



Standard Form of Agreement

General Terms, Mobile Service Description and Standard Pricing Table
Blaze Fusion 50 and other eligible Blaze Mobile Monthly AutoPay Plans

24 August 2026

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



Blaze Mobile Standard Form of Agreement

This Standard Form of Agreement (SFOA) sets out the terms on which Blaze Mobile Pty Ltd ABN 43 676 486 525, ACN 676 486 525, trading as Blaze Mobile, supplies mobile telecommunications services to customers in Australia. Blaze Mobile's registered address is Unit 10/61 Burnett St, Buderim QLD 4556.

This SFOA applies to Blaze Mobile eSIM-only Monthly AutoPay Plans and any other Blaze Mobile service that states it is supplied under this SFOA. A Critical Information Summary (CIS) and any special conditions for your Monthly AutoPay Plan form part of your Agreement.

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1. About this Agreement

1.1 What documents make up your Agreement?

Your Agreement with Blaze Mobile is made up of the following documents, to the extent they apply to your service:

- your application, order, activation request or online sign-up journey;
- the relevant Critical Information Summary for your Monthly AutoPay Plan;
- any special conditions, campaign terms, promotion terms or product-specific terms accepted by you;
- these General Terms;
- the Blaze Mobile Fair Use Policy, Complaints Handling Policy, Payment Assistance Policy, Privacy Policy, AutoPay Terms, App terms and any other policy expressly incorporated into your service terms, each available at blazemobile.com.au/terms&policies unless another URL is stated.

1.2 Priority of documents

If there is an inconsistency between documents that make up your Agreement, the document listed earlier in clause 1.1 applies to the extent of that inconsistency, unless the relevant document expressly states a different order of priority. Nothing in this Agreement limits rights you have under the Australian Consumer Law or telecommunications laws that cannot lawfully be excluded.

1.3 When your Agreement starts

Your Agreement starts when we accept your application or order, when you activate your SIM or eSIM, or when you first use the service, whichever occurs first. We may decline an application where we reasonably consider that we cannot supply the service, there is a credit, identity, fraud, security or eligibility concern, or we are otherwise entitled to do so by law.

1.4 No minimum fixed term unless stated otherwise

Unless a CIS, special condition or order states otherwise, Blaze Mobile Monthly AutoPay Plans are month-to-month plans with no fixed minimum term beyond the current billing month and continue until cancelled in accordance with this Agreement.



1.5 Consumer and small business use

The Blaze Mobile Monthly AutoPay Plans covered by this SFOA are designed for ordinary consumer, personal and small business mobile use in Australia. They are not designed for resale, carrier-grade use, call centre use, machine-to-machine deployments, high-volume messaging, telemetry, life-critical use or other uses that require a dedicated business, wholesale or specialised service unless we agree in writing.

2. Becoming a Blaze Mobile customer

2.1 Eligibility and identity checks

You must be at least 18 years old, have authority to enter into this Agreement, provide accurate information, and meet any eligibility criteria for the service. We may ask for information reasonably required to verify your identity, assess your application, prevent fraud, meet legal requirements, perform number porting and manage your account.

2.2 Your account information

You must keep your contact, billing, payment and identity information accurate and up to date. We may rely on the details you provide to contact you, send notices, process payments, respond to security issues and manage your service.

2.3 Authorised representatives and account users

You are responsible for all use of your service, SIM, eSIM, account, Blaze Mobile app and online account by you and by anyone you allow to use them. You must ensure those people comply with this Agreement. We may require verification before dealing with an authorised representative or advocate.

2.4 Number transfer and mobile number portability

If you ask us to transfer a mobile number from another provider, you authorise us to submit the transfer request and provide information reasonably required to complete the transfer. You are responsible for checking any obligations or charges owed to your existing provider. There may be a short service interruption during transfer.



2.5 Your mobile number

You do not own any mobile number allocated to your service. We may need to change, withdraw, suspend or reallocate a number where required by law, a regulator, a network operator, numbering rules, fraud or security requirements, or where the service is cancelled. If you want to keep your number, you should transfer it to another provider before cancellation takes effect.

2.6 SIMs and eSIMs

You must keep your SIM, eSIM credentials and account login details secure. You must notify us immediately if your SIM, device or account is lost, stolen, compromised or used without authority. You remain responsible for charges incurred before you notify us, except to the extent caused by our negligence, breach of law or another matter for which we are responsible.

3. The mobile service

3.1 Service description

The Blaze Mobile service is an eSIM-only Monthly AutoPay Plan for compatible mobile devices. The Blaze Fusion 50 Monthly AutoPay Plan is provided for use on mobile devices compatible with the Optus 5G mobile network and requires AutoPay to be set up and maintained using an accepted payment method. Paper bills are not included.

3.2 Network and coverage

The service is supplied using the Optus mobile network made available to Blaze Mobile. Coverage, technology, speed and availability vary by location, device, network congestion, building materials, terrain, weather, maintenance, outages, interference, software settings and other factors outside our reasonable control. 5G availability requires a compatible device, compatible plan, enabled settings and 5G network coverage.

3.3 Device requirements

You must provide and maintain a compatible, lawful and properly configured device. We do not guarantee that every device will support every feature of the service. You must not use equipment that may damage, interfere with or disrupt the network or any other service.



3.4 Speed and data

The applicable CIS and Pricing Table specify your included data and any speed cap. For Blaze Fusion 50, the monthly data inclusion is 50GB per active service for use in Australia and the stated download speed cap is 100Mbps. There are no excess data usage charges; after your included data or shared data pool is exhausted, your speed is slowed to 1.5Mbps until the next billing cycle.

3.5 Shared data pool

If you have more than one eligible Blaze Mobile service on the same account that can share data, each eligible service's monthly included data allowance will combine into one shared data pool for use in Australia. Any eligible service on that account may use the shared pool. Unused data expires at the end of each month and is not redeemable for cash or credit.

3.6 Emergency calls

Emergency calls to 000 or 112 may be available where your device, SIM, account status, network coverage and network technology support emergency calling. You should not rely on the service as your only way to contact emergency services.

3.7 Service features may change

We may add, remove, modify or withdraw service features, apps, account tools, usage alerts, add-ons and optional services where permitted by this Agreement and applicable law.

4. Using the service

4.1 Permitted use

You must use the service lawfully, reasonably, for its intended purpose, and in accordance with this Agreement, our Fair Use Policy, applicable laws and any reasonable directions we give you.

4.2 Prohibited use

You must not use, attempt to use, or allow anyone to use the service:

- for unlawful, fraudulent, abusive, threatening, defamatory, obscene, offensive, harassing or malicious purposes;

- to send spam, scam messages, malware, nuisance communications, high-volume automated communications or communications that breach anti-scam, spam, telemarketing or privacy laws;
- to resell, re-supply, aggregate, switch, reroute, bypass, wholesale, arbitrage or commercially exploit the service without our written consent;
- with SIM boxes, GSM gateways, auto-diallers, bulk SMS platforms, call centre systems, machine-to-machine devices, telemetry devices, modems or embedded systems unless we have expressly approved that use;
- in a way that damages, interferes with or degrades the service, the Optus network, another network, another customer's service or any equipment;
- to infringe intellectual property rights or breach another person's rights; or
- in a way that exposes Blaze Mobile, Optus, another supplier or another customer to liability or regulatory action.

4.3 Fair Use Policy

Unlimited standard national talk and text inclusions are for ordinary person-to-person use within Australia and are subject to our Fair Use Policy. We may monitor usage patterns and take reasonable steps to protect customers, the network and Blaze Mobile.

4.4 Usage alerts and spend controls

We may provide usage alerts, including when you reach approximately 50%, 85% and 100% of your shared data allowance for use in Australia. Usage alerts can be delayed and are a guide only. You are responsible for monitoring your usage through your Blaze account and the Blaze Mobile app.

5. Charges, billing and payment

5.1 Charges you must pay

You must pay all charges for your service, including the monthly plan charge payable in advance, add-ons, optional extras, International Calling overage charges, roaming, international usage, premium or special services, delayed or arrears charges, dishonour charges, taxes and any other charges set out in the CIS, Pricing Table, order or this Agreement. Included international calling value of \$50 per active service per month is included in the monthly plan charge. Charges above the IDD credit limit are billed in arrears.



5.2 Monthly AutoPay Plans and billing

Blaze Mobile plans are Monthly AutoPay Plans. For Blaze Fusion 50, the minimum monthly plan charge is \$25 per month per active service. AutoPay must be set up when you sign up and maintained while your service is active. The monthly plan charge is billed in advance for the upcoming month. Usage-based, International Calling overage and roaming charges are billed in arrears and applied to the next monthly bill. You authorise us to debit the total amount owing from your nominated payment method 3 days after the bill is sent to you.

5.3 Electronic bills and no paper bills

Blaze Mobile services covered by this SFOA do not include paper bills. We will send or make your bill available electronically, including by email, through the Blaze Mobile app, your online account or another electronic method.

5.4 Arrears and delayed charges

Some charges are billed in arrears. For example, roaming, International Calling overage, international usage, third party charges or adjustments incurred during a billing month will be applied to your next monthly bill where the charge information is available to us in time.

5.5 Failed payments and overdue amounts

If an AutoPay debit fails, is dishonoured, reversed or not received when due, we may retry the payment, restrict or suspend your service, cancel your service, recover reasonable costs and charge the \$10 dishonour or failed payment fee set out in the Pricing Table.

5.6 Billing disputes

If you dispute a charge, you must contact us as soon as possible. You must pay any undisputed amounts by the due date. 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.

5.7 Refunds and credits

If your plan is cancelled, you will not receive a pro-rata refund for the remainder of the month unless required by law, expressly stated in the CIS or special conditions, or agreed by us. Included international calling value is not redeemable for cash and cannot be transferred.



6. International roaming

6.1 Roaming is not included in monthly plan inclusions

International roaming is not included in your monthly plan inclusions. Standard national calls, text and data included in your plan are for use in Australia and cannot be used overseas unless an eligible roaming pack or roaming service is active.

6.2 Daily Roaming Pack

If you use your service in an eligible Zone 1 destination, the Blaze Mobile Daily Roaming Pack is automatically applied at \$5 per day. The Daily Roaming Pack charge is billed in arrears. The Daily Roaming Pack includes 5GB of data and unlimited standard talk and text for 24 hours or until you reach 5GB, whichever comes first. If you continue to use your service, another Daily Roaming Pack is automatically applied for \$5. There is no daily limit on the number of Daily Roaming Packs that may be applied.

6.3 Included international calling value and international calls from Australia

Each Blaze Mobile Monthly AutoPay Plan includes \$50 of Included international calling value per active service per month for International Direct Dial calls originating in Australia. Included international calling value does not roll over and expires at the end of each monthly billing period. Once your monthly Included international calling value is exhausted, PAYG rates apply and are billed in arrears. See Schedule 4 for full Included International Calling Value Terms.

6.4 Activation and managing roaming

Daily Roaming activates automatically when you land overseas and first use talk, text or data in an eligible destination. You can manage international roaming and check usage in the Blaze Mobile app. If you do not want roaming charges, you should disable data roaming and international roaming before travelling.

6.5 PAYG roaming and ineligible destinations

In destinations that are not eligible for the Daily Roaming Pack, pay-as-you-go roaming rates may apply where roaming is available. PAYG roaming charges are billed in arrears on your next monthly bill.



6.6 Roaming limitations

Roaming relies on overseas networks that we do not control. We do not guarantee roaming coverage, availability, speed, quality, call completion, emergency calling, device compatibility, usage alerts or usage records while overseas. Roaming charges may be delayed where usage records are delayed by overseas networks.



7. Changes to this Agreement

7.1 Changes that benefit you or do not adversely affect you

We may make changes to this Agreement, the service, features, charges or policies where the change benefits you, has no material adverse impact on you, corrects an error, clarifies wording, improves security, supports operational requirements or is reasonably required to comply with law, regulation, a regulator direction or supplier requirement.

7.2 Changes that may adversely affect you

Where we make a change that is likely to have a material adverse impact on you, we will give you reasonable advance notice, generally at least 30 days where practicable and required by law. If you are materially adversely affected, you may cancel your affected service without early termination charges.

7.3 Changes to month-to-month plans

Because Blaze Fusion 50 is a month-to-month service, changes will usually take effect at the start of a future billing period after notice has been given. If you continue to use the service after the effective date of a notified change, you are taken to have accepted the change.

8. Suspension, restriction and cancellation

8.1 Your right to cancel

You may cancel a month-to-month service at any time through the Blaze Mobile app, your online account, by contacting us, or by transferring your mobile number to another provider.

8.2 Our right to suspend, restrict or cancel

We may suspend, restrict or cancel a service, with or without notice depending on the circumstances, if you fail to pay when due, we reasonably suspect fraud or security compromise, you breach this Agreement or our Fair Use Policy, you use the service in a prohibited or network-harming way, or we are required to do so by law or this Agreement.

8.3 Cancellation by us on notice

For a non-fixed-length month-to-month service, we may cancel the service by giving at least 30 days' notice. We will not do this unfairly and will comply with any applicable consumer protection and telecommunications requirements.

8.4 Consequences of cancellation

When a service is cancelled, you must immediately pay all outstanding charges, including charges incurred but not yet billed such as roaming or International Calling overage charges billed in arrears. Your access to inclusions, shared data pools, add-ons, roaming and account tools may stop.

8.5 Reconnection

If a suspended or cancelled service can be reconnected, you may need to pay outstanding amounts, verify your identity, provide a valid payment method, reissue or reinstall your eSIM, accept updated terms or pay any applicable reconnection fees set out in the Pricing Table.

9. Faults, outages and maintenance

9.1 Reporting faults

If you experience a fault, disruption or performance issue, you should contact us through the Blaze Mobile app or call 02 7804 4211.

9.2 Maintenance and outages

The service may be affected by planned or unplanned maintenance, outages, network changes, supplier faults, congestion, emergencies, upgrades or events outside our reasonable control.

9.3 No continuous service guarantee

We do not guarantee that the service will be continuous, fault-free, secure, available in all locations, or capable of supporting every use. Your rights under the Australian Consumer Law and telecommunications laws are not limited by this clause.

10. Privacy, security and communications

10.1 Privacy

We collect, use, disclose and handle personal information in accordance with our Privacy Policy and applicable privacy, telecommunications and data retention laws. Privacy queries may be sent to privacy@blazemobile.com.au.



10.2 Credit, fraud and security checks

We may use and disclose information to verify your identity, assess credit and payment risk, prevent fraud and scams, manage debt, perform regulatory checks, investigate suspicious activity and protect the service and customers.

10.3 Communicating with you

We may contact you by email, SMS, phone, app notification or another electronic method using the contact details you provide. Notices are taken to be received when sent to your last known contact details. You must keep your contact details current.

10.4 Marketing communications

We may send marketing communications where permitted by law. You can opt out of marketing communications using the method provided in the communication or by contacting us.

10.5 Account security

You must keep passwords, verification codes, devices, SIMs, eSIM profiles and account access secure. We may use multi-factor authentication or other security controls.

11. Complaints, payment assistance and support

11.1 Customer service

You can manage your service, check usage and contact customer service by calling 02 7804 4211 or by chat through the Blaze Mobile app.

11.2 Complaints

If you have a complaint, please contact us first. You can call 02 7804 4211, use chat through the Blaze Mobile app, or use any additional process published at blazemobile.com.au/terms&policies. We will handle complaints in accordance with our Complaints Handling Policy.

11.3 Telecommunications Industry Ombudsman

If you are not satisfied with how we have handled your complaint, you may contact the Telecommunications Industry Ombudsman (TIO) on 1800 062 058. The TIO is a free and independent dispute resolution service for eligible telecommunications complaints.

11.4 National Relay Service

If you are deaf or find it hard to hear or speak on the phone, you can contact us through the National Relay Service. Visit www.accesshub.gov.au and provide the Blaze Mobile contact number 02 7804 4211.

11.5 Financial hardship and payment assistance

If you are experiencing financial hardship or need payment assistance, please contact us as early as possible. Assistance options may include a payment extension, payment plan, spend control, service downgrade (where an eligible lower-cost plan is available), fee or charge waiver, temporary service suspension, restriction of chargeable services or referral to external support services.

11.6 Vulnerability and family violence support

If you are experiencing domestic or family violence, financial abuse, accessibility barriers or another vulnerability, tell us if it is safe to do so. We will handle your request sensitively and in accordance with applicable law and our customer support policies. Customers with accessibility needs can access assistance in accordance with our Accessibility Policy, available at blazemobile.com.au/terms&policies.

12. Liability and consumer rights

12.1 Non-excludable rights

Nothing in this Agreement excludes, restricts or modifies any consumer guarantee, statutory guarantee, warranty, right or remedy that cannot lawfully be excluded, restricted or modified, including under the Australian Consumer Law or telecommunications laws.

12.2 Consumer guarantees

If services fail to meet a consumer guarantee, you may be entitled to remedies under the Australian Consumer Law. For major failures, you may have rights to cancel and obtain a refund or compensation.

12.3 Limitations where permitted by law

To the extent permitted by law, we are not liable for loss caused by your device, your equipment, your content, third party apps or services, your breach of this Agreement, lack of coverage, outages, overseas networks, or events outside our reasonable control. To the extent permitted by law, we are not liable for indirect, consequential, special or economic loss.

12.4 Mitigation

You must take reasonable steps to minimise loss, including keeping your device secure, promptly reporting loss or theft, disabling roaming where not required, monitoring International Calling usage, paying undisputed charges on time, and cooperating with reasonable troubleshooting steps.

13. General terms

13.1 Assignment and transfer

You must not assign, transfer or novate your Agreement or service without our consent. We may assign, transfer or novate our rights and obligations to a related body corporate or purchaser of our business, provided we comply with applicable law.

13.2 Intellectual property

Blaze Mobile, its licensors and suppliers retain all intellectual property rights in the Blaze Mobile brand, website, app, systems, software, documentation and service materials. You receive only the rights needed to use the service in accordance with this Agreement.

13.3 Events outside reasonable control

Neither party is responsible for failing to perform an obligation, other than payment obligations, to the extent the failure is caused by events outside that party's reasonable control, including network failures, supplier failures, natural disasters, pandemic, war, terrorism, civil unrest, government action or emergency events.

13.4 Severability

If any term is illegal, void or unenforceable, it is severed to the extent necessary and the remaining terms continue to apply.

13.5 No waiver

A delay or failure to exercise a right is not a waiver of that right. A waiver must be in writing and applies only to the specific matter for which it is given.

13.6 Governing law

This Agreement is governed by the laws of New South Wales, Australia and applicable Commonwealth laws. You and Blaze Mobile submit to the non-exclusive jurisdiction of the courts of New South Wales and the Commonwealth courts of Australia.

13.7 Contact details

- Customer service: 02 7804 4211 or chat through the Blaze Mobile app
- Website: blazemobile.com.au
- SFOA: blazemobile.com.au/sfoa
- Critical Information Summaries: blazemobile.com.au
- Policies and terms: blazemobile.com.au/terms&policies
- Legal notices: Blaze Mobile Pty Ltd, Unit 10/61 Burnett St, Buderim QLD 4556
- Privacy contact: privacy@blazemobile.com.au
- Complaints: 02 7804 4211 or chat through the Blaze Mobile app



Schedule 1 – Mobile Service Description

This Mobile Service Description applies to Blaze Mobile eSIM-only mobile services that state they are supplied under this SFOA, including Blaze Fusion 50.

Item	Description
Service type	eSIM-only Monthly AutoPay Plan for compatible mobile devices.
Network	Optus 5G mobile network made available to Blaze Mobile. 5G availability requires compatible plan, device, settings and coverage.
Billing model	Monthly AutoPay Plan. AutoPay must be set up and maintained. Monthly plan charges are billed in advance; usage-based, International Calling overage and roaming charges are billed in arrears on the next monthly bill. Payment is debited 3 days after the bill is sent. No paper bills.
Minimum term	Month to month unless a CIS, order or special condition states otherwise.
Australian inclusions	Included monthly data, standard national talk and standard national text as stated in the applicable CIS and Pricing Table.
Included international calling value	\$50 per active service per month for International Calling originating in Australia. Included in plan charge. Value does not roll over. See Schedule 4.
Excluded by default	Roaming, premium services, satellite services, special numbers, device repayments, add-ons, promotions and optional extras are not included unless expressly included.
Support	02 7804 4211 or chat through the Blaze Mobile app.

Schedule 2 — Standard Pricing Table

This Pricing Table sets out the key charges for Blaze Fusion 50. Consumer-facing prices include GST unless stated otherwise.

Charge / inclusion	Blaze Fusion 50 Monthly AutoPay Plan
Plan	Blaze Fusion 50 Monthly AutoPay Plan
Minimum monthly charge	\$25/month per active eSIM service, billed in advance for the upcoming month.
Minimum term	Month to month
Monthly data for use in Australia	50GB per active service. Where multiple eligible services are on the same account, data allowances combine into a shared data pool.
Download speed cap	100Mbps download speed cap. Actual speeds may be lower.
Excess data usage	No excess data usage charges. Speed is slowed to 1.5Mbps after included data or shared data pool is used.
Standard national talk and text	Unlimited standard calls, SMS and MMS in Australia to standard Australian numbers, including 13/1300/1800 numbers and standard voicemail retrievals/deposits.
IDD credit	\$50 per active service per month, included in the plan charge. Applies to International Calling originating in Australia. Value does not roll over. PAYG rates (Optus wholesale + 10% mark-up, inc GST) apply once credit is exhausted. See Schedule 4 for full terms.
International roaming	Not included in monthly plan inclusions. \$5 Daily Roaming Pack automatically applies in eligible Zone 1 destinations on first use and is billed in arrears on the next monthly bill. Zone 2 PAYG roaming rates apply where Zone 2 roaming is available and are billed in arrears.

Charge / inclusion	Blaze Fusion 50 Monthly AutoPay Plan
Billing	Monthly plan charges billed in advance. Usage-based, International Calling overage and roaming charges billed in arrears on next monthly bill. Payment debited 3 days after bill is sent.
Cancellation	No pro-rata refund for the remainder of the month if the plan is cancelled, unless required by law or expressly agreed.

Other charges and unsupported services

Charge / service	Blaze Fusion 50 position
Late payment fee	No separate late payment fee is currently specified.
Dishonour / failed payment fee	\$10 per failed or dishonoured payment.
eSIM reissue fee	\$0. No reconnection fee applies.
Paper bill fee	Paper bills are not available for Blaze Fusion 50.
Reconnection fee	\$0. No reconnection fee applies.
Premium services / satellite	Not supported unless expressly enabled and published by Blaze Mobile.

Zone 2 PAYG Roaming Rates

The following Zone 2 roaming rates apply where Zone 2 roaming is available.

Usage type	Zone 2 PAYG rate
National/international voice calls	\$1.73 per minute
Receiving voice calls	\$1.73 per minute
SMS to Australian/non-Australian number	\$0.58 per 160 characters
Receiving SMS	\$0.00



Usage type	Zone 2 PAYG rate
MMS	Standard MMS rate + data at \$0.0115 per 10KB
Mobile data	\$0.0115 per 10KB



Schedule 3 — Daily Roaming Pack Terms

Item	Terms
Availability	Eligible Zone 1 destinations only.
Activation	Automatically activates on first use overseas in an eligible destination: talk, text or data.
Charge	\$5 per day, billed in arrears on your next monthly bill.
Inclusions	5GB roaming data plus unlimited standard talk and text for 24 hours or until 5GB is reached, whichever comes first. Fair Use Policy applies.
Automatic renewal	If you continue using the service after the 24-hour period or after reaching 5GB, another \$5 Daily Roaming Pack is automatically applied and billed in arrears on your next monthly bill. There is no daily limit on the number of Daily Roaming Packs that may be applied.
Pack notification	Each time a Daily Roaming Pack is automatically applied to your service, we will send you an SMS notification of the charge.
Zone 2 destinations	PAYG roaming rates apply where Zone 2 roaming is available and are billed in arrears on your next monthly bill.
Exclusions	Premium, satellite, special numbers and third-party services are not included unless expressly stated.
Usage alerts	May be delayed and are a guide only. Roaming usage records may be delayed by overseas carriers.

**Eligible Zone 1 Daily Roaming Pack destinations**

Zone 1 Destination	Zone 1 Destination	Zone 1 Destination	Zone 1 Destination
AeroMobile	Cambodia	New Caledonia	Finland
Jamaica	Slovakia	Afghanistan	Cameroon
New Zealand	France	Jersey	Slovenia
Aland Islands	Canada	Nicaragua	French Guiana
Jordan	Solomon Islands	Albania	Cayman Islands
Nigeria	Tahiti (French Polynesia)	Kazakhstan	South Africa
Anguilla	Chile	Norway	Georgia
Korea South	Spain	Antigua and Barbuda	China
Oman	Germany	Kuwait	Sri Lanka
Argentina	Colombia	Pakistan	Ghana
Kyrgyzstan	St. Kitts and Nevis	Armenia	Cook Islands
Palestine	Greece	Laos	St. Lucia
Aruba	Costa Rica	Panama	Greenland
Liechtenstein	St. Vincent and the Grenadines	Austria	Cote D'Ivoire*
Papua New Guinea	Grenada	Lithuania	St. Martin
Azerbaijan	Croatia	Peru	Guadeloupe
Luxembourg	Sweden	Bahrain	Curacao



Zone 1 Destination	Zone 1 Destination	Zone 1 Destination	Zone 1 Destination
Philippines	Guam & N. Marianas	Macau	Switzerland
Bangladesh	Cyprus	Poland	Guatemala
Macedonia	Taiwan	Barbados	Czech Republic
Portugal	Guernsey	Malaysia	Tajikistan
Belarus	Denmark	Puerto Rico	Haiti
Malta	Thailand	Belgium	Dominica
Qatar	Hong Kong	Martinique	Timor-Leste
Bermuda	Dominican Republic	Romania	Hungary
Mexico	Tonga	Bolivia	Ecuador
Russia	Iceland	Moldova	Trinidad and Tobago
Bonaire	Egypt	St. Barthelemy	India
Montenegro	Turkey	Bosnia and Herzegovina	El Salvador
Samoa	Indonesia	Montserrat (UK)	Uganda
Botswana	Estonia	San Marino	Iran
Morocco	United Arab Emirates	Brazil	Faroe Islands
Ukraine	Ireland	Myanmar	United Kingdom
British Virgin Islands	Fiji	United States	Isle of Man
Namibia	US Virgin Islands	Bulgaria	Netherlands
Uruguay	Israel	Saudi Arabia	Vatican City

Zone 1 Destination	Zone 1 Destination	Zone 1 Destination	Zone 1 Destination
Burkina Faso	Nepal	Vanuatu	Italy
Serbia	Vietnam	Japan	Singapore

Zone 2 PAYG roaming destinations

Zone 2 PAYG Destination	Zone 2 PAYG Destination	Zone 2 PAYG Destination	Zone 2 PAYG Destination
Algeria	Kiribati	Paraguay	Andorra*
Lebanon	Reunion*	Belize	Lesotho*
Rwanda	Bhutan	Liberia	Senegal
Chad	Madagascar	Seychelles	Congo ROC*
Malawi	Sierra Leone	Congo DRC	Maldives
South Sudan*	Cote D'Ivoire*	Mali	Sudan
Ethiopia*	Mauritania*	Syria*	Fed States of Micronesia*
Mauritius	Tanzania	Gambia	Mayotte*
Tunisia	Gibraltar	Monaco	Uzbekistan
Guinea Bissau	Mongolia	Venezuela	Guyana
Mozambique	Yemen*	Iraq	Namibia*
Zambia	Kenya	Norfolk Island*	Zimbabwe

Schedule 4 – Included International Calling Value Terms

This schedule sets out the terms applying to the Included international calling value in Blaze Mobile Monthly AutoPay Plans. Included international calling value applies to International Calling originating in Australia only and is separate from international roaming (Schedule 3).

Item	Details
Monthly Included international calling value	\$50 per active service per month. Applies to International Calling originating in Australia only. Included in the monthly plan charge – no additional cost up to the credit limit.
Credit expiry	Included international calling value does not roll over. Unused value expires at the end of each monthly billing period.
Billing	Included international calling value is applied at the time of each call. Any charges above the monthly credit limit are billed in arrears on your next monthly bill.
PAYG rates once credit exhausted	Optus wholesale rate plus 10% service mark-up, inclusive of GST. Current rates are published at blazemobile.com.au/idd-rates [URL TO BE CONFIRMED – Anil to provide final URL before go-live]
Flagfall	\$0.36 per call (inc GST). All International Calling is billed in 30-second increments.
Eligible destinations	Available to all countries in the published International Calling Rate Schedule. Rates vary by destination.



Not included	Included international calling value does not apply to calls made while overseas (roaming). International calls made while roaming are charged under the Daily Roaming Pack terms in Schedule 3.
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Note: Included international calling value does not cover calls made while overseas. Calls made while roaming internationally are covered by the Daily Roaming Pack terms in Schedule 3, not by Included international calling value.



Schedule 5 — Publication Locations and Customer Channels

Item	Location / contact
SFOA	blazemobile.com.au/sfoa
Critical Information Summaries	blazemobile.com.au
Fair Use Policy, Privacy Policy, Complaints Handling Policy, Payment Assistance Policy, AutoPay Terms, App terms, Accessibility Policy and Domestic and Family Violence Policy	blazemobile.com.au/terms&policies
IDD Rate Schedule	https://www.blazemobile.com.au/downloads/BlazeMobile_IDD_Rates.pdf
Customer support	02 7804 4211 or chat through the Blaze Mobile app
Privacy contact	privacy@blazemobile.com.au

Schedule 6 – Dictionary

Term	Meaning
Agreement	the agreement between you and Blaze Mobile made up of the documents listed in clause 1.1.
Australian Consumer Law	Schedule 2 to the Competition and Consumer Act 2010 (Cth).
Blaze Mobile, we, us or our	Blaze Mobile Pty Ltd ABN 43 676 486 525, ACN 676 486 525, trading as Blaze Mobile, and its successors and permitted assigns.
CIS	Critical Information Summary for the relevant plan or service.
Daily Roaming Pack	the \$5 per day international roaming pack, billed in arrears on the next monthly bill, described in Schedule 3 and the applicable CIS for use in eligible Zone 1 destinations.
Fair Use Policy	Blaze Mobile's policy governing unreasonable, unacceptable, excessive, fraudulent or network-harming use of the service.
Included international calling value	the \$50 per active service per month International Direct Dial credit included in the monthly plan charge, as described in Schedule 4.
Optus network	the Optus mobile network and related systems, technologies and services used to supply the service to Blaze Mobile customers.
Pricing Table	the pricing table or rate table that sets out applicable charges and inclusions for a plan or service.
service	the mobile telecommunications service, SIM, eSIM, add-ons, features and related services supplied by Blaze Mobile under this Agreement.



Term	Meaning
shared data pool	the combined included monthly data allowance of eligible services on the same account, available for use in Australia.
SIM	an eSIM profile used to access the service. Blaze Mobile does not currently support physical SIMs for Blaze Fusion 50.
you or your	the customer who applies for, activates, uses or is responsible for the service, and where the context requires, an authorised user of the service.