

Fair Use Policy

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Blaze Mobile Pty Ltd | ABN 43 676 486 525

About This Policy

At Blaze Mobile, we're committed to giving every customer a fast, reliable, and fair mobile experience. Our Fair Use Policy helps ensure that all customers can enjoy great service without disruption — keeping our network running smoothly, securely, and in a way that supports personal use. This policy explains how Blaze Mobile services should be used, and what we consider to be unreasonable or unacceptable use.

Service

In this policy, "Service" refers to any Blaze Mobile telecommunications service you use — including data, voice, SMS, MMS, and mobile broadband products offered under the Blaze Mobile brand.

Personal Use

All Blaze Mobile services are designed primarily for personal and ordinary business use, meaning:

- The service is used by an individual for private, everyday communication
- Usage is reasonable and consistent with a typical customer's personal needs
- It does not support activities of a call centre, high-volume organisation or mass-messaging platform

Business-level traffic patterns that go beyond ordinary business use fall outside the intended use of the service and breach this Fair Use Policy.

Unreasonable Use

You must not use or try to use the Service:

- for any illegal or fraudulent purpose;
- to endanger a person or damage property;
- to commit an offence;
- to communicate, transmit or distribute any computer worms, trojans, viruses, or other similar programs;
- to communicate, transmit or publish any harassing, abusive, menacing, defamatory or illegal material;
- to send unsolicited electronic messages or do anything else in breach of the Spam Act 2003;
- to reproduce, download, distribute, transmit, publish, store, copy or exploit any material in any way which infringes copyright, patent, trade mark, design or other intellectual property rights;
- to hack or gain unauthorised access to, or conduct unauthorised monitoring of, any equipment, system, network, accounts or private or confidential information of others;
- to do anything which might compromise the security or safety of, or which might damage, interrupt or interfere with the operation of the Service; or
- in a way that violates a law or causes us to violate a law.

Specific Examples of Unacceptable Use

The following is a non-exhaustive list of practices that would not be considered Fair Use:

- Leaving calls connected for long periods with no active communication
- Using the service unattended (e.g. as a continuously open microphone or continuous data relay)
- Sending large volumes of messages to many recipients (bulk SMS)
- Using Blaze Mobile services for call centre activities, telemarketing, back-to-base monitoring, SIM boxing, arbitrage, or wholesale usage
- Misusing free or included Blaze Mobile numbers or services
- Using calling cards, dialling apps, or VoIP systems where traffic is re-routed through Blaze Mobile in unintended ways
- Calling 13xx or 18xx numbers to indirectly place calls through other carriers

Your Obligations

You must comply with this Fair Use Policy. You must also ensure all other persons who use your Service comply with this Fair Use Policy. You are responsible for all use of your Service and compliance with this Policy, whether or not you authorise the use of the Service.

- Take all reasonable steps to secure any equipment you use in connection with the Service
- Keep all passwords and account details associated with the Service confidential
- Contact us if you reasonably suspect unauthorised use of your Service
- Keep all equipment, operating systems and software used in connection with the Service up to date
- Pay any third party fees or charges related to content or services accessed via the Service
- Take reasonable steps to prevent minors from accessing content that may be inappropriate for them

Our Rights

We may take the following actions if this Fair Use Policy is breached:

- Contact you to discuss the issue or request that you change your usage
- Move you to another plan that better fits your usage
- Remove certain features or inclusions from your service
- Suspend or terminate your service — in serious or repeated cases, and without notice if required for network integrity or security

We may, without liability, block access to, remove, or refuse to transmit any content that we consider is offensive, indecent, or otherwise inappropriate, regardless of whether the content or its publication is unlawful. We may also implement traffic management measures to ensure heavy users do not affect the Service for other customers.

Updates to This Policy

We reserve the right to vary the terms of this Fair Use Policy from time to time. Changes will be published at blazemobile.com.au/Legal/TermsAndPolicies. Continued use of the Service after changes take effect constitutes acceptance of those changes. Blaze Mobile will always aim to work constructively with customers first, but must also protect the network and the experience of all Blaze Mobile customers.