
Telstra Enterprise – Telstra Order Exchange (TOX) Customer Portal

View and Update Services

Business unit
Telstra Enterprise

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25/03/2026

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CP14

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 how to search and update Services/Assets in Telstra Order Exchange.

The change features include:

- a) Modifying existing service by updating network features and/or changing the Value Added Services (VAS).
- b) Update username of an asset/service.
- c) Bulk username update of assets/services
- d) Submit a Single or Bulk Service Deactivation order

Quick Overview in submitting a Service Deactivation Order:

- A hyperlink will be displayed next to the Service Number in the Asset Details page which can be selected to deactivate the service.
- A pop-up message to confirm the service deactivation request/order prior order submission.
- Order is populated in the 'My Orders' page.
- Confirmation email and completion letter will be sent via email once order gets completed.
- Bulk requests also available.

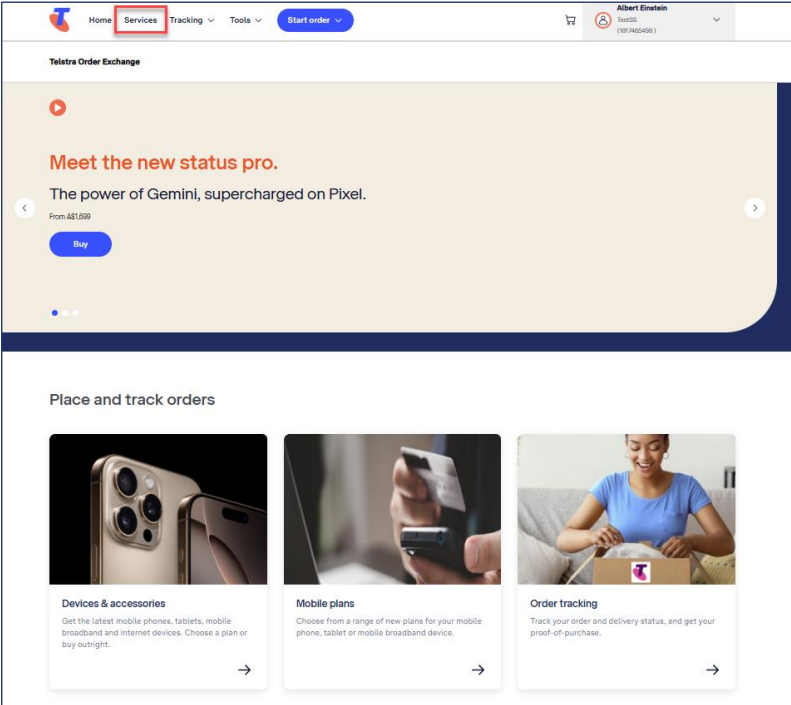
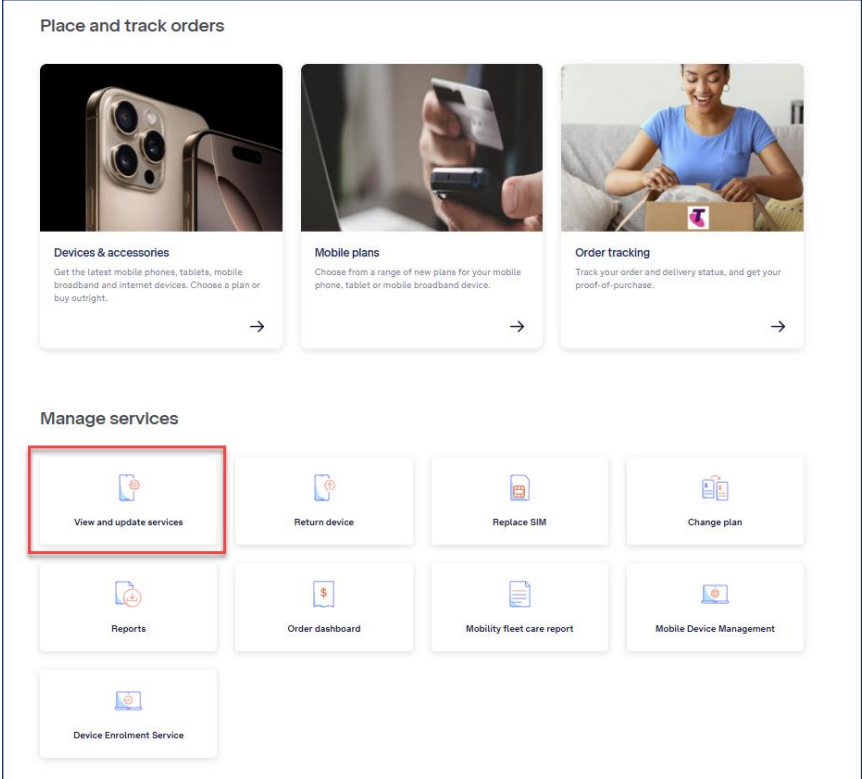
Business Rules:

- When the update is submitted the change will happen immediately in TOX (non-bulk request).
Sub When the update is submitted the change will happen immediately in TOX (non-bulk request). Submitted changes will also generate an order number.

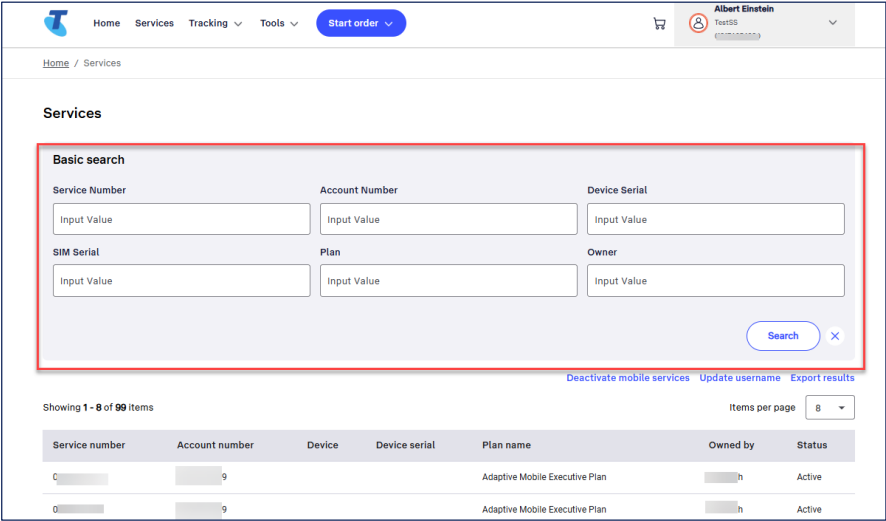
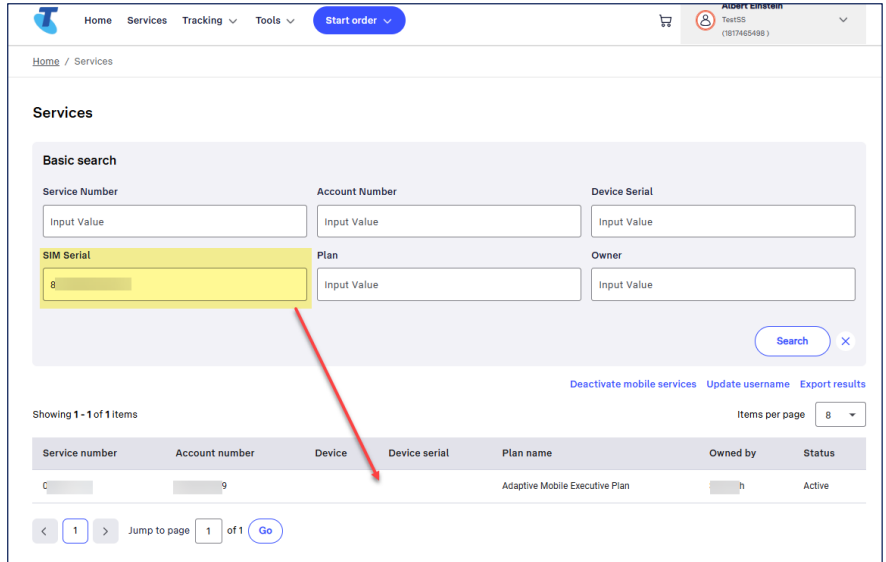
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- Hyperlink Deactivate is only visible when the Service status is Active.
- The service status is dynamic and updated based on system status.
- For Bulk Service Deactivation, TOX will only show the Submit button if Service Numbers or SIM Serials are correctly populated in the worksheet. System will show an error message when trying to upload the file with invalid mobile numbers.
- The newly deactivated service number will be removed from the asset list within 48 hours. After this time, the service number will no longer be searchable from the Services page. Submitted changes will also generate an order number.

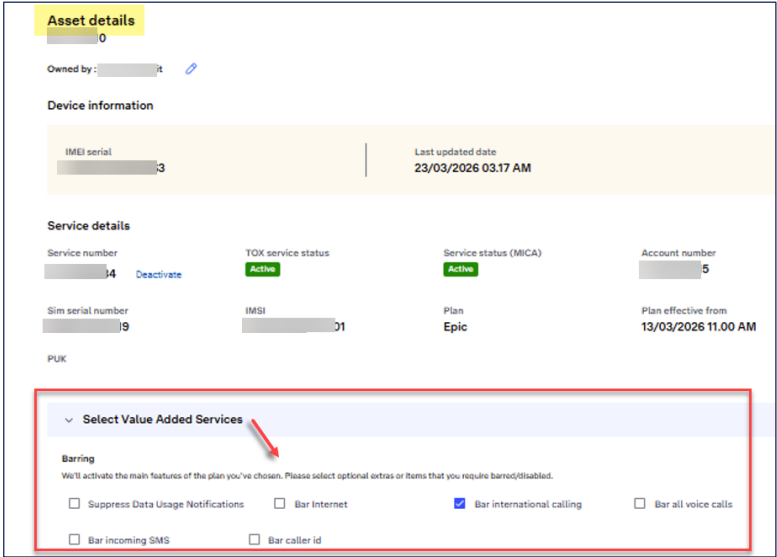
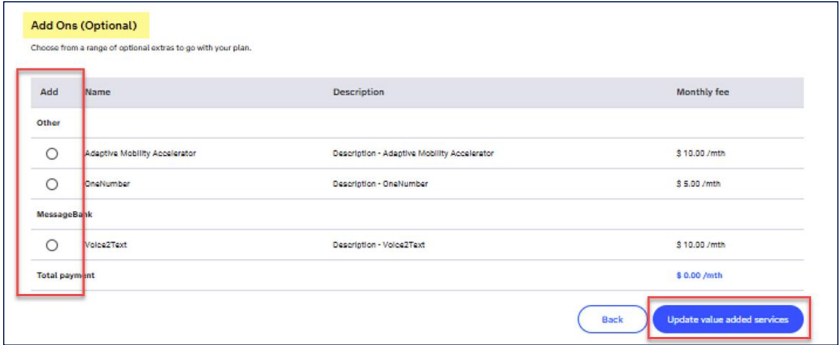
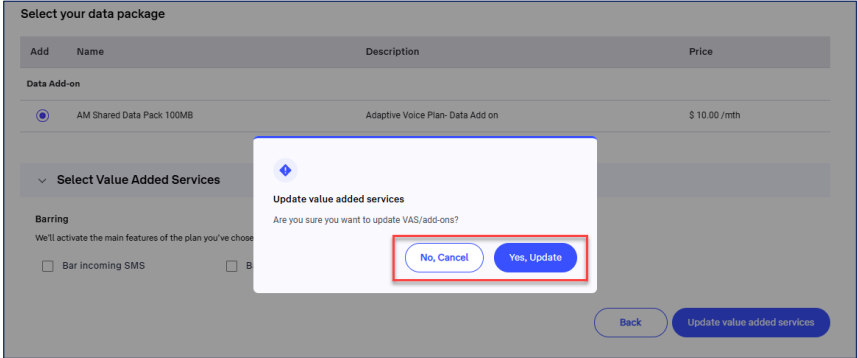
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Step	Description	Detailed Actions
1a	a) Modifying existing service by updating network features and/or changing the Value Added Services (VAS). Log in to the TOX Customer Portal. There are 2 ways to access the Service page. Option A: On the Home page, click on the Services menu on top of your screen.	
1b	Option B: On the Home page, click on the View and Update Services tile under Managed Services section.	



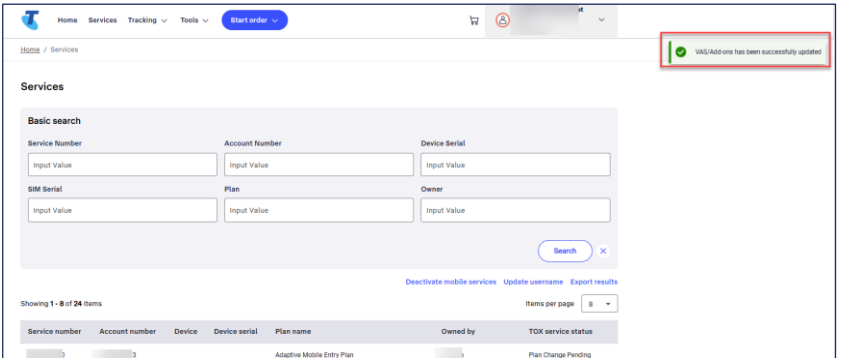
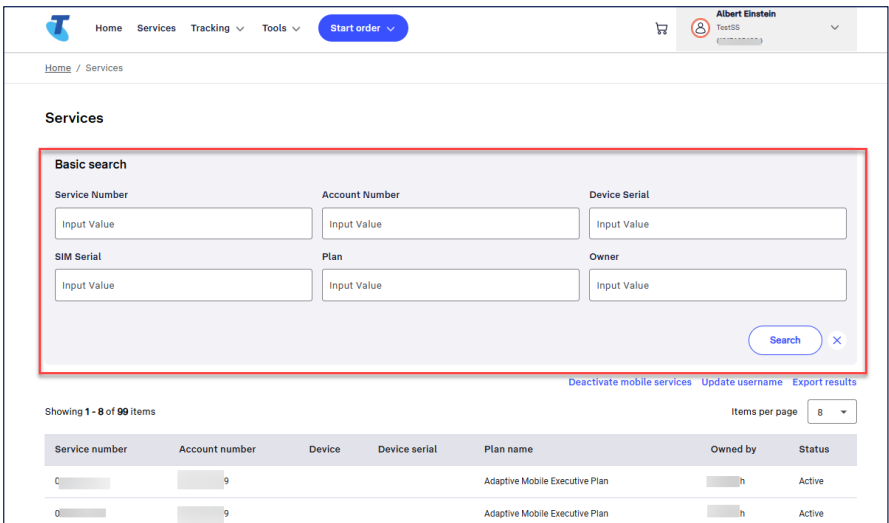
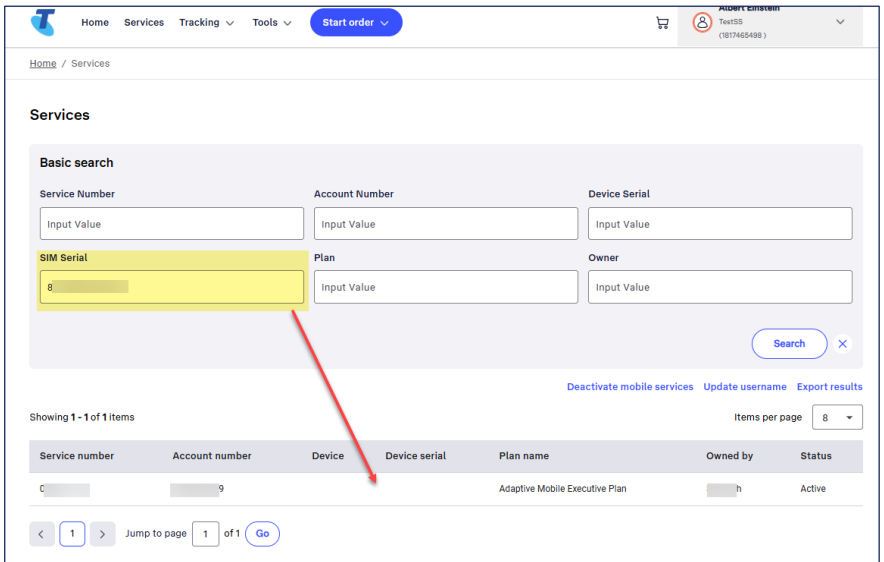
Step	Description	Detailed Actions
2	You will get navigated to the Services page. Search the service using the search fields as highlighted.	
3	In this example we search for the SIM serial number. TOX will populate a result once there is a match. Click to access the record.	

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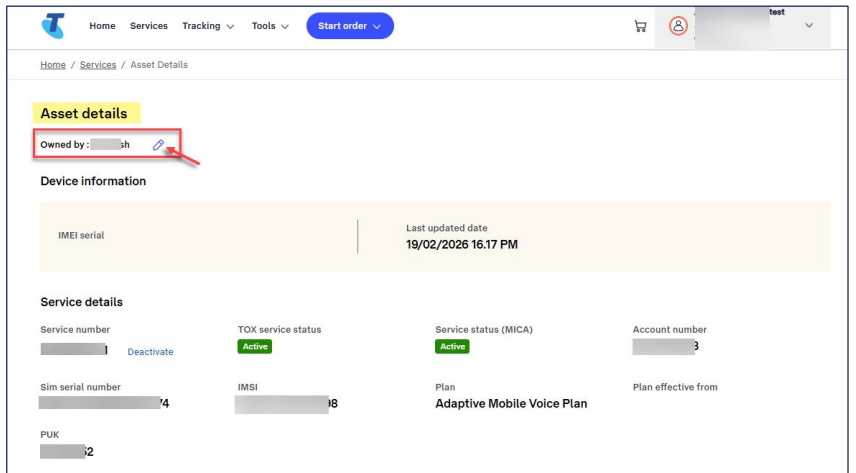
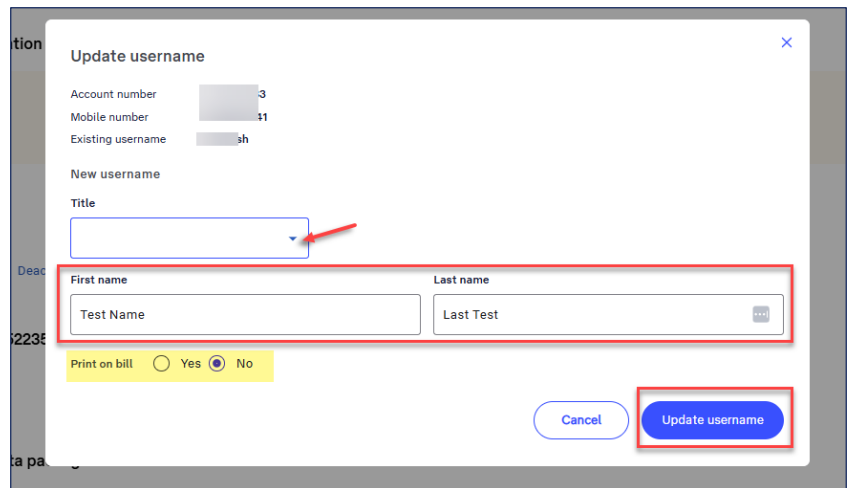
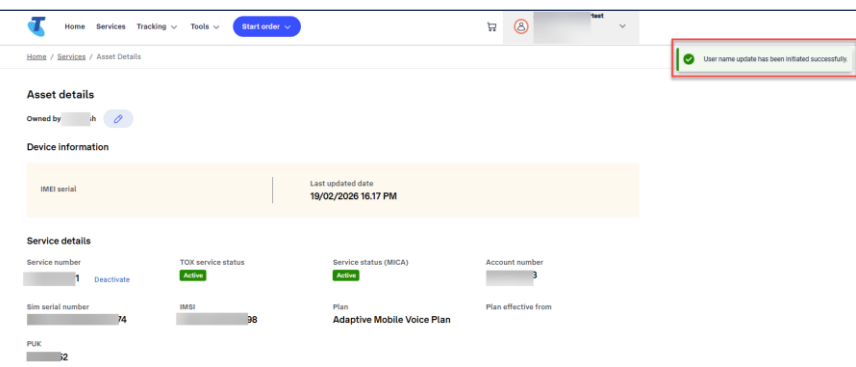
Step	Description	Detailed Actions
4	You will get navigated to the Asset Details page. Update your Value Added Services by clicking on your desired barring options.	
5	Scroll down and select your add-ons as required. Click on Update value added services button.	
6	Select Yes, Update to confirm your updates. Or No, Cancel to exit. Note: When the update is submitted the change will happen immediately in TOX and all changes will generate an order number.	

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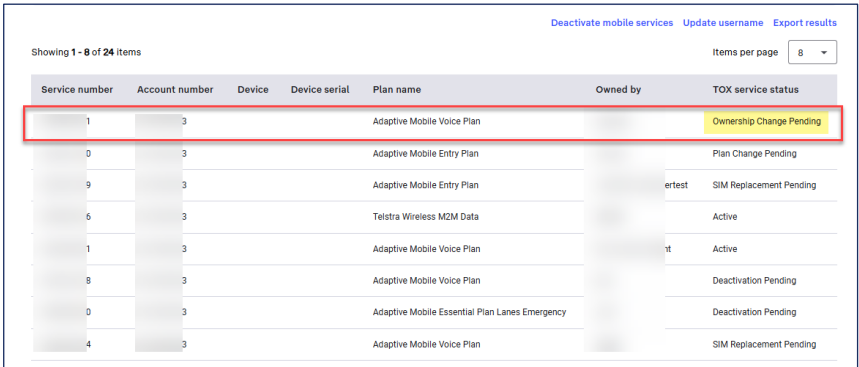
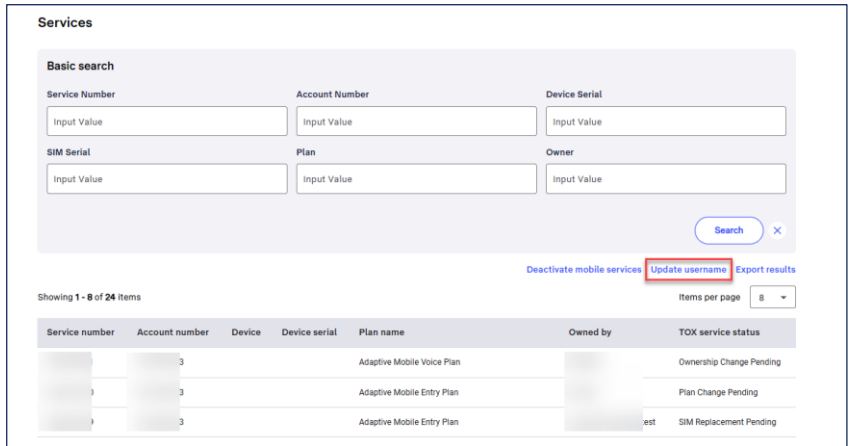
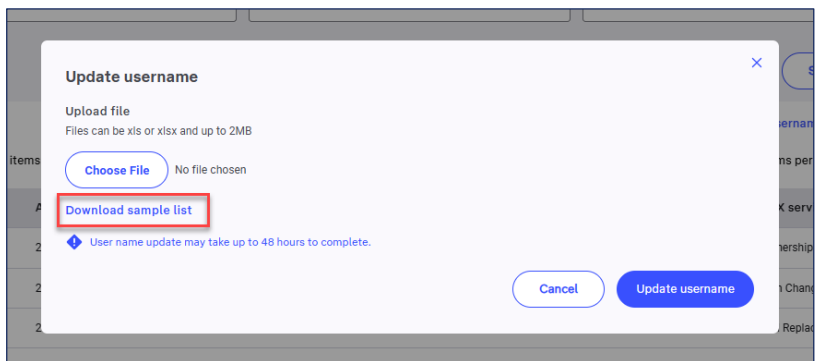


Step	Description	Detailed Actions
7	A notification in green banner will appear on top of your screen to advise about the service update you have requested.	
8	b) Update username of an asset/service. Navigate back to the Services page and search a specific service using the search fields as highlighted.	
9	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.	

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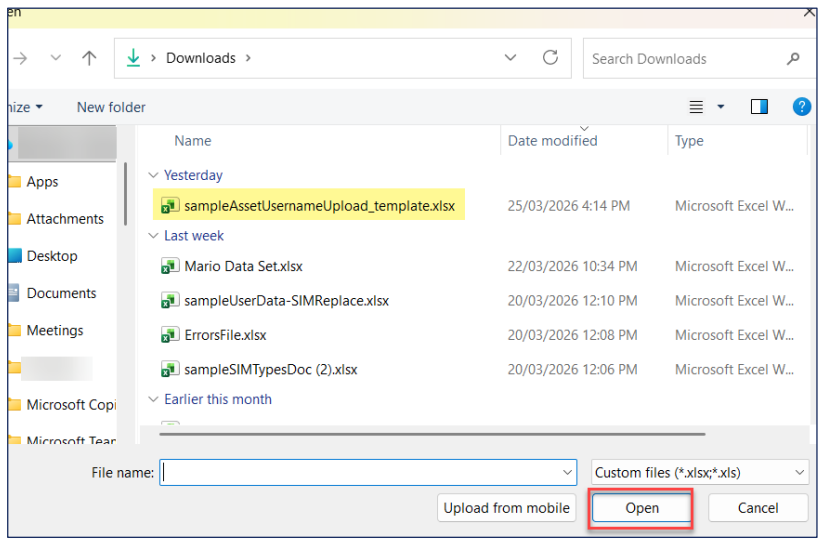
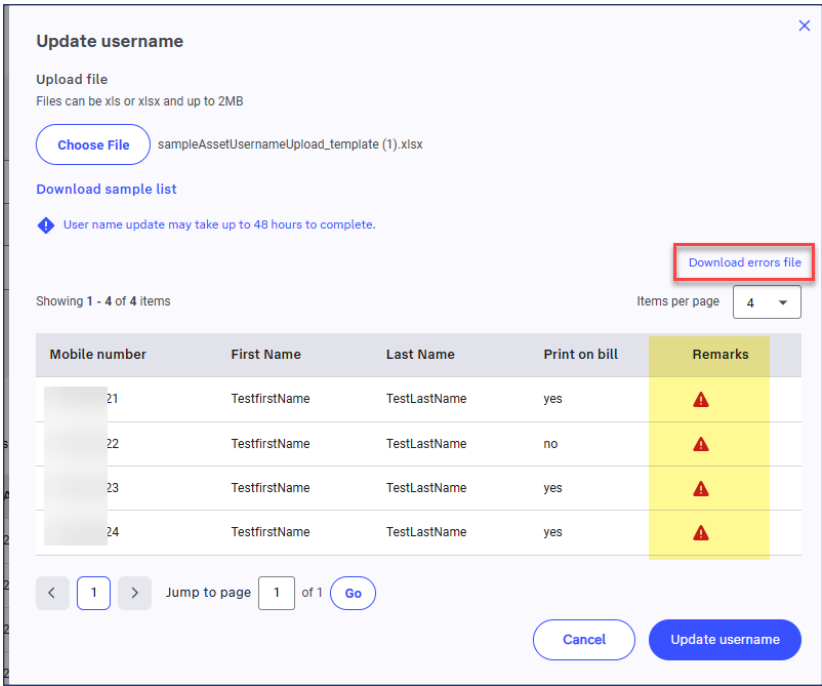
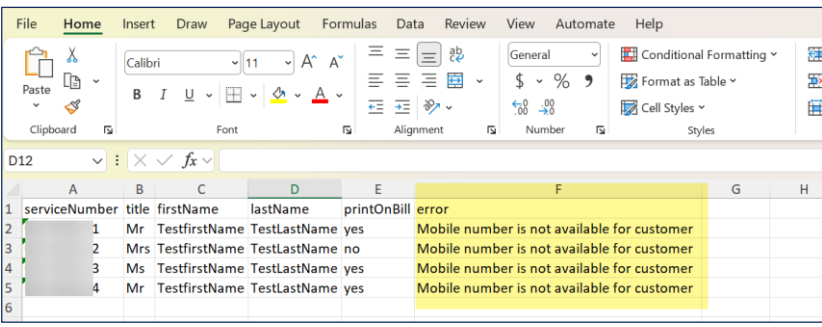
Step	Description	Detailed Actions
10	You can update the username against the asset by clicking on the pencil icon beside the owner's name.	
11	Select a name title from the dropdown field (i.e. Mr/Mrs) Update the name fields accordingly. Note: You also have option to print the change of name on the bill as highlighted in yellow. Click in Update username button.	
12	A notification in green banner will appear on top of your screen to advise about the user name update you have requested. Note: This update will generate an order number	

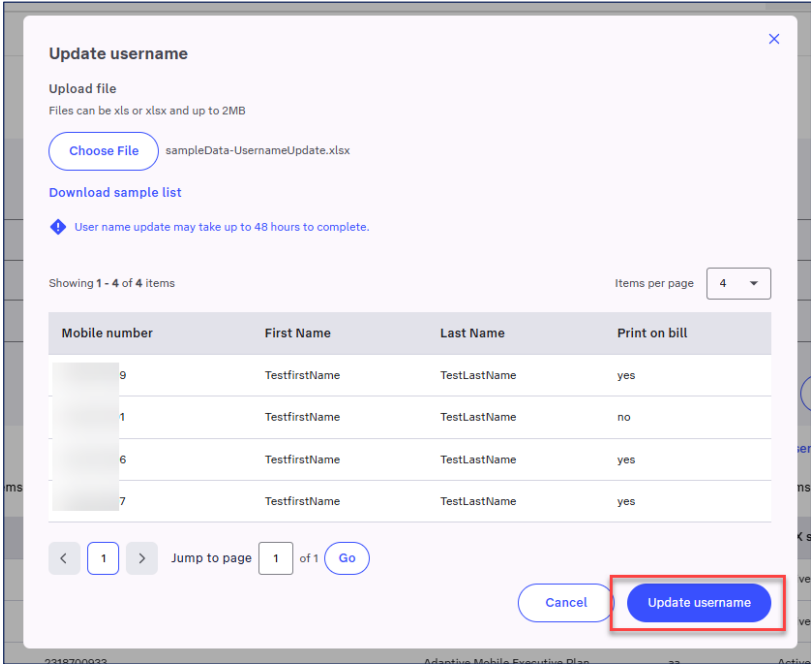
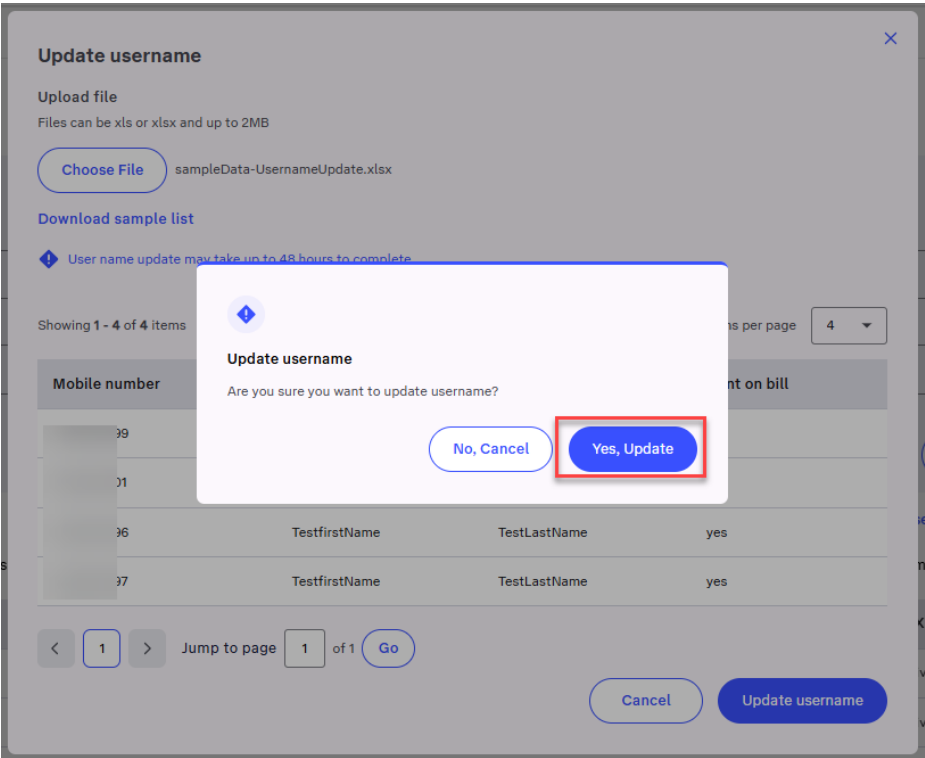
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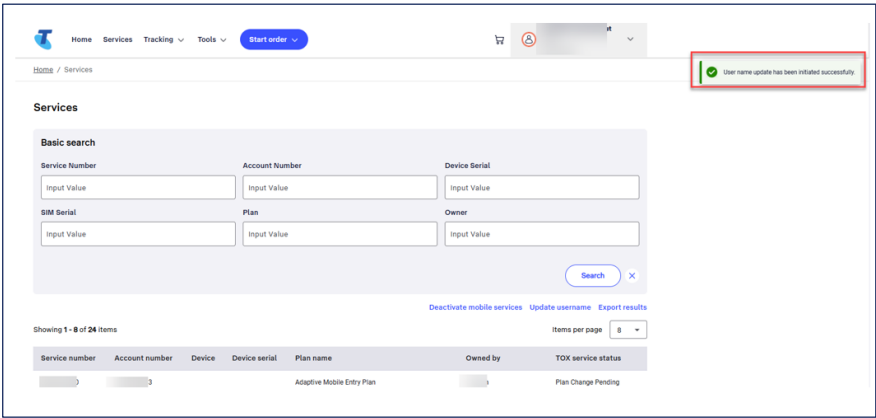
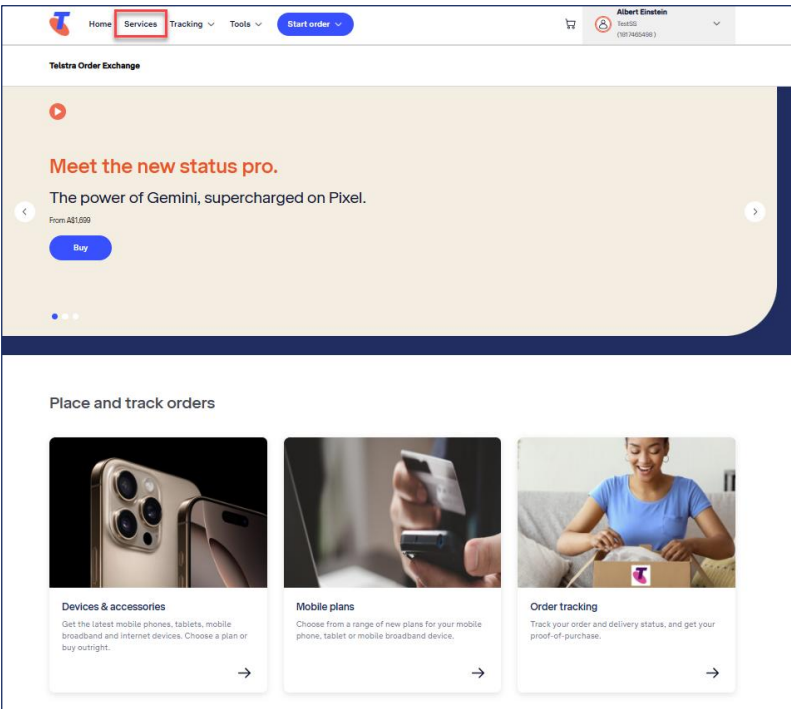
Step	Description	Detailed Actions
13	The service status will also change to: Ownership Change Pending Note: For future reference, this status might change to User Name Change Pending.	
14	c) Bulk username update of assets/services Navigate back to the Services page. Click on Update username link as highlighted. Tip! Use the Export Results link to download the list of active mobile numbers which will help assist in the identification of which mobile numbers can be used in the worksheet template for the next step. In the event you added a mobile number in the worksheet template that is not appearing from the extracted file, TOX will populate an error.	
15	Click on Download Sample List to access the upload template.	

Step	Description	Detailed Actions
16	Open the file by clicking on the link from the Downloads notification (upper right of your screen). Alternatively, you can access the file from your downloads folder.	
17	Populate the excel template with new user's details. Save the file.	
18	Navigate back to TOX screen. Upload the completed excel template by clicking the Choose File button.	

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Step	Description	Detailed Actions
19	Choose the specific upload template from the folder. For this example, we choose the one highlighted in yellow. Click Open to upload the file.	
20a	In the event the file has invalid data, TOX will show an error as highlighted on the screenshot. Click on Download Error File link to see error details.	
20b	Errors in the file will be presented like this.	

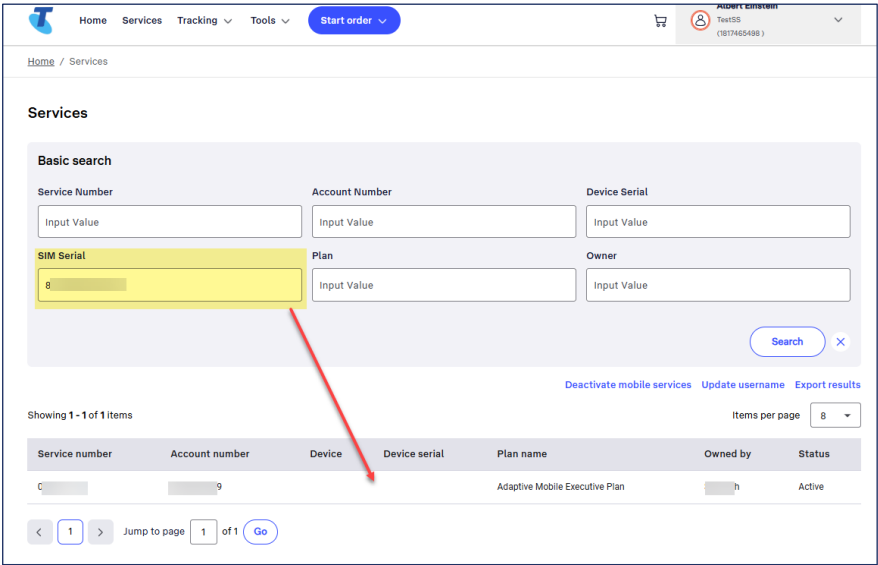
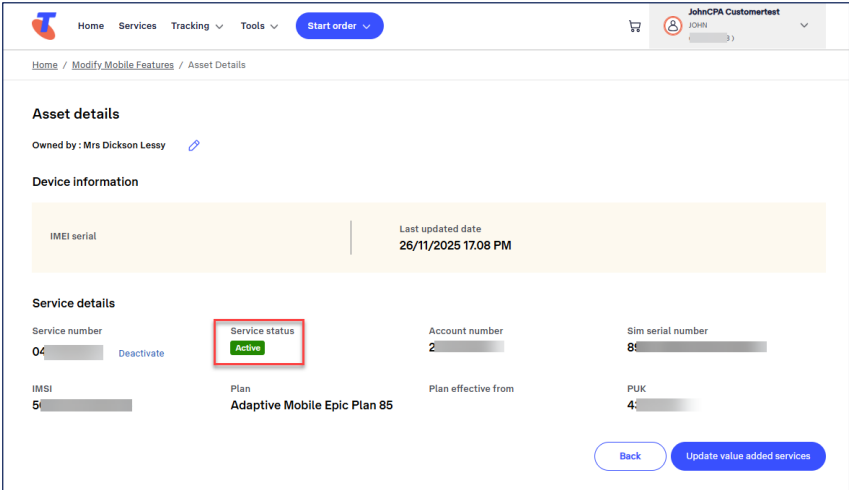
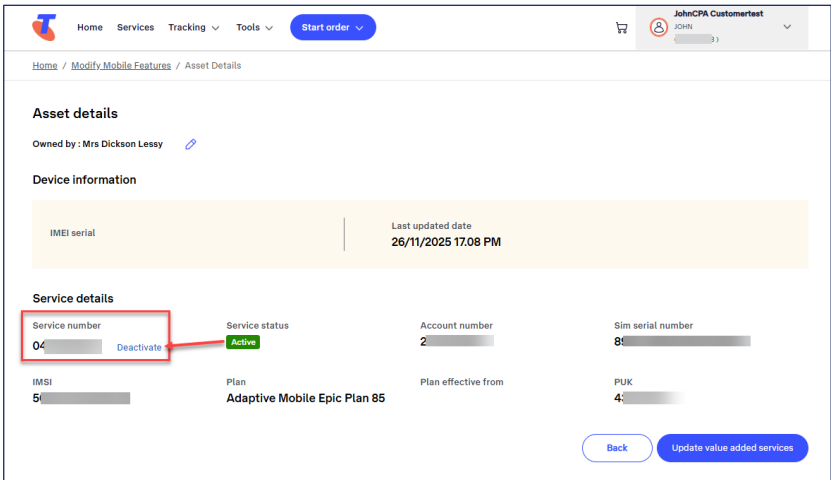
Step	Description	Detailed Actions
20c	Correct the errors from the upload template / file in step 17. Once all details have been corrected, re-upload the file. If there is no error, the file will be uploaded successfully. Noticed the Remarks column with the warning icons have disappeared. Click on the Update UserName button.	
20d	A pop-up message will appear on your screen to confirm if you need to proceed with the user name update. Click Yes to confirm or No to cancel. In this example, we will proceed with the user name update.	

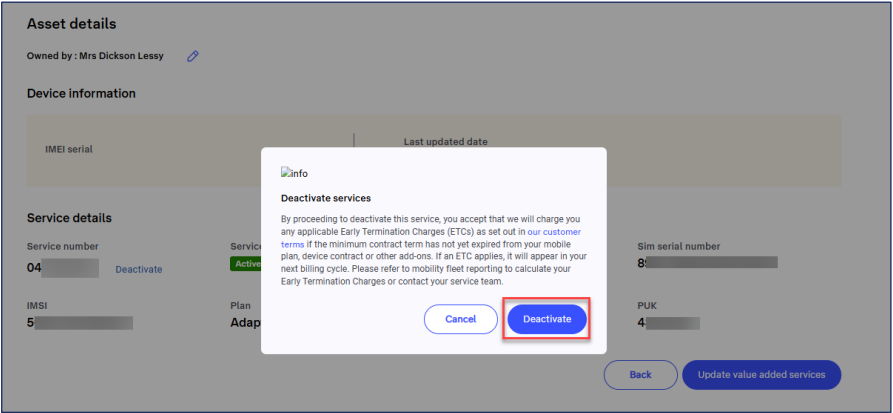
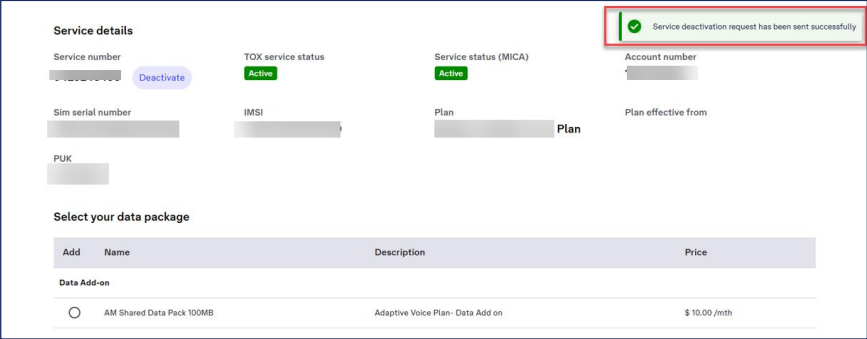
Step	Description	Detailed Actions
20e	TOX will show a pop-up message to confirm the changes.	 A screenshot of the Telstra Services page. At the top right, a green notification box states "User name update has been initiated successfully". Below the navigation bar, there is a "Services" section with a "Basic search" form containing fields for Service Number, Account Number, Device Serial, SIM Serial, Plan, and Owner. A "Search" button is at the bottom right of the form. Below the search form, there is a table showing 1-8 of 24 items. The table has columns for Service number, Account number, Device, Device serial, Plan name, Owned by, and TOX service status. The first row shows "Adaptive Mobile Entry Plan" with a status of "Plan Change Pending".
21a	Single Service Deactivation Order Log in to the TOX Customer Portal. 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.	 A screenshot of the Telstra Order Exchange page. The "Services" menu item in the top navigation bar is highlighted with a red box. Below the navigation bar, there is a "Telstra Order Exchange" section with a banner for "Meet the new status pro." and a "Buy" button. Below the banner, there is a "Place and track orders" section with three cards: "Devices & accessories", "Mobile plans", and "Order tracking". Each card has a description and a right-pointing arrow.



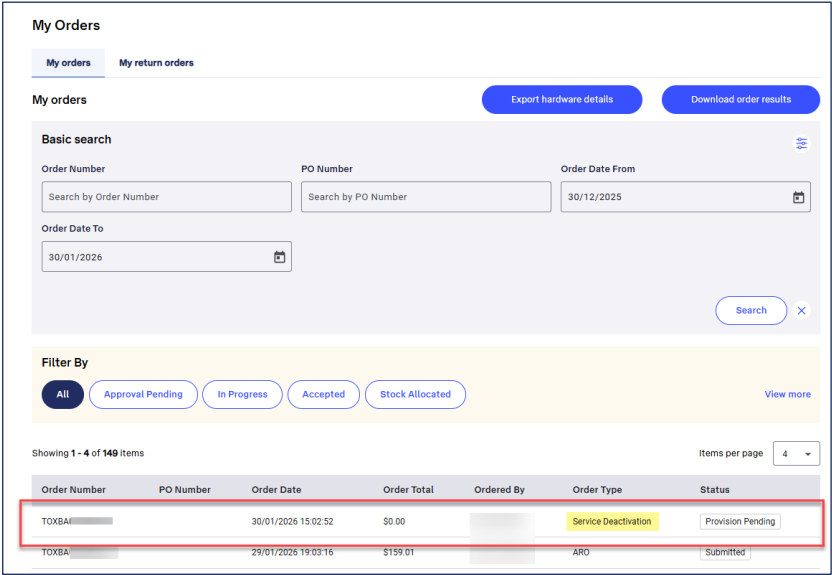
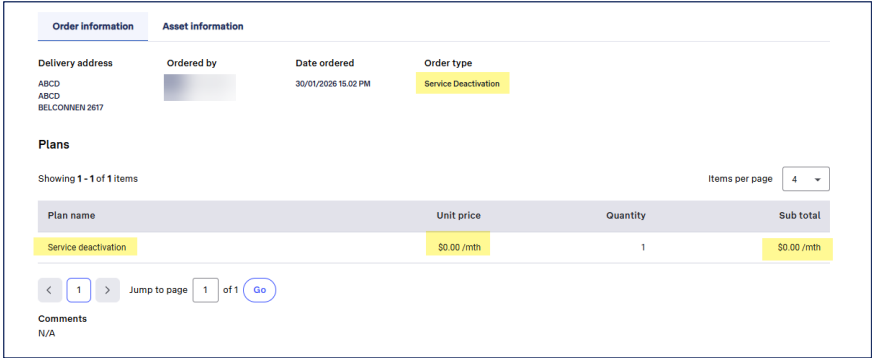
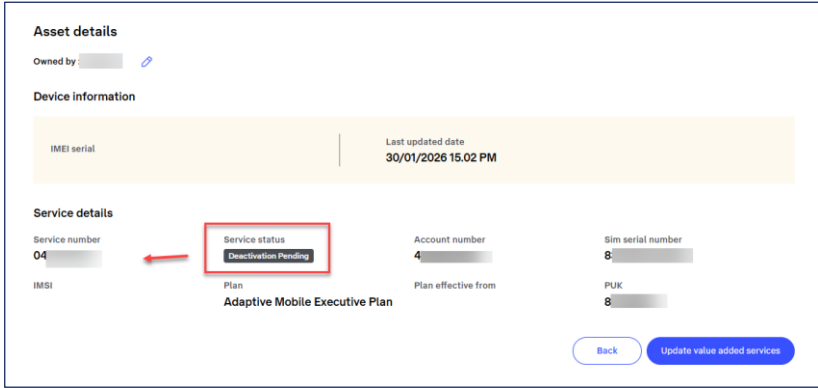
Step 21b	Description Option B: On the Home page, click on the View and Update Services tile under Managed Services section.	Detailed Actions Place and track orders  Devices & accessories Get the latest mobile phones, tablets, mobile broadband and internet devices. Choose a plan or buy outright. →  Mobile 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																					
22	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
23	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.	
24	You will get navigated to the Asset Details page. Note that this asset/service is showing the Service Status as: Active	
25	Click on the Deactivate link next to the Service Number to request service deactivation. Notes: - 'Deactivate' link is only available when Service status is 'Active'. - The service status is dynamic and updated based on system status.	

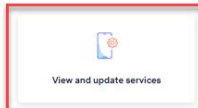
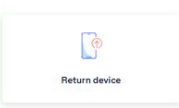
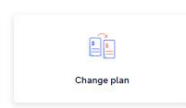
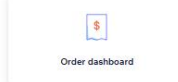
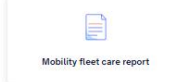
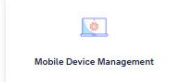
Step	Description	Detailed Actions
26	You will get a pop-up message to confirm if you need to proceed with the deactivation. Note: By proceeding with the service deactivation order, you accept the Early Termination Charges (ETCs) as set in Our Customer Terms if the minimum contract term has not yet expired from your mobile plan, device contract or other add-ons. If an ETC applies, it will appear in your next billing cycle. Please refer to mobility fleet reporting to calculate your Early Termination Charges or contact your service team. Click on Deactivate button to submit the order or <u>Cancel</u> otherwise.	
27	A pop-up message will appear on your screen stating that the Service Deactivation request has been submitted successfully. Note: An order has been created for this deactivation request.	



Step	Description	Detailed Actions
28	You can check the status of this order by navigating to My Orders page. You will see order status in Provision Pending as the initial status stage. Click on the corresponding order.	
29	Scroll down to the Order details page and you will see the order type as 'Service Deactivation' with no cost associated.	
30	If you will navigate back to the Asset Details page (as per step 4), you will see Service Status now showing in Deactivation Pending. Also, noticed that the Deactivation link has disappeared on the Service Number.	



Step	Description	Detailed Actions
31	Once Service Deactivation Order has been processed and completed automatically, Service Status will show Deactivated. Note: The newly deactivated service number will be removed from the asset list within 48 hours. After this time, the service number will no longer be searchable from the My Asset page.	Asset details Owned by : john1 Device information IMEI serial Last updated date 16/12/2025 04.09 AM Service details Service number 04 Service status Deactivated Account number 2 Sim serial number 8 IMSI 50 Plan Adaptive Mobile Essential Plan Lanes Emergency Plan effective from PUK 8
32	You will also receive an Order Completion email with attached Order Completion Letter.	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 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

Step 33	Description Navigate to the TOX home page. Click on the View and Update Services tile.	Detailed Actions 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																					
Step 34	Description Click on Deactivate Mobile Services link. Tip! Use the Export Results link to download the list of active mobile numbers which will help assist in the identification of which mobile numbers can be used in the worksheet template for the next step. In the event you added a mobile number in the worksheet template that is not appearing from the extracted file, TOX will throw an error	Home Services Tracking Tools Start order Albert Einstein 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 page 8 <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>0-</td><td>4</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td></td><td>Deactivation Pending</td></tr><tr><td>0-</td><td>4</td><td></td><td></td><td>Adaptive Mobile Executive Plan</td><td></td><td>Active</td></tr></table>	Service number	Account number	Device	Device serial	Plan name	Owned by	Status	0-	4			Adaptive Mobile Executive Plan		Deactivation Pending	0-	4			Adaptive Mobile Executive Plan		Active
Service number	Account number	Device	Device serial	Plan name	Owned by	Status																	
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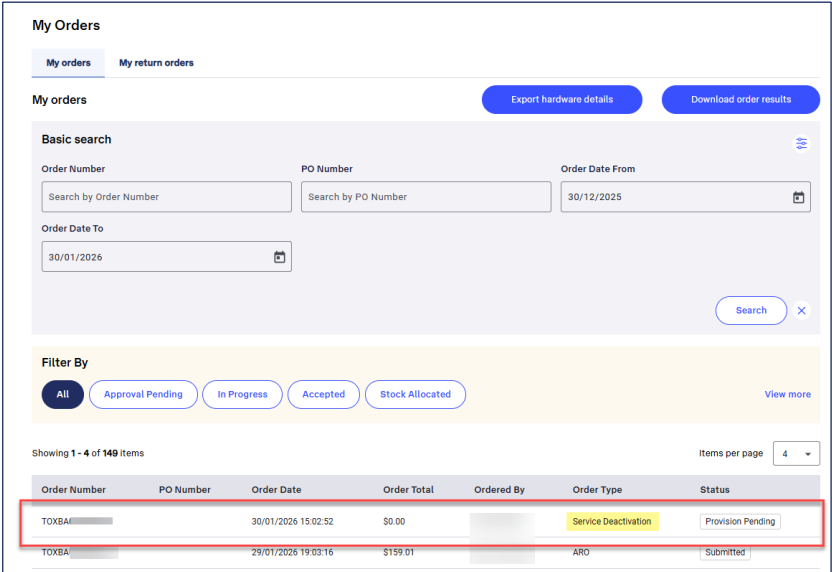
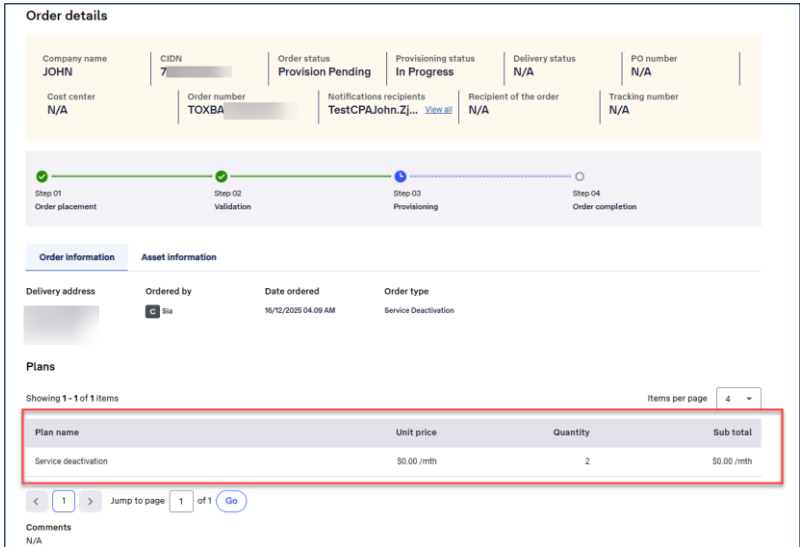
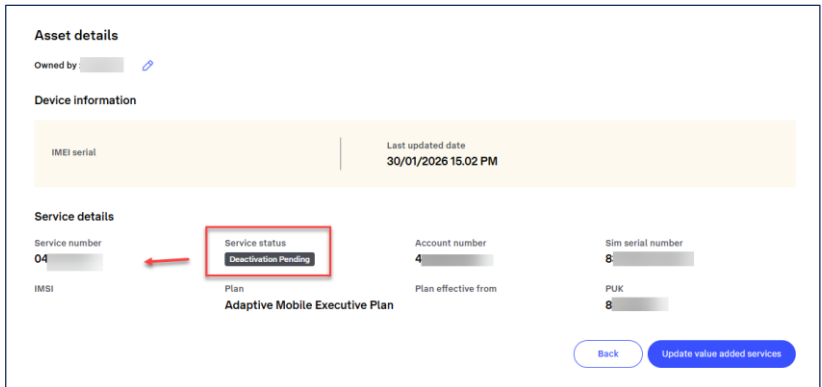
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Step	Description	Detailed Actions
35	Click on Download Sample List to get the worksheet template for upload. Note: This template will be accessible through your Downloads folder in your computer.	
36	Open the Deactivation worksheet template and populate with the mobile numbers for service deactivation. Save the changes in your computer.	
37	Going back to your TOX screen, upload the worksheet template from the above step. Click on Choose Files and select the Deactivation template file from the Downloads folder.	
38	Once you upload the file, click on Deactivate Services button. Tip: You will know if the file has been upload once you see the file name on your screen as highlighted in yellow. Note: By proceeding with the service deactivation order, you accept the Early Termination Charges (ETCs) as set in Our Customer Terms if the minimum contract term has not yet expired from your mobile plan, device contract or other add-ons.	

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Step	Description	Detailed Actions
	If an ETC applies, it will appear in your next billing cycle. Please refer to mobility fleet reporting to calculate your Early Termination Charges or contact your service team.	
39	In the event, the woksheet template contains invalid mobile number, TOX will show an error message. Amend the error in the template and upload the file again.	
40	Once all error message gets corrected or if template contains a valid service numbers, click on Deactivate Services button. Note: By proceeding with the service deactivation order, you accept the Early Termination Charges (ETCs) as set in Our Customer Terms if the minimum contract term has not yet expired.	
41	A pop-up message will appear on your screen stating that the Service Deactivation request has been submitted successfully. Note: An order has been created for this deactivation request.	

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Step	Description	Detailed Actions
42	You can check the status of this order by navigating to My Orders page. You will see order status in Provision Pending as the initial status stage. Click on the corresponding order.	
43	Scroll down to the Order details page and you will see the order description as 'Service Deactivation' with no cost associated of all the Service Numbers populated in the worksheet upload.	
44	If you will navigate back to the Asset Details page (as per step 4), you will see Service Status now showing in Deactivation Pending. Also, noticed that the Deactivation link has disappeared on the Service Number.	



Step	Description	Detailed Actions
45	Once order gets completed, you will receive an Order Completion email with attached Order Completion Letter.	
***end of process / steps		