



Blaze Mobile Billing Policy

Date: August 2026



Billing Policy

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

Your Bill — What It Includes

Blaze Mobile will issue your bill for your Monthly AutoPay Plan on the 1st of each month.

Every Blaze Mobile bill for Monthly AutoPay Plan customers will include at a minimum:

What's included	Details
Business name and ABN	Blaze Mobile Pty Ltd and ABN
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



Billing Policy

What's included	Details
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 name	The applicable Monthly AutoPay Plan
Any charges above your Monthly AutoPay Plan allowance	Usage or other charges not included in your Monthly AutoPay Plan, including charges billed in arrears such as roaming and International Calling overage above your monthly \$50 included international calling value
At least one free payment method	Payment options that do not attract a Blaze Mobile surcharge
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 charge is paid upfront and billed in advance for the upcoming month. Any charges incurred in arrears during the previous billing period, including roaming or other usage not included in your Monthly AutoPay Plan, will be applied to your next monthly bill. AutoPay payment will be taken from your nominated payment method 3 days after we send your bill. If there is any delay in sending your bill, the AutoPay debit date will be calculated from the date we send the bill.

Blaze Mobile will not bill for any charges that are more than 160 days old from the date the charge was incurred.



Billing Policy

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 you can change your preferences via the app or contact Blaze Mobile support. If Blaze Mobile changes the available bill delivery formats, we will notify you in advance and advise any options available to you.

Customers with accessibility needs can request bills in alternative formats, including large print or screen-reader compatible versions. Refer to the Blaze Mobile Accessibility Policy for further information.

Payment Options

Blaze Mobile requires AutoPay to be set up for all Monthly AutoPay Plans. We offer two AutoPay options and do not apply any surcharge to either option. 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 or debit card**
- **Direct debit** from an Australian bank account.

Debiting Your Account

(a) When you register online and make your initial payment using a credit or debit card, or provide bank account details for direct debit, you authorise us to use your nominated payment method for recurring AutoPay payments from your account. You may subsequently switch your nominated payment method to a bank account or a different credit or debit card via the Blaze Mobile app.

(b) By accepting this agreement, you agree that Blaze Mobile will debit any amounts owing from your nominated payment method 3 days after we send your bill. 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.



Billing Policy

(c) We will keep relying on your authority to debit the amount of each bill by AutoPay from your nominated payment method until you notify us of any change to these arrangements. We reserve the right to cancel the direct debit or AutoPay arrangement should one or more drawings be returned unpaid by your financial institution, and to organise an alternative payment method with you.

(d) You further authorise Blaze Mobile to re-process your AutoPay payment if, for any reason, the payment on your scheduled AutoPay debit date was unsuccessful or your account remains overdue.

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 (3 days after we send your bill) 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.



Billing Policy

Third-Party Charges

If Blaze Mobile includes third-party charges on your bill (for example, charges from a content provider), 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. Blaze Mobile has a range of assistance options available, including payment extensions, payment plans, and fee waivers.

Customers experiencing ongoing financial difficulty may be eligible for assistance under the Blaze Mobile Financial Hardship Policy. Further information is available on our website or by contacting us directly.



Billing Policy

How to Contact Us

For billing enquiries, payment assistance, or to request itemised billing information:

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

If you are not satisfied with how Blaze Mobile has handled a billing matter, you may make a complaint through our Complaints Handling Policy, or contact the Telecommunications Industry Ombudsman (TIO):

TIO Phone: 1800 062 058

TIO Website: <https://www.tio.com.au>

Review of This Policy

This Policy is reviewed annually, or sooner if required by changes in legislation, regulation, or Blaze Mobile's services and billing systems.