

Accessibility Policy

September 2026

Blaze Mobile Pty Ltd | ABN 43 676 486 525

About This Policy

At Blaze Mobile, we believe everyone deserves equal, easy, and confident access to our products, services, and support. This Accessibility Policy outlines Blaze Mobile's commitment to ensuring that customers with disabilities, accessibility needs or support requirements can use our services independently, safely and with dignity.

We aim to remove barriers, design accessible experiences, and provide additional support whenever it is needed. Blaze Mobile follows the principles of the Disability Discrimination Act 1992, the Telecommunications Consumer Protections (TCP) Code, and relevant accessibility guidelines including WCAG 2.1 best-practice principles.

Our Commitment to Accessibility

Blaze Mobile is committed to building accessible products, services and support pathways for all customers. We continuously improve accessibility as standards evolve, and we actively engage with customer feedback to enhance inclusion.

- Ensuring services are accessible to people with diverse abilities
- Providing clear, inclusive, easy-to-read information
- Offering multiple ways to contact us based on individual needs
- Making reasonable adjustments to support customer accessibility
- Training staff to recognise and support accessibility requirements

Accessible Communication Options

Customers can contact Blaze Mobile in a variety of ways to suit their communication needs. We tailor our communication methods wherever possible to ensure comfort and safety.

- National Relay Service (NRS) for customers who have hearing or speech impairments
- TIS National for customers who prefer or require another language
- Email for written communication
- Safe or alternative communication channels as required

Support for Customers With Disabilities

Blaze Mobile will work with customers to understand their accessibility needs and provide adjustments to ensure equal access to services.

- Alternative verification methods
- Accessible document formats such as large print or high contrast
- Support for authorised representatives, carers or advocates
- Adjustments for customers whose disability impacts communication or service management

National Relay Service (NRS)

The National Relay Service allows customers with hearing or speech impairments to contact Blaze Mobile safely and confidently. TTY, SMS, Internet Relay and Video Relay options are available. Relay officers connect customers directly to Blaze Mobile.

- Web: https://www.accesshub.gov.au/nrs

Translating & Interpreting Service (TIS National)

If English is not your first language, Blaze Mobile can arrange language support through TIS National.

- Phone: 131 450
- Web: https://www.tisnational.gov.au

Accessible Documents & Alternative Formats

Customers can request key documents in formats that better meet their accessibility needs, including:

- Large-print versions
- Plain-English summaries
- High-contrast formats
- Screen-reader compatible digital versions
- Email-based formats designed for readability

Accessibility on Our Website & Digital Services

Blaze Mobile is committed to designing digital experiences that follow WCAG 2.1 AA accessibility principles wherever possible.

- Strong colour contrast for readability
- Logical and predictable navigation
- Screen-reader compatibility
- Accessible online forms
- Captions and text alternatives where required

Payment Assistance & Vulnerability Support

If a disability or accessibility need impacts a customer's ability to manage payments or service usage, Blaze Mobile will work with them to identify suitable support options in line with the Blaze Mobile Payment Assistance Policy. Options may include:

- Payment extensions or flexible plans
- Temporary service adjustments to reduce cost
- Bill discounts or waivers where appropriate
- Review of service suitability based on customer needs

Feedback & Complaints About Accessibility

We welcome feedback, as it helps us improve accessibility for all customers. You can contact Blaze Mobile to request accessibility support, provide suggestions, raise concerns or make a complaint about an accessibility-related matter.

Phone	+61 2 7804 4211
Email	complaints@blazemobile.com.au
Online	www.blazemobile.com.au

If you are not satisfied with our response, you may contact the Telecommunications Industry Ombudsman (TIO):

- Phone: 1800 062 058
- Web: https://www.tio.com.au

Review

This Policy will be reviewed every two years, or earlier if legislation, accessibility standards or customer needs change. The current version is available at blazemobile.com.au/Legal/TermsAndPolicies.