



Blaze Mobile Fair Use Policy

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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 for personal use only, 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 business, enterprise, call centre, or high-volume organisation

Business-level traffic patterns fall outside personal use 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;



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- 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 message(s) 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 access, store, copy, distribute or publish any content in contravention of applicable law or regulation;
- to provide or permit unrestricted access to content contrary to relevant classification rules;
- to hack or gain unauthorised access to or control of, or to 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 the networks used to supply the Service;
- to violate a law or cause us to violate a law; or
- in a way that causes a breach of our wholesale agreement with our carrier partner or their Fair Use Policy.

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

Unreasonable use includes (but is not limited to) usage that:

- Negatively affects Blaze Mobile's network or our wholesale carrier's network



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- Negatively impacts other customers' ability to use their service
- Appears to be for fraud, exploitation, or artificially manipulating routing
- Uses devices or systems that re-route, switch, or divert calls or data in unintended ways

Specific examples of unacceptable use include, but are not limited to:

- Leaving calls connected for long periods with no active communication
- Using the service unattended (for example, 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 our Fair Use Policy, whether or not you authorise the use of the Service. You must take all reasonable steps to secure any equipment you use in connection with the Service to avoid unauthorised access or use. You must keep all passwords and account details associated with the Service confidential. You must contact us if you reasonably suspect unauthorised use of your Service.



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- You must keep all equipment, operating systems and software used in connection with the Service up to date. You must secure and back-up (as required) any data stored on equipment that you use in connection with your Service. We are not liable for any misuse, loss or corruption of your data.
- You must comply with our reasonable directions, and directions or rules of our suppliers and any government or regulatory body in relation to use of the Service. You must pay any third party fees or charges related to content or services accessed via the Service.
- You are responsible for all content you publish via the Service. You are responsible for all risks associated with your use of the Service including downloading, accessing, viewing, using, transmitting, publishing or communicating material; making purchases; and transmitting personal or confidential information.
- You must take reasonable steps to prevent minors from accessing content that may be inappropriate for them.

Our Rights

- By using the Service to reproduce, publish, display, transmit or distribute content, you authorise us and our agents to reproduce, publish, display, transmit and distribute the content as necessary for us to supply the Service.
- We do not supervise, control or authorise access, use, receipt or transmission of material via the Service. We are not responsible for the content, nature or form of that material.
- We do not supervise or control whether material sent or received via the Service is sent or received correctly or if it is corrupted or intercepted.
- We will not be liable for any loss, cost, damage, expense or liability related to your use, or use by other persons, of the Service in breach of this Fair Use Policy.

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



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- 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, without liability, implement traffic management measures to ensure that heavy users do not affect the Service for other customers on the network, including but not limited to speed management (shaping), bandwidth allocation management, and call barring.
- We reserve the right to review and subsequently terminate all-inclusive plan packages if we suspect that individual use appears excessive.
- We reserve the right to vary the terms of this Fair Use Policy from time to time. Changes will be published to our website. Continued use of the Service after the changes take effect will constitute acceptance of those changes.

Blaze Mobile will always aim to work constructively with customers first, but we must also protect the network and the experience of all Blaze Mobile customers.