ADMIN GUIDE · 2026

When a Staff Member Leaves: Phone Offboarding

Whose number it is, where the old line should ring, how to cut access the same day, and what to keep.

When someone leaves, their direct line, voicemail, recordings, SMS access and phone app all need a decision. **Start with whose number it is**, because that decides what stays and what goes. General information only, read 16 November 2026, not legal or employment advice.

Whose number is it?

The number	Held by	When they leave
Direct line on your system	The business	Stays. Reroute, then reassign.
Mobile on the business account	The business	Stays unless you agree. Get the SIM back.
Their own mobile, own name	The employee	Goes with them.

What ACMA says

The account holder is the person the telco issued the number to. A port needs the account holder's permission, and a mobile port needs an extra identity check. Only the account holder can ask to move a number to someone else, and the telco does not have to. A disconnected number is quarantined for 6 to 12 months and you lose the right to use it.

The old direct line

1. Do not disconnect it.
2. Route it to the ring group or queue that covers their work.
3. Change the greeting the same day to say who can help.
4. Send unanswered calls to a team voicemail inbox.
5. Reassign it to the replacement, or keep it as a team number.

On the last day

- [ ] Remove or disable them as a phone system user
- [ ] Close or suspend their work email
- [ ] Take their mobile out of every ring group and forwarding step
- [ ] Remove SMS number, admin and recording storage access
- [ ] Change shared voicemail PINs and passwords
- [ ] Remove them as an authorised contact with your telcos
- [ ] Collect desk phones, headsets, business mobiles and SIMs

After the last day

When	Tasks
First week	Tell key clients their new contact. Test the old line and greeting.
30 days	Check calls still arriving. Reassign the number. Review recordings.
90 days	Keep or repurpose the line. Delete what you no longer need.

Records and privacy

Recordings, voicemails and SMS on business numbers are business records. APP 11 of the Privacy Act expects reasonable steps to protect them, and to destroy or de-identify them once no longer needed.

On Uniden Voice

Add and remove users, route each number, grant SMS access per number and retrieve recordings in your own Customer Portal. Apps sign in with an emailed link. Book a demo at unidenvoice.com/get-started/book-a-demo or call 1300 881 662.