

Standard Form of Agreement

General Terms, Mobile Service Description and Standard Pricing Table

All Blaze Mobile Monthly AutoPay Plans

October 2026

Blaze Mobile Pty Ltd | ABN 43 676 486 525 | ACN 676 486 525

Blaze Mobile Standard Form of Agreement

This Standard Form of Agreement (SFOA) sets out the terms on which Blaze Mobile Pty Ltd ABN 43 676 486 525, ACN 676 486 525, trading as Blaze Mobile, supplies mobile telecommunications services to customers in Australia. Blaze Mobile's registered address is Unit 10/61 Burnett St, Buderim QLD 4556.

This SFOA applies to all Blaze Mobile eSIM-only Monthly AutoPay Plans and any other Blaze Mobile service that states it is supplied under this SFOA. A Critical Information Summary (CIS) and any special conditions for your Monthly AutoPay Plan form part of your Agreement.

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1. About this Agreement

1.1 What documents make up your Agreement?

Your Agreement with Blaze Mobile is made up of the following documents, to the extent they apply to your service:

- your application, order, activation request or online sign-up journey;
- the relevant Critical Information Summary for your Monthly AutoPay Plan;
- any special conditions, campaign terms, promotion terms or product-specific terms accepted by you;
- these General Terms;
- the Blaze Mobile Fair Use Policy, Complaints Handling Policy, Payment Assistance Policy, Privacy Policy, AutoPay Terms, App terms and any other policy expressly incorporated into your service terms, each available at blazemobile.com.au/Legal/TermsAndPolicies unless another URL is stated.

1.2 Priority of documents

If there is an inconsistency between documents that make up your Agreement, the document listed earlier in clause 1.1 applies to the extent of that inconsistency, unless the relevant document expressly states a different order of priority. Nothing in this Agreement limits rights you have under the Australian Consumer Law or telecommunications laws that cannot lawfully be excluded.

1.3 When your Agreement starts

Your Agreement starts when we accept your application or order, when you activate your eSIM, or when you first use the service, whichever occurs first. We may decline an application where we reasonably consider that we cannot supply the service, there is a credit, identity, fraud, security or eligibility concern, or we are otherwise entitled to do so by law.

1.4 No minimum fixed term unless stated otherwise

Unless a CIS, special condition or order states otherwise, Blaze Mobile Monthly AutoPay Plans have a minimum term of 1 calendar month and then continue month-to-month until cancelled in accordance with this Agreement.

1.5 Consumer and small business use

Blaze Mobile Monthly AutoPay Plans are designed for ordinary consumer, personal and small business mobile use in Australia. They are not designed for resale, carrier-grade use, call centre use, machine-to-machine deployments, high-volume messaging, telemetry, life-critical use or other uses that require a dedicated business, wholesale or specialised service unless we agree in writing.

2. Becoming a Blaze Mobile customer

2.1 Eligibility and identity checks

You must be at least 18 years old, have authority to enter into this Agreement, provide accurate information, and meet any eligibility criteria for the service. We may ask for information reasonably required to verify your identity, assess your application, prevent fraud, meet legal requirements, perform number porting and manage your account.

2.2 Your account information

You must keep your contact, billing, payment and identity information accurate and up to date. We may rely on the details you provide to contact you, send notices, process payments, respond to security issues and manage your service.

2.3 Authorised representatives and account users

You are responsible for all use of your service, eSIM, account, Blaze Mobile app and online account by you and by anyone you allow to use them. You must ensure those people comply with this Agreement. We may require verification before dealing with an authorised representative or advocate.

2.4 Number transfer and mobile number portability

If you ask us to transfer a mobile number from another provider, you authorise us to submit the transfer request and provide information reasonably required to complete the transfer. You are responsible for checking any obligations or charges owed to your existing provider. There may be a short service interruption during transfer.

2.5 Your mobile number

You do not own any mobile number allocated to your service. We may need to change, withdraw, suspend or reallocate a number where required by law, a regulator, a network operator, numbering rules, fraud or security requirements, or where the service is cancelled. If you want to keep your number, you should transfer it to another provider before cancellation takes effect.

2.6 eSIMs

You must keep your eSIM credentials and account login details secure. You must notify us immediately if your device or account is lost, stolen, compromised or used without authority. You remain responsible for charges incurred before you notify us, except to the extent caused by our negligence, breach of law or another matter for which we are responsible.

If an eSIM profile is not activated within 30 days of the order being placed, we may cancel it. You would then need to place a new order to activate that service. Blaze Mobile will not charge you for an eSIM profile that has not been activated.

3. The mobile service

3.1 Service description

Blaze Mobile provides eSIM-only Monthly AutoPay Plans for compatible mobile devices on the Optus 4G and 5G mobile networks. AutoPay must be set up and maintained using an accepted credit, debit or charge card, or by direct debit from an Australian bank account. Paper bills are not available. Each plan includes the inclusions set out in the applicable CIS and Schedule 2 of this SFOA.

3.2 Network and coverage

The service is supplied using the Optus mobile network made available to Blaze Mobile. Coverage, technology, speed and availability vary by location, device, network congestion, building materials, terrain, weather, maintenance, outages, interference, software settings and other factors outside our reasonable control. 5G availability requires a compatible device, compatible plan, enabled settings and 5G network coverage.

3.3 Device requirements

You must provide and maintain a compatible, lawful and properly configured device. We do not guarantee that every device will support every feature of the service. You must not use equipment that may damage, interfere with or disrupt the network or any other service.

3.4 Speed and data

The applicable CIS and Schedule 2 specify your included data, shared data pool arrangements and speed cap. There are no excess data usage charges; after your included data or shared data pool is exhausted, your download speed is slowed to 1.5Mbps for the rest of the calendar month.

3.5 Shared data pool

For Solo, Duo and Plus plans, a service means an activated eSIM service. An ordered but unactivated eSIM is not charged and does not add data to the shared pool. Each activated service adds 50GB to one shared data pool for use in Australia. Any eligible service on the account may use the shared pool. Unused data expires at the end of each calendar month and is not redeemable for cash or credit.

3.6 Emergency calls

Emergency calls to 000 or 112 may be available where your device, eSIM, account status, network coverage and network technology support emergency calling. You should not rely on the service as your only way to contact emergency services.

3.7 Service features may change

We may add, remove, modify or withdraw service features, apps, account tools, usage alerts, add-ons and optional services where permitted by this Agreement and applicable law.

4. Using the service

4.1 Permitted use

You must use the service lawfully, reasonably, for its intended purpose, and in accordance with this Agreement, our Fair Use Policy, applicable laws and any reasonable directions we give you.

4.2 Prohibited use

You must not use, attempt to use, or allow anyone to use the service:

- for unlawful, fraudulent, abusive, threatening, defamatory, obscene, offensive, harassing or malicious purposes;
- to send spam, scam messages, malware, nuisance communications, high-volume automated communications or communications that breach anti-scam, spam, telemarketing or privacy laws;
- to resell, re-supply, aggregate, switch, reroute, bypass, wholesale, arbitrage or commercially exploit the service without our written consent;
- with SIM boxes, GSM gateways, auto-diallers, bulk SMS platforms, call centre systems, machine-to-machine devices, telemetry devices, modems or embedded systems unless we have expressly approved that use;
- in a way that damages, interferes with or degrades the service, the Optus network, another network, another customer's service or any equipment;
- to infringe intellectual property rights or breach another person's rights; or
- in a way that exposes Blaze Mobile, Optus, another supplier or another customer to liability or regulatory action.

4.3 Fair Use Policy

Unlimited standard national talk and text inclusions are for ordinary personal and business use within Australia and are subject to our Fair Use Policy, and must not be used in a manner that is unreasonable, unacceptable or fraudulent, or that causes network congestion. We may monitor usage patterns and take reasonable action, including restricting, suspending or cancelling a service, to protect customers and the network.

4.4 Usage alerts and spend controls

We may provide usage alerts, including when you reach approximately 50%, 85% and 100% of your shared data allowance for use in Australia. Usage alerts can be delayed and are a guide only. You are responsible for monitoring your usage through your Blaze account and the Blaze Mobile app.

5. Charges, billing and payment

5.1 Charges you must pay

You must pay all charges for your service, including the monthly plan charge billed by calendar month in arrears, add-ons, optional extras, IDD overage charges, roaming, international usage, premium or special services, delayed or arrears charges, dishonour charges, taxes and any other charges set out in the CIS, Pricing Table, order or this Agreement. Included IDD credit of $50 per active service per calendar month is included in the monthly plan charge. Charges above the IDD credit limit are billed in arrears.

5.2 Monthly AutoPay Plans and billing

Blaze Mobile plans are Monthly AutoPay Plans billed by calendar month in arrears. AutoPay must be set up when you sign up and maintained while your service is active using an accepted credit, debit or charge card, or by direct debit from an Australian bank account. Your first service is charged pro rata from its activation date. An additional service activated during a calendar month is charged pro rata for the remaining days, and the lower per-service price under the Best Plan Guarantee applies retrospectively to services already active during that calendar month. Usage-based, IDD overage and roaming charges appear on your next monthly bill. You authorise us to debit the total amount owing from your nominated card or selected Australian bank account on the 3rd day of the following month.

5.3 Electronic bills and no paper bills

Blaze Mobile services covered by this SFOA do not include paper bills. We will send or make your bill available electronically, including by email, through the Blaze Mobile app, your online account or another electronic method.

5.4 Arrears and delayed charges

Some charges are billed in arrears. For example, roaming, IDD overage, international usage, third party charges or adjustments incurred during a billing month will be applied to your next monthly bill where the charge information is available to us in time.

5.5 Failed payments and overdue amounts

If an AutoPay debit fails, is dishonoured, reversed or not received when due, we may retry the payment, restrict or suspend your service, recover reasonable costs and charge the $10 dishonour or failed payment fee set out in the Pricing Table. We may cancel the service only in accordance with clause 8 and applicable law.

5.6 Billing disputes

If you dispute a charge, you must contact us as soon as possible. You must pay any undisputed amounts by the due date. We will not suspend or cancel your service solely for non-payment of an amount that is the subject of a genuine unresolved billing dispute.

5.7 Refunds and credits

If you cancel a service during a calendar month, there is no refund or credit for that month unless required by law or agreed by us. The service remains included in your monthly charge, pricing tier and shared data allowance until month-end. Included IDD credit is not redeemable for cash, transferable or able to be carried over. Unless we agree otherwise under an eligible payment-assistance or customer-support arrangement, a suspended service remains an active service for billing purposes and continues to be included in the monthly charge, pricing tier and shared data allowance.

6. International roaming

6.1 Roaming is not included in monthly plan inclusions

International roaming is not included in your monthly plan inclusions. Standard national calls, text and data included in your plan are for use in Australia and cannot be used overseas unless an eligible roaming pack or roaming service is active.

6.2 Daily Roaming Pack

If you use your service in an eligible Zone 1 destination, the Blaze Mobile Daily Roaming Pack is automatically applied and costs $5 for 5GB of data plus unlimited standard talk and text for 24 hours, or until you reach 5GB, whichever comes first. The charge is billed in arrears. If you continue to use your service after either limit is reached, another Daily Roaming Pack is automatically applied for $5. The Fair Use Policy applies.

6.3 Included IDD credit and international calls from Australia

Each Blaze Mobile Monthly AutoPay Plan includes $50 of IDD credit per active service per calendar month for international calls, SMS and MMS made from Australia to the 35 Selected Destinations listed in Schedule 4. IDD credit does not roll over and expires at the end of each calendar month. Once the IDD credit is exhausted, PAYG rates apply and are billed in arrears. See Schedule 4 for full terms.

6.4 Activation and managing roaming

Daily Roaming activates automatically when you land overseas and first use talk, text or data in an eligible destination. You can manage international roaming and check usage in the Blaze Mobile app. If you do not want roaming charges, you should disable data roaming and international roaming before travelling.

6.5 Zone 2 and Zone 3 PAYG roaming

Blaze Mobile Daily Roaming is the only roaming option available in eligible Zone 1 destinations. In eligible Zone 2 and Zone 3 destinations, pay-as-you-go roaming rates apply. PAYG roaming charges are billed in arrears on your next monthly bill. Current eligible destinations and PAYG rates are published on the Blaze Mobile website.

6.6 Roaming limitations

Roaming relies on overseas networks that we do not control. We do not guarantee roaming coverage, availability, speed, quality, call completion, emergency calling, device compatibility, usage alerts or usage records while overseas. Roaming charges may be delayed where usage records are delayed by overseas networks.

7. Changes to this Agreement

7.1 Changes that benefit you or do not adversely affect you

We may make changes to this Agreement, the service, features, charges or policies where the change benefits you, has no material adverse impact on you, corrects an error, clarifies wording, improves security, supports operational requirements or is reasonably required to comply with law, regulation, a regulator direction or supplier requirement.

7.2 Changes that may adversely affect you

Where we make a change that is likely to have a material adverse impact on you, we will give you reasonable advance notice, generally at least 30 days where practicable and required by law. If you are materially adversely affected, you may cancel your affected service without early termination charges.

7.3 Changes to month-to-month plans

Because Blaze Mobile Monthly AutoPay Plans are month-to-month services, changes will usually take effect at the start of a future calendar month after notice has been given. If you continue to use the service after the effective date of a notified change, you are taken to have accepted the change.

8. Suspension, restriction and cancellation

8.1 Your right to cancel

You may cancel a month-to-month service at any time through the Blaze Mobile app, your online account, by contacting us, or by transferring your mobile number to another provider.

8.2 Our right to suspend, restrict or cancel

We may suspend, restrict or cancel a service, with or without notice depending on the circumstances, if you fail to pay when due, we reasonably suspect fraud or security compromise, you breach this Agreement or our Fair Use Policy, you use the service in a prohibited or network-harming way, or we are required to do so by law or this Agreement.

8.3 Cancellation by us on notice

For a non-fixed-length month-to-month service, we may cancel the service by giving at least 30 days' notice. We will not do this unfairly and will comply with any applicable consumer protection and telecommunications requirements.

8.4 Consequences of cancellation

If you cancel a service during a calendar month, it remains included in your monthly charge, pricing tier and shared data allowance until the end of that month. Your revised pricing tier and shared data allowance apply from the first day of the next calendar month. You must pay all outstanding charges, including roaming or IDD overage charges that appear on a later bill. We may deactivate access to the cancelled service, add-ons, roaming and account tools when we process the cancellation, even though the service continues to count toward your monthly charge, pricing tier and shared data allowance until the end of that calendar month.

8.5 Reconnection

If a suspended or cancelled service can be reconnected, you may need to pay outstanding amounts, verify your identity, provide a valid payment method, reissue or reinstall your eSIM, accept updated terms or pay any applicable reconnection fees set out in the Pricing Table.

9. Faults, outages and maintenance

9.1 Reporting faults

If you experience a fault, disruption or performance issue, you should contact us through the Blaze Mobile app or call 02 7804 4211.

9.2 Maintenance and outages

The service may be affected by planned or unplanned maintenance, outages, network changes, supplier faults, congestion, emergencies, upgrades or events outside our reasonable control.

9.3 No continuous service guarantee

We do not guarantee that the service will be continuous, fault-free, secure, available in all locations, or capable of supporting every use. Your rights under the Australian Consumer Law and telecommunications laws are not limited by this clause.

10. Privacy, security and communications

10.1 Privacy

We collect, use, disclose and handle personal information in accordance with our Privacy Policy and applicable privacy, telecommunications and data retention laws. Privacy queries may be sent to privacy@blazemobile.com.au.

10.2 Credit, fraud and security checks

We may use and disclose information to verify your identity, assess credit and payment risk, prevent fraud and scams, manage debt, perform regulatory checks, investigate suspicious activity and protect the service and customers.

10.3 Communicating with you

We may contact you by email, SMS, phone, app notification or another electronic method using the contact details you provide. Notices are taken to be received when sent to your last known contact details. You must keep your contact details current.

10.4 Marketing communications

We may send marketing communications where permitted by law. You can opt out of marketing communications using the method provided in the communication or by contacting us.

10.5 Account security

You must keep passwords, verification codes, devices, eSIM profiles and account access secure. We may use multi-factor authentication or other security controls.

11. Complaints, payment assistance and support

11.1 Customer service

You can manage your service, check usage and contact customer service through the Blaze Mobile app or by calling 02 7804 4211.

11.2 Complaints

If you have a complaint, please contact us first by calling 02 7804 4211 or through the Blaze Mobile app. You can also find our Complaints Handling Policy at blazemobile.com.au/Legal/TermsAndPolicies. We will handle complaints in accordance with that policy.

11.3 Telecommunications Industry Ombudsman

If you are not satisfied with how we have handled your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. The TIO is a free and independent dispute resolution service for eligible telecommunications complaints.

11.4 National Relay Service

If you are deaf or find it hard to hear or speak on the phone, you can contact us through the National Relay Service. Visit www.accesshub.gov.au and provide the Blaze Mobile contact number 02 7804 4211.

11.5 Financial hardship and payment assistance

If you are experiencing financial hardship or need payment assistance, please contact us as early as possible. Assistance options may include a payment extension, payment plan, spend control, service downgrade (where an eligible lower-cost plan is available), fee or charge waiver, temporary service suspension, restriction of chargeable services or referral to external support services.

11.6 Vulnerability and family violence support

If you are experiencing domestic or family violence, financial abuse, accessibility barriers or another vulnerability, tell us if it is safe to do so. We will handle your request sensitively and in accordance with applicable law and our customer support policies. Customers with accessibility needs can access assistance in accordance with our Accessibility Policy, available at blazemobile.com.au/Legal/TermsAndPolicies.

12. Liability and consumer rights

12.1 Non-excludable rights

Nothing in this Agreement excludes, restricts or modifies any consumer guarantee, statutory guarantee, warranty, right or remedy that cannot lawfully be excluded, restricted or modified, including under the Australian Consumer Law or telecommunications laws.

12.2 Consumer guarantees

If services fail to meet a consumer guarantee, you may be entitled to remedies under the Australian Consumer Law. For major failures, you may have rights to cancel and obtain a refund or compensation.

12.3 Limitations where permitted by law

To the extent permitted by law, we are not liable for loss caused by your device, your equipment, your content, third party apps or services, your breach of this Agreement, lack of coverage, outages, overseas networks, or events outside our reasonable control. To the extent permitted by law, we are not liable for indirect, consequential, special or economic loss.

12.4 Mitigation

You must take reasonable steps to minimise loss, including keeping your device secure, promptly reporting loss or theft, disabling roaming where not required, monitoring IDD usage, paying undisputed charges on time, and cooperating with reasonable troubleshooting steps.

13. General terms

13.1 Assignment and transfer

You must not assign, transfer or novate your Agreement or service without our consent. We may assign, transfer or novate our rights and obligations to a related body corporate or purchaser of our business, provided we comply with applicable law.

13.2 Intellectual property

Blaze Mobile, its licensors and suppliers retain all intellectual property rights in the Blaze Mobile brand, website, app, systems, software, documentation and service materials. You receive only the rights needed to use the service in accordance with this Agreement.

13.3 Events outside reasonable control

Neither party is responsible for failing to perform an obligation, other than payment obligations, to the extent the failure is caused by events outside that party's reasonable control, including network failures, supplier failures, natural disasters, pandemic, war, terrorism, civil unrest, government action or emergency events.

13.4 Severability

If any term is illegal, void or unenforceable, it is severed to the extent necessary and the remaining terms continue to apply.

13.5 No waiver

A delay or failure to exercise a right is not a waiver of that right. A waiver must be in writing and applies only to the specific matter for which it is given.

13.6 Governing law

This Agreement is governed by the laws of New South Wales, Australia and applicable Commonwealth laws. You and Blaze Mobile submit to the non-exclusive jurisdiction of the courts of New South Wales and the Commonwealth courts of Australia.

13.7 Contact details

Customer service: 02 7804 4211 or through the Blaze Mobile app

Website: blazemobile.com.au

SFOA: blazemobile.com.au/sfoa

Critical Information Summaries: blazemobile.com.au

Policies and terms: blazemobile.com.au/ Legal/TermsAndPolicies

Legal notices: Blaze Mobile Pty Ltd, Unit 10/61 Burnett St, Buderim QLD 4556

Privacy contact: privacy@blazemobile.com.au

Complaints: 02 7804 4211 or through the Blaze Mobile app

Schedule 1 — Mobile Service Description

This Mobile Service Description applies to all Blaze Mobile eSIM-only Monthly AutoPay Plans supplied under this SFOA.

Item	Description
Service type	eSIM-only Monthly AutoPay Plan for compatible mobile devices.
Network	Optus 4G and 5G mobile networks made available to Blaze Mobile. Network access requires a compatible device and coverage; 5G access also requires compatible settings and 5G coverage.

Billing model	Monthly AutoPay Plan billed by calendar month in arrears. AutoPay must be set up and maintained using an accepted credit, debit or charge card, or by direct debit from an Australian bank account. The first service is charged pro rata from activation. Additional services are charged pro rata for the remaining days of the month, with any lower per-service price applied retrospectively to services already active that month. Usage-based, IDD overage and roaming charges appear on the next monthly bill. Payment is debited from the nominated card or selected Australian bank account on the 3rd day of the following month. No paper bills.
Minimum term	Minimum term of 1 calendar month, then month to month unless a CIS, order or special condition states otherwise.
Australian inclusions	Included monthly data, standard national talk and standard national text as stated in the applicable CIS and Pricing Table.
Included IDD credit	$50 per active service per calendar month for international calls, SMS and MMS made from Australia to the 35 Selected Destinations. Included in the plan charge. Value does not roll over. See Schedule 4.
Plans available	Solo ($30/month, 1 service, 50GB), Duo ($55/month, 2 services, 100GB shared), and Plus ($25 per service/month, 3–8 services, 150GB–400GB shared). The Best Plan Guarantee automatically applies the lowest available price for the number of active services. See the applicable CIS for full details.
Excluded by default	Roaming, premium services, satellite services, special numbers, device repayments, add-ons, promotions and optional extras are not included unless expressly included.
Support	02 7804 4211 or through the Blaze Mobile app.

Schedule 2 — Standard Pricing Table

This Pricing Table sets out key charges and inclusions for each Blaze Mobile Monthly AutoPay Plan. Consumer-facing prices include GST unless stated otherwise. For full plan details refer to the applicable Critical Information Summary.

Charge / Inclusion	Solo — 1 service	Duo — 2 services	Plus — 3–8 services
Plan	Solo Monthly Plan	Duo Monthly Plan	Plus Monthly Plan
Number of active services	1	2	3–8
Standard monthly pricing	$30 per calendar month	$55 per calendar month ($27.50 each)	$25 per service per calendar month ($75–$200 total)
Billing basis	Calendar month in arrears	Calendar month in arrears	Calendar month in arrears
Monthly data (Australia)	50GB	100GB shared	50GB × number of active services shared (150GB–400GB)
Download speed cap	Up to 100Mbps, then 1.5Mbps	Up to 100Mbps per service, then 1.5Mbps	Up to 100Mbps per service, then 1.5Mbps
Excess data charges	None. Speed slowed to 1.5Mbps.	None. Speed slowed to 1.5Mbps.	None. Speed slowed to 1.5Mbps.
Standard national talk & text	Unlimited per service	Unlimited per service	Unlimited per service
IDD credit (per service/calendar month)	$50 included	$50 per service included	$50 per service included
International roaming	Not included. Daily Roaming costs $5 for 5GB plus unlimited standard calls and texts for up to 24 hours in an eligible Zone 1 destination. PAYG rates apply in eligible Zone 2 and Zone 3 destinations.	Not included. Daily Roaming costs $5 for 5GB plus unlimited standard calls and texts for up to 24 hours in an eligible Zone 1 destination. PAYG rates apply in eligible Zone 2 and Zone 3 destinations.	Not included. Daily Roaming costs $5 for 5GB plus unlimited standard calls and texts for up to 24 hours in an eligible Zone 1 destination. PAYG rates apply in eligible Zone 2 and Zone 3 destinations.
Minimum term	1 calendar month	1 calendar month	1 calendar month
Dishonour / failed payment fee	$10	$10	$10
eSIM reissue fee	$0	$0	$0
Reconnection fee	$0	$0	$0
Paper bill fee	Not available	Not available	Not available

** Plus plan: 3 to 8 services at $25 per service per calendar month ($75–$200 total).*

** Best Plan Guarantee: Blaze Mobile automatically applies Solo pricing for 1 active service, Duo pricing for 2 active services and Plus pricing for 3–8 active services.*

** Activations: the first service and each additional service are charged pro rata from activation for the remaining days of the calendar month. Any lower per-service price applies retrospectively to services already active that month.*

** Cancellations: a service cancelled during a calendar month remains included in the monthly charge, pricing tier and shared data allowance until month-end. Revised pricing and shared data apply from the first day of the next calendar month. Plans are billed by calendar month in arrears.*

Schedule 3 — Daily Roaming Pack Terms

Item	Terms
Availability	Eligible Zone 1 destinations only.
Activation	Automatically activates on first use overseas in an eligible destination: talk, text or data.
Charge	$5 for each 24-hour period or until 5GB is reached, whichever comes first, billed in arrears on your next monthly bill.
Inclusions	5GB roaming data plus unlimited standard talk and text for 24 hours or until 5GB is reached, whichever comes first. Fair Use Policy applies.
Automatic renewal	If you continue using the service after the 24-hour period or after reaching 5GB, another $5 Daily Roaming Pack is automatically applied. There is no daily limit on the number of Daily Roaming Packs that may be applied.
Pack notification	Each time a Daily Roaming Pack is automatically applied to your service, we will send you an SMS notification of the charge.
Zone 2 and Zone 3 destinations	PAYG roaming rates apply in eligible Zone 2 and Zone 3 destinations and are billed in arrears on your next monthly bill. Current eligible destinations and rates are published on the Blaze Mobile website.
Exclusions	Premium, satellite, special numbers and third-party services are not included unless expressly stated.
Usage alerts	May be delayed and are a guide only. Roaming usage records may be delayed by overseas carriers.

Rates are in Australian dollars and incorporate a 15% markup on the supplied post-paid roaming rates. Zone 1 rates are excluded.

Voice and video call rates are charged with an initial 60-second increment and in 30-second increments thereafter. GST treatment follows the applicable roaming and standard SMS/MMS charging rules.

Eligible Zone 1 Daily Roaming Pack destinations

AeroMobile	Afghanistan	Aland Islands	Albania
Anguilla	Antigua and Barbuda	Argentina	Armenia
Aruba	Austria	Azerbaijan	Bahrain
Bangladesh	Barbados	Belarus	Belgium
Bermuda	Bolivia	Bonaire	Bosnia and Herzegovina
Botswana	Brazil	British Virgin Islands	Bulgaria
Burkina Faso	Cambodia	Cameroon	Canada
Cayman Islands	Chile	China	Colombia
Cook Islands	Costa Rica	Cote D'Ivoire*	Croatia
Curacao	Cyprus	Czech Republic	Denmark
Dominica	Dominican Republic	Ecuador	Egypt
El Salvador	Estonia	Faroe Islands	Fiji
Finland	France	French Guiana	Georgia
Germany	Ghana	Greece	Greenland
Grenada	Guadeloupe	Guam & N. Marianas	Guatemala
Guernsey	Haiti	Hong Kong	Hungary
Iceland	India	Indonesia	Iran
Ireland	Isle of Man	Israel	Italy
Jamaica	Japan	Jersey	Jordan
Kazakhstan	Korea South	Kuwait	Kyrgyzstan
Laos	Liechtenstein	Lithuania	Luxembourg
Macau	Macedonia	Malaysia	Malta
Martinique	Mexico	Moldova	Montenegro
Montserrat (UK)	Morocco	Myanmar	Namibia
Nepal	Netherlands	New Caledonia	New Zealand
Nicaragua	Nigeria	Norway	Oman
Pakistan	Palestine	Panama	Papua New Guinea
Peru	Philippines	Poland	Portugal
Puerto Rico	Qatar	Romania	Russia
Samoa	San Marino	Saudi Arabia	Serbia
Singapore	Slovakia	Slovenia	Solomon Islands
South Africa	Spain	Sri Lanka	St. Barthelemy
St. Kitts and Nevis	St. Lucia	St. Martin	St. Vincent and the Grenadines
Sweden	Switzerland	Tahiti (French Polynesia)	Taiwan
Tajikistan	Thailand	Timor-Leste	Tonga
Trinidad and Tobago	Turkey	Uganda	Ukraine
United Arab Emirates	United Kingdom	United States	Uruguay
US Virgin Islands	Vanuatu	Vatican City	Vietnam
Zimbabwe			

Zone 2 and Zone 3 (Other) PAYG roaming rates

Usage type	Zone 2 PAYG rate	Zone 3 (Other — Satellite, Aero and Marine) PAYG rate
National voice calls within the same country	**$1.73 per minute**	**$4.60 per minute**
International voice calls outside the country you are in	**$1.73 per minute**	**$4.60 per minute**
Receiving voice calls	**$1.73 per minute**	**$4.60 per minute**
National video calls within the same country	**$1.73 per minute**	**$4.60 per minute**
International video calls outside the country you are in	**$1.73 per minute**	**$4.60 per minute**
Receiving video calls	**$1.73 per minute**	**$4.60 per minute**
Connection charge for each outgoing voice or video call	**$0.00**	**$0.00**
SMS to an Australian number	**$0.58 per 160 characters**	**$1.15 per 160 characters**
SMS to a non-Australian number	**$0.58 per 160 characters**	**$1.15 per 160 characters**
Receiving SMS	**$0.00**	**$0.00**
MMS to an Australian number	**Standard domestic MMS rate plus data at $0.0115 per 10KB**	**Standard domestic MMS rate plus data at $17.83 per MB**
MMS to a non-Australian number	**Standard international MMS rate plus data at $0.0115 per 10KB**	**Standard international MMS rate plus data at $17.83 per MB**
Receiving MMS	**$1.15 per MB**	**$17.83 per MB**
Mobile data	**$0.0115 per 10KB**	**$0.1783 per 10KB**

Rates are in Australian dollars. Voice and video call rates are charged with an initial 60-second increment and in 30-second increments thereafter. GST treatment follows the applicable roaming and standard SMS/MMS charging rules.

Schedule 4 — Included International Calling Value Terms

This schedule sets out the terms applying to the IDD credit in Blaze Mobile Monthly AutoPay Plans. IDD credit applies to international calls, SMS and MMS made from Australia to the 35 Selected Destinations and is separate from international roaming (Schedule 3).

Item	Details
Monthly IDD credit	$50 per active service per calendar month. Applies to international calls, SMS and MMS made from Australia to the 35 Selected Destinations. Included in the monthly plan charge — no additional cost up to the credit limit.

Credit expiry	IDD credit does not roll over. Unused value expires at the end of each calendar month.
Billing	IDD credit is applied as international calls, SMS and MMS to the 35 Selected Destinations are used. Any charges above the monthly credit limit are billed in arrears on your next monthly bill.
PAYG rates once credit is exhausted	Current PAYG rates apply once the credit is exhausted and are published at blazemobile.com.au/idd-rates.
Rate structure	Charges are calculated using the current published International Calling Rate Schedule.
Eligible destinations	Brazil, Brunei, Cambodia, Canada, mainland China, Colombia, Denmark, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Laos, Lebanon, Malaysia, Malta, Mexico, New Zealand, Norway, Poland, Romania, Singapore, South Korea, Sweden, Taiwan, Thailand, the United Kingdom, the United States and Vietnam.
Not included	IDD credit does not apply to calls made while overseas (roaming). International calls made while roaming are charged under the Daily Roaming Pack terms in Schedule 3.

Schedule 5 — Publication Locations and Customer Channels

Item	Location / contact
SFOA	blazemobile.com.au/sfoa
Critical Information Summaries	blazemobile.com.au
Fair Use Policy, Privacy Policy, Complaints Handling Policy, Payment Assistance Policy, AutoPay Terms, App terms, Accessibility Policy and Domestic and Family Violence Policy	blazemobile.com.au/Legal/TermsAndPolicies
IDD Rate Schedule	blazemobile.com.au/idd-rates
Customer support	02 7804 4211 or through the Blaze Mobile app
Privacy contact	privacy@blazemobile.com.au

Schedule 6 — Dictionary

Term	Meaning
Agreement	The agreement between you and Blaze Mobile made up of the documents listed in clause 1.1.
Australian Consumer Law	Schedule 2 to the Competition and Consumer Act 2010 (Cth).
Blaze Mobile, we, us or our	Blaze Mobile Pty Ltd ABN 43 676 486 525, ACN 676 486 525, trading as Blaze Mobile, and its successors and permitted assigns.
CIS	Critical Information Summary for the relevant plan or service.
Daily Roaming Pack	The $5 international roaming pack providing 5GB plus unlimited standard calls and texts for 24 hours, or until 5GB is used, whichever comes first, billed in arrears on the next monthly bill and described in Schedule 3 and the applicable CIS for use in eligible Zone 1 destinations.
Fair Use Policy	Blaze Mobile's policy governing unreasonable, unacceptable, excessive, fraudulent or network-harming use of the service.
IDD credit	The $50 per active service per calendar month International Direct Dial credit for international calls, SMS and MMS made from Australia to the 35 Selected Destinations, included in the monthly plan charge and described in Schedule 4.
Optus network	The Optus mobile network and related systems, technologies and services used to supply the service to Blaze Mobile customers.
Pricing Table	The pricing table or rate table that sets out applicable charges and inclusions for a plan or service.
service	The mobile telecommunications service, eSIM, add-ons, features and related services supplied by Blaze Mobile under this Agreement.
shared data pool	The combined included monthly data allowance of eligible services on the same account, available for use in Australia.
SIM	An eSIM profile used to access the service. Blaze Mobile does not support physical SIMs.
you or your	The customer who applies for, activates, uses or is responsible for the service, and where the context requires, an authorised user of the service.