Introduction
This guide will provide information on reporting lost or stolen phones as well as how to request a temporary loan phone.

Guide
If your handset or SIM is lost or stolen please do the following as soon as possible

- If your SIM card is lost or stolen we can replace it within one hour during regular work hours (9am to 5pm Monday to Friday). Call the Service Desk on 8313 3000 or ext 33000 for assistance.
- Outside of business hours please call Optus directly on 133 937 and explain that your phone has been lost or stolen and that a block is to be placed on your service.
- If travelling overseas and outside of business hours call Optus on +61 2 8082 5678 and explain that your phone has been lost or stolen and that a block is to be placed on your service.

To order a new handset please use the Mobile Request Form

If you require a loan phone while your replacement handset is being ordered please email servicedesk@adelaide.edu.au

Contact Us
For further support or questions, please contact the Service Desk on +61 8 8313 3000 or servicedesk@adelaide.edu.au