

Website Terms and Conditions

October 2026

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

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

Effective: 06 October 2026 | Published at: www.blazemobile.com.au/Legal/TermsAndPolicies

1. About These Terms

These Website Terms and Conditions (Website Terms) govern your access to and use of the Blaze Mobile website at blazemobile.com.au and any related subdomains or web pages operated by Blaze Mobile (Website), made available by Blaze Mobile Pty Ltd (ABN 43 676 486 525, ACN 676 486 525) trading as Blaze Mobile (we, us, our).

By accessing or using the Website, you agree to these Website Terms. If you do not agree, please do not use the Website. These Website Terms should be read together with our Privacy Policy and, if you are a Blaze Mobile customer, your Standard Form of Agreement (SFOA), Critical Information Summary (CIS) and any other applicable policies, all available at www.blazemobile.com.au/Legal/TermsAndPolicies. In the event of any inconsistency between these Website Terms and the SFOA, the SFOA prevails to the extent of the inconsistency.

2. Who May Use the Website

The Website may be used by:

- existing Blaze Mobile customers managing their accounts, plans or services;
- prospective customers researching or signing up for Blaze Mobile products; and
- any person accessing publicly available content on the Website.

You must be at least 18 years old to purchase, activate or manage a Blaze Mobile service through the Website. If you are accessing the Website on behalf of an organisation, you represent that you have authority to bind that organisation to these Website Terms.

3. Permitted Use

You may use the Website only for lawful purposes in accordance with these Website Terms. You must not:

- use the Website in any way that is unlawful, fraudulent, harmful, misleading or deceptive;
- attempt to gain unauthorised access to any part of the Website, our systems, or another user's account;
- interfere with or disrupt the Website, its servers, infrastructure or networks;
- use automated tools, scripts, bots or crawlers to access or scrape the Website without our prior written consent;
- transmit or upload viruses, malware, spam or any other harmful or disruptive code;
- impersonate any person or entity, or misrepresent your affiliation with any person or entity;
- reproduce, modify, distribute, create derivative works from, sell or commercially exploit any content on the Website without our prior written consent; or
- use the Website in a way that violates any applicable law or regulation.

4. Account Registration and Security

Some features of the Website require you to create or log in to a Blaze Mobile account. When registering or using your account through the Website:

- you must provide accurate, current and complete information;
- you must keep your login credentials, passwords and verification codes confidential;
- you must not share your account access with any other person;
- you are responsible for activity that occurs through your account where you authorised it or failed to take reasonable steps to protect your account; and
- you must contact us immediately if you believe your account has been accessed without authorisation.

We may suspend or cancel your account if we reasonably suspect that your account has been compromised, or if you have breached these Website Terms or your SFOA.

5. Purchasing Services Online

You may apply for and purchase Blaze Mobile services through the Website. All purchases are subject to:

- your acceptance of the Blaze Mobile SFOA, applicable CIS, AutoPay Terms and any other service terms presented at the time of purchase;
- identity verification requirements that apply to the activation of mobile services;
- our right to decline an application where we reasonably consider that we cannot supply the service or there is a credit, identity, fraud or eligibility concern; and
- payment being processed via the AutoPay method you set up at checkout.

Prices and plan details displayed on the Website are inclusive of GST and are subject to change. The price applicable to your service is confirmed in your CIS and order confirmation at the time of purchase.

6. Website Content

The content on the Website — including text, graphics, images, logos, plan information, pricing and other materials — is provided for general information purposes. We aim to keep the Website content accurate and up to date, but we do not guarantee that all content is complete, current or error-free at all times.

Your SFOA, CIS, AutoPay Terms and other service documents are the authoritative record of your rights and obligations as a Blaze Mobile customer. In the event of any inconsistency between content displayed on the Website and those documents, the relevant service document prevails.

7. Intellectual Property

The Website and all content, software, design, text, graphics, logos, trademarks, data and other material on the Website are owned by or licensed to Blaze Mobile and are protected by Australian and international copyright, trademark and other intellectual property laws.

We grant you a limited, personal, non-exclusive, non-transferable, revocable licence to access and use the Website for the purposes permitted by these Website Terms. No other rights are granted. You must not reproduce, modify, distribute, create derivative works from, publicly display, publish or commercially exploit any content on the Website without our prior written consent.

The Blaze Mobile name, logo and related trademarks are registered or unregistered trademarks of Blaze Mobile Pty Ltd. You must not use our trademarks without our prior written consent.

8. Third-Party Links and Content

The Website may contain links to third-party websites, services or content. We do not control and are not responsible for any third-party websites, services or content. Links to third-party sites do not constitute endorsement, sponsorship or recommendation by Blaze Mobile. Access to third-party websites is at your own risk and subject to the terms and conditions of those websites.

9. Privacy and Cookies

We collect, use and disclose information you provide through the Website in accordance with our Privacy Policy and applicable privacy and telecommunications laws. Our Privacy Policy is available at www.blazemobile.com.au/Legal/TermsAndPolicies.

The Website uses cookies and similar technologies to operate the Website, remember preferences, analyse site usage and, where enabled, deliver relevant content. We provide information about these technologies and available choices in our Privacy Policy and any cookie preference tool made available on the Website. Where required by law, we will seek consent before using non-essential cookies or similar technologies. You can also manage cookies through your browser settings, although disabling some cookies may affect Website functionality.

10. Website Availability

We aim to make the Website available at all times but do not guarantee uninterrupted, error-free or secure access. The Website may be unavailable or its features may be limited during:

- planned or unplanned maintenance;
- system updates or upgrades;
- third-party infrastructure outages; or
- events outside our reasonable control.

Subject to clause 12 and any rights or remedies that cannot lawfully be excluded, we are not liable for loss arising solely from temporary Website unavailability outside our reasonable control, provided we take reasonable steps to maintain and restore the Website.

11. Accuracy of Information

While we take reasonable steps to ensure that information on the Website is accurate, we do not warrant that the Website or any content on it is complete, current, accurate, suitable for any particular purpose, or free from errors. You should not rely on Website content as a substitute for professional or specialist advice.

Coverage maps, speed indicators and network information displayed on the Website are indicative only. Actual coverage, speed and availability may vary by location, device, network congestion and other factors.

12. Limitation of Liability

Subject to the non-excludable rights described below, and to the extent permitted by law, we are not liable for loss arising from your access to or use of the Website that was not reasonably foreseeable, including:

- any indirect, consequential, special or incidental loss;
- loss of data, revenue, profits or business opportunity;
- damage to your device or systems caused by accessing the Website; or
- your reliance on content displayed on the Website.

Nothing in these Website Terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)) or any other applicable law. Where liability cannot lawfully be excluded, it is not excluded, and any limitation applies only to the extent permitted by law. The exclusions in this clause do not apply to liability arising from our fraud, wilful misconduct, negligence or breach of applicable law.

13. Indemnity

You indemnify Blaze Mobile, its officers, employees, agents and contractors against loss reasonably incurred as a direct result of your unlawful use of the Website, your material breach of these Website Terms, or your infringement of a third party's rights. This indemnity does not apply to the extent that the loss was caused or contributed to by our negligence, wilful misconduct or breach of applicable law.

14. Accessibility

We are committed to making the Website accessible to as many people as possible, including people with disability. We aim to follow WCAG 2.2 Level AA accessibility principles where practicable. If you experience difficulty accessing any part of the Website, please contact us and we will work with you to provide an accessible alternative where possible.

If you need assistance contacting us, you can access support through the National Relay Service at www.accesshub.gov.au or through TIS National (interpreter services) on 131 450.

15. Changes to These Terms

We may update these Website Terms from time to time to reflect changes in law, technology, our services or our practices. Where a change is material, we will take reasonable steps to notify you, including by posting a notice on the Website. Updated Website Terms apply from the effective date stated in them and do not operate retrospectively or alter rights accrued before that date. If you do not agree with an update, you should stop using the Website. The current version of these Website Terms is always available at www.blazemobile.com.au/Legal/TermsAndPolicies.

16. Governing Law

These Website Terms are governed by the laws of Queensland, Australia. You agree to submit to the non-exclusive jurisdiction of the courts of Queensland and any courts competent to hear appeals from those courts.

17. Complaints

If you have a complaint about the Website or any content on it, please contact us first so we can try to resolve it. We will handle complaints in accordance with our Complaints Handling Policy. If your unresolved complaint relates to an eligible telecommunications service, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

18. Contact Details

Phone	02 7804 4211
Website	blazemobile.com.au
Policies	www.blazemobile.com.au/Legal/TermsAndPolicies
Privacy	privacy@blazemobile.com.au
Complaints	complaints@blazemobile.com.au
Registered address	Unit 10/61 Burnett St, Buderim QLD 4556
TIO (unresolved complaints)	1800 062 058 | www.tio.com.au
National Relay Service	www.accesshub.gov.au | 02 7804 4211
TIS National (interpreter)	131 450 | www.tisnational.gov.au

Blaze Mobile Pty Ltd | ABN 43 676 486 525 | ACN 676 486 525 | Unit 10/61 Burnett St, Buderim QLD 4556

19. Review of These Terms

These Website Terms are reviewed annually, or sooner if required by changes in legislation, regulation, or Blaze Mobile's services. The current version is always available at blazemobile.com.au/Legal/TermsAndPolicies.