

Complaints Handling Policy

September 2026

Blaze Mobile Pty Ltd | ABN 43 676 486 525

Our Commitment to You

At Blaze Mobile, we're all about keeping you connected — quickly, simply, and with the energy that fuels everything we do. If something hasn't gone the way it should, we want to fix it fast. You have the right to make a complaint, and we'll work with you to resolve it as quickly and fairly as possible. There's no charge to make a complaint or to have it managed by our team.

How You Can Reach Us

We want to make it easy for you to get in touch however it suits you:

Lodge online	www.blazemobile.com.au
Phone	+61 2 7804 4211
Email	complaints@blazemobile.com.au
Mail	Blaze Mobile Complaints, Unit 10/61 Burnett St, Buderim QLD 4556

Need extra support? We're here to help if you are experiencing financial hardship, have accessibility needs, use a language other than English, or are impacted by domestic or family violence. Just let our team know — we'll make sure you get the right support.

What Happens After You Make a Complaint

Here's what you can expect from us:

- Fast acknowledgement — immediately if you contact us by phone or chat; within 2 business days if you contact us by email or mail
- A unique complaint reference number so you can track your complaint easily
- Clear timeframes — we'll explain how long we expect the investigation to take as soon as we understand the issue
- A fair, thorough review — our team will investigate fully and keep you updated along the way
- A proposed resolution — within 10 business days for most complaints

Urgent Complaints

Some issues need rapid attention. We treat your complaint as urgent if it involves:

- Financial hardship
- Loss of service that affects your safety or essential needs
- Unauthorised SIM activity, porting, or suspected fraud

Urgent complaints are prioritised and we aim to resolve them within 2 business days. If you think your complaint is urgent, please tell us — we'll assess it straight away.

Network Outage Complaints

If a network outage is impacting your service:

- We'll tell you what we know about the outage
- We'll keep you updated on expected restoration times
- When your service is back, we'll let you know
- If a bulk resolution (like credits) applies, we'll include you automatically

The default resolution for outage complaints is service restoration — but if your service isn't working after we declare restoration, just reach out and we'll get it sorted.

Tracking Your Complaint

You can check the progress of your complaint anytime. Simply provide your complaint reference number when contacting us, and we'll update you on the current status and next steps.

When We Close a Complaint

We will only close your complaint when you confirm that the issue has been resolved, or we have made multiple unsuccessful attempts to contact you and sent written notice inviting you to reconnect with us. If you feel the complaint should remain open, just let us know.

What We Ask From You

To help us resolve your issue as quickly as possible, we ask that you:

- Provide accurate and complete information
- Stay contactable using the details you've provided
- Continue paying any outstanding charges that are not related to your complaint

We will never restrict or cancel your service just because you've made a complaint.

If You're Still Not Happy

If you're not satisfied with the progress or outcome of your complaint, you can request an internal review. You may also contact the Telecommunications Industry Ombudsman (TIO):

TIO Phone	1800 062 058
TIO Website	www.tio.com.au

The TIO is free and independent — but we recommend contacting us first, as most issues can be resolved quickly with the right information.

Your Feedback

Every complaint helps us improve Blaze Mobile for every customer. Thanks for giving us the opportunity to make things right.

Review of This Policy

This Policy is 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.