

App Terms and Conditions

October 2026

Blaze Mobile Pty Ltd | ABN 43 676 486 525

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

1. About These Terms

These App Terms and Conditions (App Terms) govern your use of the Blaze Mobile mobile application (App) made available by Blaze Mobile Pty Ltd (ABN 43 676 486 525, ACN 676 486 525) trading as Blaze Mobile (we, us, our). By downloading, installing or using the App, you agree to these App Terms. If you do not agree, do not use the App.

These App Terms form part of your agreement with Blaze Mobile and should be read together with your Standard Form of Agreement (SFOA), Critical Information Summary (CIS) and any other incorporated policies, all available at www.blazemobile.com.au/Legal/TermsAndPolicies. In the event of any inconsistency between these App Terms and the SFOA, the SFOA prevails to the extent of the inconsistency.

2. Eligibility and Account Access

To use the App you must: be at least 18 years old; be a current Blaze Mobile customer or be in the process of signing up for a Blaze Mobile service; and have a compatible device and operating system as specified on the Blaze Mobile website from time to time.

You are responsible for maintaining the confidentiality of your account credentials. You must not share your password, verification codes or account access with any other person. You are responsible for all activity that occurs through your account, whether or not authorised by you. If you believe your account has been accessed without authorisation, contact us immediately on 02 7804 4211 or via chat in the App.

3. What the App Does

The App provides tools to help you manage your Blaze Mobile service, including:

- Viewing your service status, plan details and usage (data, calls and SMS)
- Receiving usage alerts at approximately 50%, 85% and 100% of your data allowance
- Managing international roaming settings and checking roaming usage
- Updating your account information, contact details and payment method
- Contacting Blaze Mobile customer service via in-app chat
- Receiving service, billing, security and account notifications
- Accessing your Critical Information Summary, SFOA and other Blaze Mobile policies

Usage information displayed in the App may be delayed and should be treated as a guide only. You remain responsible for monitoring your usage and managing your spend.

4. Downloading and Updating the App

The App is available for download from the Apple App Store and Google Play Store. Your download and use of the App is also subject to the terms and conditions of the relevant Platform provider. We are not responsible for the Platform or its terms.

We may release updates to the App from time to time. Some updates may be required to maintain access to certain features or to ensure security. We recommend you keep the App updated to the most recent version. We may cease to support older versions of the App with reasonable notice. We may withdraw, suspend or modify the App or any of its features at any time, with reasonable notice where practicable.

5. Permitted Use

You may use the App only for lawful personal purposes in connection with your Blaze Mobile service. You must not:

- Use the App in any way that is unlawful, fraudulent, harmful or deceptive
- Attempt to gain unauthorised access to any part of the App, our systems or another customer's account
- Reverse engineer, decompile, disassemble or modify the App or any part of it
- Use the App to transmit viruses, malware or other harmful code
- Use automated tools, scripts or bots to access or scrape the App
- Use the App in a way that interferes with or disrupts our systems, networks or other customers

6. Notifications and Communications

By using the App, you consent to receive push notifications, in-app messages and other communications from us relating to your service, account, billing, security, usage and changes to our policies. You can manage push notification preferences through your device settings. Disabling notifications may affect your ability to receive important account and service alerts.

We may also contact you through the App for marketing purposes where permitted by law. You can opt out of marketing communications at any time through the App settings or by contacting us.

7. Payments and AutoPay

You can view and manage your AutoPay payment method through the App. Any changes to your payment method are governed by the Blaze Mobile AutoPay Terms, available at www.blazemobile.com.au/Legal/TermsAndPolicies. The App does not process one-off manual payments. All charges are collected automatically under your AutoPay arrangement in accordance with your SFOA and AutoPay Terms.

8. Intellectual Property

The App and all content, software, design, text, graphics, logos and other material in or associated with the App are owned by or licensed to Blaze Mobile and are protected by copyright, trade mark and other intellectual property laws. We grant you a limited, personal, non-exclusive, non-transferable, revocable licence to use the App on a compatible device you own or control, solely for the purposes set out in these App Terms. No other rights are granted.

9. Privacy and Data

We collect, use and disclose your information in accordance with our Privacy Policy and applicable privacy and telecommunications laws. Our Privacy Policy is available at www.blazemobile.com.au/Legal/TermsAndPolicies. When you use the App, we may collect account and identity information, usage data, device information, location-related information where location services are enabled, and information you provide when contacting customer service. For privacy queries, contact privacy@blazemobile.com.au.

10. Third-Party Services and Links

The App may contain links to or integrations with third-party services, websites or content. We do not control and are not responsible for any third-party services or content. Your use of the App relies on third-party infrastructure including the Apple App Store, Google Play Store and the Optus mobile network. We do not warrant the availability or performance of any third-party services.

11. Security

You must take reasonable steps to keep the App and your account secure, including using a strong, unique password and not sharing it with others, enabling device lock or biometric authentication, and reporting any suspected unauthorised access immediately. We may use multi-factor authentication or other security controls within the App. We may suspend App access if we detect suspicious activity, pending verification.

12. Availability and Accuracy

We aim to make the App available at all times but do not guarantee uninterrupted or error-free access. The App may be unavailable during maintenance, updates, network outages or other events outside our reasonable control. Information displayed in the App, including usage data and account balances, is provided for guidance only and may be subject to delays or inaccuracies. Your SFOA and invoices are the authoritative record of your charges and agreement terms.

13. Limitation of Liability

To the maximum extent permitted by law, we exclude all liability for any loss or damage arising from your use of or inability to use the App, including any indirect, consequential, special or incidental loss. Nothing in these App Terms excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law or any other applicable law. Where we cannot exclude liability but can limit it, our liability is limited to re-supplying the relevant service or paying the cost of having it re-supplied.

14. Suspension and Termination of App Access

We may suspend or terminate your access to the App, with or without notice, if you breach these App Terms or your SFOA, your Blaze Mobile service is suspended or cancelled, we reasonably suspect fraud, unauthorised access or security compromise, or we are required to do so by law or a regulator. On termination, your licence to use the App ends immediately.

15. Changes to These Terms

We may update these App Terms from time to time. Where a change is likely to have a material adverse impact on you, we will give you at least 30 days' advance notice where practicable and as required by law. Continued use of the App after we notify you of updated App Terms constitutes your acceptance of the updated terms. The current version of these App Terms is always available at blazemobile.com.au/Legal/TermsAndPolicies.

16. Governing Law

These App 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 App, please contact us first so we can try to resolve it. We will handle complaints in accordance with our Complaints Handling Policy. If you are not satisfied with how we have handled your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

18. Contact Details

Phone	02 7804 4211
App / Chat	In-app chat (Blaze Mobile app)
Website	blazemobile.com.au
Policies	blazemobile.com.au/Legal/TermsAndPolicies
Privacy	privacy@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

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