Critical Information Summary — Solo, Duo and Plus Blaze Mobile Plans

Must Know Information

These are subscription-based plans provided by Blaze Mobile Proprietary Limited for mobile services that provide access to the Optus 4G and 5G mobile networks using mobile phone devices that support eSIMs. These plans do not include paper bills and require the setup of automatic monthly payments in arrears via a credit, debit or charge card, or by direct debit from an Australian bank account.

Under the Blaze Mobile Best Plan Guarantee (BPG), we automatically apply the lowest available Blaze Mobile price for the number of services on your account: Solo for 1, Duo for 2 and Plus for 3 to 8. See 'How the Best Plan Guarantee (BPG) works' below.

	Solo 5G Plan	Duo 5G Plan	Plus 5G Plan
Plan	Solo Monthly Plan — applied automatically when you have 1 service	Duo Monthly Plan — applied automatically when you have 2 services	Plus Monthly Plan — applied automatically when you have 3–8 services
Standard pricing per calendar month	**$30** for 1 service.	**$55** for 2 services ($27.50 each). Includes a $5 Best Plan Guarantee (BPG) discount per calendar month compared with paying the Solo price for 2 services.	**$75*** for 3 services ($25 each). *An additional $25 applies for each service above 3, up to a maximum of 8 services. Includes a $5 Best Plan Guarantee (BPG) discount per service, per calendar month, compared with the Solo price.
Minimum term	1 calendar month		
Monthly data for use in Australia	50GB	100GB – shared data	150GB – shared data (with an additional 50GB for each service above 3, up to 400GB for 8 services)
Download speed and excess usage charges in Australia	Up to 100Mbps. Slowed to 1.5Mbps after the included monthly data allowance has been exceeded. No excess usage charges apply.		
Standard national talk & text	Unlimited per service		
Standard international talk & text	Each service includes $50 of IDD credit per calendar month for international calls, SMS and MMS made from Australia to 35 Selected Destinations. The credit cannot be exchanged for cash, transferred to another service or carried over to the next month. PAYG rates apply once the $50 credit is used. See the website for details.		
International roaming Not a plan inclusion. Additional charges apply.	Blaze Mobile Daily Roaming is automatically enabled and costs $5 for 5GB plus unlimited standard calls and texts for 24 hours when you use your service in an eligible Zone 1 destination. See the details below.		
Network Access	Optus 4G & 5G (compatible device and coverage required)		

What Is Included

Standard national talk and text: unlimited standard calls, SMS and MMS in Australia to standard Australian numbers, including calls to 13/1300/1800 numbers and standard voicemail.

Monthly data for use in Australia: each service adds 50GB. One service includes 50GB, two services share 100GB, and 3 to 8 services share 150GB to 400GB. When a service is activated or cancelled, the shared data allowance changes as set out under Information about pricing below. After the shared allowance is used, download speed is slowed to 1.5Mbps for the rest of the calendar month.

Standard international talk & text from Australia: Each service includes $50 of IDD (International Direct Dial) credit per calendar month for international calls, SMS and MMS made from Australia to standard numbers in 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 UK, the USA and Vietnam (Selected Destinations). The credit cannot be exchanged for cash, transferred to another service or carried over to the next month. PAYG rates apply once the $50 credit is used. See the website for details on PAYG rates.

What's not included

The included IDD credit can only be used for international calls, SMS and MMS to the Selected Destinations listed above. Calls, SMS and MMS to other international destinations are not included in the $50 credit.

Your monthly standard national calls, text and data cannot be used overseas. Premium services, satellite services and special numbers are not included.

Information about pricing

How are payments made?

Automatic payments via credit, debit or charge card, or by direct debit from an Australian bank account, are required for these plans. By signing up to these plans, you are agreeing to the Blaze Mobile automatic payment terms available on the Blaze Mobile website.

When are payments made?

You will be automatically charged via your selected credit, debit or charge card, or by direct debit from your selected Australian bank account, on the 3rd day of the following month. This plan is billed monthly in arrears, so recurring charges, usage and any additional charges incurred during a calendar month are included in that bill. 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 website.

Adding or cancelling a service

Service Activations: Your first service is charged pro rata from its activation date. If you activate another service during the month, that service is charged only for the remaining days. The lower per-service price applies to all services on your account for the whole of that calendar month.

Service Cancellations: 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 the end of the month. Your new pricing tier and data allowance start on the first day of the next month.

Temporary Service Suspensions: 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.

International Roaming

Your Australian plan inclusions cannot be used while you are overseas. In eligible Zone 1 destinations, Blaze Mobile Daily Roaming is the only roaming option available in Zone 1 Countries. It is automatically enabled and costs $5 for 5GB of data plus unlimited standard calls and texts for 24 hours, or until the 5GB is used, whichever happens first. If you continue using your service after either limit is reached, a new Daily Roaming period starts automatically, giving another 5GB plus unlimited standard calls and texts for 24 hours, and you are charged another $5. Each time a Daily Roaming Pack is automatically applied, we will send you an SMS notification. Outside Zone 1, Zone 2 and Zone 3 countries PAYG roaming rates apply. See blazemobile.com.au for more details. The Blaze Mobile Fair Use Policy applies.

SIM 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.

Tracking Your Usage

We may send you usage alerts when you reach about 50%, 85% and 100% of your total monthly data allowance. Usage alerts may be delayed and are a guide only. You can monitor your usage through MyAccount or the Blaze Mobile app.

Customer Service

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

Customer 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. If you are not satisfied with how we handle your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058 — a free and independent service.

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 give them the Blaze Mobile contact number 02 7804 4211.

Fair Use Policy

You must comply with our Fair Use Policy and not use your service in a way that is unreasonable, unacceptable or fraudulent, including by causing significant congestion to our network. We may take steps to monitor and ensure compliance with this policy, including by suspending or cancelling your service. For more information, see blazemobile.com.au/Legal/TermsAndPolicies.

How the Best Plan Guarantee (BPG) works

In this summary, a service means an eSIM service that has been activated. An eSIM that has been ordered but not activated is not a service, is not charged and does not add data to the shared pool.

We automatically apply the lowest available price for your number of services: 1 service uses Solo pricing, 2 use Duo pricing and 3–8 use Plus pricing. You do not need to change plans yourself. Each service adds 50GB to the monthly shared data pool. You can have up to 8 services on one account.

Best Plan Guarantee monthly pricing examples

Services	Price per service	Total monthly charge	Shared data
1 — Solo	$30	$30	50GB
2 — Duo	$27.50	$55	100GB
3 — Plus	$25	$75	150GB
4 — Plus	$25	$100	200GB
5 — Plus	$25	$125	250GB
6 — Plus	$25	$150	300GB
7 — Plus	$25	$175	350GB
8 — Plus	$25	$200	400GB