

Acceptable Use Policy

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Blaze Mobile Pty Ltd | ABN 43 676 486 525

About This Policy

At Blaze Mobile, we want all customers to enjoy safe, secure, and reliable access to our mobile services. This Acceptable Use Policy sets out the rules for using Blaze Mobile services responsibly and legally. It protects:

- The integrity of the Blaze Mobile network
- The privacy and safety of all customers
- The quality of service for everyone
- Blaze Mobile infrastructure and systems

By using any Blaze Mobile service, you agree to follow this policy.

What This Policy Covers

This Acceptable Use Policy applies to all Blaze Mobile services, including:

- Voice, SMS, MMS
- Mobile data
- Blaze Mobile eSIM profiles and devices
- Any feature or add-on provided under the Blaze Mobile brand

It applies to both intentional and unintentional misuse.

Acceptable Use Requirements

You must use Blaze Mobile services:

- For lawful purposes
- In a way that does not harm Blaze Mobile systems, the network, or other customers
- In accordance with Australian telecommunications and consumer laws
- In a manner consistent with the nature of your plan (e.g. personal use plans must not be used for business-level traffic)

You are responsible for all usage that occurs through your eSIM, device, application logins, or accounts.

Unacceptable Use

The following activities are considered unacceptable and are not permitted on Blaze Mobile services.

Illegal, fraudulent, or harmful activity

You must not use Blaze Mobile services to:

- Break any law or regulation
- Engage in fraud, impersonation, identity misuse or financial deception
- Assist in scams or misleading behaviour

- Share, promote, or distribute illegal, offensive or dangerous material
- Stalk, threaten, harass, or abuse others

Security breaches or attempts to compromise systems

You must not:

- Attempt to bypass Blaze Mobile security or authentication systems
- Try to access another person's accounts, data or services without permission
- Interfere with, modify, disrupt, or damage Blaze Mobile systems or networks
- Introduce malware, viruses, or harmful code
- Use automated systems (bots, dialers, traffic generators) that burden the network

Spam and unsolicited communications

Under the Spam Act 2003, you must not:

- Send bulk unsolicited SMS/MMS
- Use Blaze Mobile services to distribute commercial spam
- Use automated messaging platforms or SMS gateways without approval

Included international calling credit is provided for reasonable personal and business use. The prohibitions on automated calling, SIM box operation and high-volume traffic routing in this policy apply equally to International Direct Dial calls.

Misuse of emergency or government services

You must not:

- Call emergency services (000/112) without a genuine need
- Misuse services such as the National Relay Service
- Use the service in any way that risks public safety

Intellectual property and content misuse

You must not:

- Distribute, copy, or share copyrighted material without permission
- Share confidential or proprietary information without authorisation
- Host, upload, or distribute harmful or unlawful content

SIM or network misuse

You must not:

- Use eSIM profiles in equipment not intended or approved for Blaze Mobile services
- Operate SIM boxes, PBX gateways, or traffic-routing systems
- Perform arbitrage or artificially route traffic through Blaze Mobile
- Provide resale, wholesaling, or high-volume routing unless expressly authorised

Interference with service quality

You must not:

- Engage in activities that degrade network performance
- Use disproportionate or automated traffic generation
- Use your service in ways intended to disrupt Blaze Mobile network operations

Protecting Yourself and Others

To help keep the Blaze Mobile community safe, customers must:

- Keep account credentials secure
- Use strong passwords and device security features
- Notify Blaze Mobile immediately if your eSIM or device is lost, stolen, or compromised
- Update devices and apps regularly to maintain security

Breach of This Policy

If Blaze Mobile believes your usage breaches this Acceptable Use Policy, we may take one or more of the following actions:

- Contact you to discuss the issue
- Request that you change the way you use the service
- Restrict or block certain features
- Suspend or terminate your service
- Notify law enforcement or regulatory bodies (for serious or unlawful activity)

Blaze Mobile always aims to work constructively with customers first, but must also ensure the safety of the network and the wider community.

Reporting Misuse or Concerns

If you believe your service or someone else's has been misused, please contact Blaze Mobile Support so we can investigate quickly:

- Blaze Mobile Support: +61 2 7804 4211
- ReportCyber: cyber.gov.au
- Scamwatch: scamwatch.gov.au
- Telecommunications Industry Ombudsman (TIO): 1800 062 058

Updates to This Policy

Blaze Mobile may update this Acceptable Use Policy from time to time to ensure it stays aligned with legal requirements, technology changes, and best practice security standards. Updated versions will always be published on the Blaze Mobile website at blazemobile.com.au/Legal/TermsAndPolicies.