
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

SIM Card Return Process

Business unit
Telstra Enterprise

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7/08/2026

Document ID
CP25

Audience

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

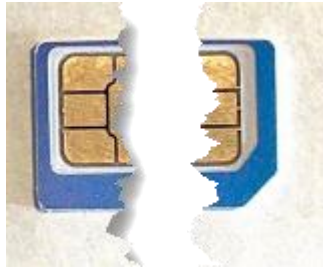
Summary

The purpose of this document is to provide detailed step by step instructions with screen views on what the customer should do when there is a need to return a SIM card.

*****Telstra no longer accept SIM card returns. Customer is now required to destroy the SIM card(s) by following the below steps.*

CP25 TOX SIM Card Return Process



Step	Description	Detailed Actions
1	Identify the SIM card to be destroyed. Note: This is applicable for physical SIM and QR card and not applicable for digital eSIM number.	
2	For physical SIM, push the SIM card as per instruction stated in the SIM pack.	
3a	Carefully cut the SIM card in half and across the chip pads. In this way, the chip itself has been permanently destroyed. Feel free to cut it into smaller pieces.	
3b	Use scissors to cut the card into multiple pieces, ensuring the QR code itself is cut into smaller, non-functional pieces.	

CP25 TOX SIM Card Return Process



Step	Description	Detailed Actions
4	Throw these fragments out in the bin.	
end of process / steps		