



Critical Information Summary

This Critical Information Summary is a summary only and does not reflect any special discounts, bonus data or promotions that may apply from time to time. Please read this summary together with the Blaze Mobile Standard Form of Agreement, AutoPay Terms and any applicable service terms at blazemobile.com.au/sfoa

1.1 Information about the service

Description of the Service

This is an eSIM-only Monthly AutoPay Plan provided for use on compatible mobile devices using the Optus 5G mobile network. AutoPay must be set up and maintained using an accepted payment method. Paper bills are not available.

You may have up to ten (10) active Blaze Mobile eSIM services on the same account. Each active eSIM is connected to the same Blaze Fusion 50 Monthly AutoPay Plan for \$25 per month and includes 50GB of monthly data for use in Australia. Where you have more than one eligible service on the same account, each service contributes its included data allowance to a shared data pool that can be used by all eligible services on that account.

Inclusion / charge	Blaze Fusion 50 Monthly AutoPay Plan, 50GB for \$25 per month per active eSIM
Plan	Blaze Fusion 50 Monthly AutoPay Plan
Minimum monthly charge	\$25/month, billed in advance
Minimum term	Month to Month
Monthly data for use in Australia	50GB Data Inclusion
Download speed	100Mbps download speed
Excess usage	There are no excess usage charges. Your speed will be slowed to 1.5Mbps when you use your full allocation of data.
Standard national talk & text	Unlimited
Included international calling value (per service)	\$50 per month, for each active service, for standard international calls, SMS and MMS made from Australia to eligible international destinations. See "What is included" below. Not shared between services on the same account. Rates are published at https://www.blazemobile.com.au/downloads/BlazeMobile_IDD_Rates.pdf
International roaming	Not included. A \$5 Daily Roaming Pack is automatically applied when you travel to an eligible destination and is billed in arrears on your next monthly bill. See details below.
Cancellation	If your plan is cancelled, you won't receive a pro-rata refund for the remainder of the month unless required by law or expressly agreed. Any outstanding charges, including roaming or other charges billed in arrears, remain payable.

Multiple Services

You may have up to ten (10) active Blaze Mobile eSIM services on the same account.

- Each active service is connected to the Blaze Fusion 50 Monthly AutoPay Plan;
- is charged \$25 per month; and
- includes 50GB of monthly data.

Where multiple eligible services are on the same account, their included monthly data allowances are automatically combined into one shared data pool.



1.2 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 retrievals/deposits.
- Monthly data for use in Australia: 50GB each month. Data is counted in kilobytes and includes uploads and downloads.
- International calls from Australia: you receive \$50 of included international calling value each month for each active service. You can use it for standard international calls, SMS and MMS made from Australia to eligible international destinations. Usage is drawn down against the \$50 at our standard international rates. This is not a cash credit and cannot be used for anything else. Unlike your data allowance, it is not shared between services on the same account. It does not roll over, and any unused amount expires at the end of each monthly billing period. Once you have used the full \$50, pay-as-you-go (PAYG) international rates apply.

Shared data pool

You may have up to ten (10) active Blaze Mobile eSIM services on the same account. Each active service contributes its included 50GB monthly data allowance to a shared data pool for use in Australia. All eligible services on the same account can use the shared data pool. Unused data expires at the end of each monthly billing period. Services on separate accounts do not share data.

1.3 What is not included

- International roaming is not included in the monthly plan inclusions. A Daily Roaming Pack (DRP) is automatically enabled at \$5 per day when you travel to an eligible Zone 1 country, and PAYG rates may apply in other countries where roaming is available. Roaming charges are billed in arrears on your next monthly bill.
- Monthly standard national calls, text and data cannot be used overseas unless an eligible roaming pack or roaming service is active.
- Premium services, satellite services and special numbers are not included. International calls, SMS and MMS made from Australia are included only up to your \$50 monthly international calling value for each active service — once that value is used, pay-as-you-go international rates apply.
- Mobile premium services, device repayments, add-ons, special promotions and other optional extras are not included unless expressly stated in your agreement.

1.4 Information about pricing

Minimum monthly charge: Each active Blaze Mobile eSIM service is charged \$25 per month in advance. If you have multiple active services on the same account, your monthly charge will be \$25 multiplied by the number of active services (up to a maximum of ten (10) services), excluding device costs, optional extras, add-ons, roaming, delayed or arrears charges and other charges that may apply.

Active eSIM services	Shared data pool (per month)	Monthly charge (in advance)
1	50 GB	\$25
2	100 GB	\$50
3	150 GB	\$75
4	200 GB	\$100
5	250 GB	\$125
6	300 GB	\$150
7	350 GB	\$175
8	400 GB	\$200
9	450 GB	\$225
10 (maximum)	500 GB	\$250



Monthly charge = \$25 × number of active eSIM services. Each active service contributes 50 GB to the shared data pool. Unused data expires at the end of each monthly billing period. Maximum 10 active eSIM services per account.

Payments and invoices

This is a Monthly AutoPay Plan. AutoPay must be set up when you sign up and maintained while your service is active. We issue a monthly bill. The monthly plan charge is billed in advance for the upcoming month. Usage-based, delayed or additional charges, including roaming charges such as the Daily Roaming Pack, are billed in arrears and applied to your next monthly bill. We debit the total amount owing from your nominated payment method 3 days after we send your bill.

1.5 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 [For more information, visit blazemobile.com.au/terms&policies](https://blazemobile.com.au/terms&policies).

1.6 Using your service with international roaming

Your included calls, text and data cannot be used overseas. If you use your mobile in an eligible Zone 1 destination, the Blaze Mobile Daily Roaming Pack will automatically turn on for \$5 and will be billed in arrears on your next monthly bill. PAYG roaming rates may apply where a Daily Roaming Pack is not available and roaming is available.

Blaze Mobile Daily Roaming Pack includes 5GB of data and unlimited standard talk and text (Fair Use Policy applies) for 24 hours or until you reach 5GB, whichever comes first. If you continue using your service, we'll automatically add another 5GB for \$5. Each Daily Roaming Pack charge is billed in arrears on your next monthly bill. There is no daily limit on the number of Daily Roaming Packs that may be applied. You should monitor your usage and disable roaming if you do not wish to incur further charges.

Daily Roaming activates automatically when you land overseas on first use - talk, text or data. You can manage international roaming and check your usage in the Blaze Mobile app. Roaming usage records and charges may be delayed. Each time a Daily Roaming Pack is automatically applied to your service, we will send you an SMS notification of the charge.

For more information on Blaze Mobile Daily Roaming and eligible destinations, visit blazemobile.com.au.

1.7 Tracking spend

Blaze may provide usage alerts when you reach approximately 50%, 85% and 100% of your total shared monthly data allowance across all eligible services on your account for use in Australia. Usage alerts may be delayed and should be treated as a guide only. You can monitor your usage through your Blaze account or any other usage monitoring tool made available by Blaze.

1.8 Cancelling or changing your plan

If your plan is cancelled, you won't receive a pro-rata refund for the remainder of the month unless required by law or expressly agreed. Any outstanding charges, including roaming or other charges billed in arrears, remain payable.

1.9 Financial hardship and payment assistance

If you are experiencing financial hardship, Blaze may be able to provide assistance options such as a payment extension, payment plan, spend control, service downgrade (where an eligible lower-cost plan is available), fee or charge waiver, temporary service suspension or referral to external support services, depending on your circumstances.

1.10 Customer Service

You can manage your service, check usage and chat to customer service in the Blaze Mobile app or call us on 02 7804 4211 if you require assistance.

1.11 Customer complaints

You can contact us by calling us on 02 7804 4211. You can also visit blazemobile.com.au where you can get a copy of our Complaint Handling Policy. We encourage you to contact us first so that we can try to resolve your complaint straight away.

If you are not satisfied with how we have handled your complaint, you have the right to take it to the TIO on 1800 062 058, which is a free and independent service.

1.12 National Relay Service

If you're deaf or find it hard to hear/speak on the phone, you can contact us through the National Relay Service. For more information, visit www.accesshub.gov.au. Give them the Blaze Mobile contact number 02 7804 4211 to discuss any queries.