
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

Ordering New Mobile Plans

Business unit
Telstra Enterprise

Issue date
5/08/2026

Document ID
CP05

Audience

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

Summary

Bring your own phone, tablet or enterprise wireless device. Keep your existing number and the device you love! An alternative to signing a standard 12, 24 or 36-month phone contract depending on customer configuration profile, a SIM-only plan allows you to bring your own device to Telstra and select a plan of your choice.

This document provides instruction on how to bring your own device and select a plan of your choice.

TOX validates the SIM serial number when you order a SIM only plan. The validation check performed are:

- Is the entered SIM serial 13 digits in length
- Is the entered SIM serial valid

What is meant by Valid SIM Serial?

A valid SIM is an available blank SIM that can be used for new activation or reburn enabling you to proceed with your order.

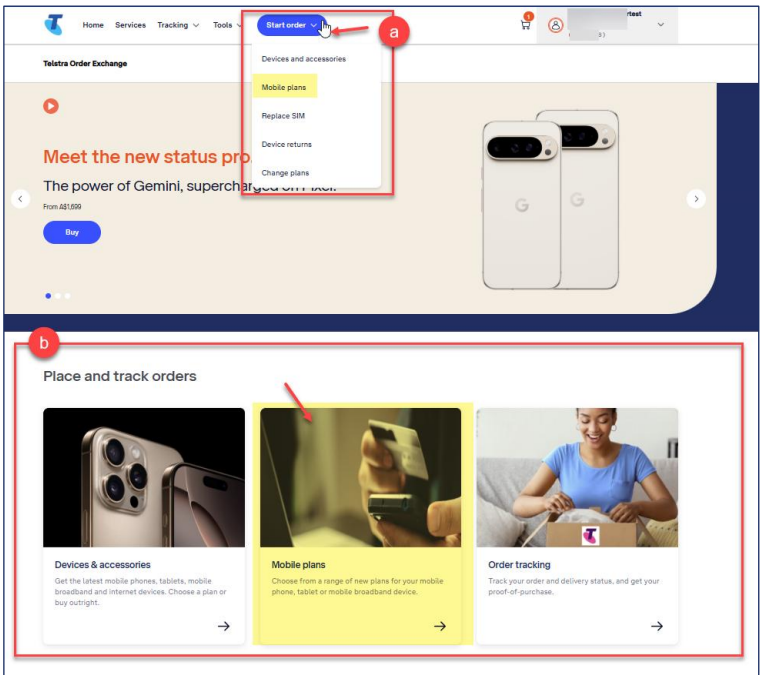
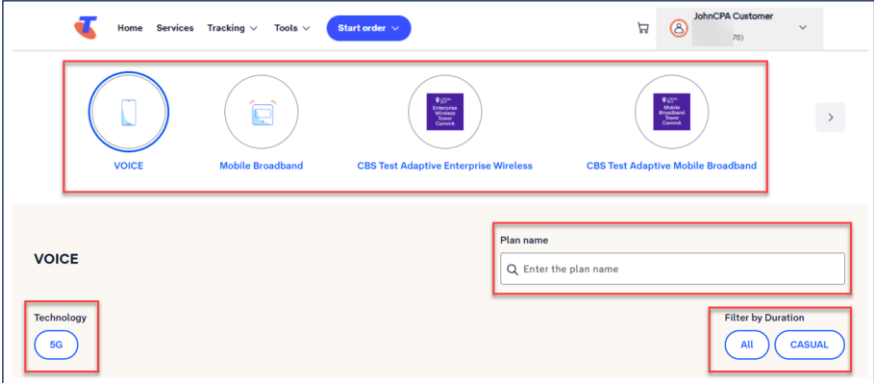
The table below describes the possible scenarios and the corresponding error messages TOX will populate in the event there is an error during the SIM validation process:

Scenario	Error Message
SIM order is inflight (Pending Delivery)	"SIM is not ready for activation"
SIM is unavailable in the network	"SIM is unavailable in the System"
Incorrect (invalid) SIM number entered	"Invalid SIM serial number"
SIM already associated to a service id	"SIM has already been used"

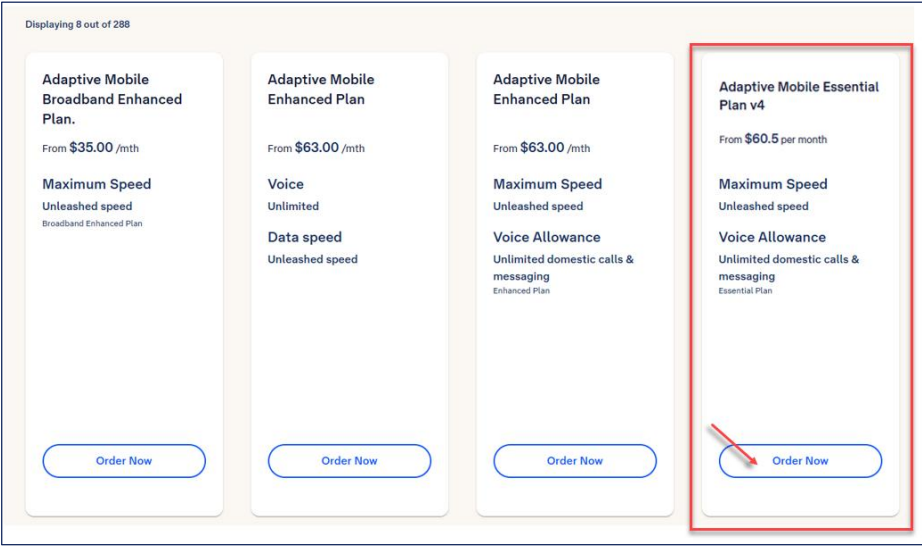
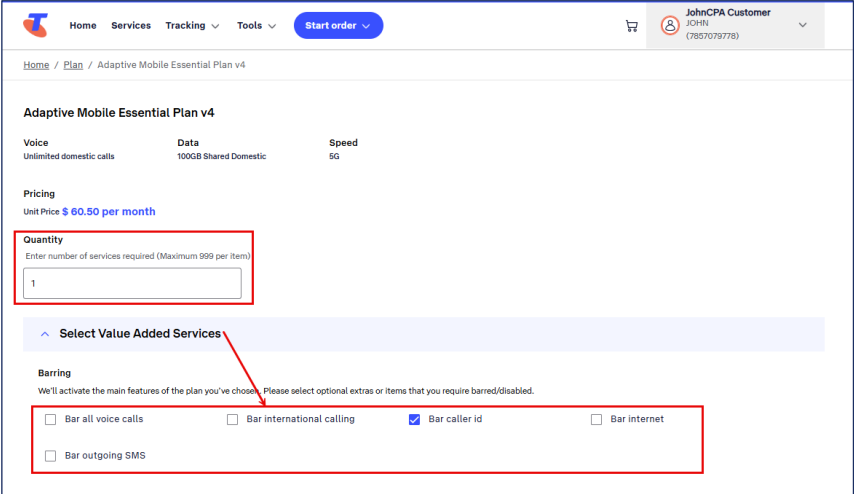
Note: These screens have been recorded using the Telstra Admin access. The screens may vary depending on the assigned role type and user permissions.

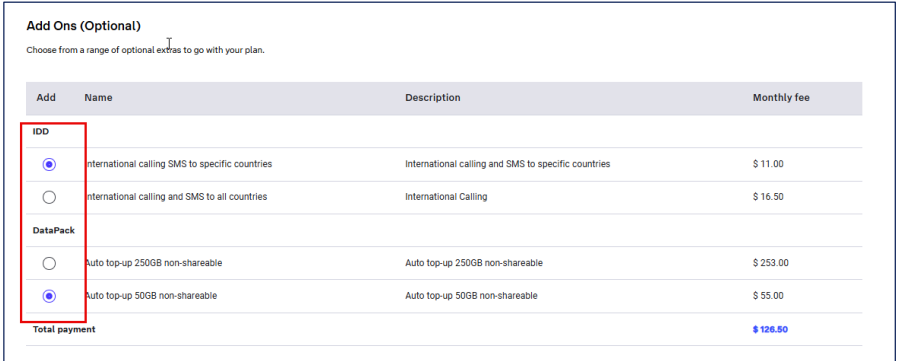
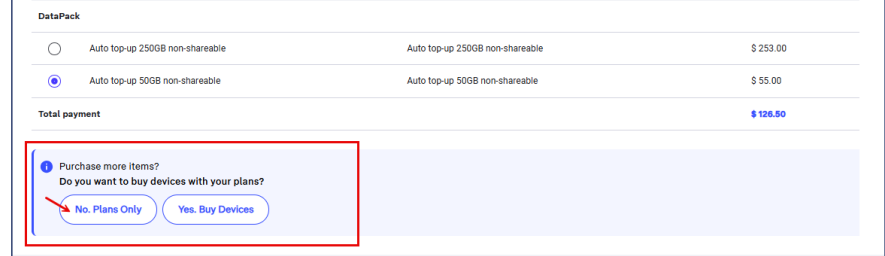
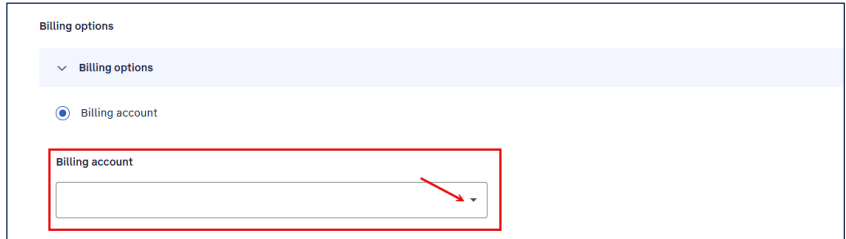
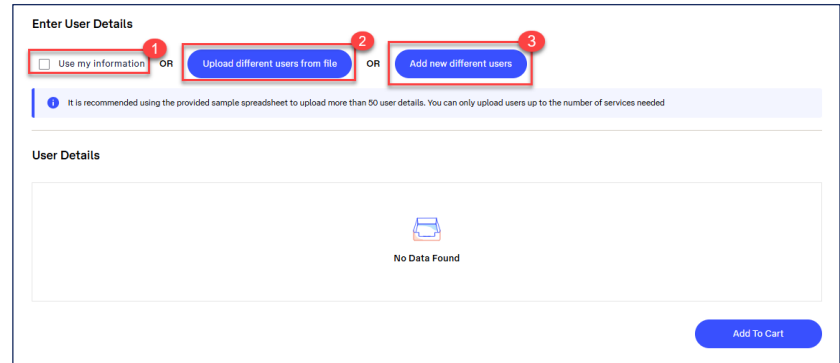
Business Rules:

- All **new LANES** customers will now require a minimum 50 services 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 service order (any quantity configuration between 1 to 5000).
- **Existing LANES** customer or for customers who already have LANES, the new minimum activation requirement is not applicable.

Step	Description	Detailed Actions
1	On the Home page, there are 2 ways to place an order for mobile plans: - through the Start Order menu dropdown - through the tiles under Place and Track Order section In this scenario, click on Mobile Plans. You will then get navigated to the product ordering catalogue page.	
2	Click on the plan type to see the range of eligible plans. Filtering options as per below: - 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.	



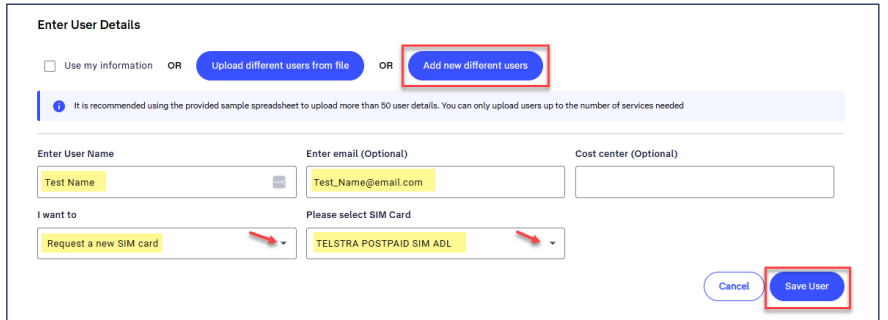
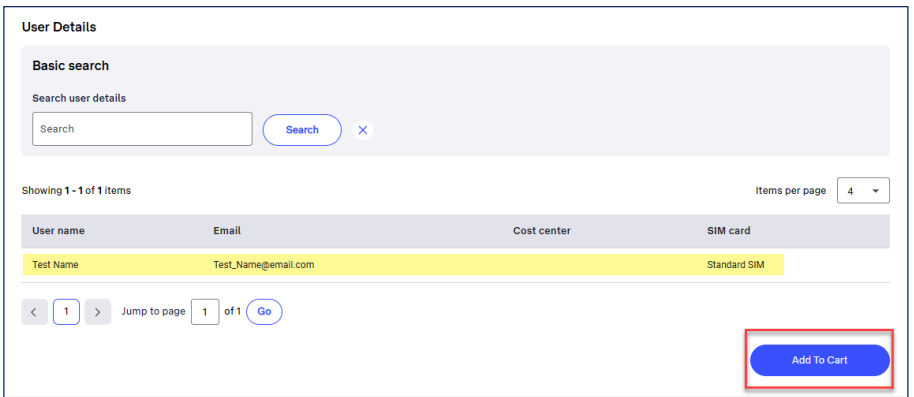
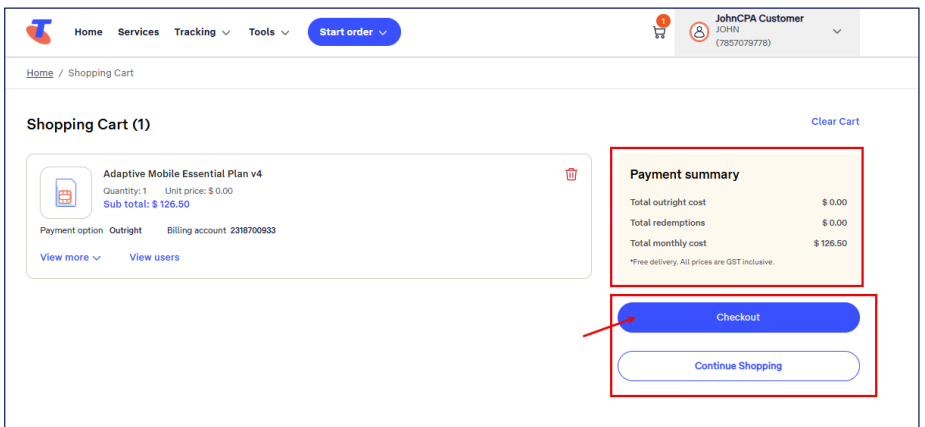
Step	Description	Detailed Actions
3	Choose your plan and click on Order Now .	
4	Enter the quantity of plans you would like to buy. Then, select Value Added Services (VAS) as required. Notes: - Maximum order quantity depends on the amount of item you are ordering: - o More than \$0, maximum order qty 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. - Main features of the plan you've chosen will be activated automatically. You need to select or tick the box for items that you require to be disabled/barred.	

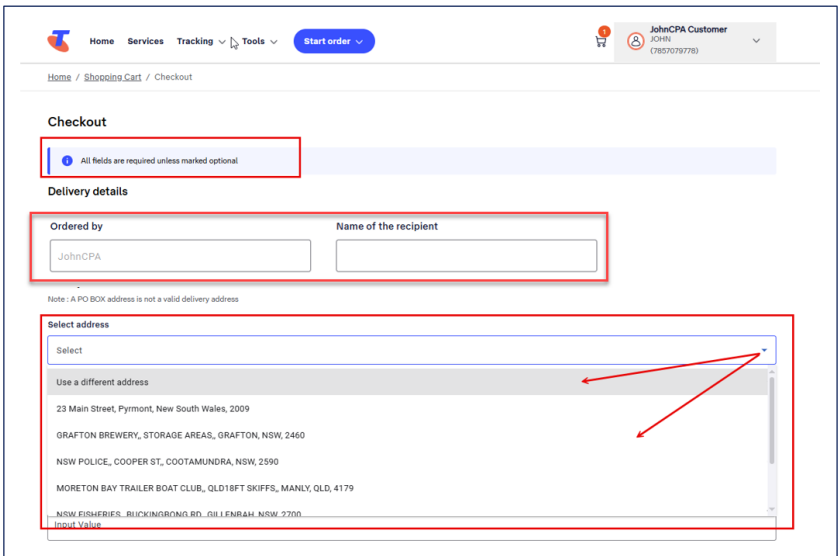
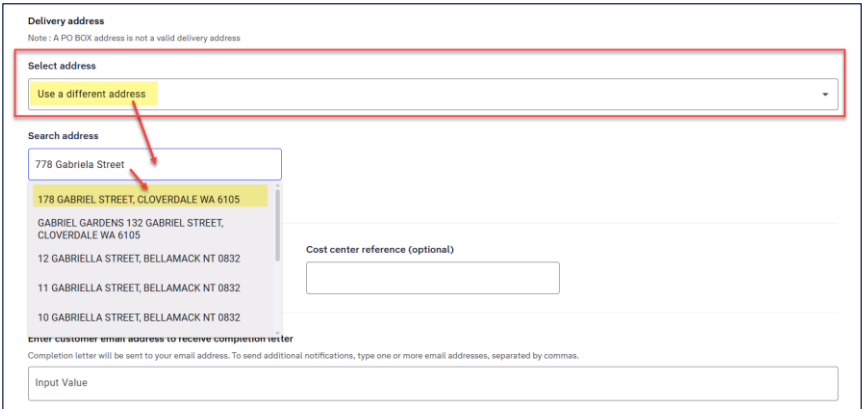
Step	Description	Detailed Actions
5	Choose your Add-ons (optional).	
6	You will have the option to buy devices for your new mobile plans. If you need to keep your own device and just need a new plan, click on 'No. plans only'. If you need to purchase a new device to go with your new mobile plan, click on 'Yes. Buy devices'. This will take you to the Devices & Accessories page. In this example we choose: - No, Plans Only	
7	Select your Billing account from the dropdown. Note: This is the account that the order amount will be charged.	
8a	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	

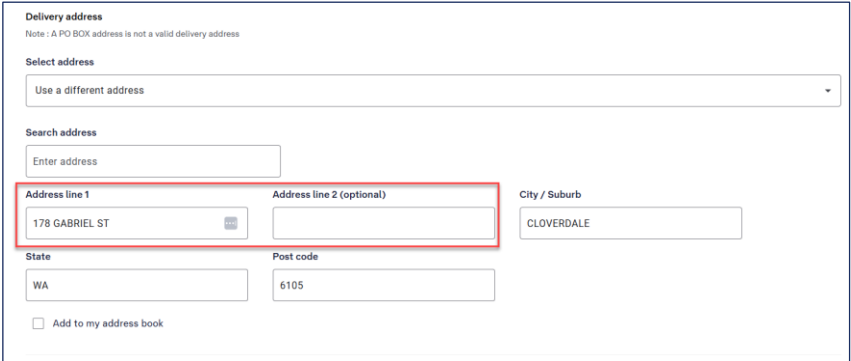
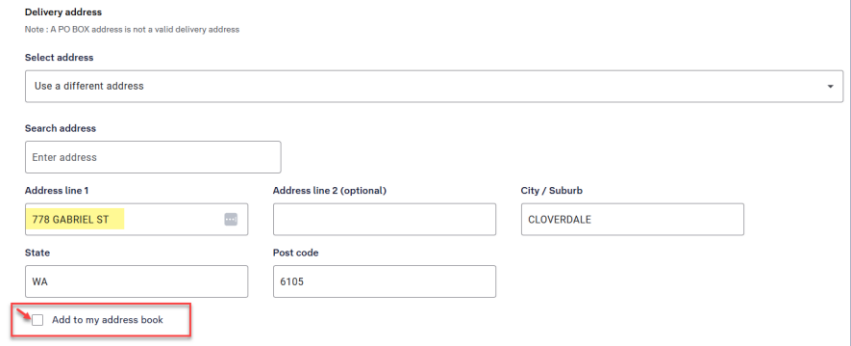
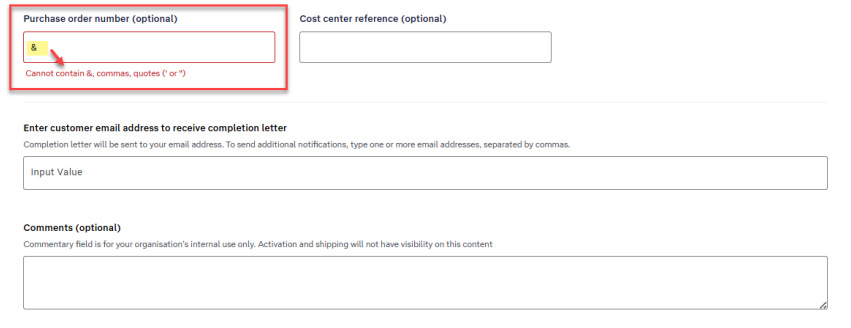
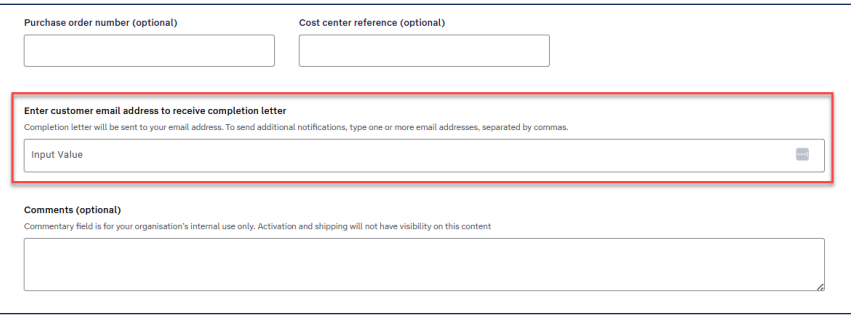
CP05 Ordering New Mobile Plans

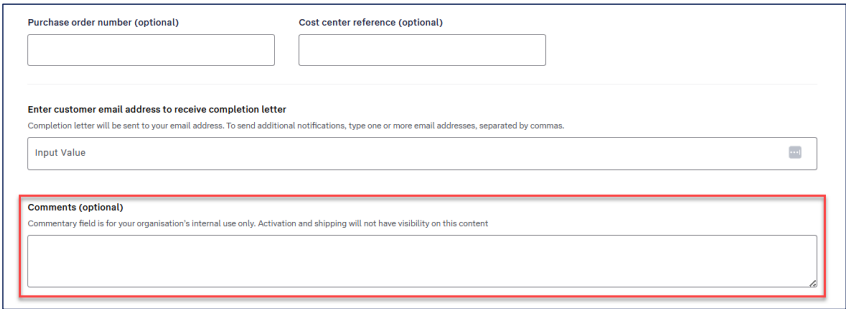
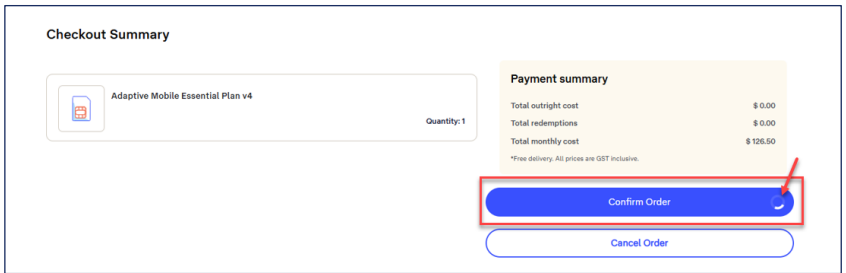
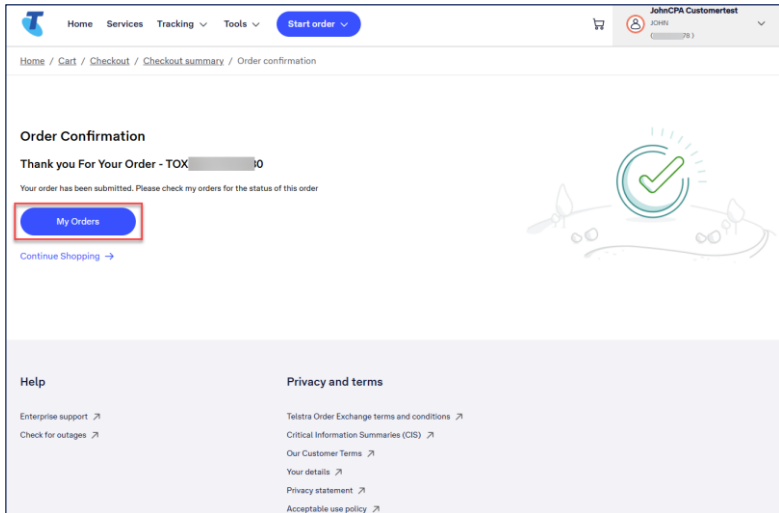


Step	Description	Detailed Actions
8b	If you choose <i>option 1</i>, put a tick on the box, then some of the fields will automatically be populated with your details. Click on the 2 dropdown fields (mandatory fields) as highlighted. For this particular scenario we will select below details for the specific field: - I want to: Request a new SIM card - Please select SIM Card: TELSTRA POSTPAID SIM Then, click on Save User button.	
8c	Once user details have been added, click on Add To Cart button to proceed to the next page.	
8d	If you choose <i>option 2</i>, click in Upload different user from file button. Use the sample list template as highlighted in yellow. Once populated with user details, save the files. Click on Choose File button to upload the files. Once file / template is uploaded, click on Add to Cart button to proceed to the next page.	

Step	Description	Detailed Actions
8e	If you choose <i>option 3</i>, click on Add new different users button. Enter the user details on the designated fields and select details from the dropdown fields accordingly. 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: TELSTRA POSTPAID SIM Then, click Save User button.	
8f	Once user details have been added, click on Add To Cart button to proceed to the next page.	
9	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
10	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”	
11	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.	
12	Once you select an address record, click on the pencil icon to modify the address details	

Step	Description	Detailed Actions
13	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.	
14	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.	
15	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.	
16	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
17	Comments field is for your organisation's internal use only. Activation and shipping will not have visibility on this content.	
18	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 processing icon will appear inside the Confirm Order button.	
19	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
20	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.	
21	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
22	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.	 Request submitted We're working on it Completed ✓ ————— ✓ ————— ✓ We've completed your order Hi TestSS, Thanks for ordering online with Telstra Order Exchange. We're pleased to let you know that your order TOXBA[REDACTED] has been completed, and your products/services are now ready to use. We've attached the details of your order. You can also view your order details by clicking on My Orders from the Telstra Order Exchange homepage. If you need any further information or support, please contact your Service Delivery Team on 132 253. Thanks, Your Telstra team
End of Process / Steps		