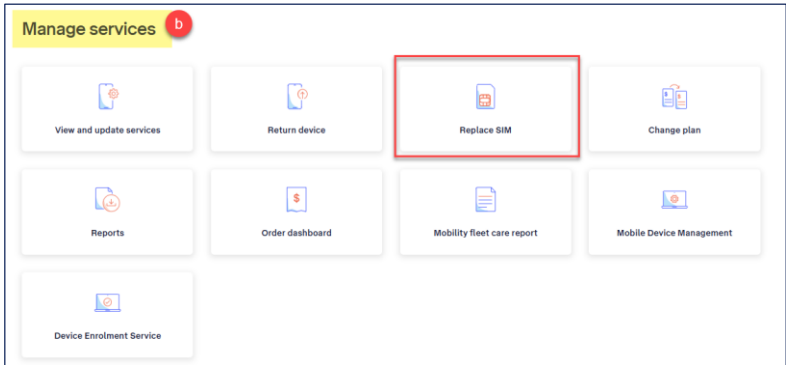
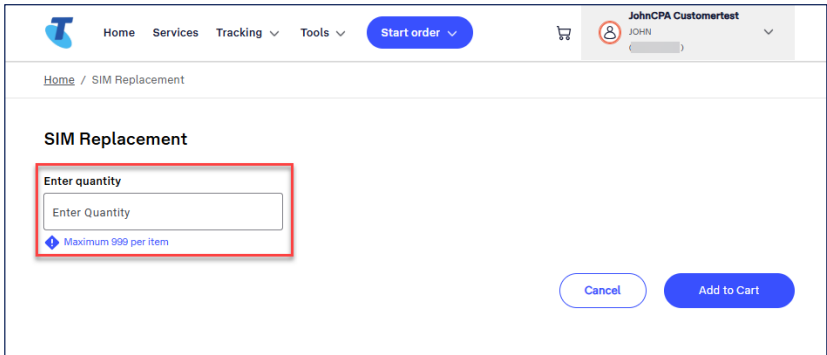
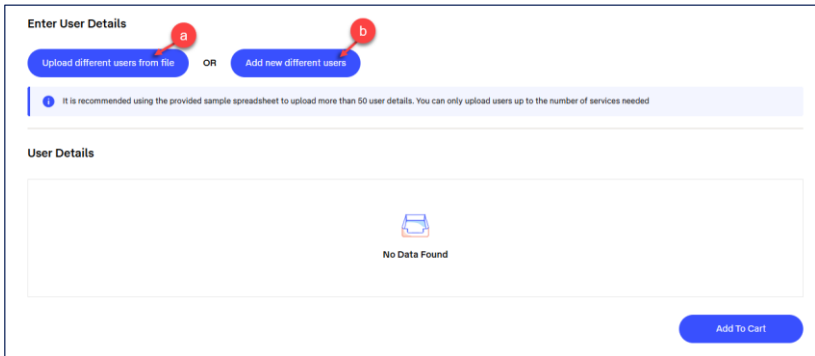
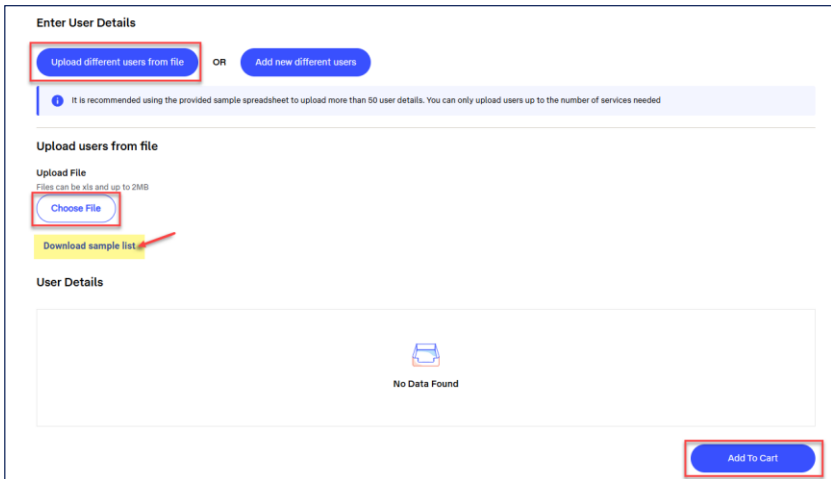
- These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.
- If you need help in setting up your digital eSIM or have any questions related to Telstra Enterprise eSIM, you can access this support link below:
 - [Help and support for eSIM - Telstra Enterprise](#)

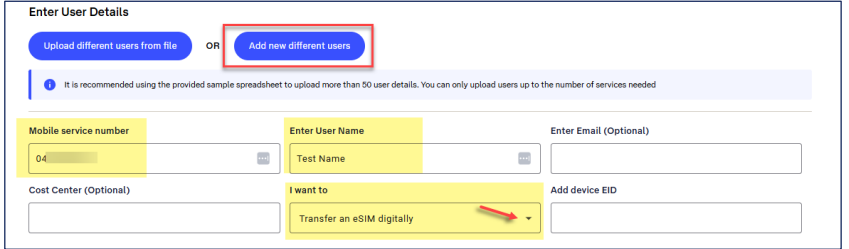
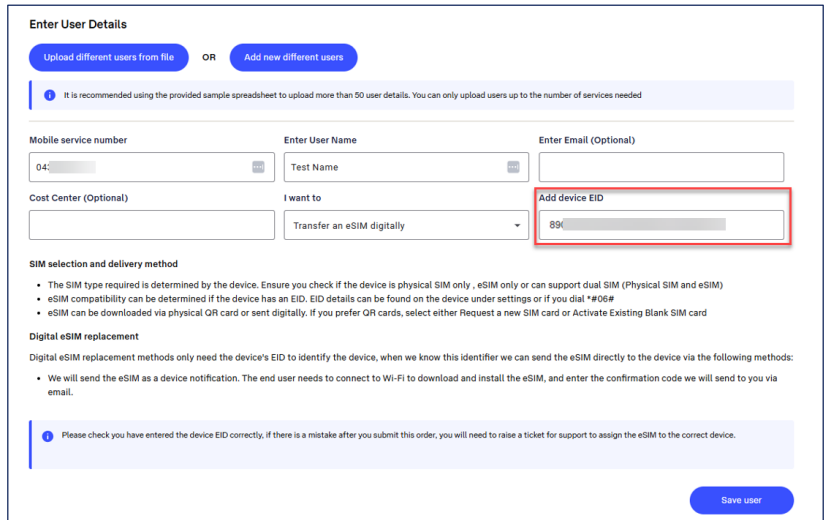
Business Rules:

- The SIM type required is determined by the device. Ensure you check if the device is physical SIM only, eSIM only, or can support dual SIM (Physical SIM and eSIM)
- eSIM can be downloaded via physical QR card or sent digitally. **If you prefer QR cards**, select either 'Request a new SIM card' or 'Activate Existing Blank SIM card'.
- In the event the order requires approval, once the order is approved (by the Customer Admin) the order will proceed to the backend systems and will generate a unique digital profile from a server. Inventory is defined by server bandwidth and licensing limits therefore; there is low risk of digital eSIM inventory.

- Customer cannot order blank digital eSIM as part of this process. A digital eSIM is always provisioned with a new service (add new order) or an existing service (SIM replacement order).

Step	Description	Detailed Actions
0	Before placing an eSIM Replacement order, you should know the Existing Mobile / Service Number which is aligned directly under the company name. This can be accessed via the Services page in TOX. You can search the service using the basic search fields or you can use the Export Results link to download the list of active mobile numbers which will help assist in the identification of which mobile numbers you need the eSIM to get activated on.	 The screenshot shows the Telstra Order Exchange (TOX) interface. The top navigation bar includes 'Home', 'Services', 'Tracking', 'Tools', and a 'Start order' button. The 'Services' link is highlighted with a red box. Below the navigation bar, there's a banner for 'Meet the new status pro.' and a 'Buy' button. The main section is titled 'Services' and contains a 'Basic search' form with fields for 'Service Number', 'Account Number', 'Device Serial', 'SIM Serial', 'Plan', and 'Owner'. A red box highlights the search fields. Below the search form, there's a 'Search' button and a link to 'Export results'. At the bottom, there's a table header with columns: 'Service number', 'Account number', 'Device', 'Device serial', 'Plan name', 'Owned by', and 'TOX service status'.
1a	A. Single eSIM Replacement There are 2 ways to place an order for eSIM Replacement: a) through the Start Order menu dropdown b) through the tiles under Manage Services section In this scenario, select Replace SIM from <i>Start Order</i> dropdown list. You will then get navigated to the SIM Replacement page.	 The screenshot shows the Telstra TOX interface with the 'Start order' dropdown menu open. The dropdown menu lists several options: 'Devices and accessories', 'Mobile plans', 'Replace SIM', 'Device returns', and 'Change plans'. The 'Replace SIM' option is highlighted with a red box. The background shows the same banner as the previous screenshot.

Step	Description	Detailed Actions
1b	On the Home page, scroll down to Manage Services section and click on Replace SIM tile. You will then get navigated to the SIM Replacement page.	
2	Enter the quantity of eSIM replacement that needs to be activated. - You can input up to 999 quantity in the same transaction. - In the event you enter a quantity over 999 (e.g. 1000 and above), TOX will show an error message in red text.	
3a	Enter User Details. <u>Two ways to enter user details:</u> - Upload users from file - Add new users	
3b	If you choose <u>option a</u>, click in Upload different user from file button. Note: For details in populating the Upload File, please refer to steps 24a to 24l onwards. 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.	

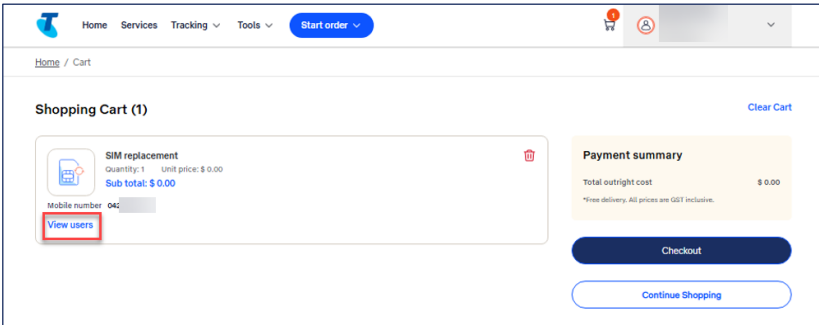
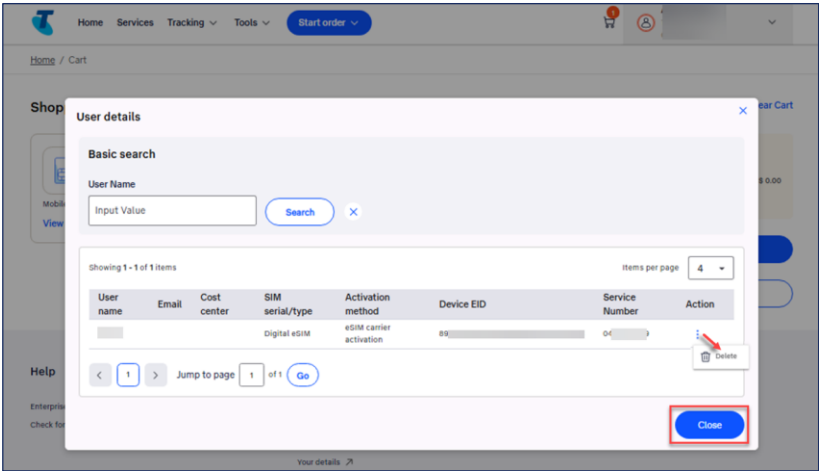
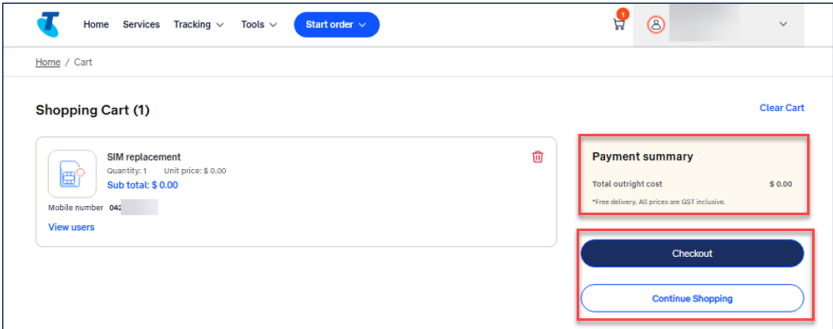
Step	Description	Detailed Actions
	Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	
3c	If you choose <i>option b</i>, click on Add new different users button. Enter the user details on the designated fields and select details from the dropdown field as: Transfer an eSIM digitally Notes: - Mobile Service Number: <i>input the active service number which you need the eSIM to get activated on.</i> - The SIM type required is determined by the device. Ensure you check if the device is physical SIM only, eSIM only or can support dual SIM (Physical SIM and eSIM) - eSIM can be downloaded via physical QR card or sent digitally. If you prefer QR cards, select either 'Request a new SIM card' or 'Activate Existing Blank SIM card'.	
3d	Populate the Add device EID field. Notes: - eSIM compatibility can be determined if the device has an EID. EID details can be found on the device under settings or if you dial *#06# - Digital eSIM replacement methods only need the device's EID to identify the device. Once EID has been provided, TOX will send the eSIM directly to the device as a notification. - You need to connect to Wi-Fi to download and install the eSIM and enter the confirmation code which will be sent via email after the order has been completed.	

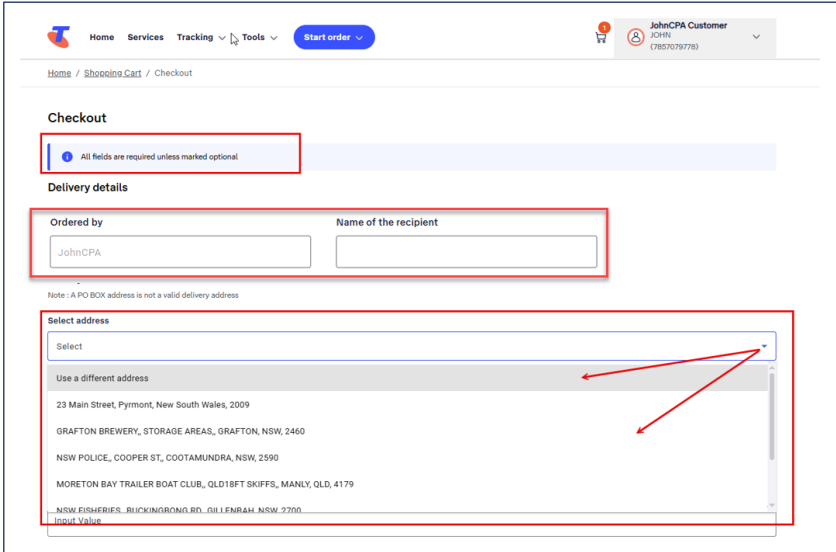
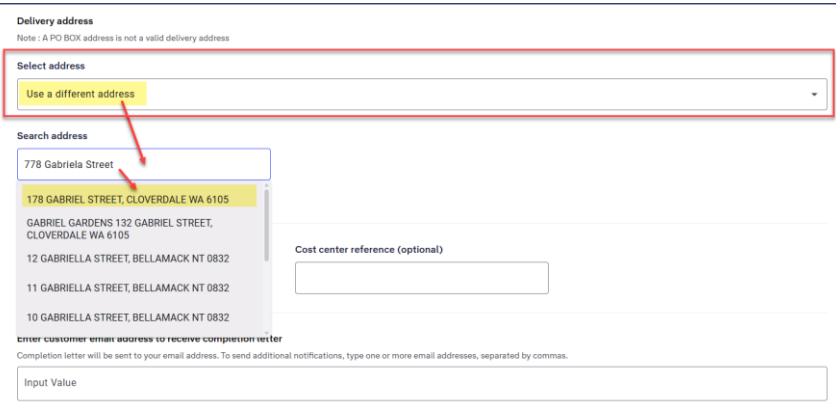
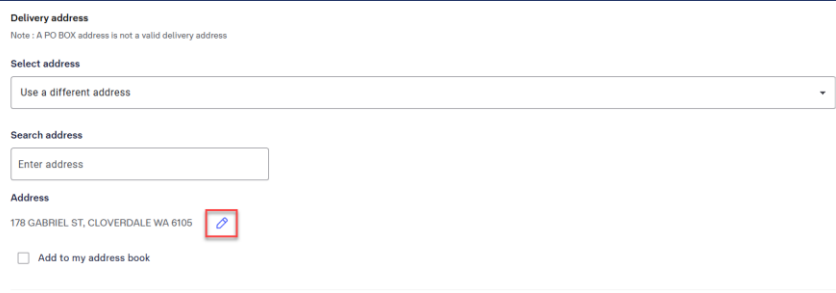
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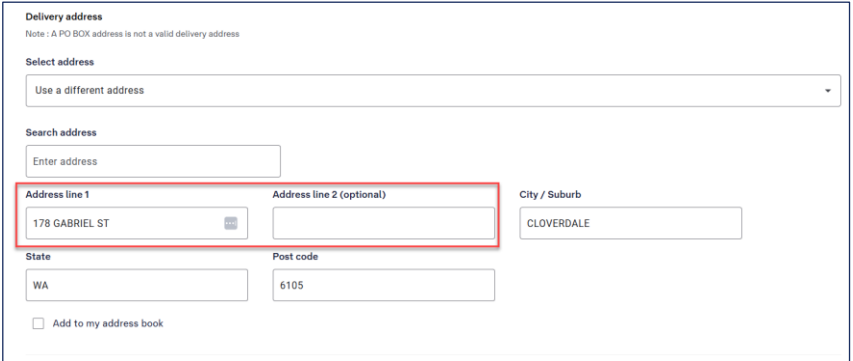
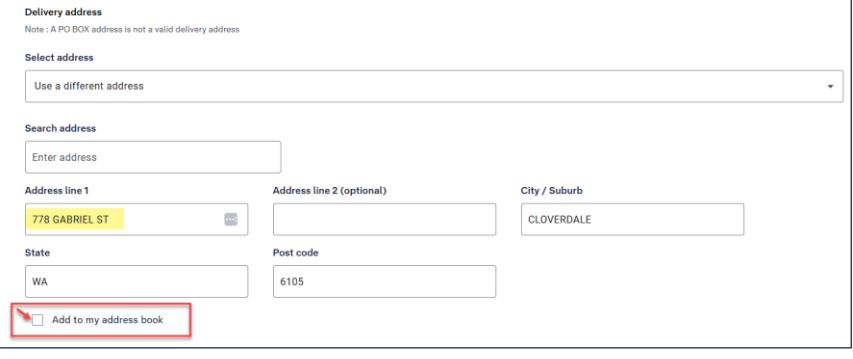
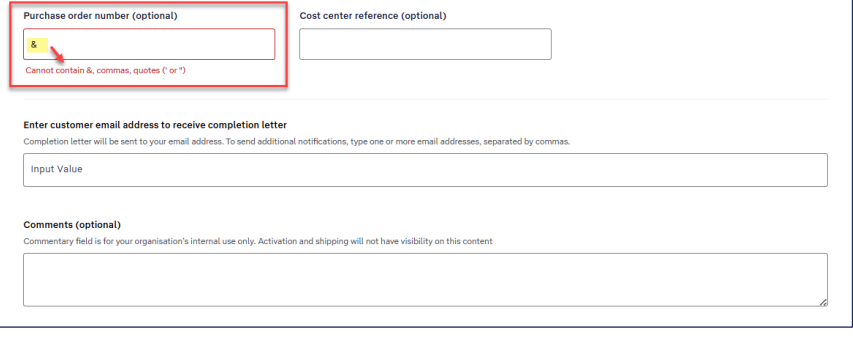
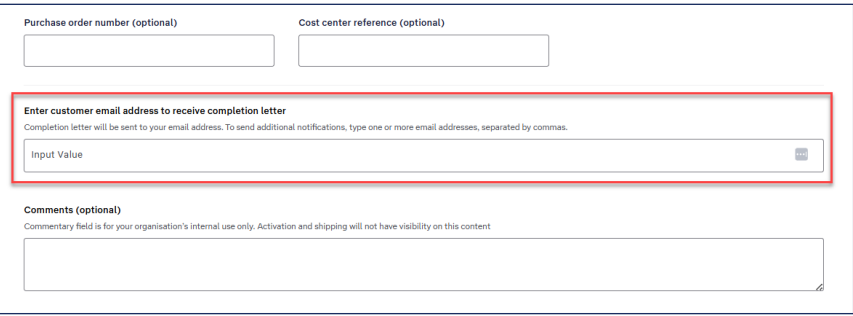


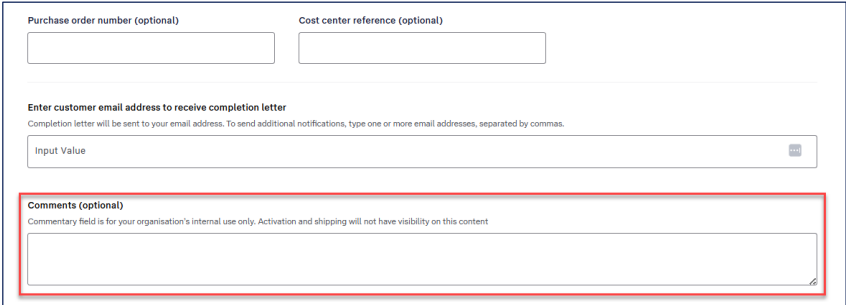
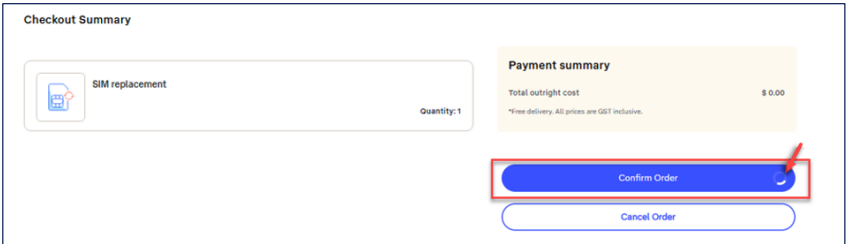
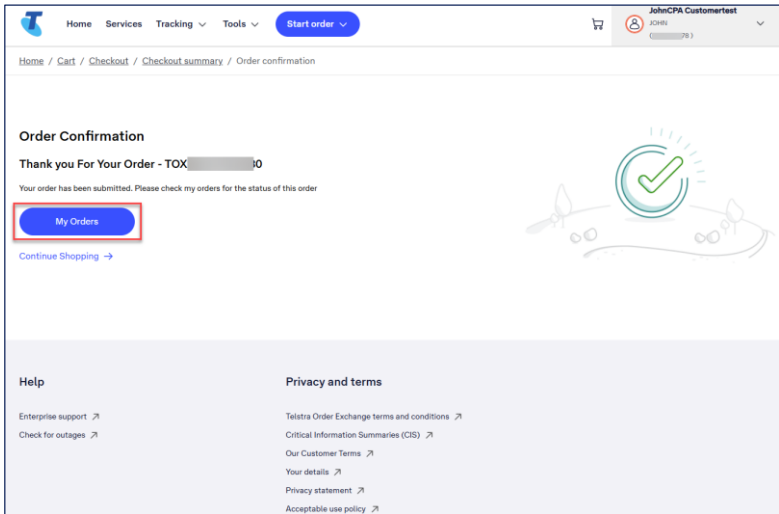
Step	Description	Detailed Actions
	Confirmation Code email will be sent to the authorised person logged into TOX who is placing the order.	
3e	TOX will throw an error message specific to device EID field based on the following instances below: - when device EID field is left blank - if the entered EID is not a 32-digit number - if it is an invalid device EID - if the device EID has been used in another inflight order. - In the event, you urgently need a SIM swap activation immediately, you can still use a physical SIM or QR Card. - if there is a duplicate EID when populating the user details section for bulk orders	
3f	Once all mandatory fields have been populated, click on the Save User button. Important! Ensure you have the correct service number and designated EID before proceeding to the next step. If there is a mistake after you submit this order, you will need to raise a ticket for support to assign the eSIM to the correct device.	
4	Once user details have been added, click on Add To Cart button to proceed to the next page.	



Step	Description	Detailed Actions
5	This will add the transaction to the Shopping cart. Click on the View Users dropdown to review user details you have entered in the previous step.	
6	In the event the user details are incorrect, click on the 3 dots and select delete. This will delete the item in the shopping cart. You will then need to start placing the order again. Otherwise, click on the Close button.	
7	Click on “<i>Continue shopping</i>” if you need to add more items in the order. Click on Checkout to finalise the order. Note: There is \$0 cost for SIM Replacement order.	

Step	Description	Detailed Actions
8	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”	
9	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 Suburb, Post Code, and State. In this example, we choose the 1st record from the dropdown list.	
10	Once you select an address record, click on the pencil icon to modify the address details	

Step	Description	Detailed Actions
11	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.	
12	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.	
13	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.	
14	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.	

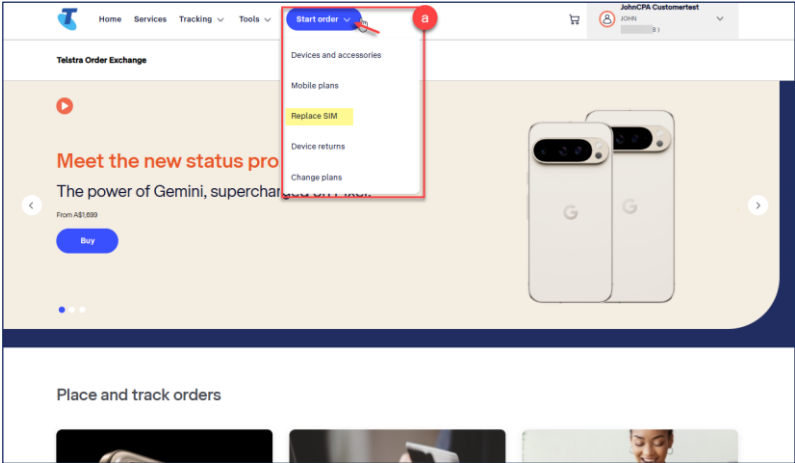
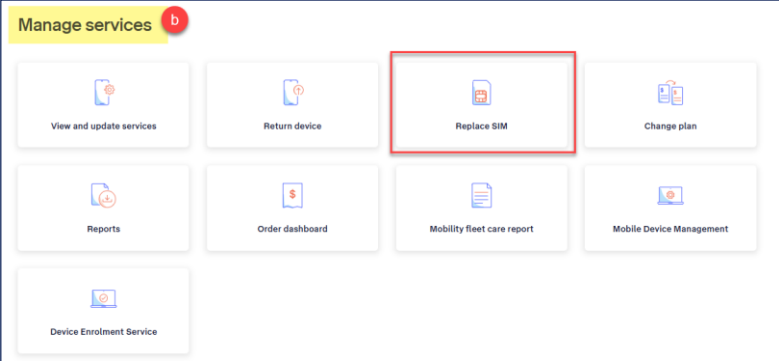
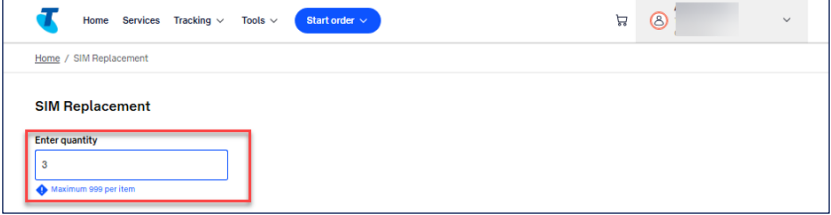
Step	Description	Detailed Actions
15	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
16	Once all fields are populated, scroll down to Checkout Summary section. Click on Confirm Order button to submit the order. Note: While your order is getting submitted, a <i>processing icon</i> will appear inside the Confirm Order button.	
17	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.	

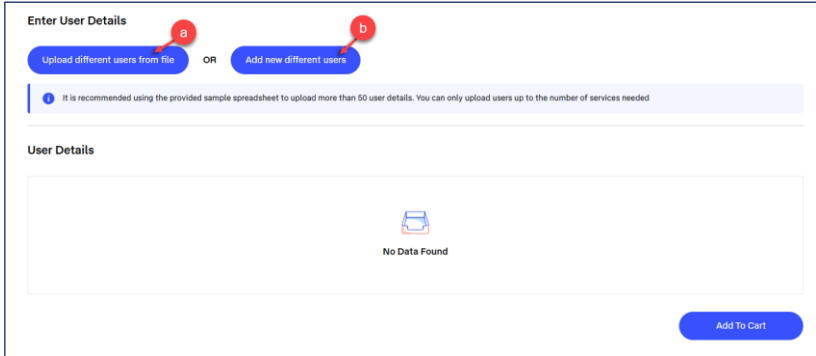
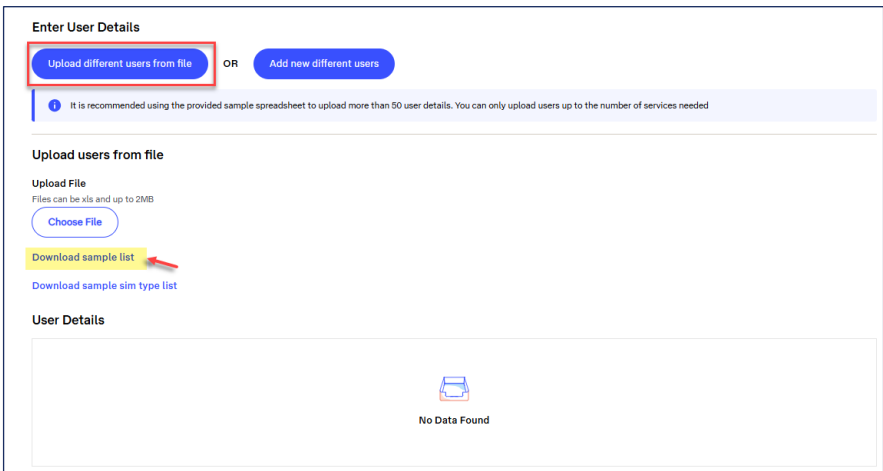
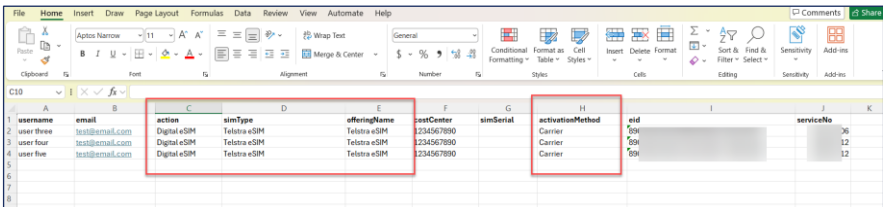


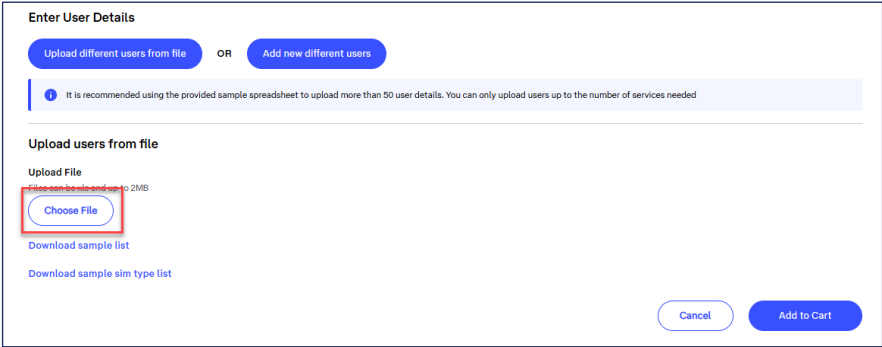
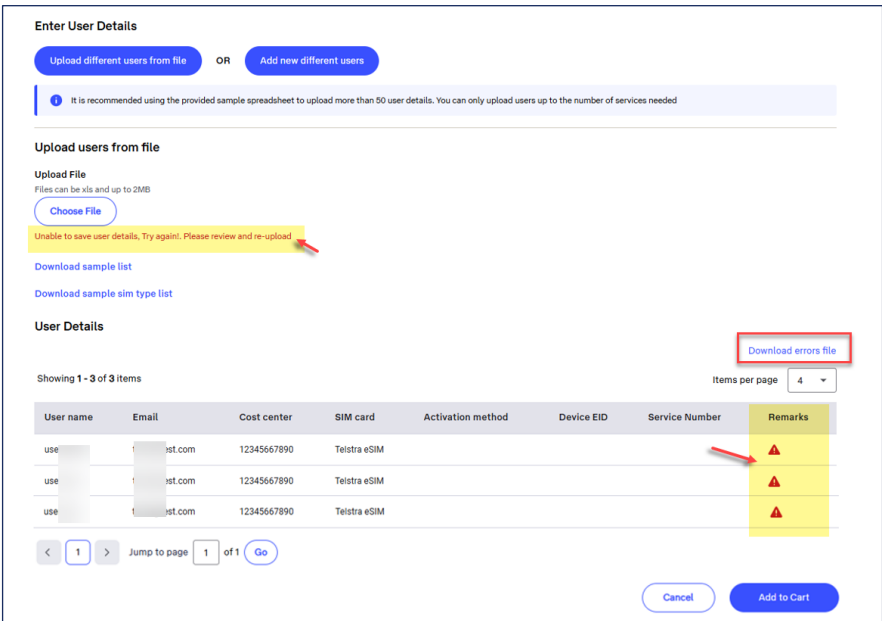
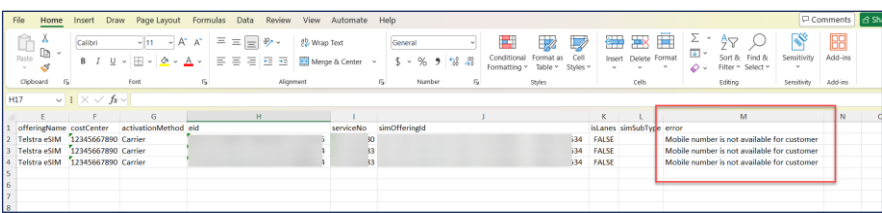
Step	Description	Detailed Actions
18	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
19	Once order has been completed, an Order Completion email <i>with Order Completion Letter</i> as an attachment which provides details of the order will be sent.	

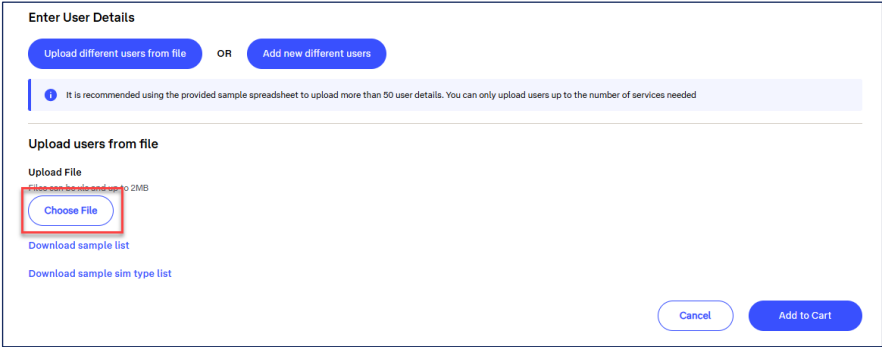
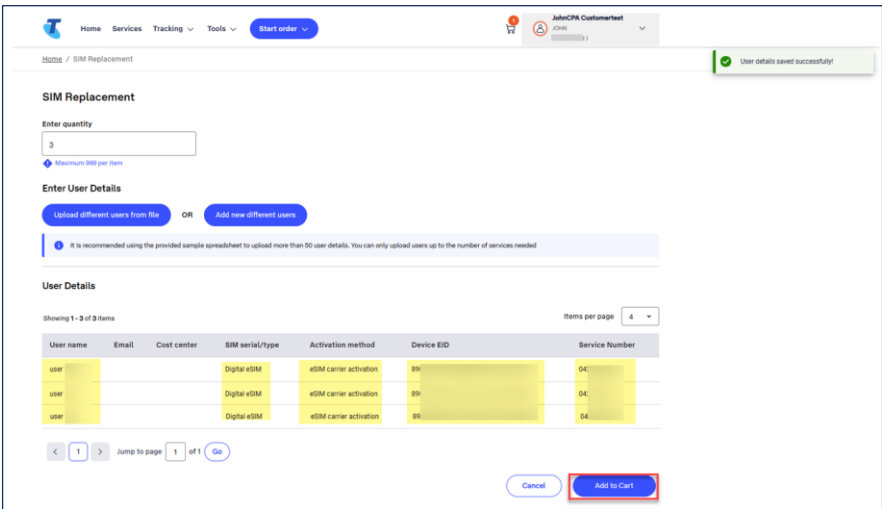
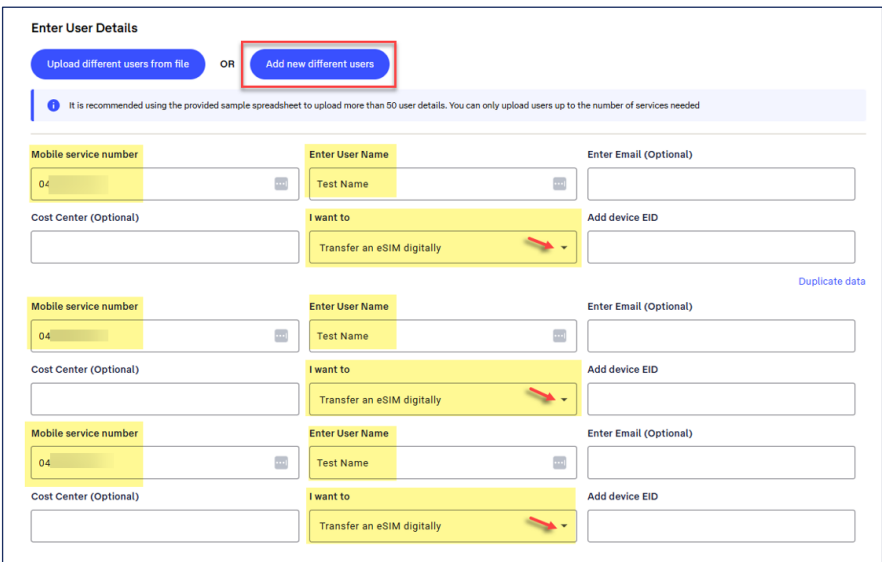
CP04b Digital eSIM Ordering in TOX

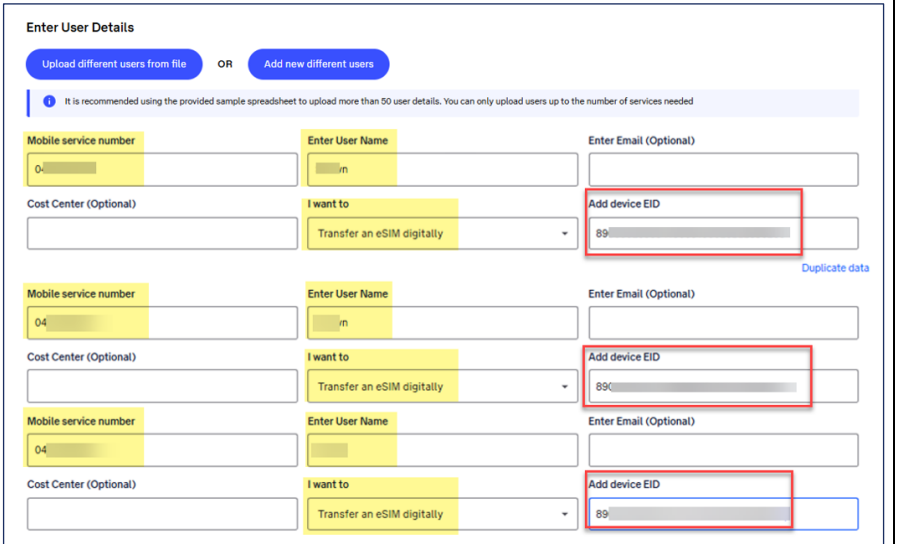
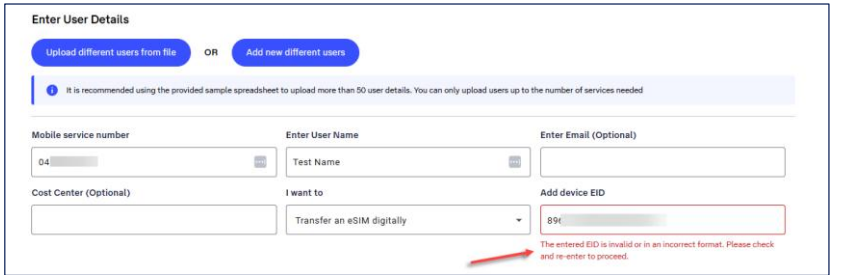
Step	Description	Detailed Actions								
20	Also, once order has been completed, an eSIM Download Instruction email will also be sent to the authorised person logged into TOX who is placing the order with <i>eSIM Confirmation Code</i> as an attachment. Notes: - As per this email, the person who will be installing the eSIM is the one who needs to complete the installation process by following the link in the email. - Attached in this email is the confirmation code that will be required in the installation process. - Do not delete the eSIM from the device in the event it doesn't find the network after the installation. You need to notify your Authorised Representative in this case.	Request submitted We're working on it Completed Here's the eSIM confirmation code Please pass on the relevant code to the person installing the eSIM. Hi from Telstra, Order ID:TOX [redacted] 0, To complete the installation of the eSIMs you requested, please share this link or the instructions, directly with the person installing the eSIM on the respective device. The confirmation code that must be entered can be found attached. Do not forward the attachment to every end user listed, only send the relevant code to the person installing the eSIM with that code. Need Help ? The service is now active as the order has completed. If you download the eSIM and it doesn't find the network, notify your Authorised Representative. Do not delete the eSIM from your device. For more help, go to link. Didn't request this eSIM? Email us immediately at telstraenterpriseaccountteam@team.telstra.com								
21	This is the attachment from the email above for the confirmation code. Notes: - Only send the relevant code to the person installing the eSIM for the respective device. - These code won't expire until the eSIM profile has been downloaded and installed on the device.	eSIM confirmation code/s for order ID: TOXBA [redacted] Please pass on the relevant code to the person installing the eSIM. HiCustomer, The eSIM/s for the following mobile number/s are ready to download. When prompted on the relevant device, please use the associated eSIM confirmation code to complete the service activation The eSIM installation instructions can be found at https://www.telstra.com.au/business-enterprise/support/esim These code/s won't expire until the eSIM profile/s has been downloaded and installed on the device/s. Telstra will never call you or the end user to ask for these code/s. <table><tr><td>End User</td><td>Service number</td><td>Device EID</td><td>Confirmation code</td></tr><tr><td>[redacted]</td><td>04 [redacted]</td><td>89 [redacted]</td><td>[redacted] 43</td></tr></table>	End User	Service number	Device EID	Confirmation code	[redacted]	04 [redacted]	89 [redacted]	[redacted] 43
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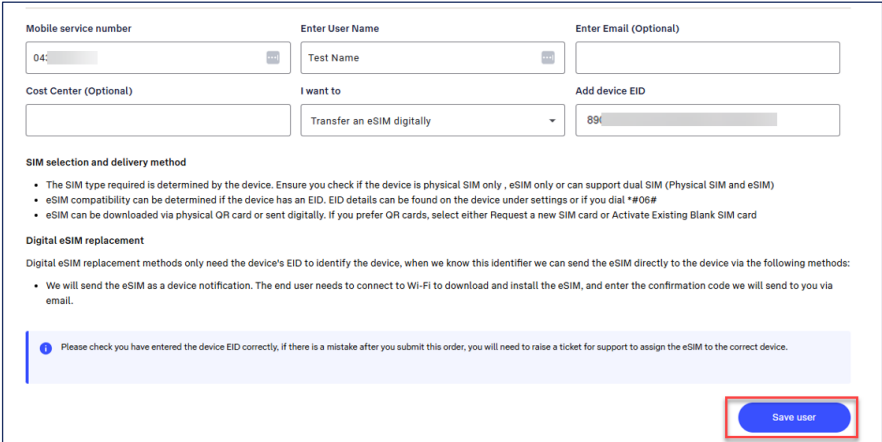
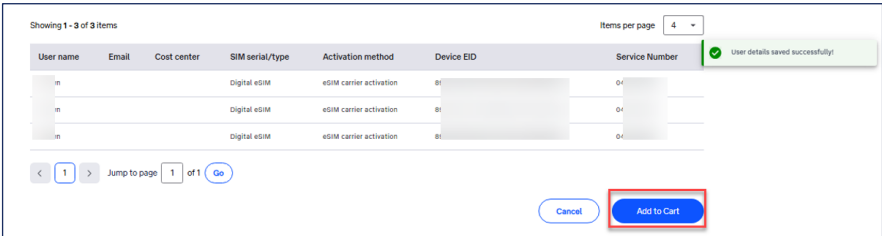
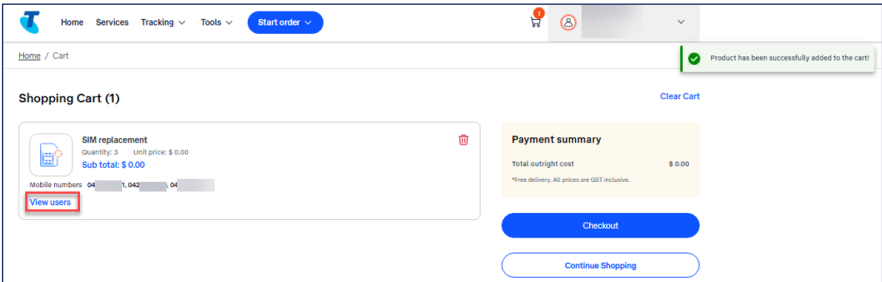
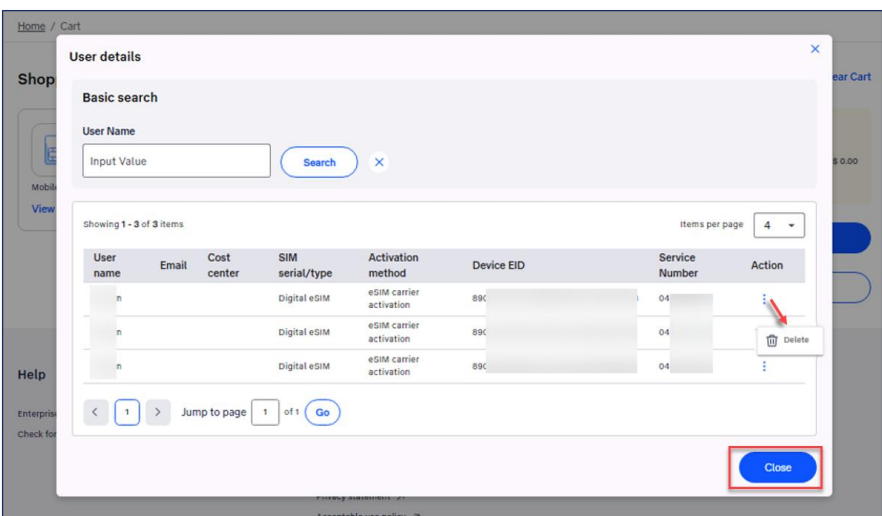
Step	Description	Detailed Actions
22a	B. Bulk eSIM Replacement Note: You need to have a valid mobile/service numbers before placing this type of order. Please refer to step 0 above to get these details. Otherwise, start placing order. There are 2 ways to place an order for eSIM Replacement: - through the Start Order menu dropdown - through the tiles under Manage Services section In this scenario, select Replace SIM from <i>Start Order</i> dropdown list. You will then get navigated to the SIM Replacement page.	
22b	On the Home page, scroll down to <i>Manage Services</i> section and click on Replace SIM tile. You will then get navigated to the SIM Replacement page.	
23	Enter the quantity of eSIM replacement that needs to be activated. - You can input up to 999 quantity in the same transaction. - In the event you enter a quantity over 999 (e.g. 1000 and above), TOX will show an error message in red text. In this scenario, we enter 3x in the quantity field.	

Step	Description	Detailed Actions
24a	Enter User Details. <u>Two ways to enter user details:</u> a) Upload users from file b) Add new users	
24b	If you choose <u>option a</u> , click in Upload different user from file button. Click on the sample list template as highlighted in yellow . Open the <i>Upload file</i> from your Downloads folder and file name will be “sampleUserData-SIMReplace” in xlsx format.	
24c	Populate the Upload file columns with details below: Important: For the ones highlighted in BLUE , ensure that exact text/details will be entered in those specific columns. - Username column: <i>Name of User</i> - Email column: <i>optional</i> - Action Column: Digital eSIM - simType column: Telstra eSIM - offeringName column: Telstra eSIM - costCenter column: <i>optional</i> - simSerial column: <i>leave blank</i> - activationMethod column: Carrier - eid column: <i>valid 32-digit EID</i> - serviceNo column: <i>10 digit active service number</i> Once populated with user details, save the files.	

Step	Description	Detailed Actions
24d	Click on Choose File button to upload the file which you saved in the step above.	
24e	In the event there is an error in the Upload File, it will be flagged on the screen in RED text and warning icon as highlighted. In this example, there are 3 warning icons for the 3 user details entry respectively. Which means there are error in these 3 rows in the Upload File. To see the error details, click on Download error file link.	
24f	Open the Error File from your Downloads folder and file name will be "ErrorsFile" in xlsx format. The error details will be stated at the last column. In this example, the Mobile Number needs to be corrected. Make the necessary correction on the 'Upload File' (the file in step 24c) and save.	

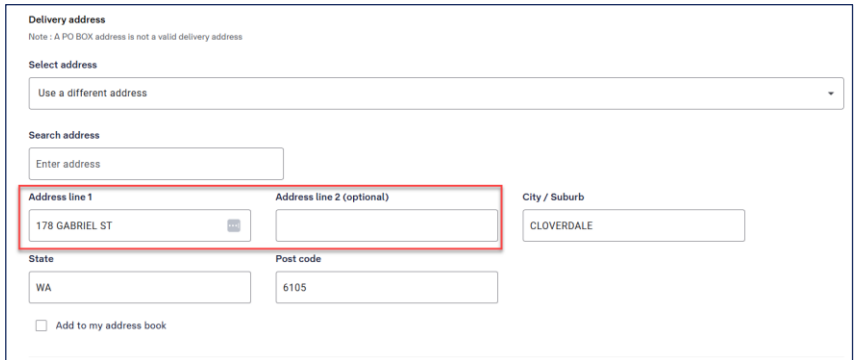
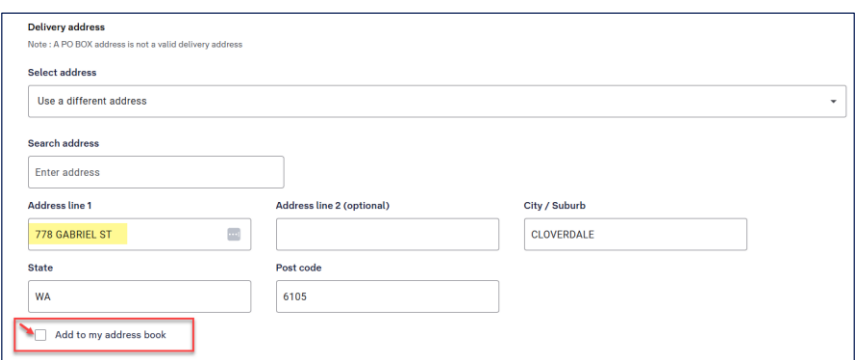
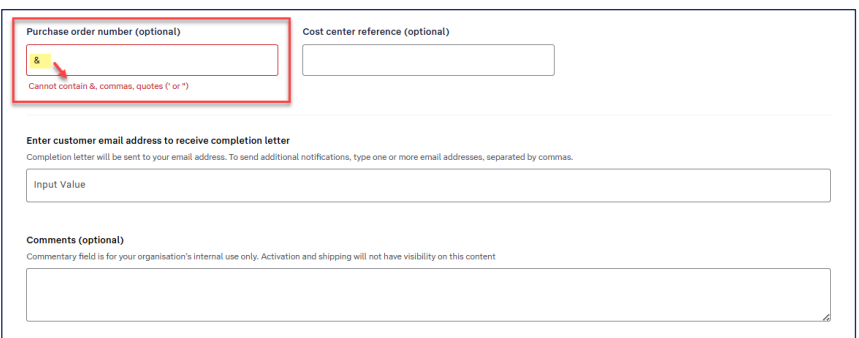
Step	Description	Detailed Actions
24g	Click on Choose File button to re-upload the file which you saved in the step above.	
24h	Once file / template is uploaded successfully, click on Add to Cart button to proceed to the shopping cart page.	
24i	If you choose <u>option b</u>, click on Add new different users button. Enter the user details on the designated fields and select details from the dropdown field as: Transfer an eSIM digitally Notes: - Mobile Service Number: <i>input the active service number which you need the eSIM to get activated on.</i> - The SIM type required is determined by the device. Ensure you check if the device is physical SIM only, eSIM only or can support dual SIM (Physical SIM and eSIM) - eSIM can be downloaded via physical QR card or sent digitally. If you prefer QR cards, select either 'Request a	

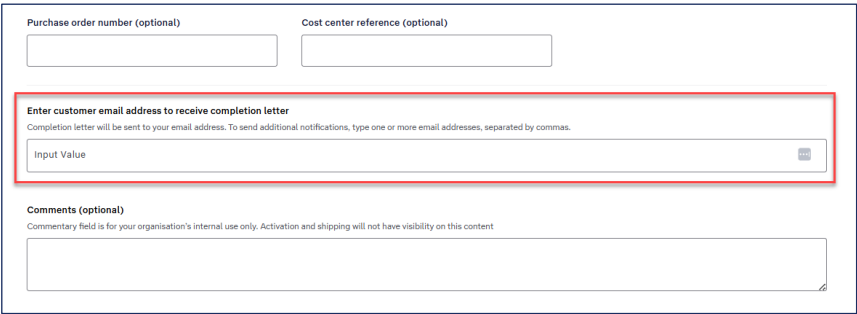
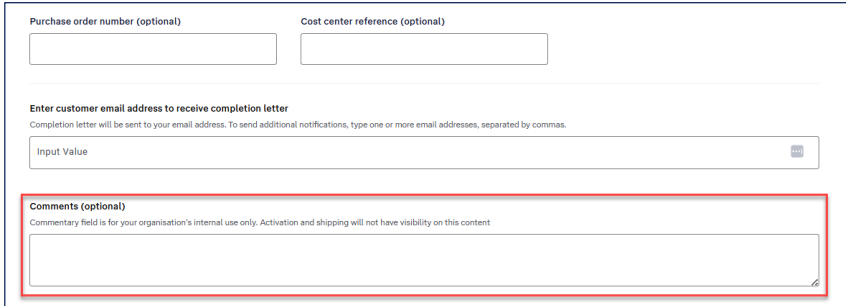
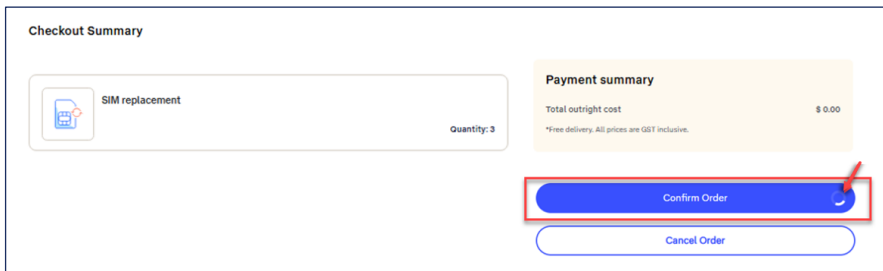
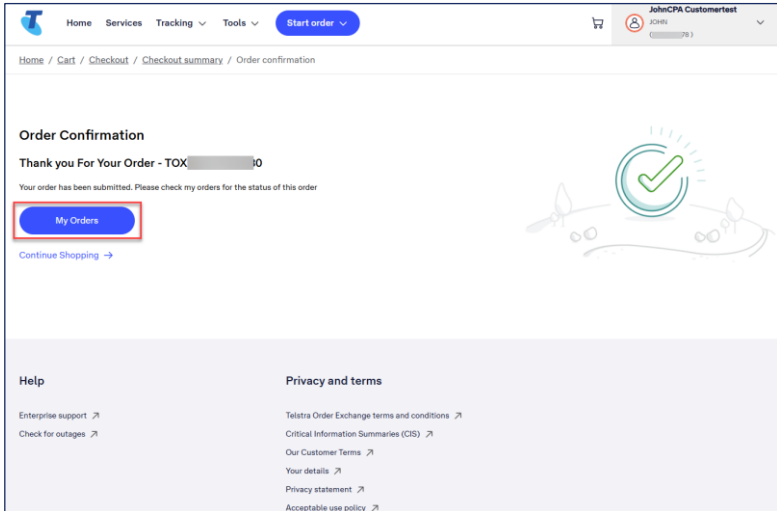
Step	Description	Detailed Actions
	<i>new SIM card</i> or <i>Activate Existing Blank SIM card</i> .	
24j	Populate the Add device EID fields as highlighted. Notes: - eSIM compatibility can be determined if the device has an EID. EID details can be found on the device under settings or if you dial *#06# - Digital eSIM replacement methods only need the device's EID to identify the device. Once EID has been provided, TOX will send the eSIM directly to the device as a notification. - You need to connect to Wi-Fi to download and install the eSIM and enter the confirmation code which will be sent via email after the order has been completed. - Confirmation Code email will be sent to the authorised person logged into TOX who is placing the order.	
24k	TOX will throw an error message specific to device EID field based on the following instances below: - when device EID field is left blank - if the entered EID is not a 32-digit number - if it is an invalid device EID - if the device EID has been used in another inflight order. - In the event, you urgently need a SIM swap activation immediately, you can still use a physical SIM or QR Card. - if there is a duplicate EID when populating the user details section for bulk orders	

Step	Description	Detailed Actions
24	Once all mandatory fields have been populated, click on the Save User button. Important! Ensure you have the correct service number and designated EID before proceeding to the next step. If there is a mistake after you submit this order, you will need to raise a ticket for support to assign the eSIM to the correct device.	 Mobile service number: 04: [input] Enter User Name: Test Name Enter Email (Optional): [input] Cost Center (Optional): [input] I want to: Transfer an eSIM digitally Add device EID: 89 [input] SIM selection and delivery method • The SIM type required is determined by the device. Ensure you check if the device is physical SIM only, eSIM only or can support dual SIM (Physical SIM and eSIM) • eSIM compatibility can be determined if the device has an EID. EID details can be found on the device under settings or if you dial *#06# • eSIM can be downloaded via physical QR card or sent digitally. If you prefer QR cards, select either Request a new SIM card or Activate Existing Blank SIM card Digital eSIM replacement Digital eSIM replacement methods only need the device's EID to identify the device, when we know this identifier we can send the eSIM directly to the device via the following methods: • We will send the eSIM as a device notification. The end user needs to connect to Wi-Fi to download and install the eSIM, and enter the confirmation code we will send to you via email. Please check you have entered the device EID correctly, if there is a mistake after you submit this order, you will need to raise a ticket for support to assign the eSIM to the correct device. Save user
25	Once user details have been added, click on Add To Cart button to proceed to the next page.	 Showing 1 - 3 of 3 items Items per page: 4 User details saved successfully! User name, Email, Cost center, SIM serial/type, Activation method, Device EID, Service Number Cancel Add To Cart
26	This will add the transaction to the Shopping cart. Click on the View Users dropdown to review user details you have entered in the previous step.	 Home Services Tracking Tools Start order Home / Cart Product has been successfully added to the cart Shopping Cart (1) SIM replacement Quantity: 3 Unit price: \$0.00 Sub total: \$0.00 Mobile numbers: 04, 1, 042, 04 View users Payment summary Total outright cost: \$0.00 *Free delivery. All prices are GST inclusive. Checkout Continue Shopping
27	In the event the user details are incorrect, click on the 3 dots and select delete. This will delete the service number details in the order and will also reduce the quantity in the shopping cart. If all user details are incorrect, click on the Close button and delete the item in the shopping cart. You will then need to start placing the order again. Otherwise, click on the Close button.	 Home / Cart Shop User details Basic search User Name Input Value Search Showing 1 - 3 of 3 items Items per page: 4 User name, Email, Cost center, SIM serial/type, Activation method, Device EID, Service Number, Action Delete Close



Step	Description	Detailed Actions
28	Click on <i>“Continue shopping”</i> if you need to add more items in the order. Click on Checkout to finalise the order. Note: There is \$0 cost for SIM Replacement order.	
29	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked <i>“optional”</i>. - Select the address from the dropdown field, otherwise, select <i>“Use a different address”</i>	
30	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.	

Step	Description	Detailed Actions
31	Once you select an address record, click on the pencil icon to modify the address details	
32	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.	
33	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.	
34	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.	

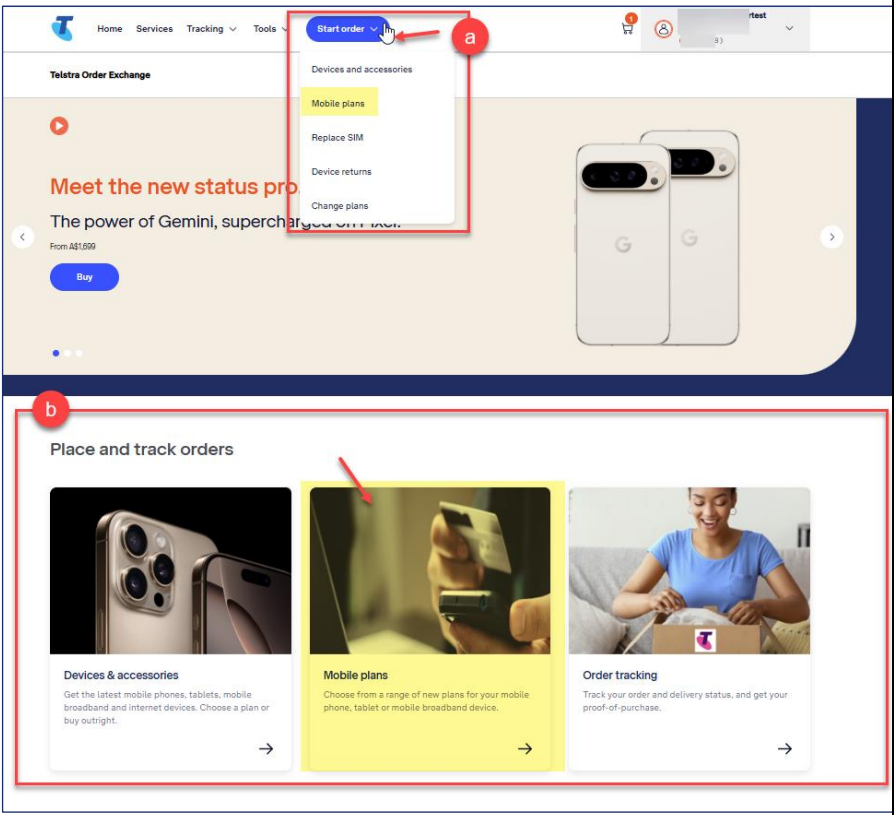
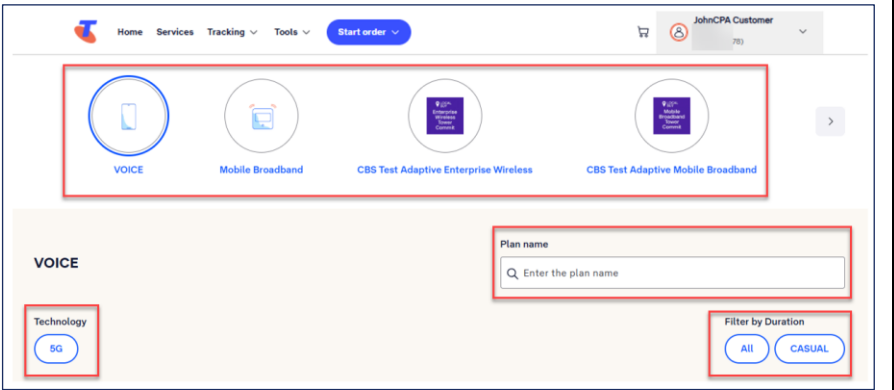
Step	Description	Detailed Actions
35	Customer email address field can be used if you need to send email notifications and completion letter to other email address aside from your email address in TOX records.	
36	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
37	Once all fields are populated, scroll down to Checkout Summary section. 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.	
38	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.	

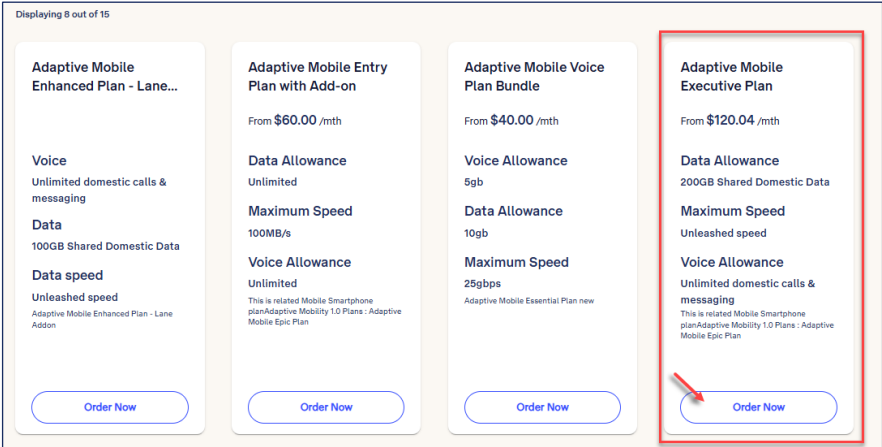
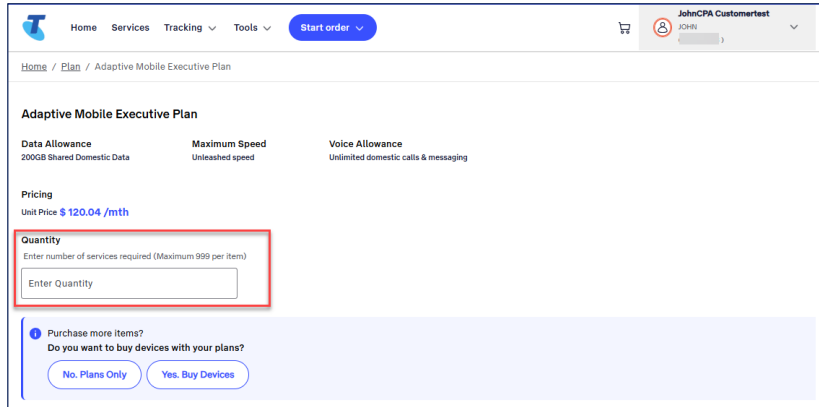
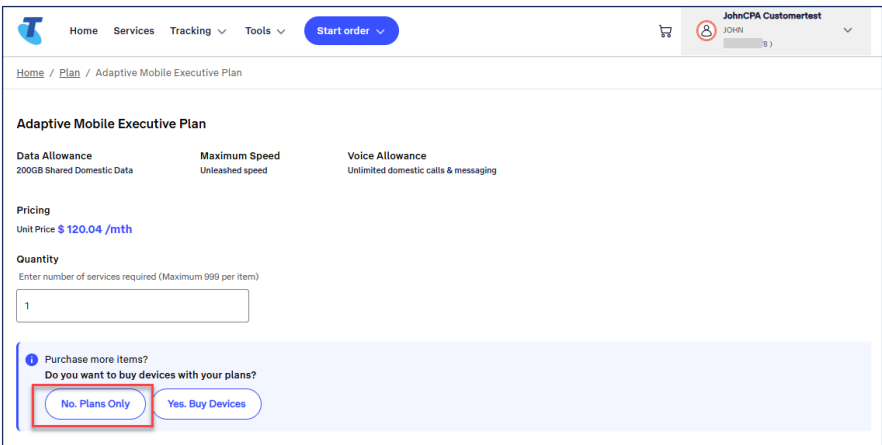


Step	Description	Detailed Actions
39	The customer who is the recipient of the ordered items will also receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
40	Once order has been completed, an Order Completion email <i>with Order Completion Letter</i> as an attachment which provides details of the order will be sent.	

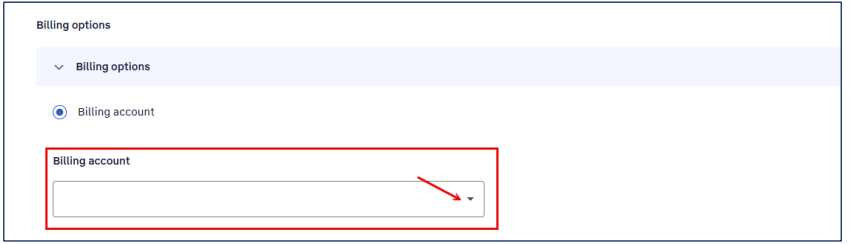
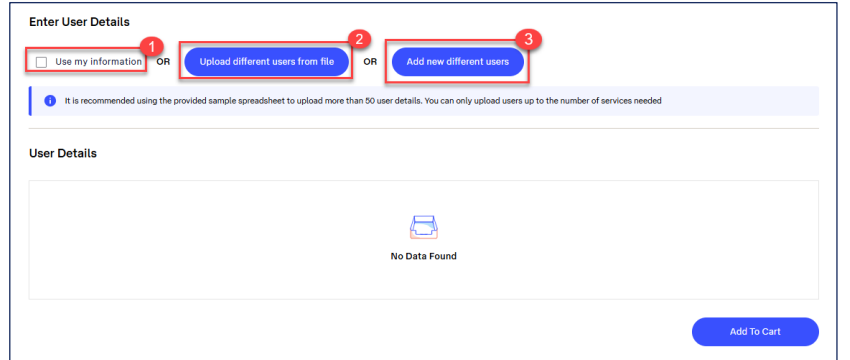
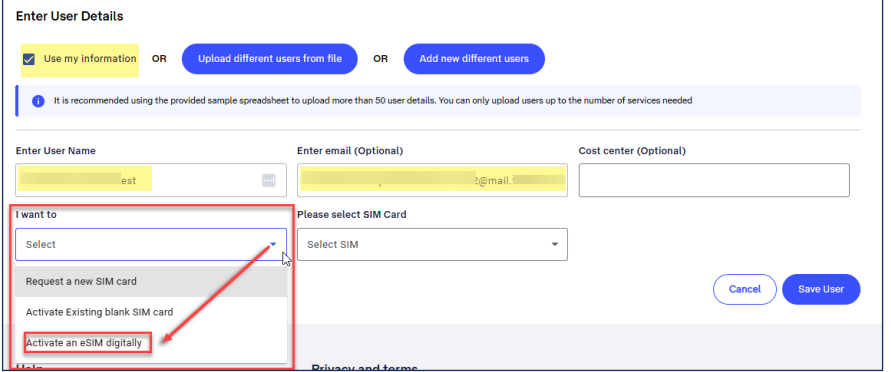
CP04b Digital eSIM Ordering in TOX

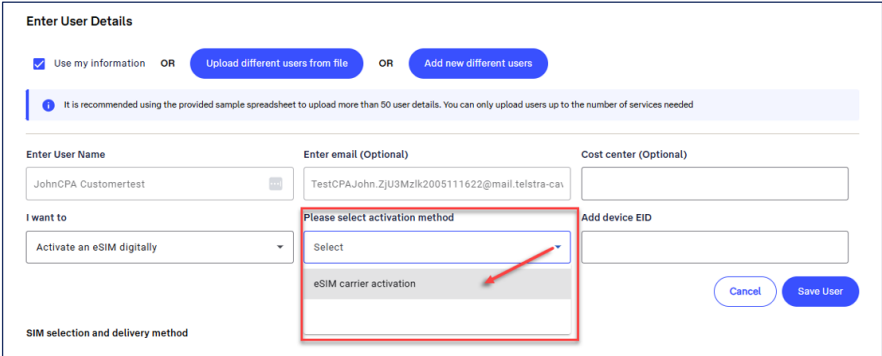
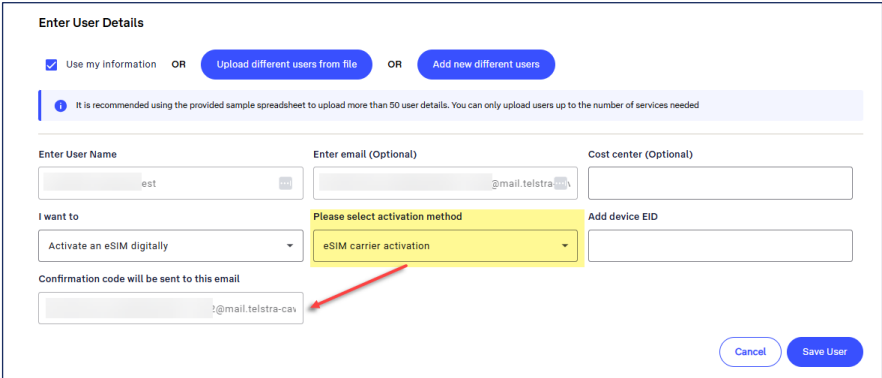
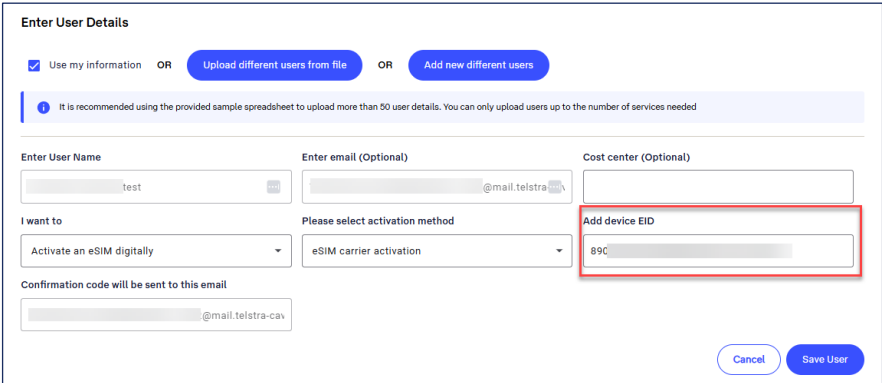
Step	Description	Detailed Actions																
41	Also, once order has been completed, an eSIM Download Instruction email will also be sent to the authorised person logged into TOX who is placing the order with <i>eSIM Confirmation Code</i> as an attachment. Notes: - As per this email, the person who will be installing the eSIM is the one who needs to complete the installation process by following the link in the email. - Attached in this email is the confirmation code that will be required in the installation process. - Do not delete the eSIM from the device in the event it doesn't find the network after the installation. You need to notify your Authorised Representative in this case.	Request submitted We're working on it Completed Here's the eSIM confirmation code Please pass on the relevant code to the person installing the eSIM. Hi from Telstra, Order ID:TOX0, To complete the installation of the eSIMs you requested, please share this link or the instructions, directly with the person installing the eSIM on the respective device. The confirmation code that must be entered can be found attached. Do not forward the attachment to every end user listed, only send the relevant code to the person installing the eSIM with that code. Need Help ? The service is now active as the order has completed. If you download the eSIM and it doesn't find the network, notify your Authorised Representative. Do not delete the eSIM from your device. For more help, go to link Didn't request this eSIM? Email us immediately at telstraenterpriseaccountteam@team.telstra.com																
42	This is the attachment from the email above for the confirmation code. Notes: - Only send the relevant code to the person installing the eSIM for the respective device. - These code won't expire until the eSIM profile has been downloaded and installed on the device.	eSIM confirmation code/s for order ID: TOXBA Please pass on the relevant code to the person installing the eSIM. HiCustomer, The eSIM/s for the following mobile number/s are ready to download. When prompted on the relevant device, please use the associated eSIM confirmation code to complete the service activation The eSIM installation instructions can be found at https://www.telstra.com.au/business-enterprise/support/esim These code/s won't expire until the eSIM profile/s has been downloaded and installed on the device/s. Telstra will never call you or the end user to ask for these code/s. <table><thead><tr><th>End User</th><th>Service number</th><th>Device EID</th><th>Confirmation code</th></tr></thead><tbody><tr><td></td><td>04:</td><td></td><td>05</td></tr><tr><td></td><td>04:</td><td></td><td>7</td></tr><tr><td></td><td>04:</td><td></td><td>9</td></tr></tbody></table>	End User	Service number	Device EID	Confirmation code		04:		05		04:		7		04:		9
End User	Service number	Device EID	Confirmation code															
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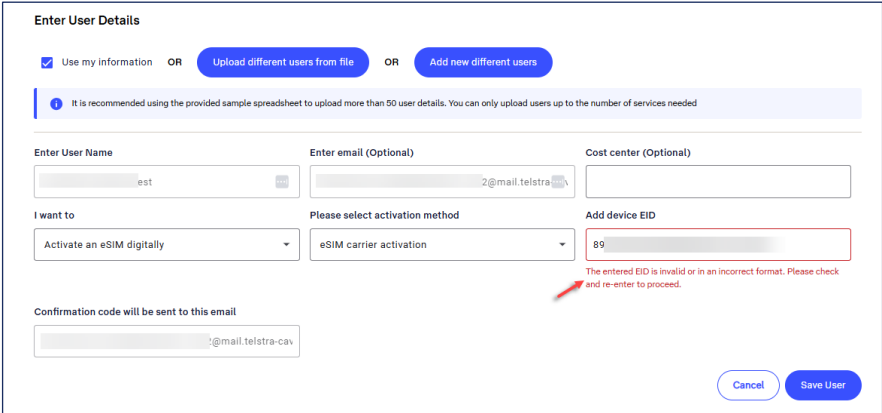
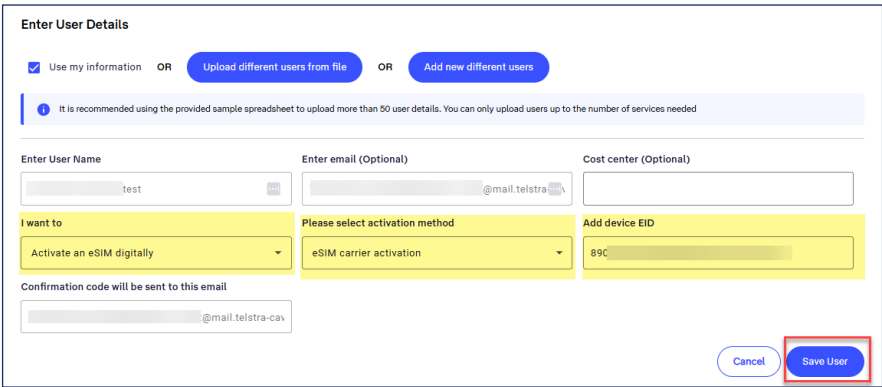
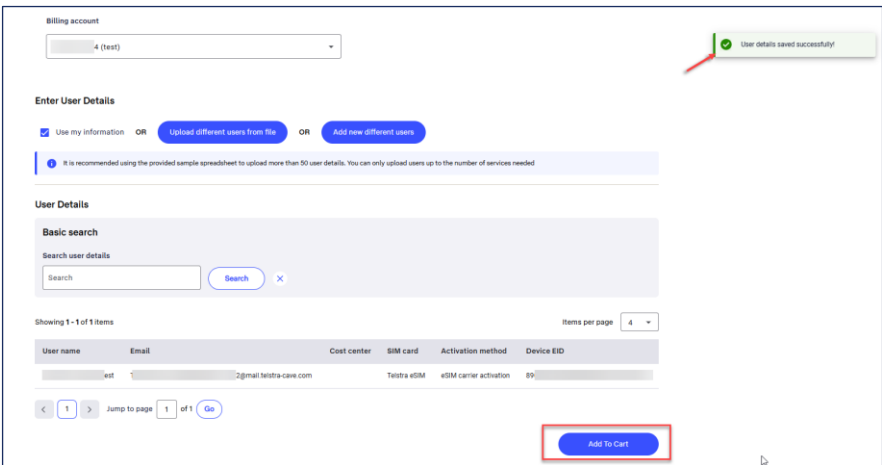
Step	Description	Detailed Actions
43	C. eSIM New Single Activation On the Home page, there are 2 ways to place a new eSIM single order: a) through the Start Order menu dropdown b) through the tiles under Place and Track Order section In these scenarios, click on Mobile Plans. You will then get navigated to the product ordering catalogue page.	
44	Click on the plan type to see the range of eligible plans. <i>Filtering options as per below:</i> - Select 5G or 4G network as desired. - Choose a plan term to go with your device. - Or you can type in the plan name on the search field.	

Step	Description	Detailed Actions
45	Choose your plan and click on Order Now .	
46	Enter the quantity of plans you would like to buy. Notes: - Maximum order quantity depends on the unit price of the 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.	
47	Click on No, Plans Only button.	

CP04b Digital eSIM Ordering in TOX

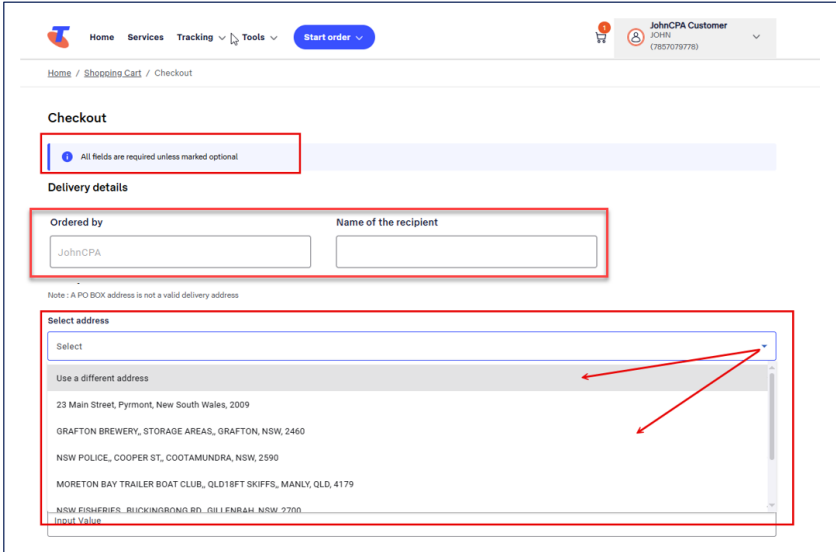
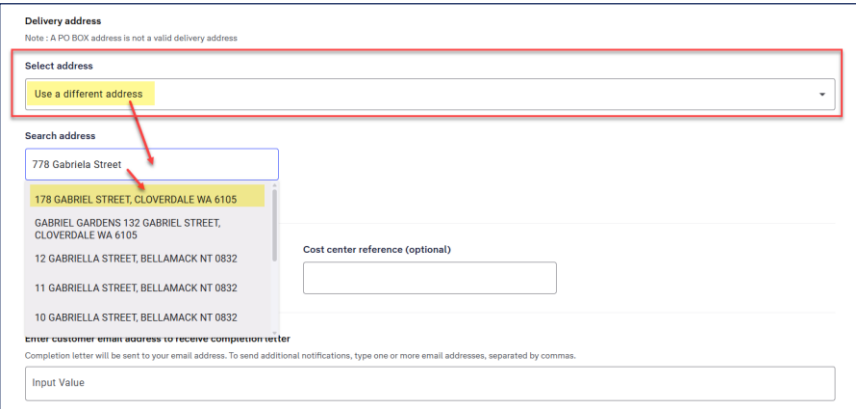
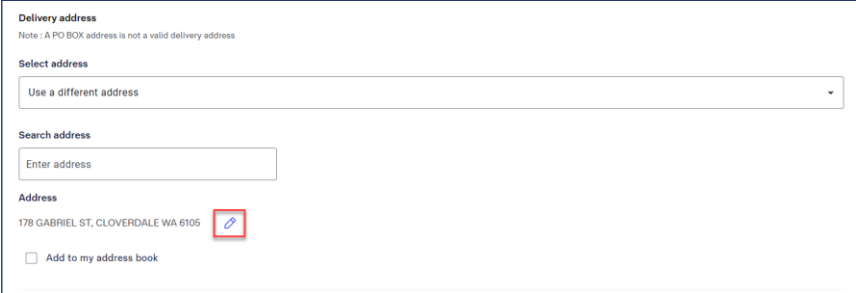
Step	Description	Detailed Actions
48	Select your Billing account from the dropdown. Note: This is the account that the order amount will be charged.	
49a	Enter User Details. <u>3 ways to enter user details:</u> 1) Use your own user information or 2) Upload users from file or 3) Add new users	
49b	In this example, we choose <i>option 1</i>. Put a tick on the box, then some of the fields will automatically be populated with your details. Click on the '<i>I need to</i>' dropdown field and select: Activate an eSIM digitally Notes: - The SIM type required is determined by the device. Ensure you check if the device is physical SIM only, eSIM only or can support dual SIM (Physical SIM and eSIM) - eSIM can be downloaded via physical QR card or sent digitally. If you prefer QR cards, select either '<i>Request a new SIM card</i>' or '<i>Activate Existing Blank SIM card</i>'.	

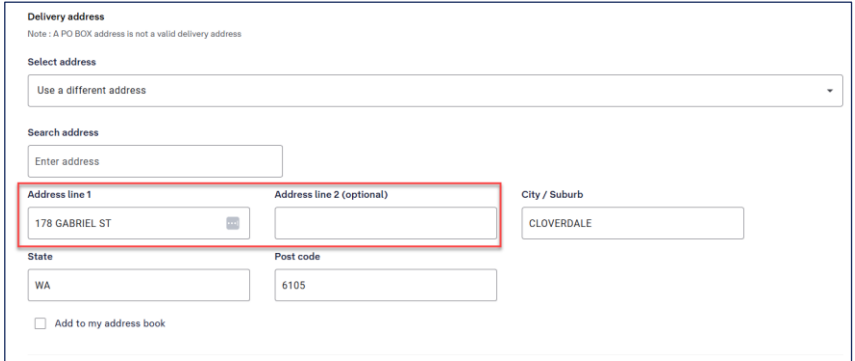
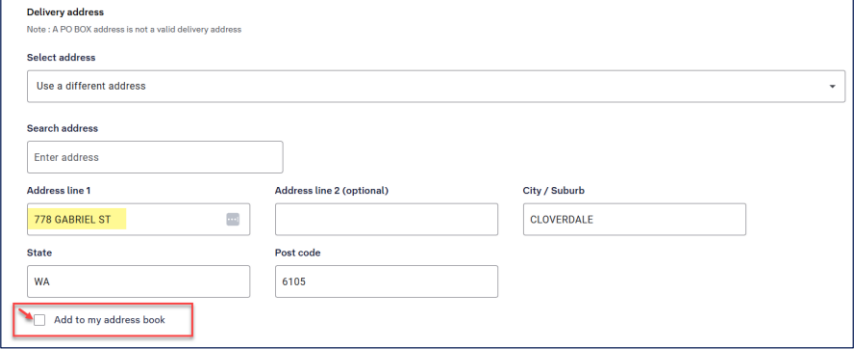
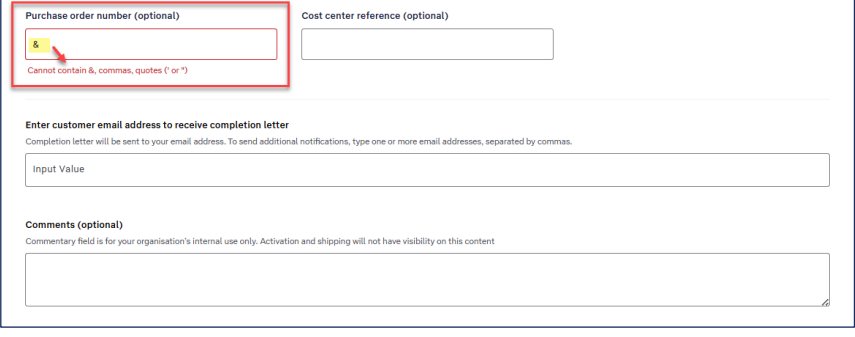
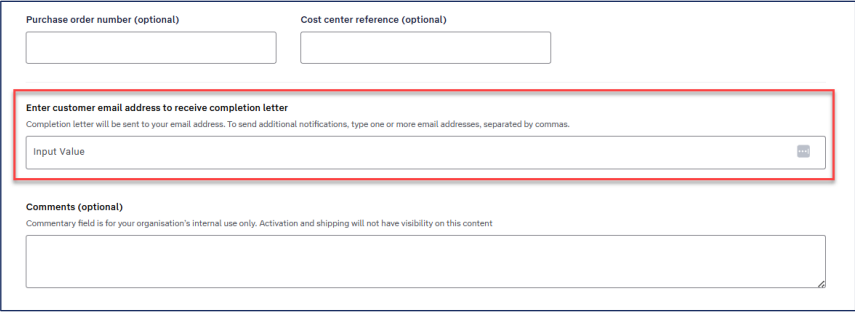
Step	Description	Detailed Actions
49c	Two additional fields will be added in your screen. Under the 'Activation Method' dropdown field, select eSIM carrier activation .	
49d	Once you selected 'eSIM carrier activation', an additional email field will be added in your screen. This field is not editable and will only mean that the confirmation code will be sent to the authorised person logged into TOX who is placing the order.	
49e	Populate the Add device EID field. Notes: - eSIM compatibility can be determined if the device has an EID. EID details can be found on the device under settings or if you dial *#06# - New Digital eSIM activation only need the device's EID to identify the device. Once EID has been provided, TOX will send the eSIM directly to the device as a notification. - You need to connect to Wi-Fi to download and install the eSIM and enter the confirmation code which will be sent via email after the order has been completed. - Confirmation Code email will be sent to the authorised person logged into TOX who is placing the order.	

Step	Description	Detailed Actions
49f	TOX will throw an error message specific to device EID field based on the following instances below: - when device EID field is left blank - if the entered EID is not a 32-digit number - if it is an invalid device EID - if the device EID has been used in another inflight order. - In the event, you need a new SIM to get activated immediately, you can still use a physical SIM or QR Card. - if there is a duplicate EID when populating the user details section for bulk orders	
49g	Once all mandatory fields have been populated, click on the Save User button. Important! Ensure you have entered the device EID correctly. If there is a mistake after you submit this order, you will need to raise a ticket for support to assign the eSIM to the correct device.	
50	Once user details have been added, click on Add To Cart button to proceed to the next page.	

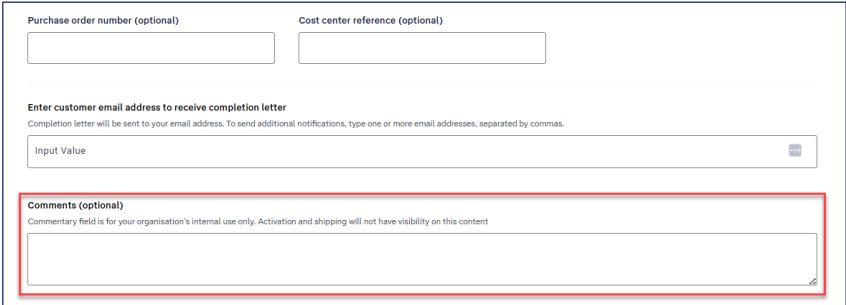
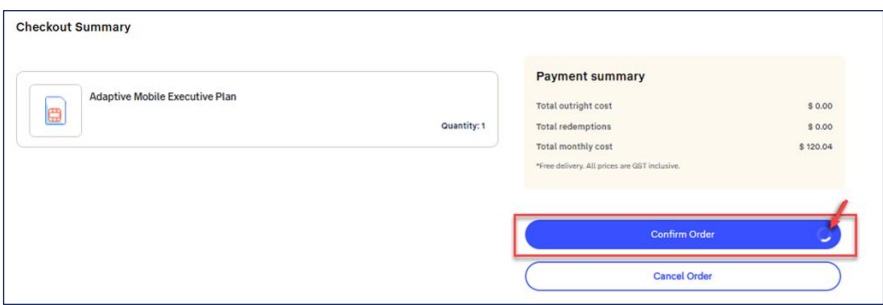
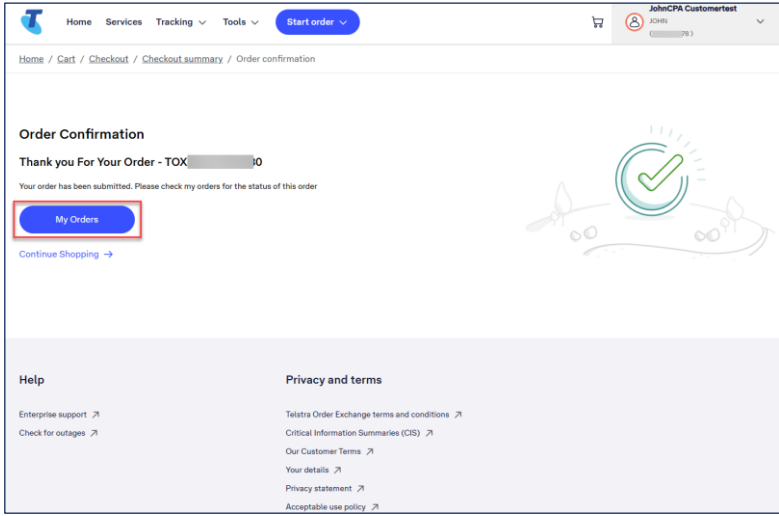


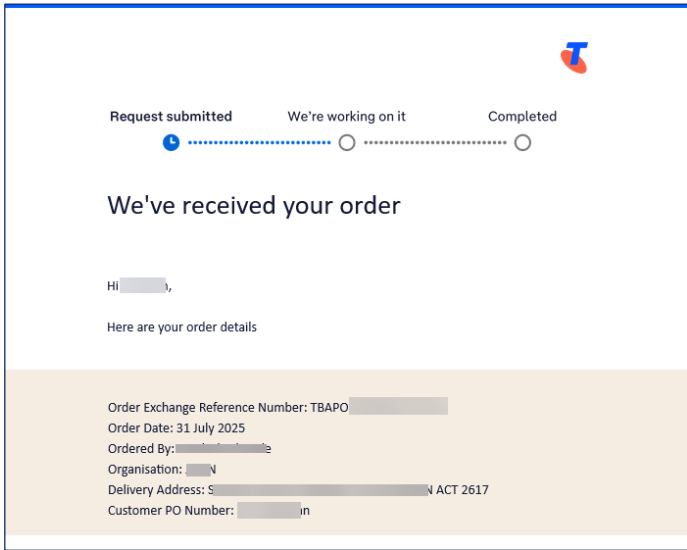
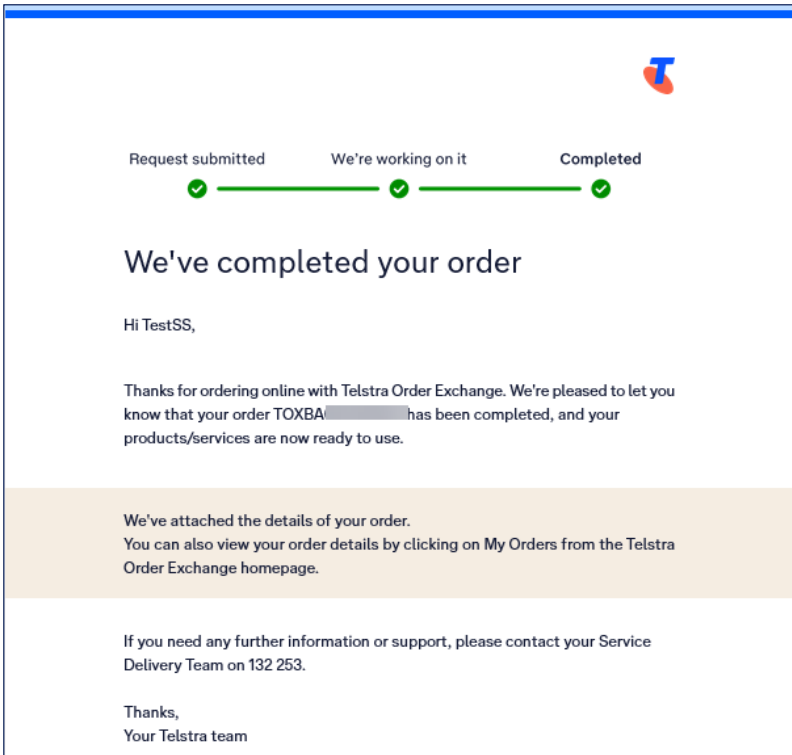
Step	Description	Detailed Actions
51	This will add the transaction to the Shopping cart. Click on the View Users dropdown to review user details you have entered in the previous step.	
52	In the event the user details are incorrect, click on the 3 dots and select delete. This will delete the item in the shopping cart. You will then need to start placing the order again. Otherwise, click on the Close button.	
53	Click on “<i>Continue shopping</i>” if you need to add more items in the order. Click on Checkout to finalise the order.	

Step	Description	Detailed Actions
54	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “<i>optional</i>”. - Select the address from the dropdown field, otherwise, select “<i>Use a different address</i>”	
55	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 Suburb, Post Code, and State. In this example, we choose the 1st record from the dropdown list.	
56	Once you select an address record, click on the pencil icon to modify the address details	

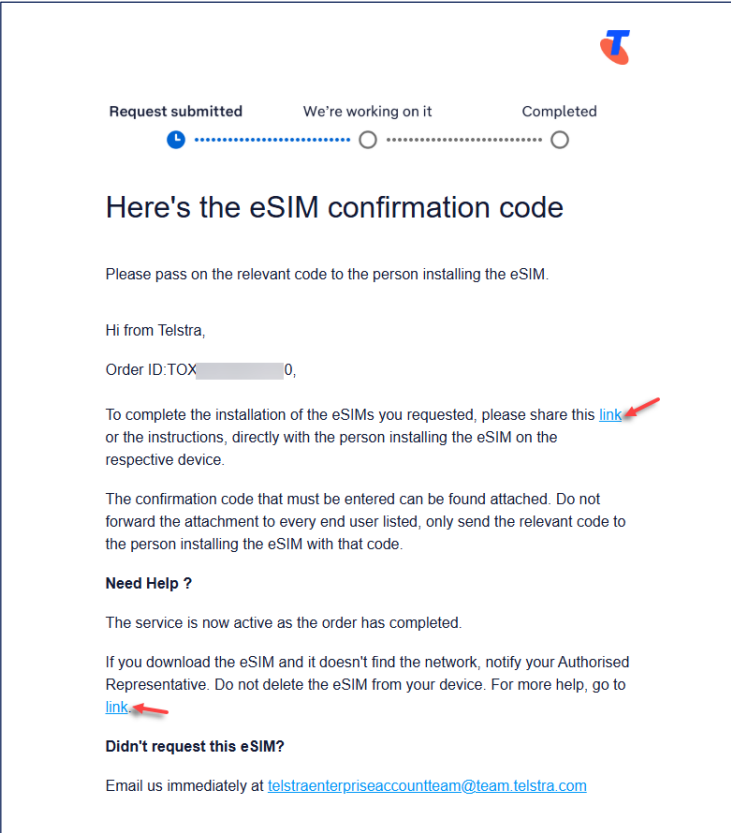
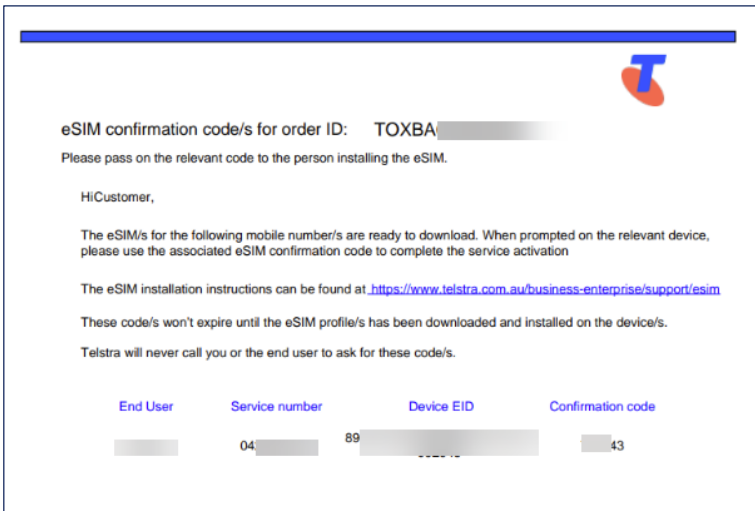
Step	Description	Detailed Actions
57	Modify Address Line 1 and 2 as highlighted with the correct details. Note: City / Suburb, State and Post Code cannot be edited. If this is incorrect, go back to the step above.	
58	Once you modify the address, you have option to add this record in the company address book / profile by putting a tick on the box as highlighted. Scroll down to continue populating the remaining fields.	
59	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.	
60	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.	

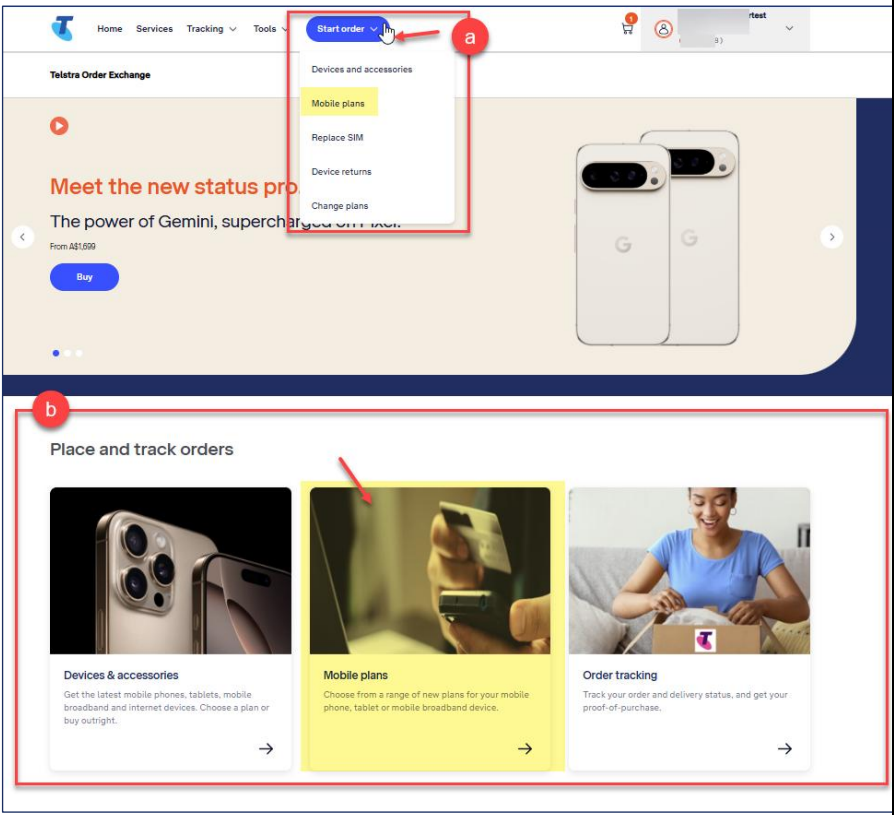
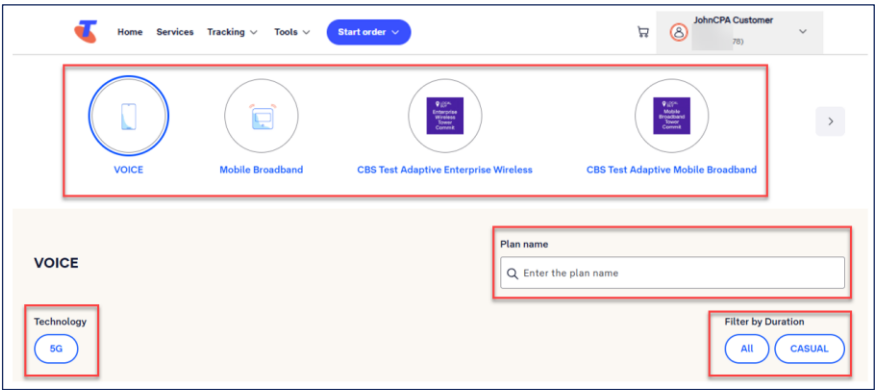
CP04b Digital eSIM Ordering in TOX

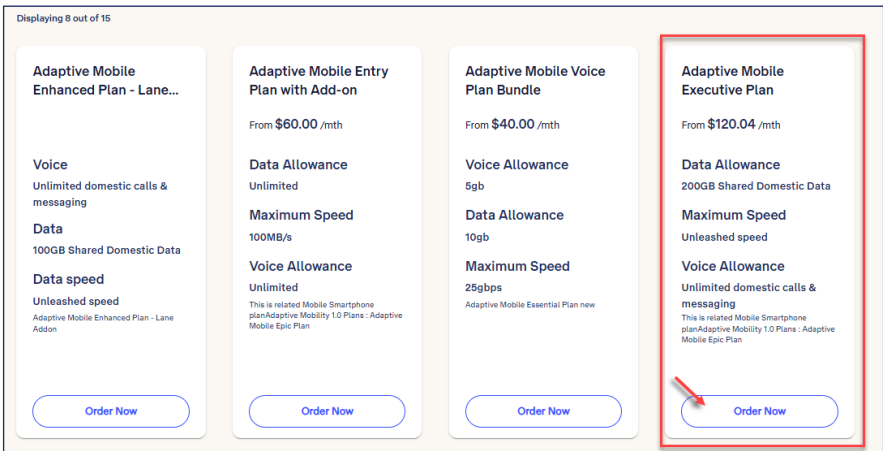
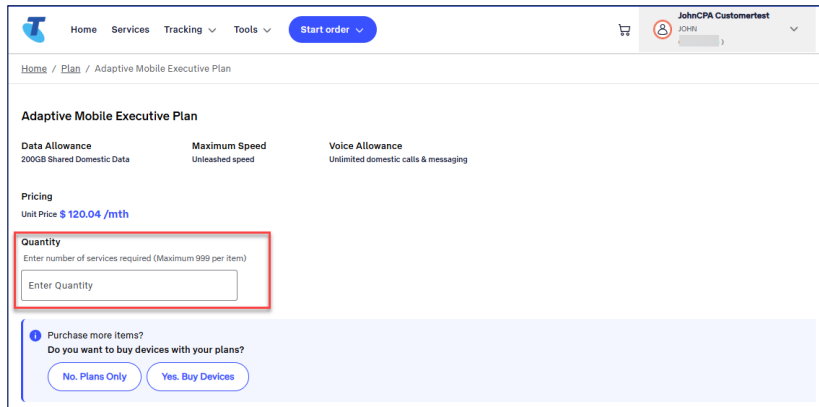
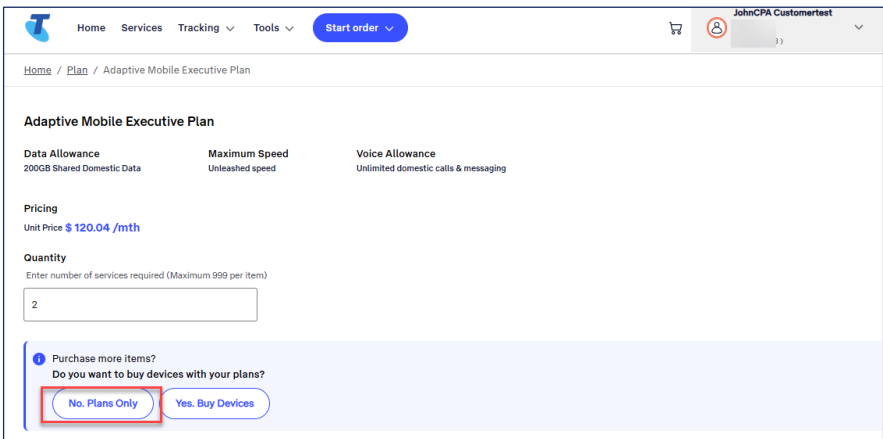
Step	Description	Detailed Actions
61	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
62	Once all fields are populated, scroll down to Checkout Summary section. Click on Confirm Order button to submit the order. Note: While your order is getting submitted, a processing icon will appear inside the Confirm Order button.	
63	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
64	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.	
65	Once order has been completed, an Order Completion email <i>with Order Completion Letter</i> as an attachment which provides details of the order will be sent.	

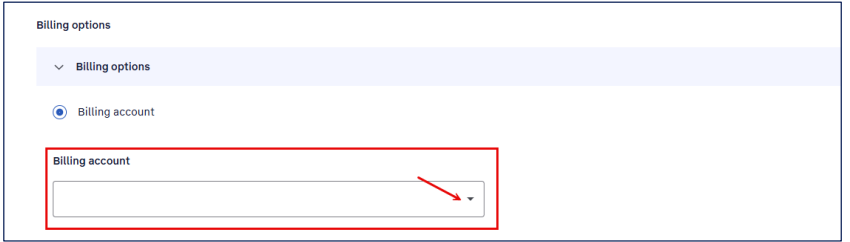
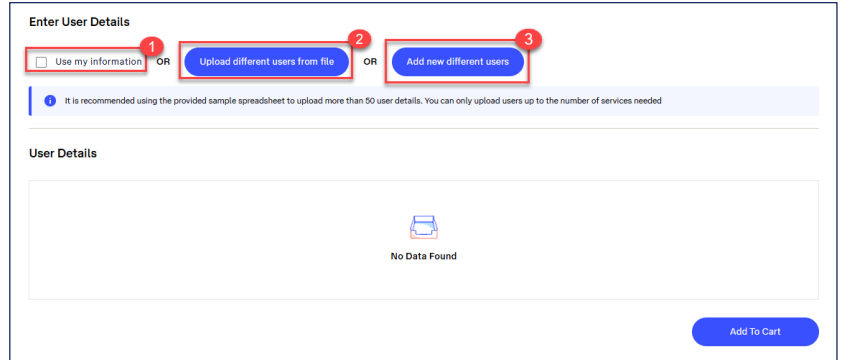
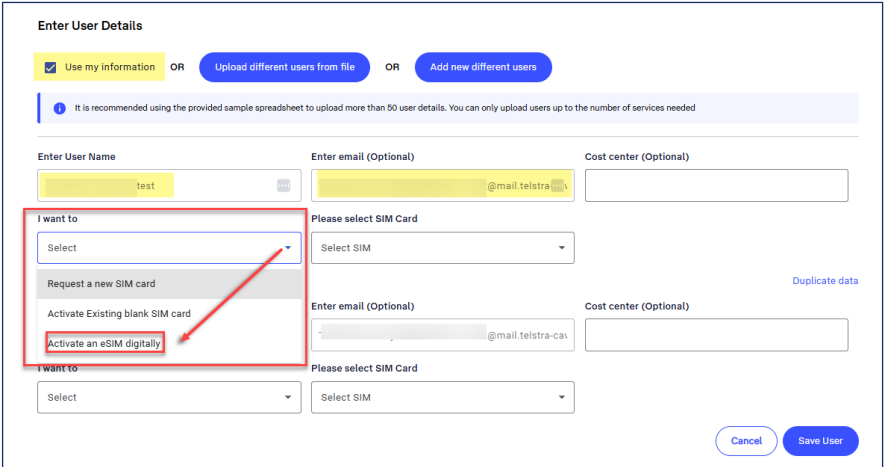
CP04b Digital eSIM Ordering in TOX

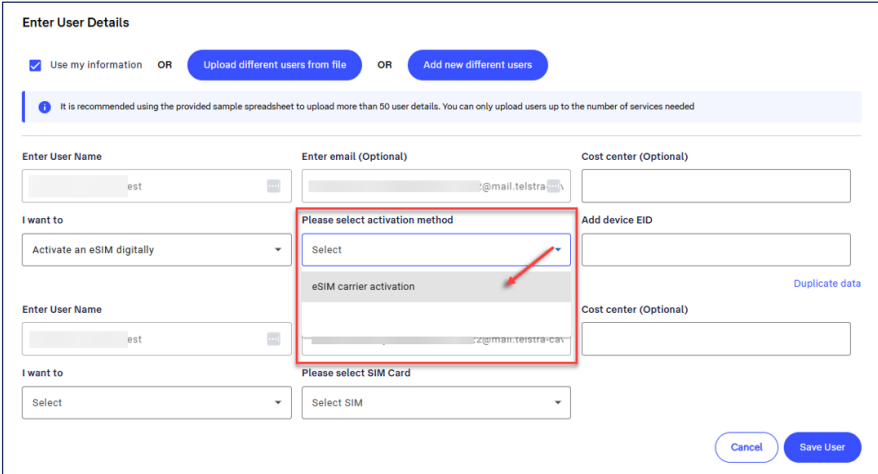
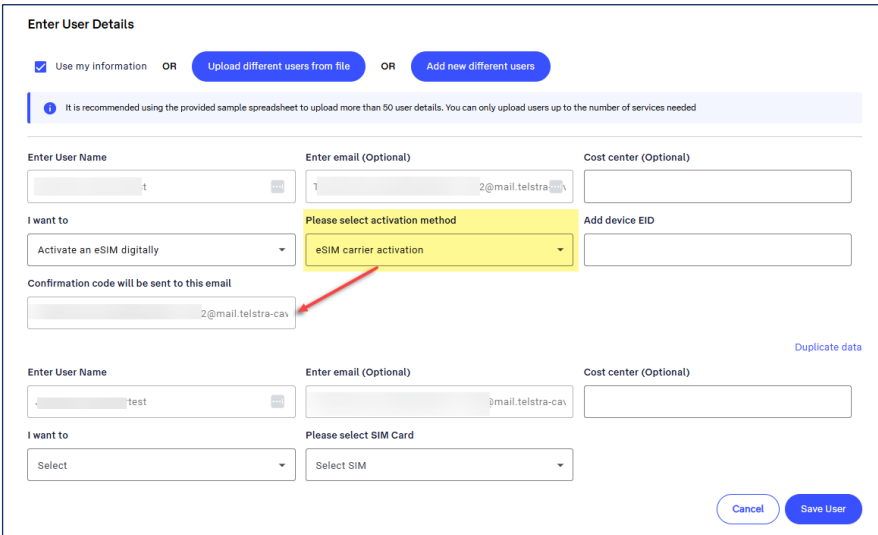
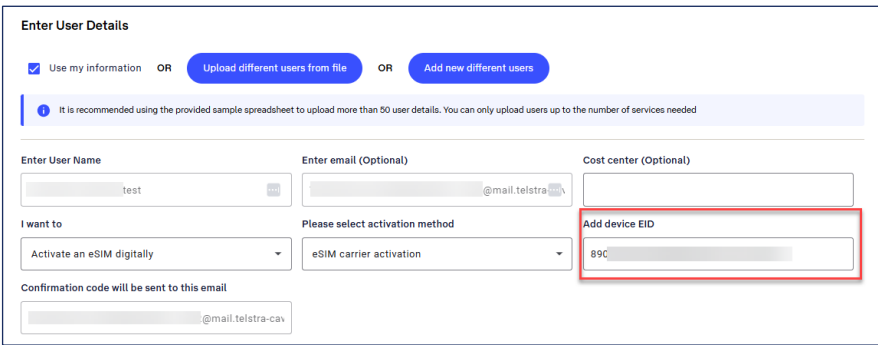
Step	Description	Detailed Actions
66	Also, once order has been completed, an eSIM Download Instruction email will also be sent to the authorised person logged into TOX who is placing the order with <i>eSIM Confirmation Code</i> as an attachment. Notes: - As per this email, the person who will be installing the eSIM is the one who needs to complete the installation process by following the link in the email. - Attached in this email is the confirmation code that will be required in the installation process. - Do not delete the eSIM from the device in the event it doesn't find the network after the installation. You need to notify your Authorised Representative in this case.	
67	This is the attachment from the email above for the confirmation code. Notes: - Only send the relevant code to the person installing the eSIM for the respective device. - These code won't expire until the eSIM profile has been downloaded and installed on the device.	

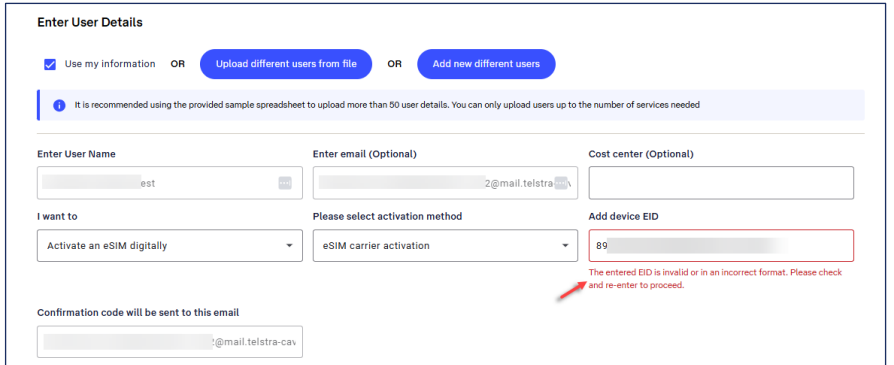
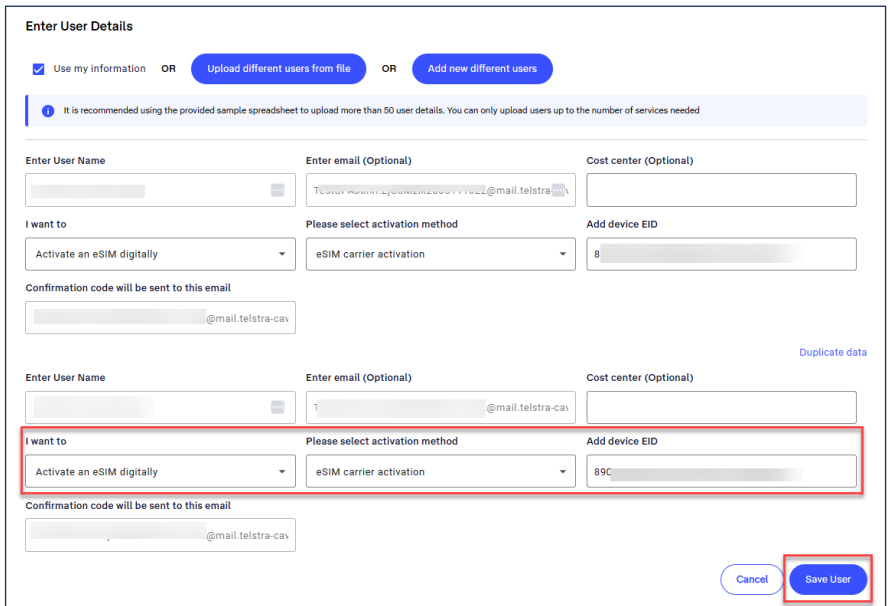
Step	Description	Detailed Actions
68	D. eSIM Bulk Activation On the Home page, there are 2 ways to place a new eSIM single order: c) through the Start Order menu dropdown d) through the tiles under Place and Track Order section In these scenarios, click on Mobile Plans. You will then get navigated to the product ordering catalogue page.	
69	Click on the plan type to see the range of eligible plans. <i>Filtering options as per below:</i> Select 5G or 4G network as desired. Choose a plan term to go with your device. Or you can type in the plan name on the search field.	

Step	Description	Detailed Actions
70	Choose your plan and click on Order Now .	
71	Enter the quantity of plans you would like to buy. For this scenario, enter quantity of more than 1. Notes: - Maximum order quantity depends on the unit price of the item you are ordering: - o More than \$0, maximum order qty is 999 - o 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.	
72	Click on No, Plans Only button.	

CP04b Digital eSIM Ordering in TOX

Step	Description	Detailed Actions
73	Select your Billing account from the dropdown. Note: This is the account that the order amount will be charged.	
74a	Enter User Details. <u>Three ways to enter user details:</u> 1) Use your own user information or 2) Upload users from file or 3) Add new users	
74b	In this example, we choose <i>option 1</i>. Put a tick on the box, then some of the fields will automatically be populated with your details. Click on the '<i>I need to</i>' dropdown field and select: Activate an eSIM digitally Notes: - The SIM type required is determined by the device. Ensure you check if the device is physical SIM only, eSIM only or can support dual SIM (Physical SIM and eSIM) - eSIM can be downloaded via physical QR card or sent digitally. If you prefer QR cards, select either '<i>Request a new SIM card</i>' or '<i>Activate Existing Blank SIM card</i>'. Note: You can refer to steps 24a to 24i for guidelines on option 2 and option 3 in entering user details	

Step	Description	Detailed Actions
74c	Two additional fields will be added in your screen. Under the 'Activation Method' dropdown field, select eSIM carrier activation.	
74d	Once you selected 'eSIM carrier activation', an additional email field will be added in your screen. This field is not editable and will only mean that the confirmation code will be sent to the authorised person logged into TOX who is placing the order.	
74e	Populate the Add device EID field. Notes: - eSIM compatibility can be determined if the device has an EID. EID details can be found on the device under settings or if you dial *#06# - New Digital eSIM activation only need the device's EID to identify the device. Once EID has been provided, TOX will send the eSIM directly to the device as a notification. - You need to connect to Wi-Fi to download and install the eSIM and enter the confirmation code which will	

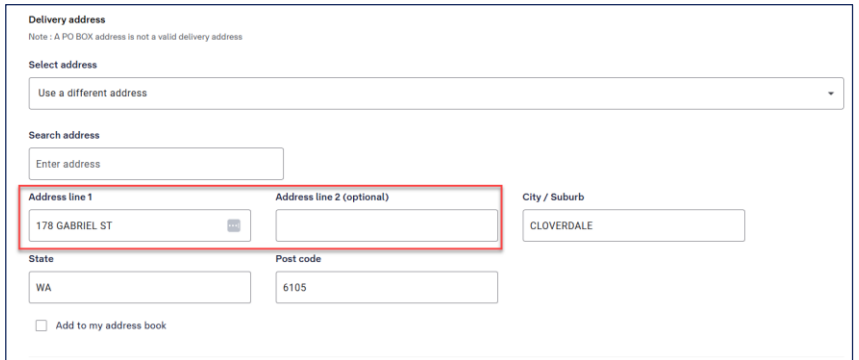
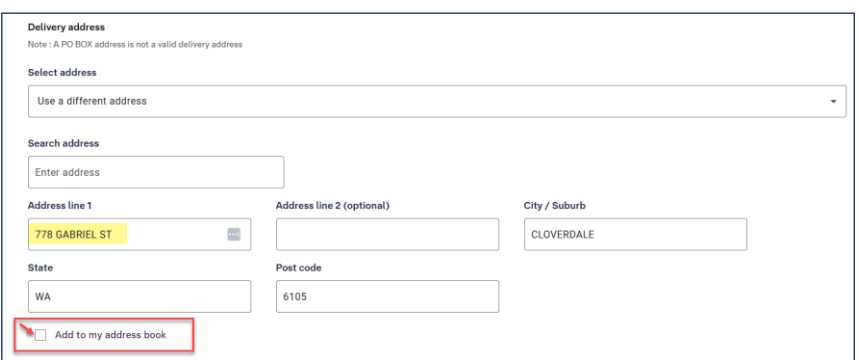
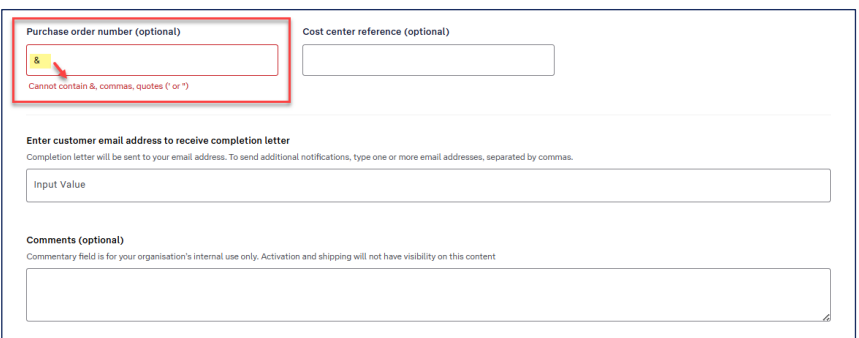
Step	Description	Detailed Actions
	be sent via email after the order has been completed. Confirmation Code email will be sent to the authorised person logged into TOX who is placing the order.	
74f	TOX will throw an error message specific to device EID field based on the following instances below: - when device EID field is left blank - if the entered EID is not a 32-digit number - if it is an invalid device EID - if the device EID has been used in another inflight order. - In the event, you need a new SIM to get activated immediately, you can still use a physical SIM or QR Card. - if there is a duplicate EID when populating the user details section for bulk orders	
74g	Populate the remaining fields by following the same steps as above. Once all mandatory fields have been populated, click on the Save User button. Important! Ensure you have entered the device EID correctly. If there is a mistake after you submit this order, you will need to raise a ticket for support to assign the eSIM to the correct device.	

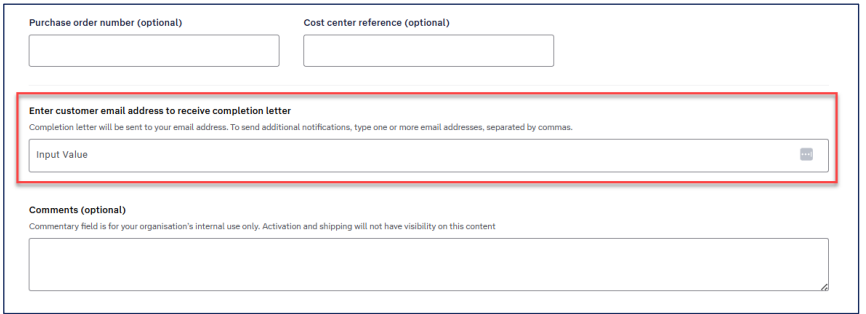
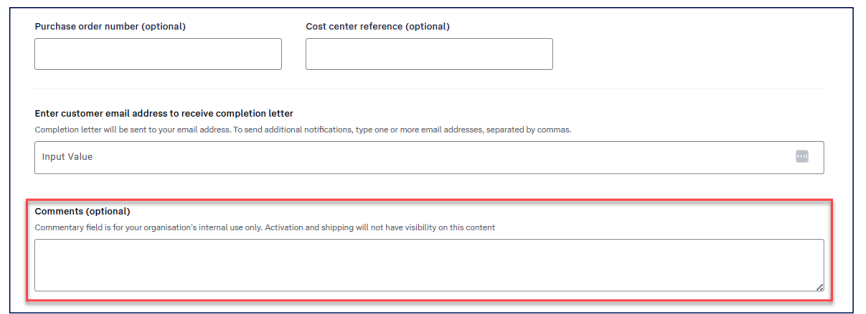
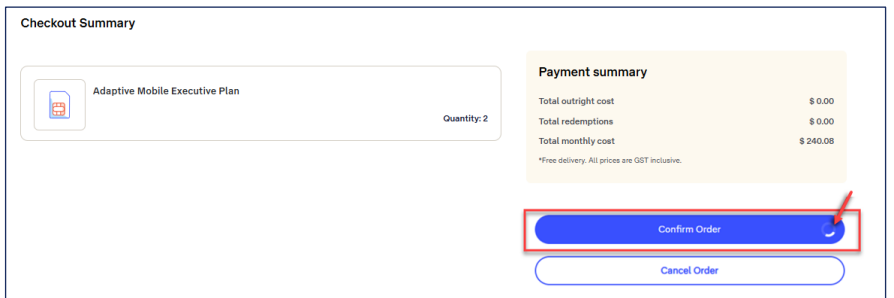
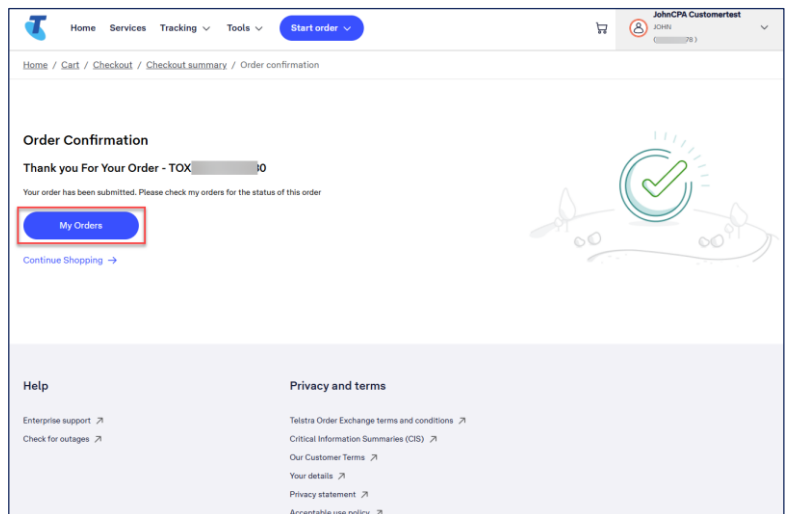


Step	Description	Detailed Actions
75	Once user details have been added, click on Add To Cart button to proceed to the next page.	
76	This will add the transaction to the Shopping cart . Click on the View Users dropdown to review user details you have entered in the previous step.	
77	In the event the user details are incorrect, click on the 3 dots and select delete . This will delete the service number details in the order and will also reduce the quantity in the shopping cart. If all user details are incorrect, click on the Close button and delete the item in the shopping cart. You will then need to start placing the order again. Otherwise, click on the Close button.	



Step	Description	Detailed Actions
78	Click on <i>“Continue shopping”</i> if you need to add more items in the order. Click on Checkout to finalise the order.	
79	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked <i>“optional”</i>. - Select the address from the dropdown field, otherwise, select <i>“Use a different address”</i>	
80	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.	

Step	Description	Detailed Actions
81	Once you select an address record, click on the pencil icon to modify the address details	
82	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.	
83	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.	
84	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.	

Step	Description	Detailed Actions
85	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.	
86	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
87	Once all fields are populated, scroll down to Checkout Summary section. Click on Confirm Order button to submit the order. Note: While your order is getting submitted, a processing icon will appear inside the Confirm Order button.	
88	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
89	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.	
90	Once order has been completed, an Order Completion email <i>with Order Completion Letter</i> as an attachment which provides details of the order will be sent.	

CP04b Digital eSIM Ordering in TOX

Step	Description	Detailed Actions												
91	Also, once order has been completed, an eSIM Download Instruction email will also be sent to the authorised person logged into TOX who is placing the order with <i>eSIM Confirmation Code</i> as an attachment. Notes: - As per this email, the person who will be installing the eSIM is the one who needs to complete the installation process by following the link in the email. - Attached in this email is the confirmation code that will be required in the installation process. - Do not delete the eSIM from the device in the event it doesn't find the network after the installation. You need to notify your Authorised Representative in this case.	Request submitted We're working on it Completed Here's the eSIM confirmation code Please pass on the relevant code to the person installing the eSIM. Hi from Telstra, Order ID: TOX [REDACTED] 0, To complete the installation of the eSIMs you requested, please share this link or the instructions, directly with the person installing the eSIM on the respective device. The confirmation code that must be entered can be found attached. Do not forward the attachment to every end user listed, only send the relevant code to the person installing the eSIM with that code. Need Help ? The service is now active as the order has completed. If you download the eSIM and it doesn't find the network, notify your Authorised Representative. Do not delete the eSIM from your device. For more help, go to link. Didn't request this eSIM? Email us immediately at telstraenterpriseaccountteam@team.telstra.com												
92	This is the attachment from the email above for the confirmation code. Notes: - Only send the relevant code to the person installing the eSIM for the respective device. - These code won't expire until the eSIM profile has been downloaded and installed on the device.	eSIM confirmation code/s for order ID: TOXBA [REDACTED] Please pass on the relevant code to the person installing the eSIM. HiCustomer, The eSIM/s for the following mobile number/s are ready to download. When prompted on the relevant device, please use the associated eSIM confirmation code to complete the service activation The eSIM installation instructions can be found at https://www.telstra.com.au/business-enterprise/support/esim These code/s won't expire until the eSIM profile/s has been downloaded and installed on the device/s. Telstra will never call you or the end user to ask for these code/s. <table><tr><th>End User</th><th>Service number</th><th>Device EID</th><th>Confirmation code</th></tr><tr><td>[REDACTED]</td><td>04: [REDACTED]</td><td>[REDACTED] 0</td><td>5</td></tr><tr><td>[REDACTED]</td><td>04: [REDACTED]</td><td>[REDACTED] 2</td><td>7</td></tr></table>	End User	Service number	Device EID	Confirmation code	[REDACTED]	04: [REDACTED]	[REDACTED] 0	5	[REDACTED]	04: [REDACTED]	[REDACTED] 2	7
End User	Service number	Device EID	Confirmation code											
[REDACTED]	04: [REDACTED]	[REDACTED] 0	5											
[REDACTED]	04: [REDACTED]	[REDACTED] 2	7											
end of process / steps														