

Cellular Offboarding Checklist

Line management and device recovery are separate but connected parts of company-phone offboarding. Use this checklist to document what happened to the wireless line, what happened to the phone, and whether any exceptions remain open.

WHAT HAPPENS TO THE LINE?

WHAT HAPPENS TO THE PHONE?

1. Open the Record

- ☐ Employee name and departure date recorded
- ☐ Phone number and assigned device identified
- ☐ Location, manager, department, and billing owner recorded
- ☐ Cellular ticket connected to the general offboarding process
- ☐ Line action and device-return method identified

2. Complete the Line Action

Selected action:

- ☐ Suspend
- ☐ Cancel
- ☐ Reassign
- ☐ Action requested
- ☐ Completion confirmed
- ☐ Carrier or billing record updated
- ☐ Review date assigned for suspended or held lines

Action completed on: _____

Responsible person or team: _____

3. Recover the Phone

- ☐ Return box and protective packaging prepared
- ☐ Prepaid waybill included
- ☐ Physical return instructions included
- ☐ Email instructions sent
- ☐ Return deadline assigned
- ☐ Tracking monitored
- ☐ Follow-up and escalation completed if required
- ☐ Device returned or exception documented

Return deadline: _____

Return status: _____

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4. Secure and Inspect the Device

- ☐ Receipt date recorded
- ☐ Device identifier verified
- ☐ Company data and access removed
- ☐ Secure wipe completed and documented
- ☐ Screen, battery, and basic functionality checked
- ☐ Accessories recorded
- ☐ Condition documented

Wipe date: _____

Condition: _____

5. Assign the Next Step

- ☐ Ready to redeploy
- ☐ Repair required
- ☐ Hold for review
- ☐ End of life
- ☐ Not recovered — exception documented

Final Completion Check

- ☐ Former phone owner identified
- ☐ Final line outcome documented
- ☐ Device-recovery outcome documented
- ☐ Secure-wipe status documented
- ☐ Device condition documented
- ☐ Inventory status assigned
- ☐ All dates, owners, and exceptions recorded
- ☐ No unresolved actions remain

If one of these answers is missing, the process is still open.

Record owner: _____

Completion date: _____

A complete offboarding record helps prevent unused-line spending, recover valuable devices, protect company information, and return usable phones to inventory. The process is only finished when the line, device, data, and next action are all documented.



Turn your checklist into a plan.
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