


# AutoPay Terms

October 2026

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

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# 1. About These Terms

These AutoPay Terms govern the automatic payment arrangements that apply when you sign up for a Blaze Mobile Monthly AutoPay Plan or other Blaze Mobile service that requires AutoPay. They form part of your agreement with Blaze Mobile Pty Ltd (ABN 43 676 486 525, ACN 676 486 525) trading as Blaze Mobile (Blaze Mobile, we, us, our).

These AutoPay Terms should be read together with your Blaze Mobile Standard Form of Agreement (SFOA), Critical Information Summary (CIS) and applicable service terms. In the event of any inconsistency, these AutoPay Terms prevail to the extent of the inconsistency, except where your SFOA expressly provides otherwise.

AutoPay is mandatory for all Monthly AutoPay Plans and must be set up before activation. There is no paper billing option.

# 2. AutoPay Is Mandatory

All Blaze Mobile Monthly AutoPay Plans require you to set up automatic payment at the time of sign-up. You cannot activate or maintain a Monthly AutoPay Plan service without a valid automatic payment method on file: a credit, debit or charge card, or direct debit from an Australian bank account.

By activating a Blaze Mobile Monthly AutoPay Plan service, you authorise us to automatically charge your selected credit, debit or charge card, or debit your selected Australian bank account, for all amounts due under your agreement, including:

- recurring Monthly AutoPay Plan charges, billed in arrears for each calendar month;
- pro-rata charges from each service's activation date to the end of that calendar month, including any retrospective adjustment to apply the lower per-service price to services already active that month;
- charges for Daily Roaming Packs and any other usage-based, delayed or additional charges, which are billed in arrears and applied to the next month's bill; and
- any other fees and charges that apply under your agreement.

# 3. eSIM Activation

Blaze Mobile services are supplied as eSIM-only plans. When you place an order, your eSIM profile will be prepared and made available for activation on your compatible device.

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.

To avoid loss of your eSIM profile, please activate your service promptly after ordering. If you need assistance, contact us on 02 7804 4211 or through the Blaze Mobile app before the 30-day period expires.

# 4. Accepted Payment Methods

AutoPay payments must be made using a valid credit, debit or charge card, or by direct debit from an Australian bank account:

| Payment Method | Details | Requirements |
|---|---|---|
| **Credit, debit or charge card** | Charged automatically on the 3rd day of the following month | Visa, Mastercard |
| **Direct debit from Australian bank account** | Debited automatically on the 3rd day of the following month | Valid Australian bank account |

You must keep a valid payment method registered for AutoPay. We may add or remove accepted card types or other payment methods from time to time and will notify you if a change affects your existing payment method. We do not accept prepaid cards, gift cards or cash as AutoPay methods.

# 5. Billing Cycle and When We Charge

Your billing month is a calendar month, running from the 1st to the last day of that month. Plans are billed in arrears after the end of each calendar month. We will automatically charge your selected credit, debit or charge card, or debit your selected Australian bank account on the 3rd day of the following month. This means you may have fewer than 10 working days to check your bill before payment is taken. You can view your invoices and payment method at any time in the Blaze Mobile app or by logging into the Blaze Mobile website.

Your first service is charged pro rata from its activation date to the last day of that calendar month. If you activate an additional service during the month, that service is charged pro rata for the remaining days. Where the additional service moves your account to a lower per-service pricing tier, that lower price applies retrospectively to services already active during that calendar month.

Usage-based, delayed or additional charges (such as Daily Roaming Packs and IDD overage) are billed in arrears and applied to your next monthly bill after the charges are incurred. You authorise us to charge your selected credit, debit or charge card, or debit your selected Australian bank account on the 3rd day of the following month for the total amount shown on that bill, including Monthly AutoPay Plan charges and any usage-based, delayed or additional charges.

You should monitor your usage regularly using the Blaze Mobile app or any other usage monitoring tool we make available. Usage alerts (at approximately 50%, 85% and 100% of your data allowance) may be provided but may be delayed and should be treated as a guide only.

# 6. Managing Your Payment Method

## 6.1 Keeping your details current

You must keep your payment method details accurate and up to date. If your card expires, is cancelled or its details change, or if your nominated bank account details change or the account can no longer be debited, you must update your payment method in the Blaze Mobile app or through your online account before the next AutoPay payment date. We are not responsible for failed payments that result from outdated or incorrect payment details you have provided.

## 6.2 Updating your payment method

You can update your AutoPay payment method at any time through the Blaze Mobile app, your online account at blazemobile.com.au, or by contacting us on 02 7804 4211 or via chat through the Blaze Mobile app. Changes take effect from the date of update. If a payment is already in progress at the time of an update, it may be processed using the previous payment method.

## 6.3 Authorising a new payment method

When you update your payment method, you are providing a new standing authorisation to use the new method to collect all future amounts due under your agreement. We may carry out a $0 or low-value verification charge when a new card is added, or take other reasonable steps to verify a new payment method.

# 7. Failed and Dishonoured Payments

## 7.1 What happens when a payment fails

If a payment is declined, dishonoured or reversed for any reason, we will attempt to notify you using the contact details you have provided. You must arrange payment of the outstanding amount promptly. We may re-attempt the payment using your nominated payment method. Where we do so, we will make a reasonable number of retry attempts over a period of up to 14 days from the original AutoPay payment date.

## 7.2 Failed payment fee

If an AutoPay payment fails, is declined, dishonoured or reversed, a $10 failed payment (dishonour) fee may be charged to your account. We will notify you before the fee applies.

## 7.3 Service suspension

If a payment remains outstanding after reasonable notice and retry attempts, we may suspend or restrict your service until the outstanding amount is paid in full. We may also cancel your Monthly AutoPay Plan service in accordance with the SFOA if amounts remain unpaid for a prolonged period. 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, provided you cooperate with our investigation and pay all undisputed amounts by the relevant AutoPay payment date.

# 8. Billing Disputes

If you believe a charge is incorrect, you must contact us as soon as possible and provide enough information for us to investigate. You must pay any undisputed amounts by the relevant AutoPay payment date. We will handle billing disputes in accordance with our Complaints Handling Policy. If you are not satisfied with the outcome, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058.

# 9. Cancellation and Outstanding Amounts

If you cancel a service during a calendar month, there is no refund or credit for that month and the service 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 still pay all outstanding charges, including Daily Roaming Packs, IDD overage or other usage charges that appear on a later bill. We may collect those amounts using your nominated payment method after cancellation. Your AutoPay authorisation continues until all outstanding amounts have been collected, after which it lapses automatically.

# 10. Financial Hardship and Payment Assistance

If you are experiencing financial hardship or difficulty meeting your payment obligations, please contact us as early as possible. Depending on your circumstances, assistance options may include a payment extension, a payment plan, spend controls, a service downgrade (where an eligible lower-cost plan is available), a fee or charge waiver, temporary service suspension, or referral to external support services. For more information, see our Payment Assistance Policy at www.blazemobile.com.au/ Legal/TermsAndPolicies or contact us on 02 7804 4211.

# 11. Payment Security

We use industry-standard security measures to protect your payment information. We do not store full card numbers on our systems. Payment processing is carried out by our payment processor in compliance with applicable security standards and laws. Card processing complies with applicable Payment Card Industry Data Security Standards (PCI DSS). You must keep your account access, passwords and verification codes secure. If you suspect unauthorised access to your account or payment method, contact us immediately on 02 7804 4211.

# 12. Changes to These Terms

We may update these AutoPay 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. If you are materially adversely affected by a change, you may cancel your service without early termination charges, subject to paying all outstanding amounts. The current version of these AutoPay Terms is always available at www.blazemobile.com.au/ Legal/TermsAndPolicies.

# 13. Privacy

We collect and use your payment information in accordance with our Privacy Policy and applicable privacy, banking and telecommunications laws. Your payment information is used to process charges under your agreement, manage your account, prevent fraud and comply with legal obligations. For privacy queries, contact privacy@blazemobile.com.au.

# 14. Contact Details

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|---|---|
| **Phone** | 02 7804 4211 |
| **App / Chat** | Blaze Mobile app (available on iOS and Android) |
| **Website** | blazemobile.com.au |
| **Policies** | www.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 |

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

# 15. Review of These Terms

These AutoPay Terms are reviewed when payment arrangements, plans or charges change, or when required by law or regulation. The current version is always available at blazemobile.com.au/TermsAndPolicies.