

Payment Assistance Policy

September 2026

Blaze Mobile Pty Ltd | ABN 43 676 486 525

About This Policy

This Policy outlines how Blaze Mobile supports customers who need help managing their bills through short-term or tailored payment assistance options. Payment assistance is designed to help customers stay connected while they manage temporary financial pressures. If your situation is more serious or ongoing, you may be eligible for additional help under the Blaze Mobile Financial Hardship Policy.

Who This Policy Applies To

This Policy applies to:

- All Blaze Mobile residential customers
- Not-for-profit organisations and small businesses with annual spend under $40,000

This Policy covers temporary or short-term payment support. For longer-term support, customers should refer to the Blaze Mobile Financial Hardship Policy.

What Is Payment Assistance?

Payment assistance refers to short-term or temporary support that helps customers manage their bills during a brief period of financial difficulty. Examples include:

- Payment extensions
- Short-term payment plans
- Fee or late-charge waivers
- Spend controls
- Temporary service downgrades (where an eligible lower-cost plan is available)
- Short-term suspension of services without penalty

Customers experiencing ongoing or serious financial hardship may need longer-term arrangements. In those cases, Blaze Mobile will encourage customers to review the Blaze Mobile Financial Hardship Policy.

Identifying Customers Who May Need Assistance

Eligibility may be identified through a customer asking for help, Blaze Mobile staff identifying potential signs of difficulty, third-party referrals, or missed or late payments indicating possible financial pressure. If we believe a customer may be at risk, we will provide information about this Policy and, where appropriate, refer them to the Blaze Mobile Financial Hardship Policy for more tailored support.

How to Apply for Payment Assistance

Customers can apply by contacting Blaze Mobile through:

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

Our team will explain options clearly and help customers choose the support that best fits their situation.

Information You May Need to Provide

For payment assistance, we generally ask only for customer identification details, basic account information, and a brief outline of the issue (optional). Evidence is not usually required for short-term assistance. If a customer's circumstances indicate longer-term support may be needed, we may recommend reviewing the Blaze Mobile Financial Hardship Policy.

How Blaze Mobile Assesses Requests

Blaze Mobile will:

- Treat customers with empathy, respect and confidentiality
- Assess each request individually
- Offer options that suit the customer's needs
- Put agreed arrangements into effect as soon as the customer accepts them

If we determine that the customer is experiencing longer-term financial difficulty, we will explain the additional help available under the Blaze Mobile Financial Hardship Policy.

Your Rights Under This Policy

Customers have the right to:

- Apply for payment assistance at any time
- Receive clear, accessible information about available options
- Request support without judgment
- Make a complaint if they are unhappy with how their request was handled
- Access longer-term support through the Blaze Mobile Financial Hardship Policy

If You Miss a Payment Under an Arrangement

If a customer cannot meet an agreed payment arrangement, Blaze Mobile will attempt to contact the customer, review whether a new arrangement is needed, and determine whether the customer may be eligible for financial hardship assistance. We will not take unreasonable credit action without contacting the customer first.

Complaints

Phone	+61 2 7804 4211
Email	complaints@blazemobile.com.au
Online	www.blazemobile.com.au
TIO (escalation)	1800 062 058 | https://tio.com.au

Relationship to the Financial Hardship Policy

Customers needing longer-term assistance or experiencing serious life circumstances (such as illness, unemployment, or domestic and family violence) may be eligible under the Blaze Mobile Financial Hardship Policy. Blaze Mobile staff will guide customers to the correct policy where appropriate.

Review of This Policy

This Policy is reviewed annually or sooner if required by regulatory, legislative or service changes. The current version is available at blazemobile.com.au/Legal/TermsAndPolicies.