



AutoPay Terms

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

Effective: 8th May 2026

Published at: www.blazemobile.com.au/terms&policies

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 Billing Policy. 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 AutoPay method on file.

By activating a Blaze Mobile Monthly AutoPay Plan service, you authorise us to charge your nominated payment method automatically for all amounts due under your agreement, including:

- recurring Monthly AutoPay Plan charges, payable upfront and billed in advance for the upcoming calendar month;
- pro-rata charges for your first partial billing month, from your activation date to the end of that calendar 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. Accepted Payment Methods

We accept the following payment methods for AutoPay:

Payment Method	Details	Accepted Cards / Institutions
Credit or debit card	Charged automatically 3 days after we send your bill	Visa, Mastercard

Payment Method	Details	Accepted Cards / Institutions
Direct debit (bank account)	Debited automatically 3 days after we send your bill	Australian bank accounts supporting direct debit

We may add or remove accepted payment methods from time to time. We will notify you if a change affects your existing payment method.

We do not accept prepaid cards, gift cards or cash as AutoPay methods.

4. Billing Cycle and When We Charge

Your billing month is a calendar month, running from the 1st to the last day of that month.

- We will send your bill on or about the 1st of each calendar month and will take payment from your nominated payment method 3 days after we send the bill.
- The recurring Monthly AutoPay Plan charge shown on each bill is paid upfront for the upcoming calendar month. If you activate part-way through a calendar month, your first charge will be pro-rated from your activation date to the last day of that month. Your full monthly plan charge then applies from the 1st of the following month.
- Usage-based, delayed or additional charges (such as Daily Roaming Packs) are billed in arrears and applied to your next monthly bill after the charges are incurred.
- You authorise us to charge your nominated payment method 3 days after we send each bill for the total amount shown on that bill, including Monthly AutoPay Plan charges billed in advance and any charges billed in arrears.

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.

5. Managing Your Payment Method

5.1 Keeping your details current

You must keep your payment method details accurate and up to date. If your card expires, is cancelled or your bank account details change, 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.

5.2 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 charge is already in progress at the time of an update, it may be processed against the previous payment method.

5.3 Authorising a new payment method

When you update your payment method, you are providing a new standing authorisation to charge the new method for all future amounts due under your agreement. We may carry out a \$0 or low-value verification charge when a new payment method is added.

6. Failed and Dishonoured Payments

6.1 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 charge against 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.

6.2 Dishonour fees

If a direct debit is dishonoured by your financial institution, a dishonour fee may be charged to your account. We will publish the current dishonour fee at www.blazemobile.com.au/terms&policies. We will notify you of any dishonour fee before it applies.

6.3 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.

7. 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.

Contact us by:

- calling 02 7804 4211;
- using chat in the Blaze Mobile app; or
- visiting www.blazemobile.com.au/terms&policies for additional contact options.

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.

8. Cancellation and Outstanding Amounts

When your service is cancelled for any reason, all outstanding charges, including Daily Roaming Packs or other charges incurred in arrears but not yet billed, become immediately due and payable. We may charge these outstanding amounts to your nominated payment method after cancellation.

No pro-rata refund applies for the remainder of a billing month on cancellation, unless required by law or expressly stated otherwise in your agreement.

Your AutoPay authorisation continues until all outstanding amounts have been collected. After that, it lapses automatically.

9. 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/terms&policies or contact us on 02 7804 4211.

10. 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 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.

11. 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/terms&policies.

12. 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.

13. Contact Details

Channel	Details
Phone	02 7804 4211
App / Chat	Blaze Mobile app (available on iOS and Android)
Website	blazemobile.com.au
Policies	www.blazemobile.com.au/terms&policies
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

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