

Billing Policy

October 2026

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

About This Policy

This Policy sets out how Blaze Mobile bills customers for telecommunications services, what information appears on your bill, your payment options, and your rights when it comes to querying or disputing charges. Blaze Mobile is committed to transparent, accurate and timely billing. We will always make sure you have the information you need to understand your charges and manage your account.

This Policy applies to all Blaze Mobile residential customers, not-for-profit organisations, and small businesses with an annual spend under $40,000. Separate commercial arrangements may apply to enterprise customers.

What This Policy Covers

This Policy applies to all Blaze Mobile billing for:

- Monthly AutoPay Plans
- Data, voice, SMS and MMS usage
- Add-ons, features and optional extras
- Third-party charges billed through your Blaze Mobile account

eSIM Activation and Inventory

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. An eSIM that has been ordered but not activated is not a service, is not charged and does not add data to your shared pool.

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.

Best Plan Guarantee and Monthly Charges

Your Monthly AutoPay Plan charge is determined automatically by the number of activated services on your account under the Best Plan Guarantee: Solo for 1 service, Duo for 2 services and Plus for 3 to 8 services. Standard pricing per calendar month is $30 for 1 service, $55 for 2 services, and $75 for 3 services, plus $25 for each additional service above 3 up to a maximum of 8 services. Each activated service adds 50GB to your monthly shared data pool.

Your first activated service is charged pro rata from its activation date. If you activate another service during a calendar month, that service is charged pro rata for the remaining days, and the lower per-service price applies retrospectively to services already active during that month.

If you cancel a service during a calendar month, there is no refund or credit for that month. The service continues to count toward your pricing tier and shared data allowance until month-end. Your revised pricing tier and shared data allowance apply from the first day of the next calendar month. A suspended service remains included in your monthly charge, pricing tier and shared data allowance unless an exception applies under an eligible customer-assistance arrangement.

Your Bill — What It Includes

Blaze Mobile will issue your bill for your Monthly AutoPay Plan on the 1st of each month for charges from the previous calendar month. Every Blaze Mobile bill will include at a minimum:

What's included	Details
Business name and ABN	Blaze Mobile Pty Ltd and ABN 43 676 486 525
Invoice number and date	A sequential reference to help identify the bill
Billing period	The start and end dates the bill relates to
Account reference number	Your unique customer reference
Payment reference	A consistent reference for online payments
Amount due and due date	The total amount to be debited and the scheduled AutoPay debit date
Charges and discounts	A description of all charges, credits, and discounts applied
Monthly AutoPay Plan	The name and description of your applicable Solo, Duo or Plus Monthly AutoPay Plan, determined under the Best Plan Guarantee
Any charges above your Monthly AutoPay Plan allowance	Usage or other charges not included in your Monthly AutoPay Plan, including Daily Roaming Packs and IDD overage above each service's monthly $50 included credit for eligible international calls, SMS and MMS
Automatic payment method	A credit, debit or charge card, or an Australian bank account, used for required monthly AutoPay payments
Billing enquiries contact details	Phone number and hours of operation for billing queries

If any charges on your bill relate to a previous billing period, we will indicate this clearly on the bill.

When Your Bill Is Issued

Blaze Mobile will issue your bill on the 1st of each month. Your Monthly AutoPay Plan is billed by calendar month in arrears. Your bill will include the monthly plan charge for the previous calendar month, any pro rata activation charges and Best Plan Guarantee pricing adjustments, and any usage or additional charges incurred during that period, including Daily Roaming Packs and IDD overage.

AutoPay payment will be taken from your nominated card or 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. Blaze Mobile will not bill for any charges that are more than 160 days old from the date the charge was incurred.

How Your Bill Is Delivered

Blaze Mobile will deliver your bill in a format you can store and reproduce. Options include:

- Email (default)
- Online via the Blaze Mobile app or customer portal

If you would like to change how you receive your bill, update your preferences via the Blaze Mobile app or contact Blaze Mobile support. No paper bills are available. If Blaze Mobile changes the available bill delivery formats, we will notify you in advance. Customers with accessibility needs can request bills in alternative formats, including large print or screen-reader compatible versions — see the Blaze Mobile Accessibility Policy for further information.

Payment Options

Blaze Mobile requires AutoPay to be set up for all Monthly AutoPay Plans and kept in place while any service is active. Automatic payments must be made using a credit, debit or charge card, or by direct debit from an Australian bank account. Your AutoPay payment method must be set up during onboarding before your service can be activated and may be changed via the Blaze Mobile app.

- Credit card
- Debit or charge card
- Direct debit from an Australian bank account

Debiting Your Account

When you register and provide your payment details, you authorise Blaze Mobile to use your nominated credit, debit or charge card, or to direct debit your nominated Australian bank account, for recurring AutoPay payments. By accepting this agreement, you agree that Blaze Mobile will debit any amounts owing on the 3rd day of the month following the month in which the charges were incurred. Your bill is sent to the email address you provided during sign-up and may also be made available via the Blaze Mobile app or customer portal.

We will keep relying on your authority to debit the amount of each bill by AutoPay from your nominated credit, debit or charge card, or Australian bank account, until you notify us of any change. You authorise Blaze Mobile to re-process your AutoPay payment if the payment on your scheduled AutoPay debit date is unsuccessful or your account remains overdue. If an AutoPay debit fails, we may retry the payment, restrict or suspend your service, and charge a $10 failed payment (dishonour) fee. We may cancel the AutoPay arrangement if one or more payments are returned unpaid by your financial institution and organise an alternative eligible payment method with you.

Payment Processing

Blaze Mobile will:

- Record your payment in our system within 48 hours of the next business day after we are notified of the payment
- Apply payments received by the scheduled AutoPay debit date (the 3rd day of the following month) to your account within 5 business days of receiving the payment

- Apply payments received after the scheduled AutoPay debit date within 5 business days of receipt

Verifying and Itemising Charges

Blaze Mobile will ensure you have access to sufficient information to verify that your charges are correct and consistent with your Monthly AutoPay Plan. Itemised details of all charges are available on request and will be provided unless you have agreed otherwise.

If you require billing history, Blaze Mobile will provide:

- Up to 24 months of billing information free of charge via email or online
- Up to 6 years of billing history on request (a fee reflecting the reasonable cost of retrieval may apply for records older than 24 months)

Billing enquiry calls to Blaze Mobile are available at untimed call rates when made from a standard Australian fixed or mobile phone.

Third-Party Charges

If Blaze Mobile includes third-party charges on your bill, Blaze Mobile will manage all billing enquiries and complaints about those charges, including where you have been unable to resolve the issue directly with the third party. Blaze Mobile is responsible for all billing enquiries relating to third-party charges appearing on your bill, including the amounts charged.

Billing Disputes

If you believe a charge on your bill is incorrect, please contact Blaze Mobile as soon as possible. We will investigate promptly and work with you to resolve the issue fairly. While a billing dispute is being investigated:

- Blaze Mobile will not take credit management action on the disputed amount
- Any charges not in dispute remain payable by the scheduled AutoPay debit date
- Blaze Mobile will advise you of the outcome of the investigation and any adjustments to be made

If we have provided inaccurate information about a charge and you relied on it when making a purchasing decision, Blaze Mobile will provide an appropriate remedy. This may include a refund, a service credit, or the right to exit your Monthly AutoPay Plan without penalty.

Difficulty Paying Your Bill

If you are having trouble paying your bill, 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, or referral to external support services. Customers experiencing ongoing financial difficulty may be eligible for assistance under the Blaze Mobile Financial Hardship Policy.

How to Contact Us

Phone	+61 2 7804 4211
Email	billing@blazemobile.com.au
Online	www.blazemobile.com.au
Mail	Blaze Mobile, Unit 10/61 Burnett St, Buderim QLD 4556
TIO	1800 062 058 | https://www.tio.com.au

Review of This Policy

This Policy is reviewed when plans or charges change, or when required by changes in legislation, regulation, or Blaze Mobile's services and billing systems. The current version is always available at blazemobile.com.au/Legal/TermsAndPolicies.