
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

LANES SIM Ordering

Business unit
Telstra Enterprise

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9/08/2026

Document ID
CP34

Audience

LANES Emergency and LANES BCD (Business Critical Data) Enterprise Customers using Telstra Order Exchange (TOX) Customer Portal.

Summary

Telstra **LANES** (LTE Advanced Network for Emergency Services) is a service priority for mobile data on the Telstra Mobile Network. It is keeping Australia's emergency and critical service providers connected enabling service and data prioritisation over and above Telstra's 4G/5G network.

Telstra LANES is available with two solution tiers to support our key Enterprise & Government customers based on their use case:

- **LANES Emergency:** highest tier service priority solution offered to emergency, first response and crisis management entities that require the highest priority mobile data experience, where connectivity is paramount to make decisions that define life and death
- **LANES Business Critical Data (BCD):** second tier service priority offered to critical infrastructure and service entities that require priority experience to maintain essential and critical operations that, if disrupted, would have a societal impact. LANES BCD is also referred to as LANES Enterprise.

LANES services are used by first responders (Ambulances & Emergency services), PMO office, traffic lights and 3G exit devices for monitoring data.

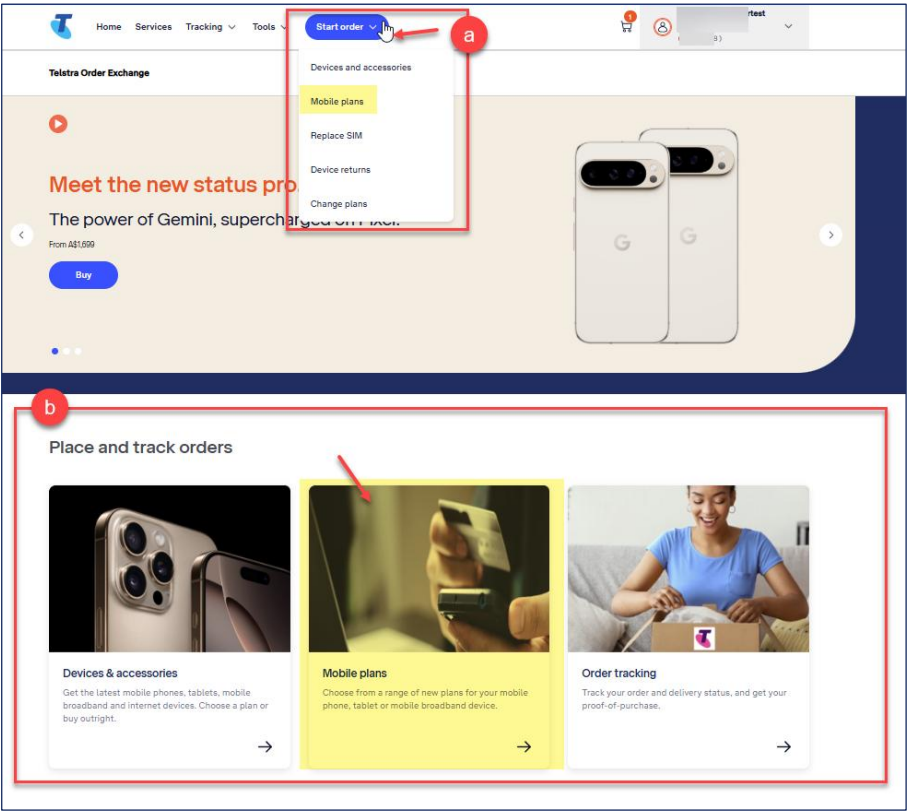
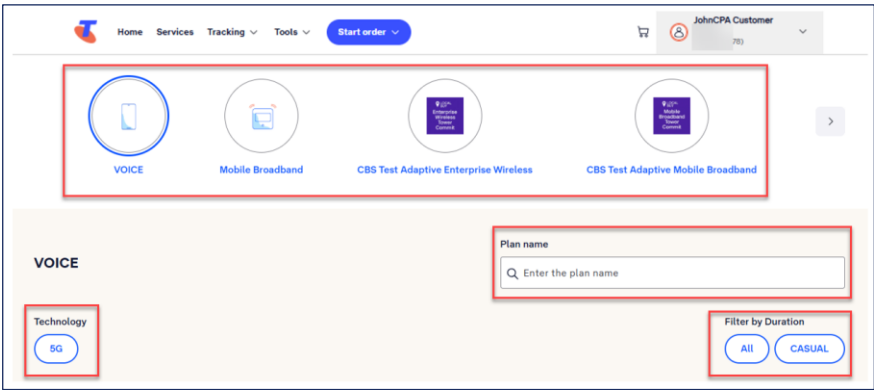
This document provides a detailed step by step instructions with screen views on how to place a LANES SIM Order in Telstra Order Exchange (TOX) for the 3 scenarios below:

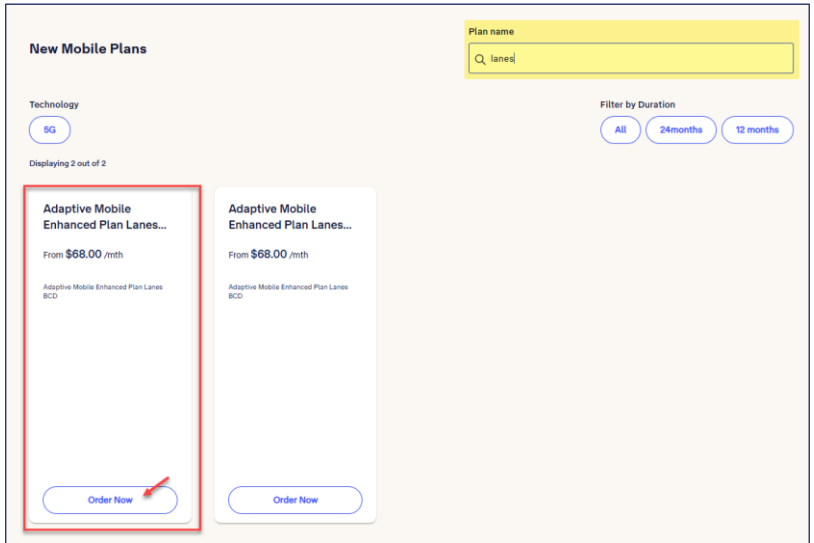
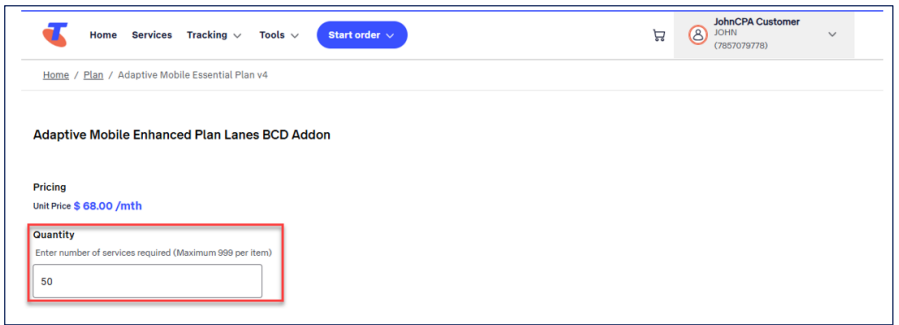
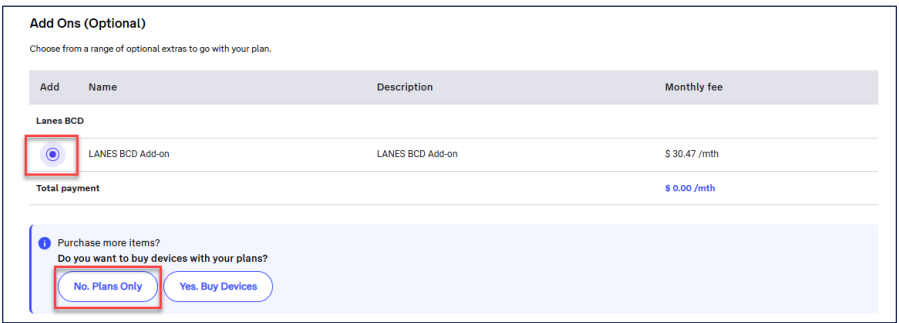
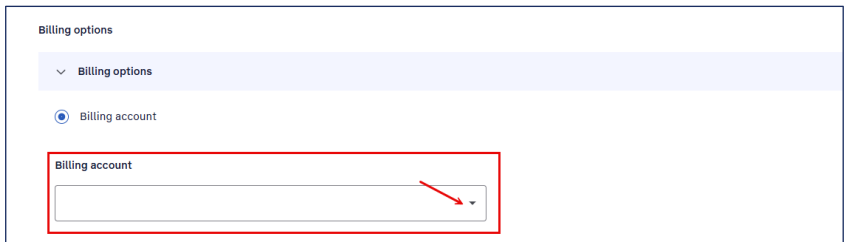
- LANES Customer **selects a plan** with minimum order quantity of 50 along with Add-on LANES as a new service activation request and **requesting for a new SIM card**. - ([from step 1](#))
- LANES Customer **selects a plan** with minimum order quantity of 50 along with Add-on LANES as a new service activation request and **requesting to activate existing blank SIM card**. - ([from step 22](#))
- LANES Customer **modifies an existing mobile service** and added LANES services in the order. - ([from step 44](#))

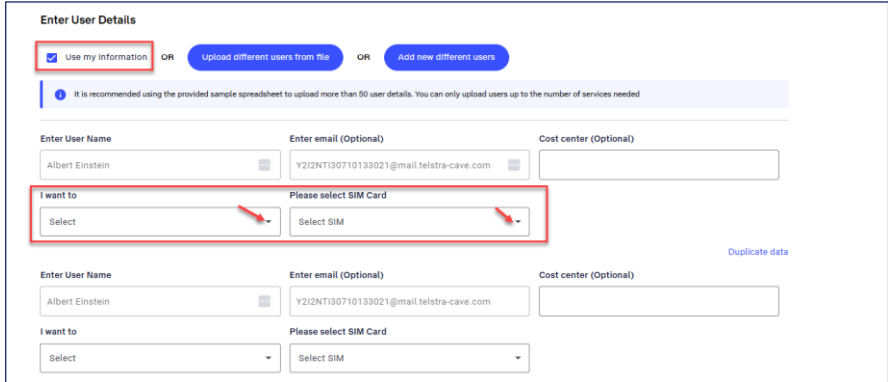
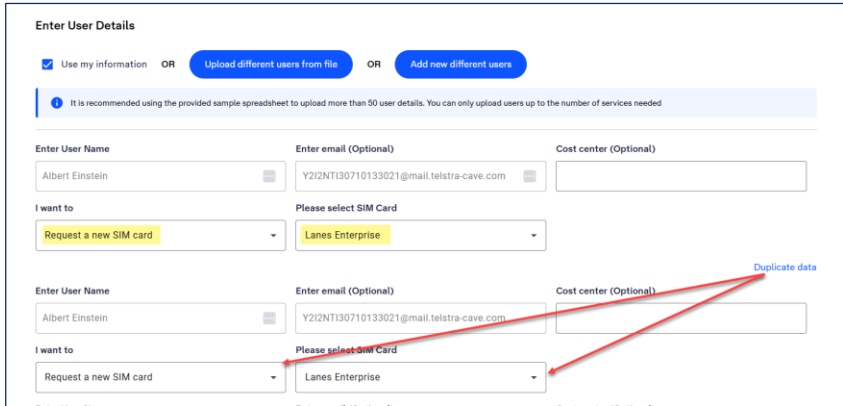
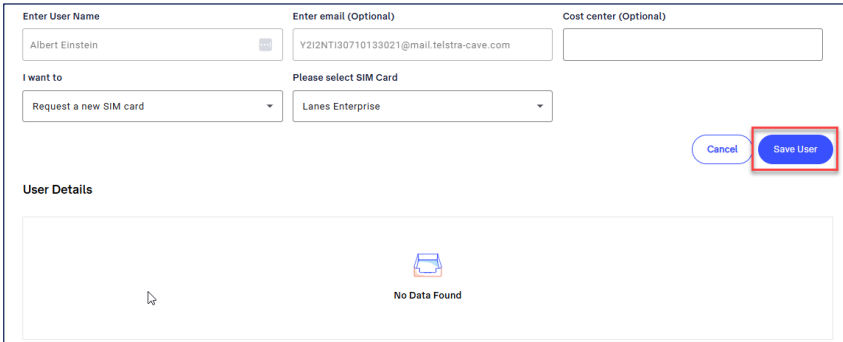
CP34 LANES SIM Ordering

Business Rules:

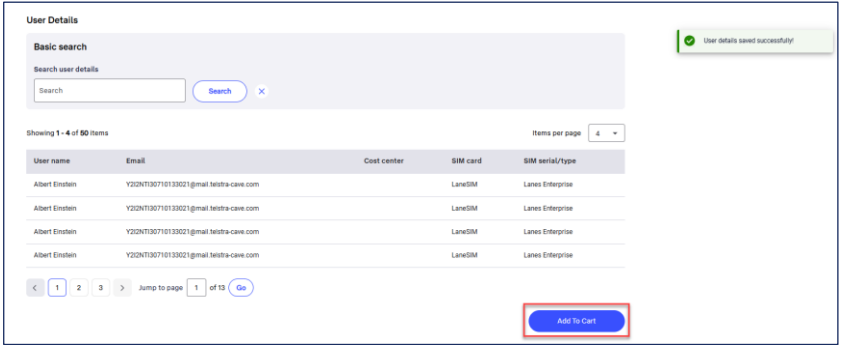
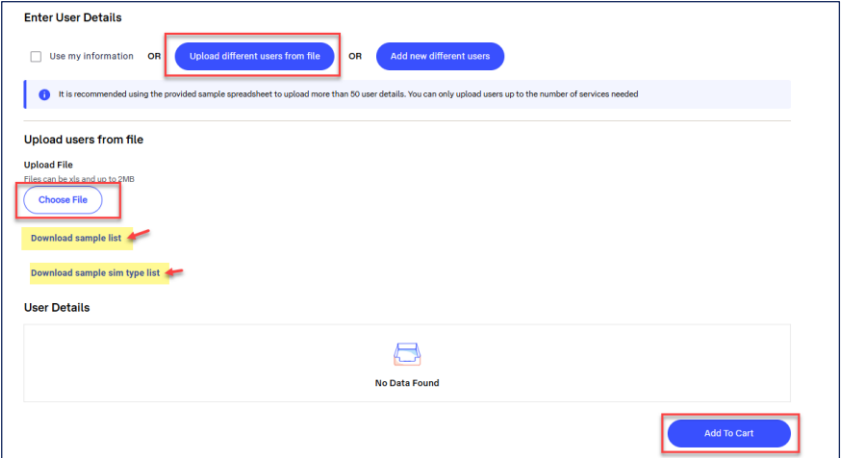
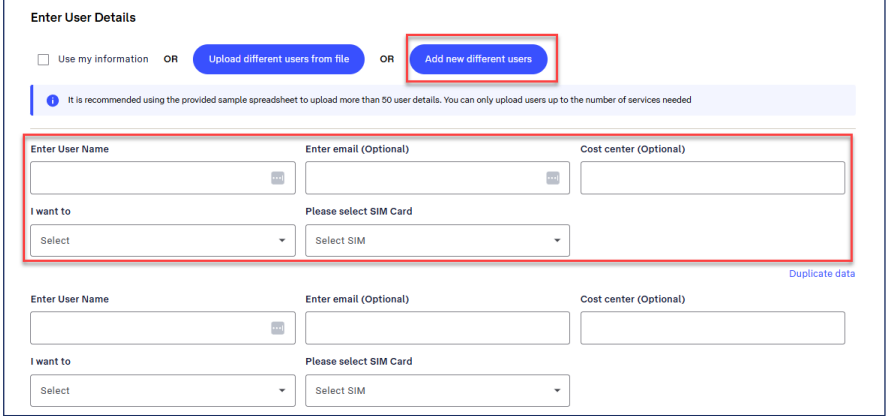
- All **new LANES customer** orders will need to sign up for a minimum of 50 services. They will be required to place a minimum of 50 quantity for their first LANES order as part of the initial activations via Telstra Order Exchange (TOX). After the initial 50 LANES services become active, there is no further quantity limitation in placing a LANES order (any quantity configuration between 1 to 999).
- **Existing LANES** customer or for customers who already have LANES, the new minimum activation requirement is not applicable.
- When customer access the 'View and Update Services' functionality to add LANES to an existing mobile service, customer is then redirected to the SIM reburn functionality to select new service activation request. Once order is submitted, TOX will generate one order to specify the two changes that happened as per below:
 1. LANES Add on
 2. SIM replacement
- **LANES BCD or Enterprise SIM and Voice Plans**
 - Customers must only use a Telstra LANES SIM in an approved device
 - There's a once-off SIM Activation Charge payable for each one
 - Included call allowance can't be shared
 - Unused Allowances expire at end of each billing month
- **Telstra Lanes on Adaptive Mobility plans**
 - Lanes Emergency and Lanes BCD are only available to Adaptive mobility refresh plans only.
 - Telstra Lanes pSIM or eSIM card must be assigned to eligible services
 - M2M / IoT mobile plans are ineligible for Telstra LANES bolt-on
 - Monthly Bolt-on Charge applied per service
 - Lanes Bolt on is not available when Adaptive mobility Accelerator add on is provisioned.

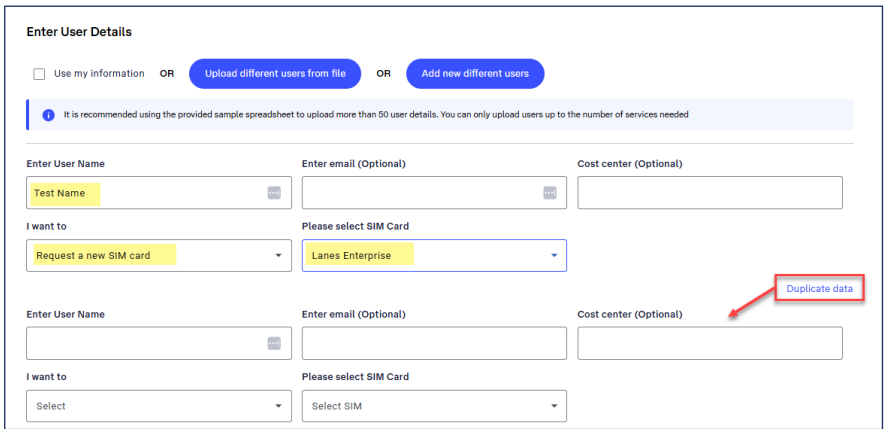
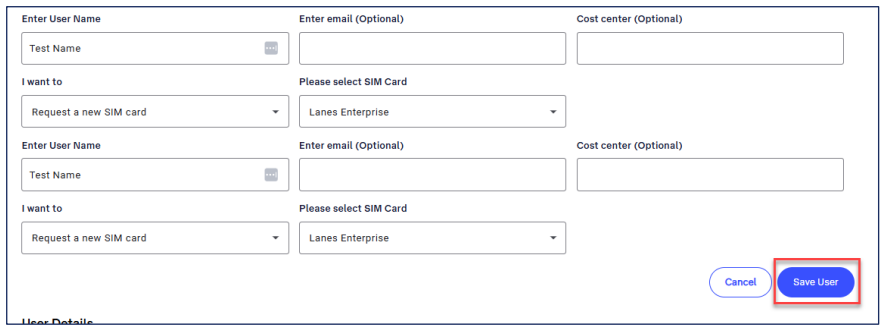
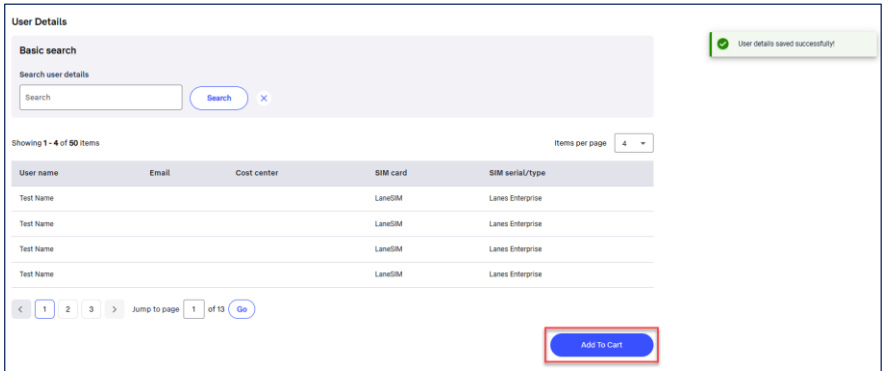
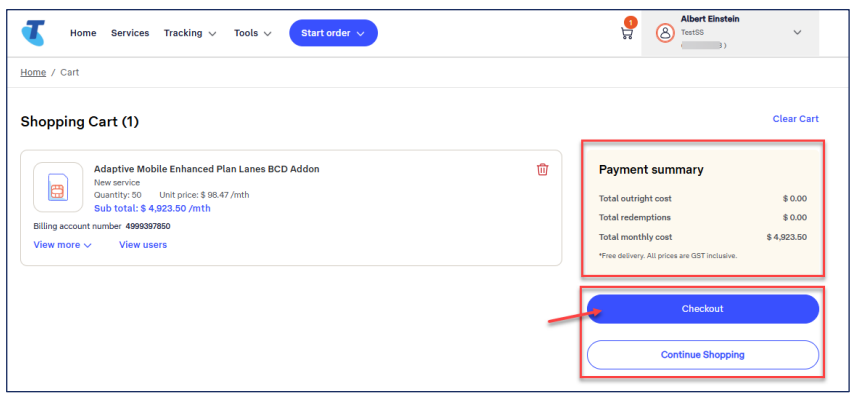
Step	Description	Detailed Actions
1	Scenario A: LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting for a new SIM card. On the Home page, there are 2 ways to place an order for LANES plan: a) through the Start Order menu dropdown b) through the tiles under Place and Track Order section In this scenario, click/select on Mobile Plans as highlighted. You will then get navigated to the product ordering catalogue page.	
2	In the Plan name field, type-in "LANES" then click enter in your keyboard.	

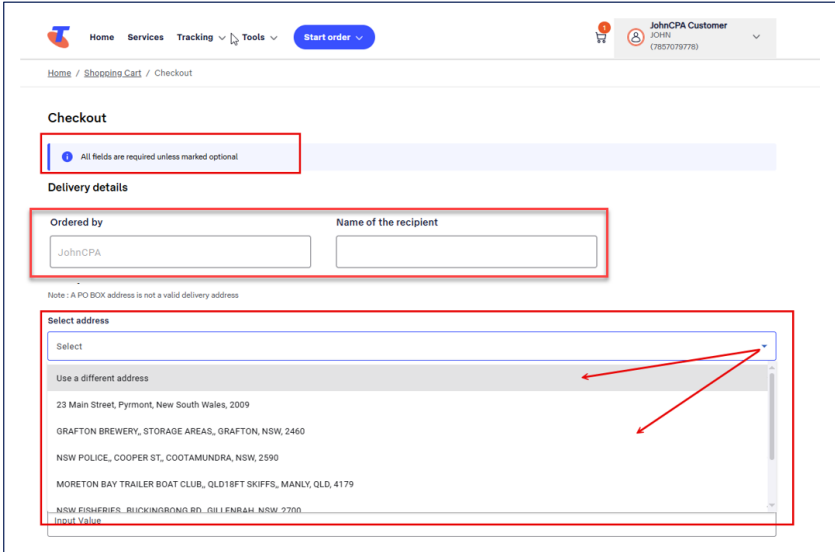
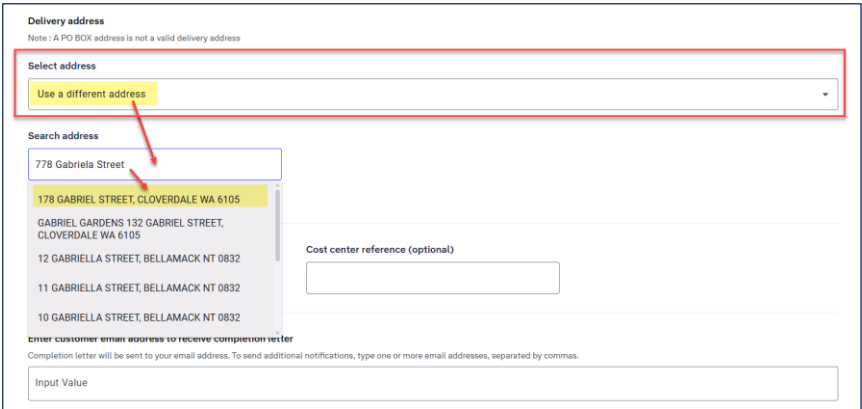
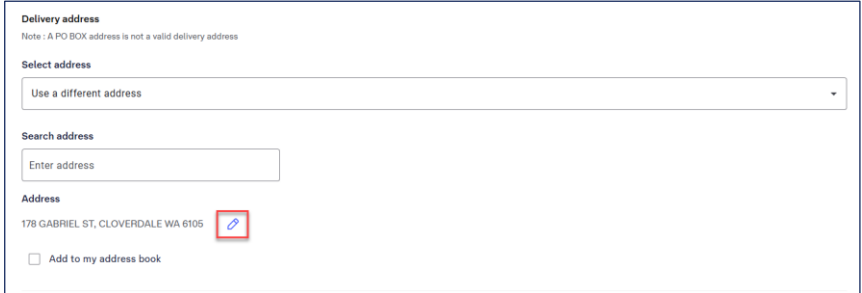
Step	Description	Detailed Actions
3	Choose a LANES plan from the display items and click on Order Now .	
4	Due to the business rule stated above, please enter a quantity of 50x services or more.	
5	Scroll down under Add-ons section and choose Lanes BCD Add on. Then, under the Purchase section you will have the option to buy devices with your chosen LANES plan. For this example, click on 'No. Plans Only'.	
6	Select your Billing account from the dropdown. Note: This is the account that the order amount will be charged.	

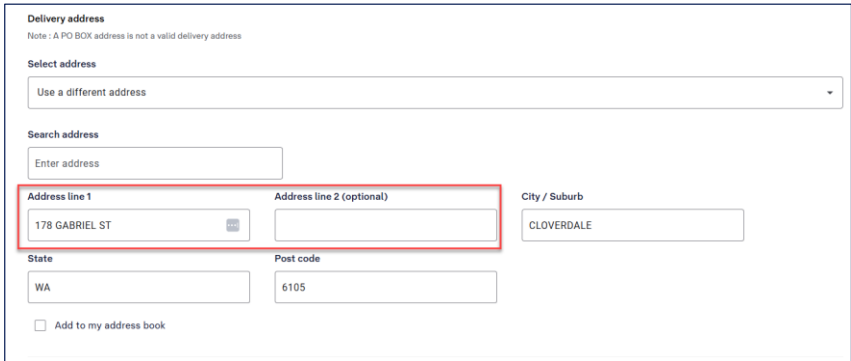
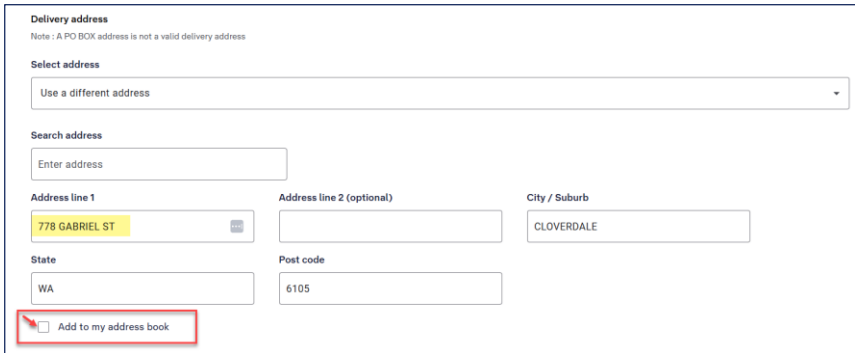
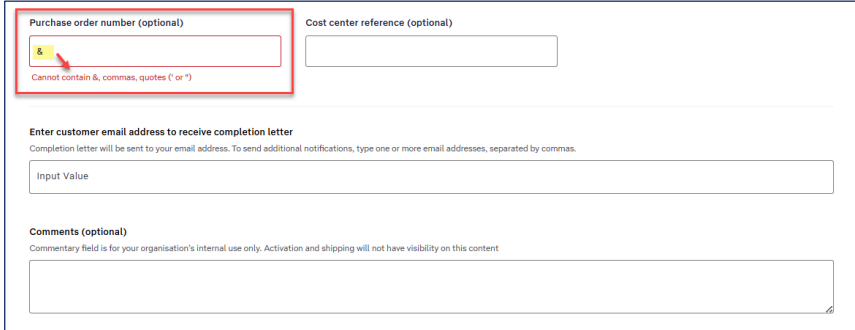
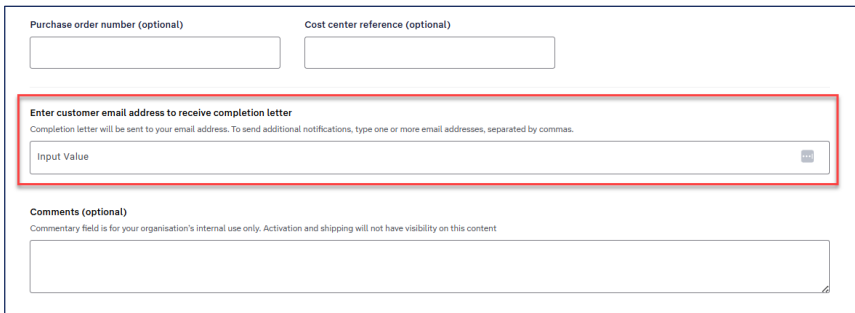
Step	Description	Detailed Actions
7	Enter User Details. You can choose either: - Tick on the box: Use my information or - Upload users from file or - Add new users	
7a	If you select option a, you will see all the fields that needs to be populated. Click on the 2 dropdown fields (mandatory fields) as highlighted. For this particular scenario we will select below details for the specific field: - I want to: Request a new SIM card - Please select SIM Card: Lanes Enterprise	
7b	Once populated, click on the Duplicate data link as highlighted to replicate the details of the populated fields to the remaining 49 users.	
7c	Scroll down and click on Save User button.	

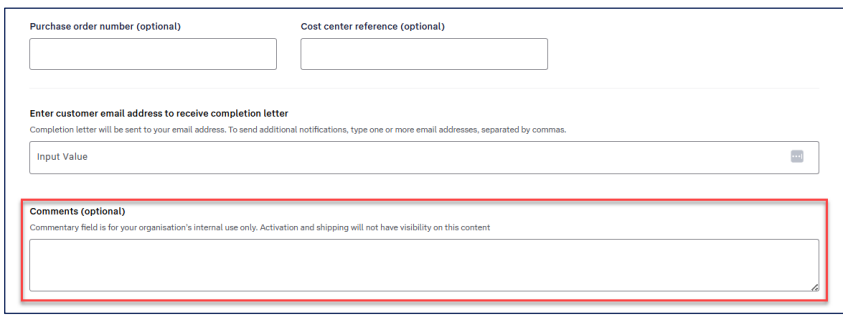
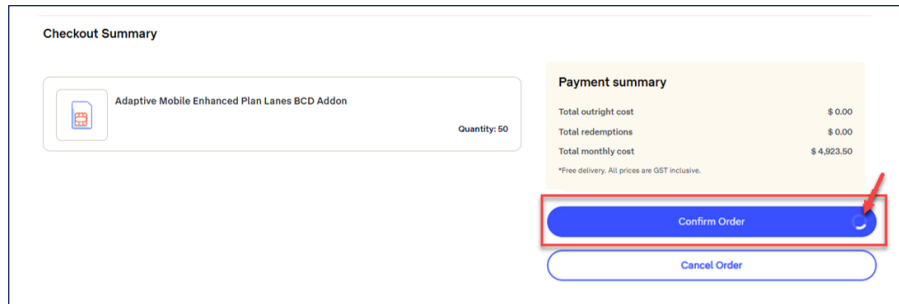
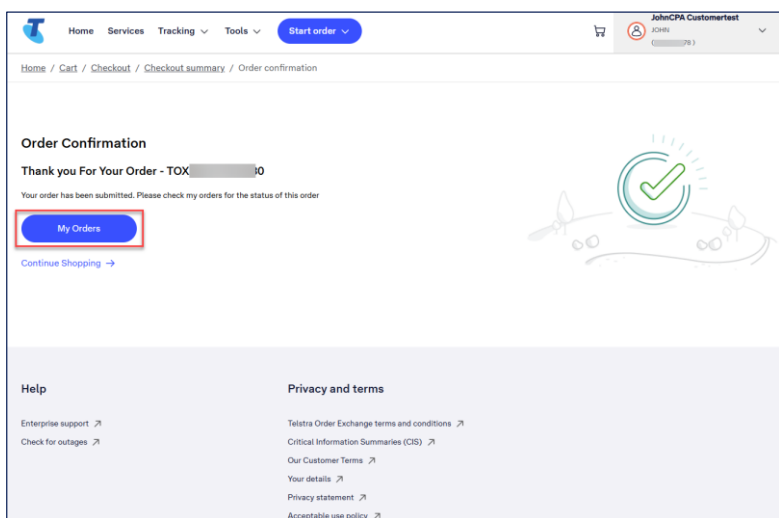
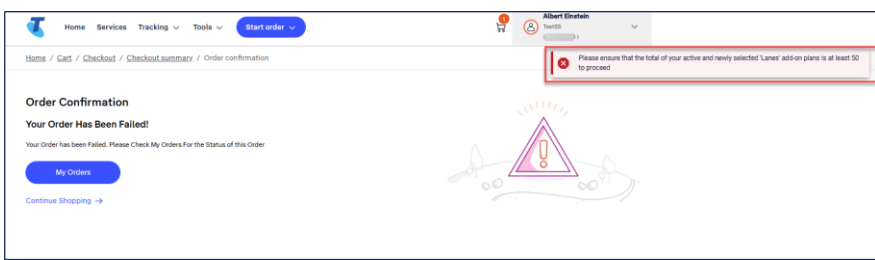
CP34 LANES SIM Ordering

Step	Description	Detailed Actions
7d	Once user details have been added, click on Add To Cart button.	 The screenshot shows the 'User Details' page. At the top, there's a 'Basic search' section with a search bar and a 'Search' button. Below this, a table displays user details with columns: User name, Email, Cost center, SIM card, and SIM serial/type. The table shows four rows of data. At the bottom right, there is a red-bordered button labeled 'Add To Cart'.
7e	For option b in entering user details, click in Upload different user from file button. Use the sample list templates as highlighted in yellow. Once populated with user details, save the files. Click on Choose File button to upload the files. Then, click on Add to Cart button to proceed to the next page.	 The screenshot shows the 'Enter User Details' page. At the top, there are three options: 'Use my information', 'Upload different users from file' (highlighted with a red box), and 'Add new different users'. Below this, there's a section 'Upload users from file' with a 'Choose File' button (highlighted with a red box) and two links: 'Download sample list' and 'Download sample sim type list' (both highlighted in yellow). At the bottom right, there is a red-bordered button labeled 'Add To Cart'.
7f	For option c in entering user details, click on Add new different users button. Enter the user details on the designated fields and select details from the dropdown fields accordingly.	 The screenshot shows the 'Enter User Details' page. At the top, there are three options: 'Use my information', 'Upload different users from file', and 'Add new different users' (highlighted with a red box). Below this, there's a section 'Enter User Details' with form fields for 'Enter User Name', 'Enter email (Optional)', and 'Cost center (Optional)'. There are also dropdown menus for 'I want to' and 'Please select SIM Card'. At the bottom right, there is a red-bordered button labeled 'Add To Cart'.

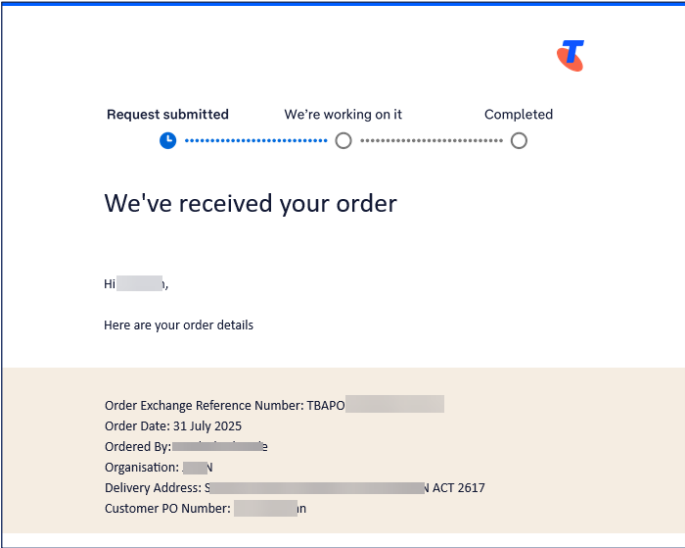
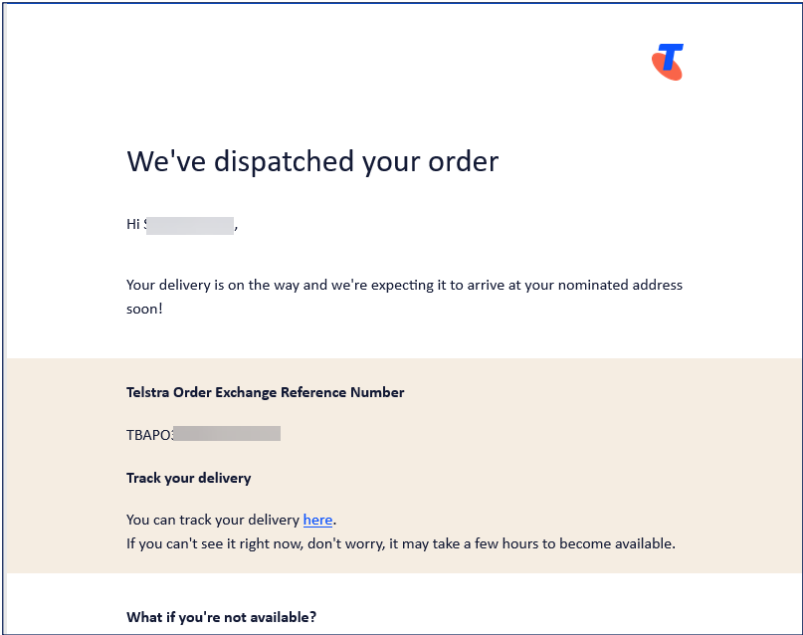
Step	Description	Detailed Actions
7g	Click on the Duplicate data link as highlighted to replicate the details of the populated fields to the remaining 49 users. Otherwise populate the fields with different user details.	
7h	Scroll down and click on Save User button once all mandatory fields are populated.	
7i	Once user details have been added, click on Add To Cart button to proceed to the next page.	
8	This will add the transaction to the Shopping cart . At this point, you can “ <i>Continue shopping</i> ” or click on Checkout to finalise the purchase.	

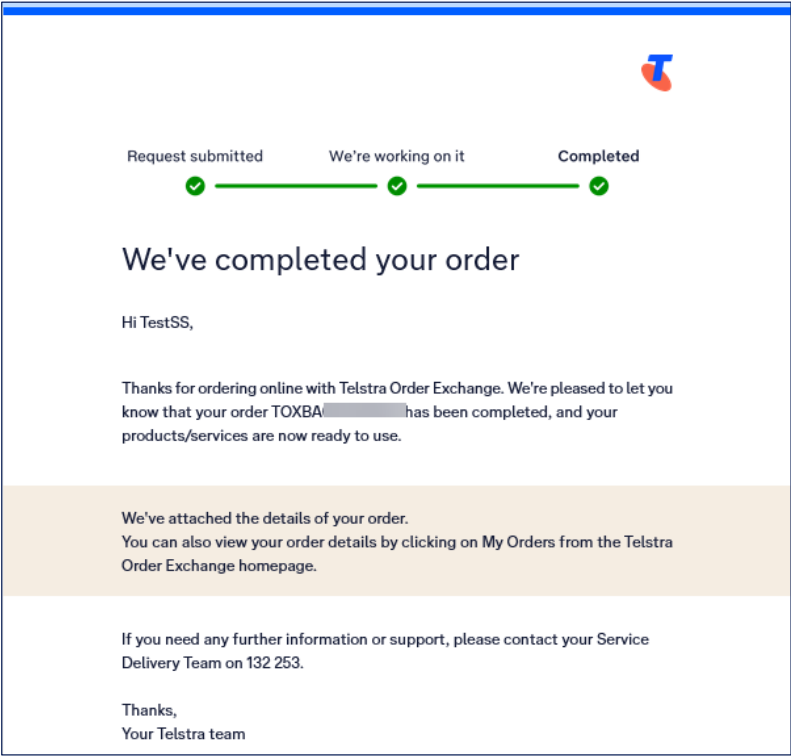
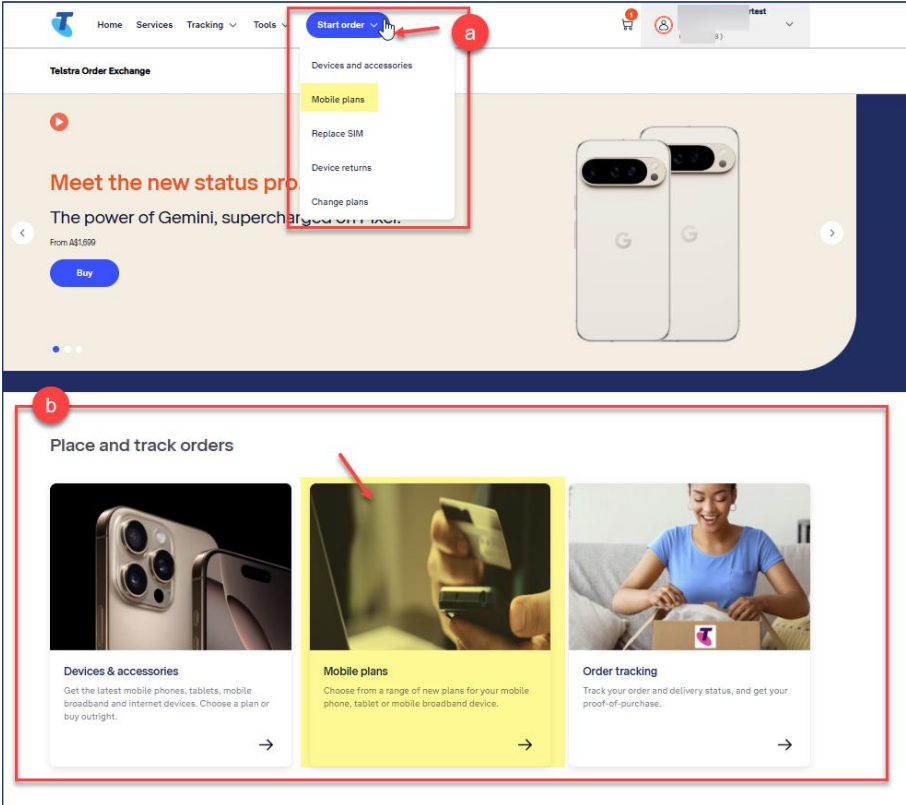
Step	Description	Detailed Actions
9	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “<i>optional</i>”. - Select the address from the dropdown field, otherwise, select “<i>Use a different address</i>”.	
10	If you choose to use a different address, you need 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.	
11	Once you select an address record, click on the pencil icon to modify the address details	

Step	Description	Detailed Actions
12	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 previous step.	
13	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.	
14	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.	
15	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
16	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
17	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.	
18a	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.	
18b	In the event you put in a quantity less than 50x units on your 1 st LANES order, you will get an error message upon submitting or confirming your order. In this case, you need to place a new order. To place a new order, click on the shopping cart icon to delete the item as qty cannot be adjusted. Then, re-start the ordering process.	

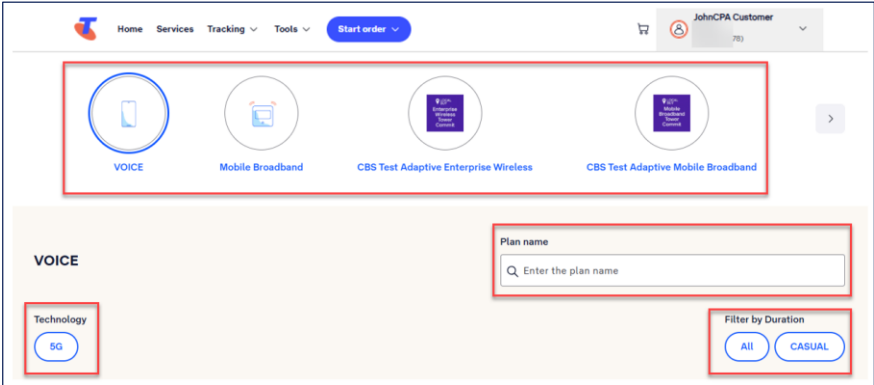
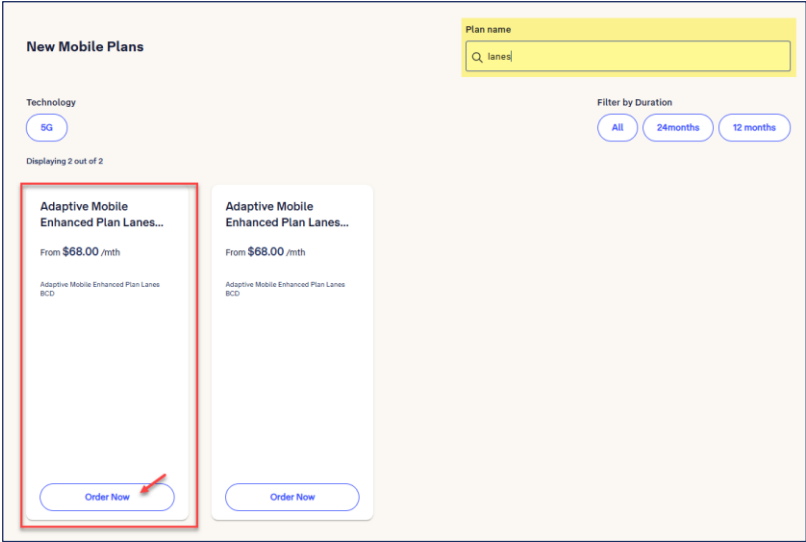
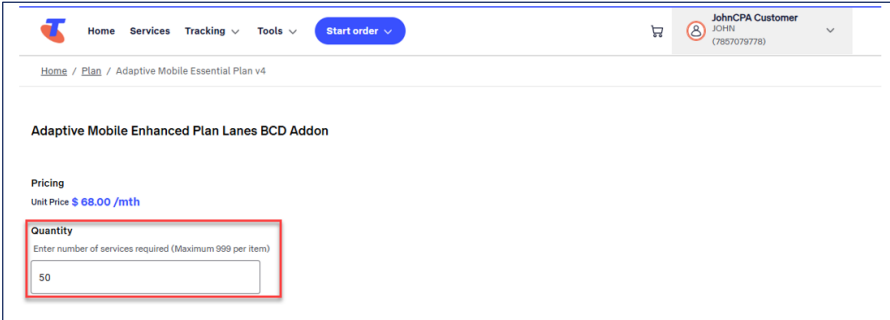


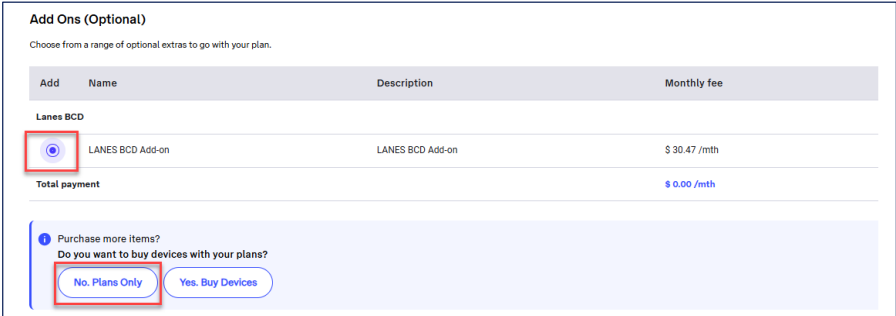
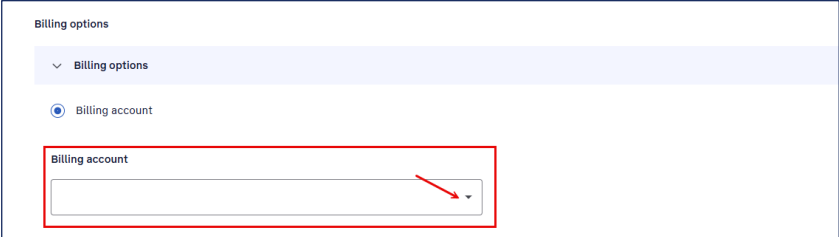
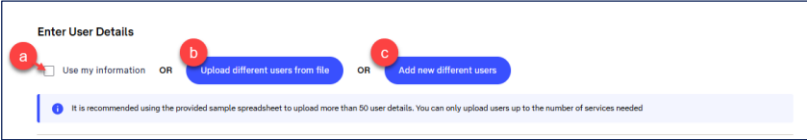
Step	Description	Detailed Actions
19	The customer who is the recipient of the ordered items will receive an Order Confirmation email with a summary of the order details. Note: This is only when order was submitted successfully.	
20	Once the order has been dispatched, you will receive a Dispatch Notification. 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.	

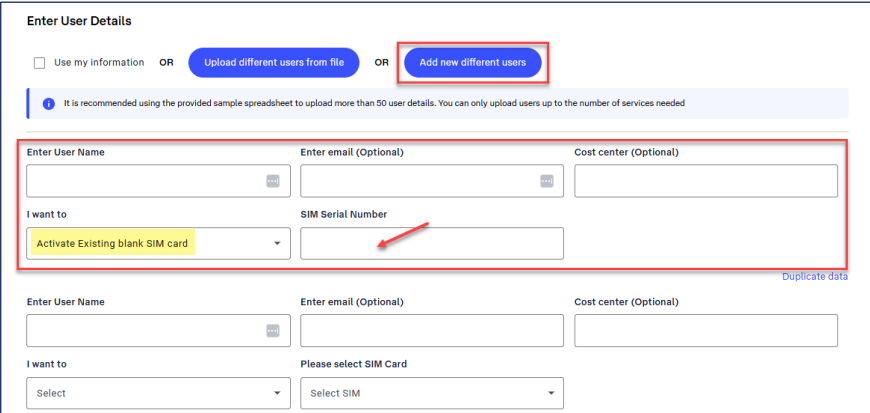
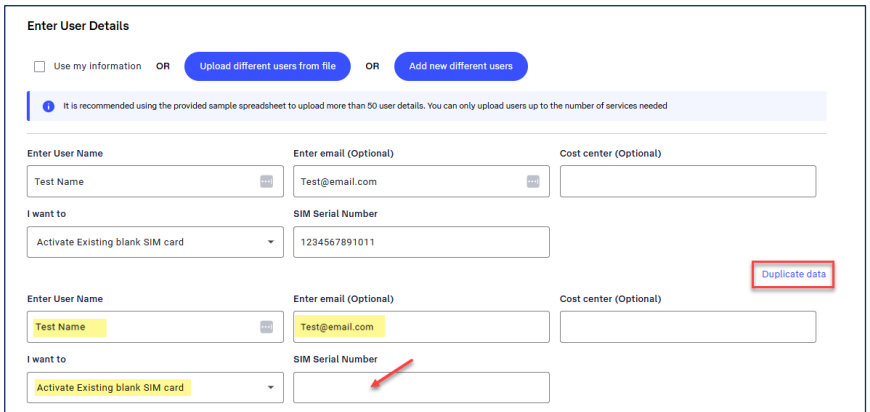
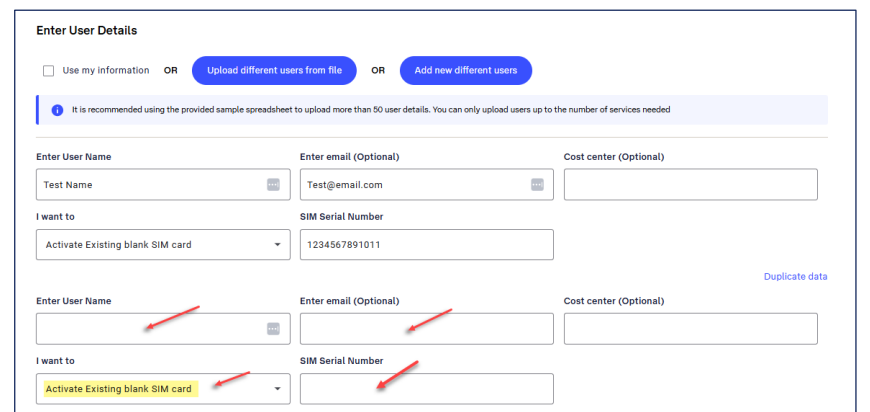
Step	Description	Detailed Actions
21	Once order delivery has been completed, the customer (recipient of the package) will receive an Order Completion email with Order Completion Letter as an attachment which provides details of the order. Note: Charges are triggered after the delivery is successful and charges appear on the customer's account when the order status is completed.	
22	Scenario B: LANES Customer selects a plan with minimum order quantity of 50 along with Add-on LANES as a new service activation request and requesting to activate existing blank SIM card. On the Home page, there are 2 ways to place an order for LANES plan: c) through the Start Order menu dropdown d) through the tiles under Place and Track Order section In this scenario, click/select on Mobile Plans as highlighted. You will then get navigated to the product ordering catalogue page.	

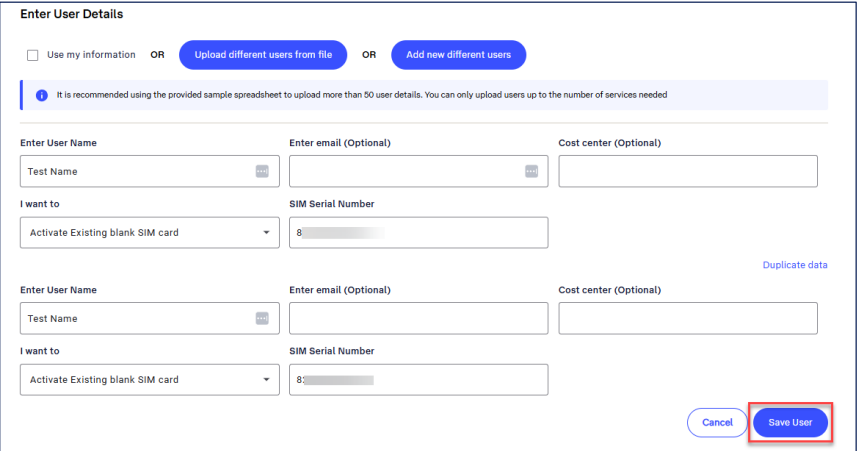
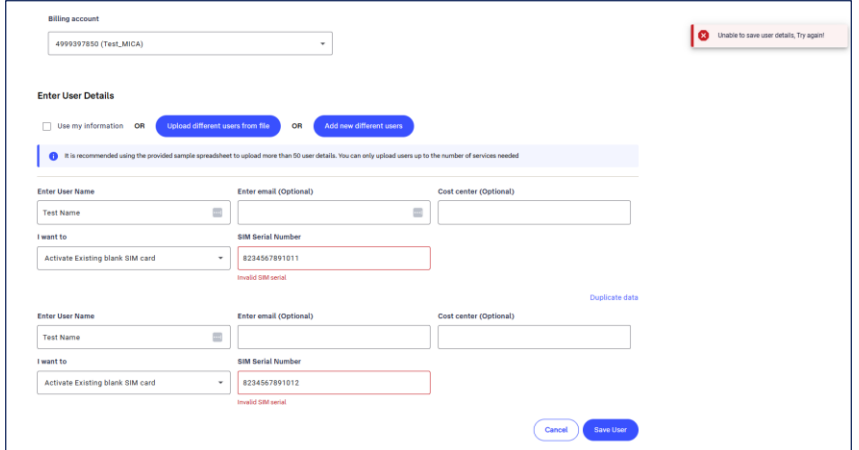
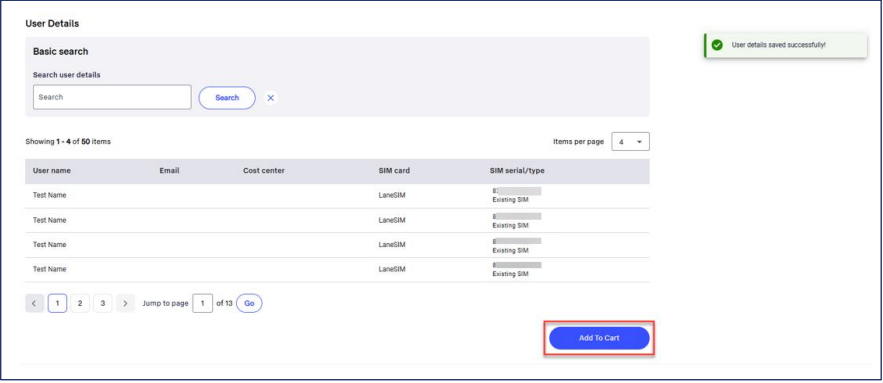
CP34 LANES SIM Ordering



Step	Description	Detailed Actions
23	In the Plan name field, type-in “LANES” then click enter in your keyboard.	
24	Choose a LANES plan from the display items and click on Order Now .	
25	Due to the business rule stated above, please enter a quantity of 50x services or more.	

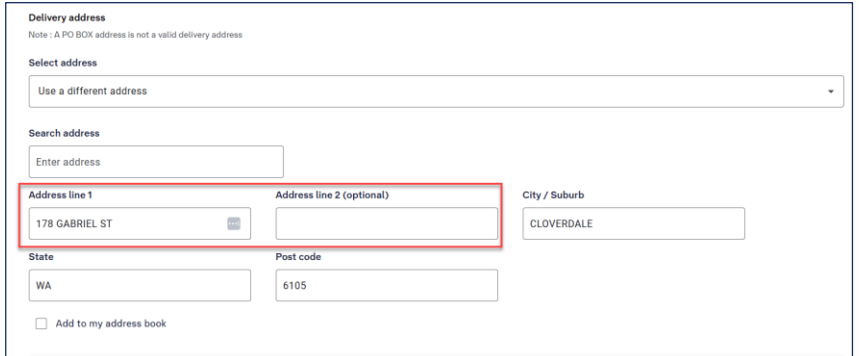
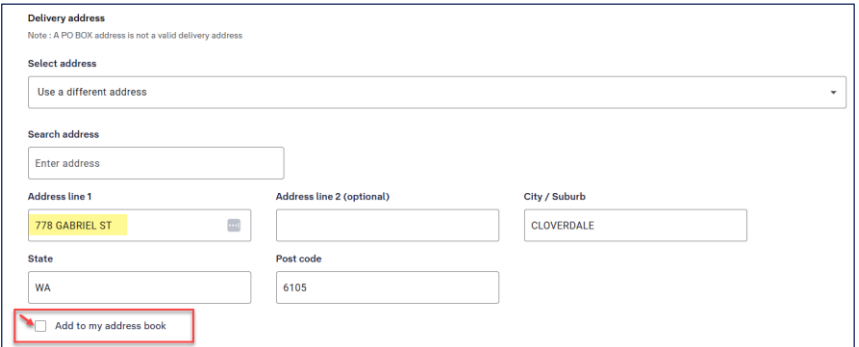
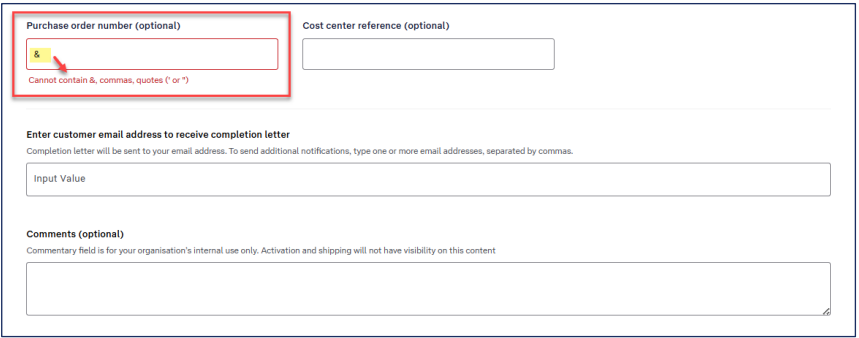
Step	Description	Detailed Actions
26	Scroll down under Add-ons section and choose Lanes BCD Add on. Then, under the Purchase section you will have the option to buy devices with your chosen LANES plan. For this example, click on 'No. Plans Only'.	
27	Select your Billing account from the dropdown. Note: This is the account that the order amount will be charged.	
28	Enter User Details. You can choose either: - Tick on the box: Use my information or - Upload users from file or - Add new users For this particular scenario we will select below details for the specific field: - I want to: Activate existing blank SIM card - then enter the SIM Serial Number Note: please refer to step 7a to 7i on details how to enter user details in 3 different ways	

Step	Description	Detailed Actions
29	Assuming you choose <i>option c</i> in entering user details, click on Add new different users button. Enter the user details on the designated fields then select Activate existing blank SIM card in the dropdown field as highlighted in yellow. Then enter the 1st SIM Serial Number	
30a	You can click on the Duplicate Data link to replicate the details of the remaining 49 users. Note: This will not replicate the SIM Serial Number values and will show a blank field. Enter the remaining 49x SIM Serial Number on the designated field.	
30b	Or you can manually populate all the fields to complete the user details of the remaining 49 users.	

Step	Description	Detailed Actions
31a	Once user details and mandatory fields have been completed, click on Save User button.	
31b	In the event you input an incorrect details i.e. Invalid SIM serial number or selected a non-LANES SIM, the system will throw an error and will not save the user details. You need to rectify this before you can proceed to the next screen.	
32	Once user details have been added/saved, click on Add To Cart button to proceed to the next page.	



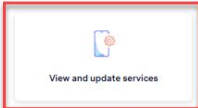
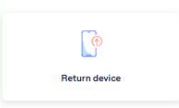
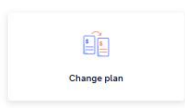
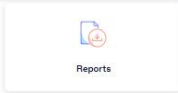
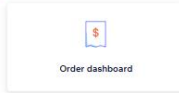
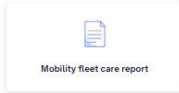
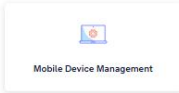
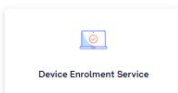
Step	Description	Detailed Actions
33	This will add the transaction to the Shopping cart. At this point, you can “<i>Continue shopping</i>” or click on Checkout to finalise the purchase.	
34	Enter the delivery details following the prompts. Notes: - Populate all the fields unless marked “<i>optional</i>”. - Select the address from the dropdown field, otherwise, select “<i>Use a different address</i>”	
35	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
36	Once you select an address record, click on the pencil icon to modify the address details	
37	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 previous step.	
38	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.	
39	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.	

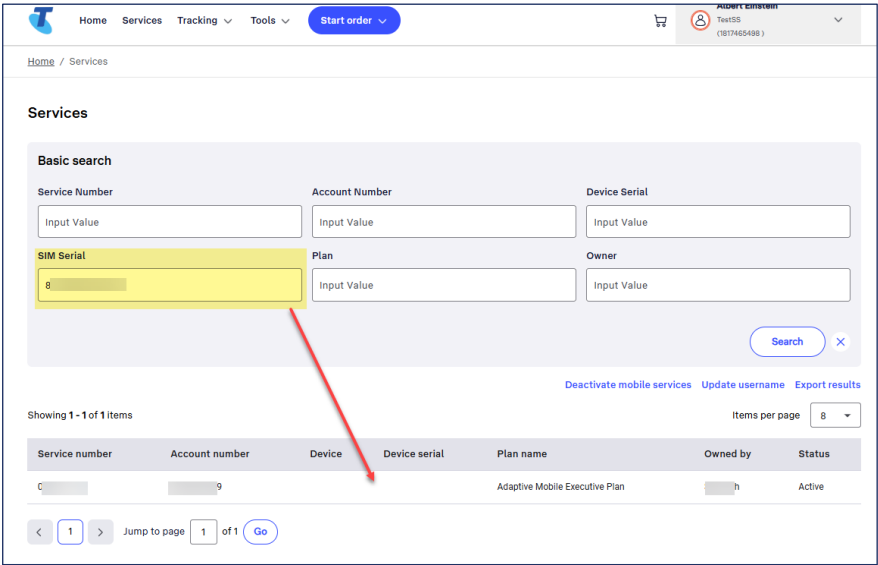
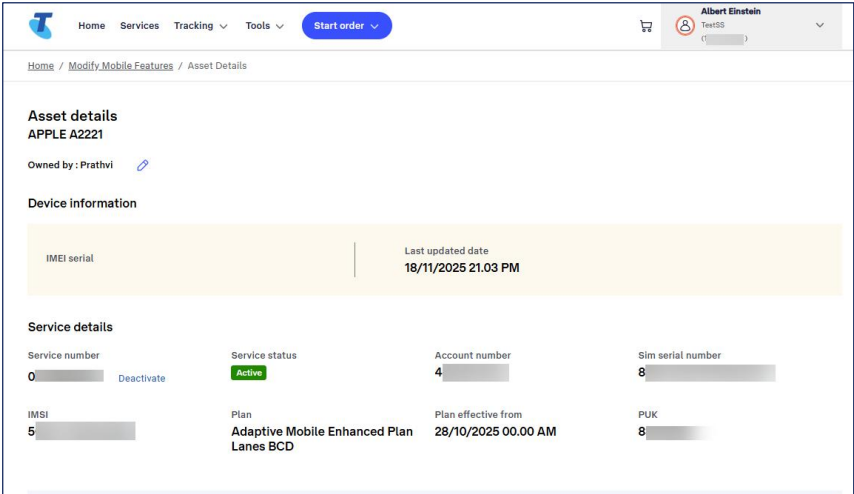
Step	Description	Detailed Actions
40	Customer email address field can be used if you need to send email notifications and completion letter to other email address aside from your email address in TOX records.	Purchase order number (optional) Cost center reference (optional) Enter customer email address to receive completion letter Completion letter will be sent to your email address. To send additional notifications, type one or more email addresses, separated by commas. Comments (optional) Commentary field is for your organisation's internal use only. Activation and shipping will not have visibility on this content
41	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	Purchase order number (optional) Cost center reference (optional) Enter customer email address to receive completion letter Completion letter will be sent to your email address. To send additional notifications, type one or more email addresses, separated by commas. Comments (optional) Commentary field is for your organisation's internal use only. Activation and shipping will not have visibility on this content
42	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.	Adaptive Mobile Enhanced Plan Lanes BCD Addon Quantity: 50 Payment summary Total outright cost \$ 0.00 Total redemptions \$ 0.00 Total monthly cost \$ 4,923.50 *Free delivery. All prices are GST inclusive. Confirm Order Cancel Order
43a	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.	Home Services Tracking Tools Start order JohnCPA Customertest Home / Cart / Checkout / Checkout summary / Order confirmation Order Confirmation Thank you For Your Order - TOX0000000000 Your order has been submitted. Please check my orders for the status of this order My Orders Continue Shopping → Help Enterprise support ↗ Check for outages ↗ Privacy and terms Telstra Order Exchange terms and conditions ↗ Critical Information Summaries (CIS) ↗ Our Customer Terms ↗ Your details ↗ Privacy statement ↗ Acceptable use policy ↗

Step	Description	Detailed Actions
43b	Or if you put in a quantity less than 50x units on your 1st LANES order, you will get an error message upon submitting or confirming your order. In this case, you need to place a new order. To place a new order, click on the shopping cart icon to delete the item as qty cannot be adjusted. Then, re-start the ordering process.	
44a	Scenario C: LANES Customer modifies an existing mobile service and added LANES services in the order. There are 2 ways to access the Service page. Option A: On the Home page, click on the Services menu on top of your screen.	



Step	Description	Detailed Actions																					
44b	Option B: On the Home page, click on the View and Update Services tile under Managed Services section.	Place and track orders  Devices & accessories Get the latest mobile phones, tablets, mobile broadband and internet devices. Choose a plan or buy outright. →  Mobile plans Choose from a range of new plans for your mobile phone, tablet or mobile broadband device. →  Order tracking Track your order and delivery status, and get your proof-of-purchase. → Manage services  View and update services  Return device  Replace SIM  Change plan  Reports  Order dashboard  Mobility fleet care report  Mobile Device Management  Device Enrolment Service																					
45	Both steps above will direct you to the Services page. Search the service using the search fields as highlighted.	Home Services Tracking Tools Start order Albert Einstein Test55 Home / Services Services Basic search Service Number Account Number Device Serial Input Value Input Value Input Value SIM Serial Plan Owner Input Value Input Value Input Value Search Deactivate mobile services Update username Export results Showing 1 - 8 of 99 items Items per page8 <table><tr><th>Service number</th><th>Account number</th><th>Device</th><th>Device serial</th><th>Plan name</th><th>Owned by</th><th>Status</th></tr><tr><td>C</td><td>9</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td>h</td><td>Active</td></tr><tr><td>O</td><td>9</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td>h</td><td>Active</td></tr></table>	Service number	Account number	Device	Device serial	Plan name	Owned by	Status	C	9			Adaptive Mobile Executive Plan	h	Active	O	9			Adaptive Mobile Executive Plan	h	Active
Service number	Account number	Device	Device serial	Plan name	Owned by	Status																	
C	9			Adaptive Mobile Executive Plan	h	Active																	
O	9			Adaptive Mobile Executive Plan	h	Active																	



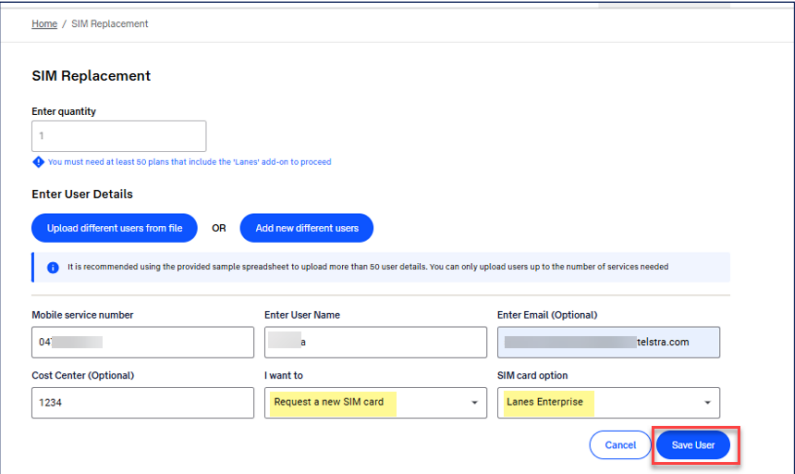
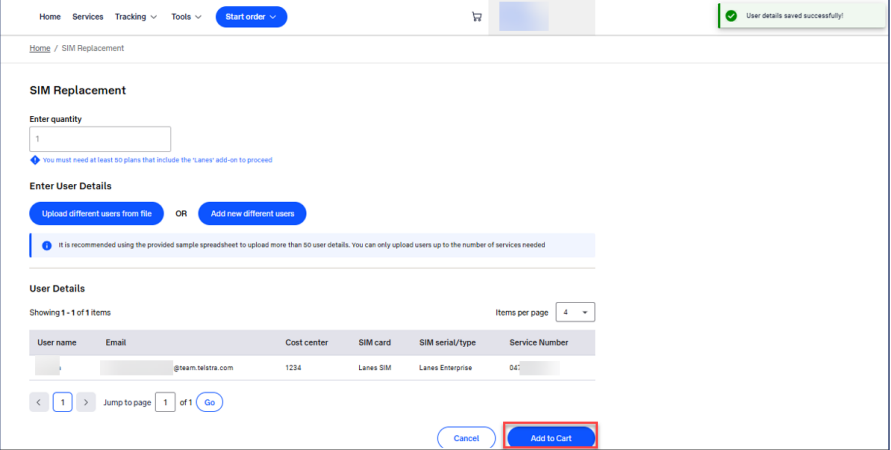
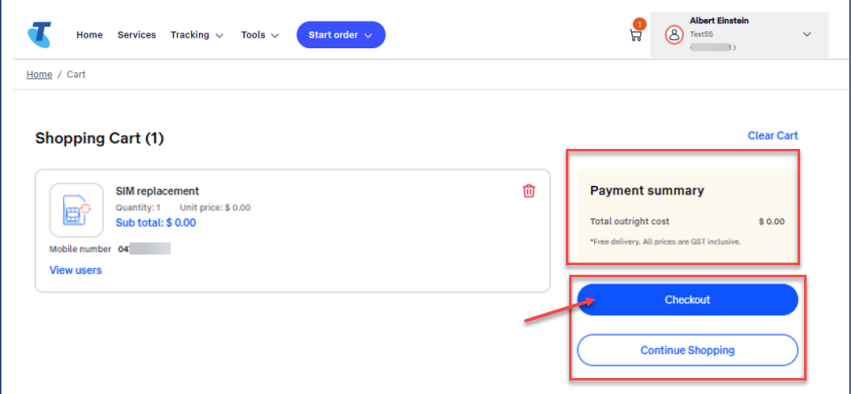
Step	Description	Detailed Actions
46	In this example we search for the SIM serial number. TOX will populate a result once there is a match. Click to access the record.	 The screenshot shows the 'Services' search interface. At the top, there are navigation links: Home, Services, Tracking, Tools, and a 'Start order' button. Below this is a 'Basic search' section with input fields for Service Number, Account Number, Device Serial, SIM Serial, Plan, and Owner. The 'SIM Serial' field is highlighted in yellow, and a red arrow points from it to the 'Device' column in the results table. The results table shows one item with Service number 0, Account number 9, Device (blank), Device serial (blank), Plan name Adaptive Mobile Executive Plan, Owned by h, and Status Active. At the bottom, there are pagination controls showing 'Showing 1-1 of 1 items' and 'Items per page 8'.
47	You will get navigated to the Asset Details page. Scroll down to update this service.	 The screenshot shows the 'Asset details' page for 'APPLE A2221'. The page is owned by 'Prathvi'. Under 'Device information', the IMEI serial is shown as blank, and the last updated date is 18/11/2025 21.03 PM. Under 'Service details', the Service number is 0 (with a 'Deactivate' link), Service status is Active, Account number is 4, Sim serial number is 8, IMSI is 5, Plan is Adaptive Mobile Enhanced Plan Lanes BCD, Plan effective from is 28/10/2025 00.00 AM, and PUK is 8.

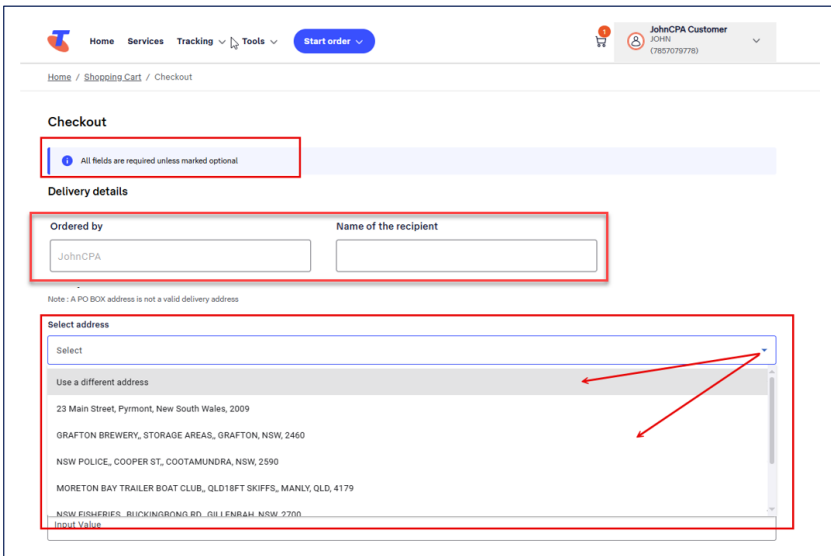
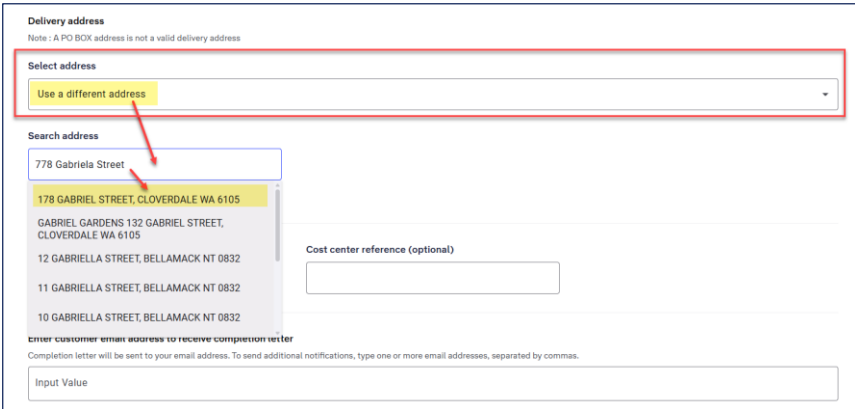
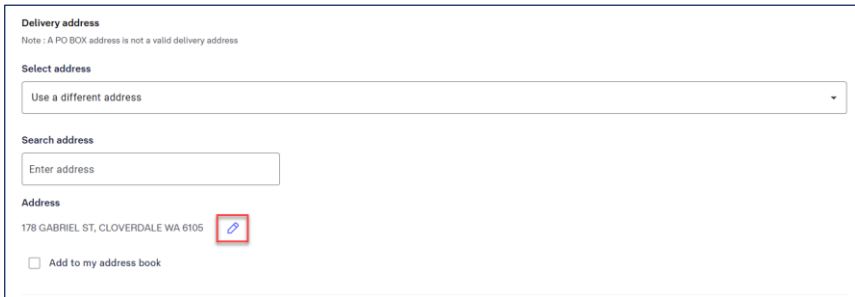
CP34 LANES SIM Ordering

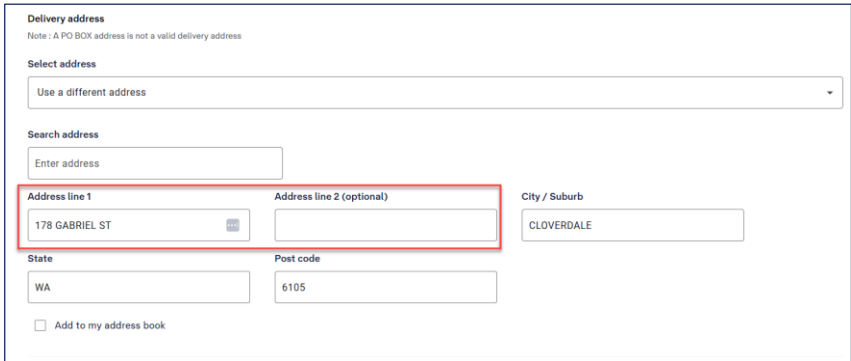
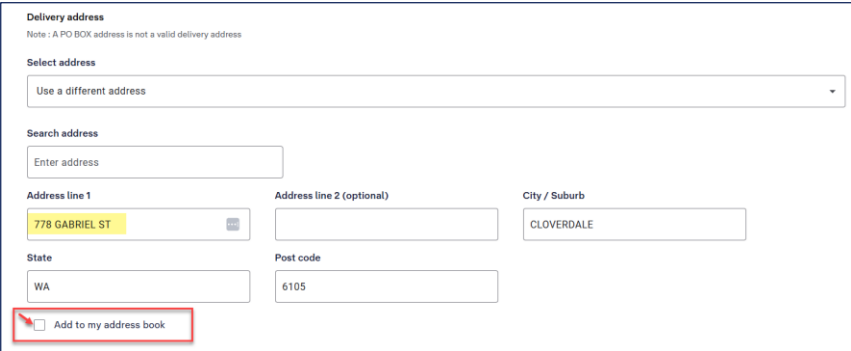
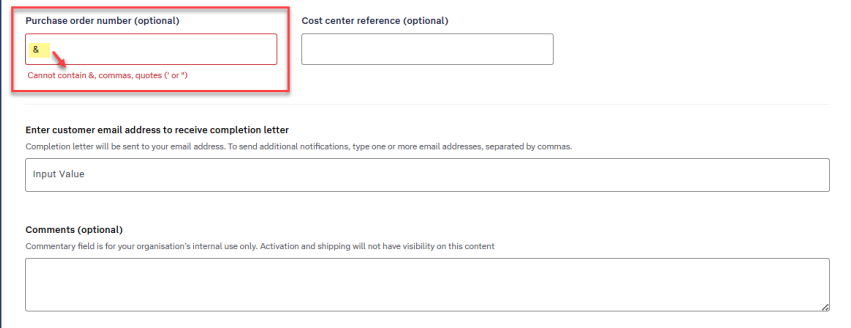
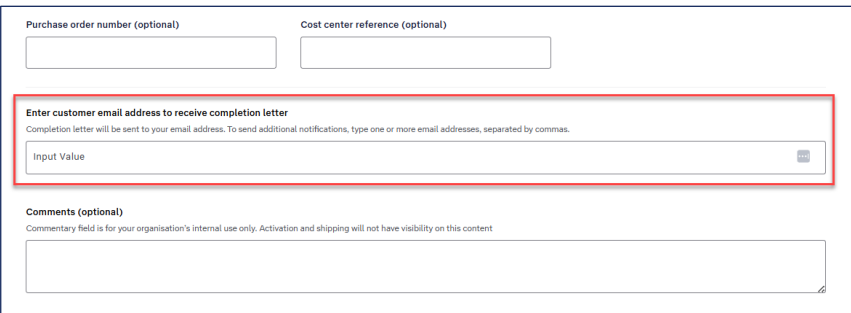


Step	Description	Detailed Actions
48	To update value added services, select LANES BCD Add on. Then, click on Update value added services button.	
49	Click Yes to confirm your updates. Note: You will be redirected to the SIM Replacement page to place an order for the LANES SIM.	
50	A pop-up notification on the top right of the screen will appear to confirm the update on VAS/Add-ons. Enter user details by: a) clicking on Upload different user from file or b) clicking on Add new different users button to enter user details. In this example, we choose option b.	



Step	Description	Detailed Actions
51	Populate the fields with the required details then click on Save User button.	
52	Once user details have been added, click on Add To Cart button to proceed to the next page.	
53	This will add the transaction to the Shopping cart . At this point, you can “Continue shopping” or click on Checkout to finalise the purchase.	

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	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 previous step.	
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.	

*****end of process / steps*****