Last Updated: 17 March 2026

Business 1300 Pty Ltd ACN 108 753 751 ("B1300", "we", "us", "our")

This Service Schedule may be updated from time to time. The current version will always be available on our website. We will provide you with at least 30 days' written notice of any material changes to this Service Schedule that may adversely affect your rights or obligations. Continued use of our Services after the notice period constitutes acceptance of the updated Service Schedule. If you do not accept the changes, you may terminate the Service without penalty by providing written notice to us before the changes take effect.

Part H – Call Recording Services Schedule

1. Application

This Service Schedule applies in addition to our Customer Terms, Policies and Critical Information Summaries when we supply you with a Call Recording Service attached to your phone Service.

2. Additional Terms

(a) You acknowledge that Call Recording Services may not be available at all times, however, we will use reasonable endeavours to:

i. record all calls as requested by you;

ii. provide access to recordings to you and your delegated staff;

iii. store recordings according to your phone Service specifications;

iv. and upon request, securely remove all or any recordings as identified by you.

(b) We reserve the right to:

i. disable the Call Recording Services where it is deemed in our interests to do so, including for commercial, operational, technical, or any other reasons at our sole and absolute discretion; and

ii. perform maintenance on our recording systems which may cause interruption to the Call Recording Service; and

iii. remove recordings from our systems at any time at our sole discretion, with no obligation to provide prior notice to you.

(c) To the maximum extent permitted by law, we will not be liable for any costs, damages, penalties, fines or other losses as a result of:

i. our enabling recording or accessing stored recordings for your telephone calls;

ii. you or your staff, agents, contractors or associates accessing recordings stored on your behalf;

iii. or any formal legal action taken against you by participants to recorded calls.

(d) You shall indemnify us and our Partners from and against all actions, claims, damages, liabilities or costs (including reasonable legal costs) arising from, or directly related to, your failure to comply

with the foregoing call recording terms, all associated conduct, acts or omissions, or any claim that the call recording service has infringed any rights at law or otherwise, provided that such claims do not arise from our negligence, wilful misconduct, breach of contract, or breach of statutory duty.

(e) You acknowledge that while we implement reasonable security measures, we do not guarantee compliance of our Call Recording Services to any specific industry standard governing information security, financial information or personal information, except as required by applicable law.

(f) You must comply with all regulatory, local, state and federal laws regarding call recording and the use of personal information and warrant that:

i. you have informed all your staff, agents, contractors or associates, by a method which is formal and recorded (such as written notice, employment contracts, or documented training), that calls to applicable numbers and services will be recorded; and

ii. you have informed all callers to applicable numbers and services that calls may be recorded through appropriate means such as pre-call announcements, interactive voice response (IVR) messages, or other clear notification methods; and

iii. all Personal Information collected or compiled by us for, and supplied to you, must be used by you and your employee, contractor, officer, agent, authorised representative or other third party in compliance with the law, including without limitation, any provisions under the Telecommunications Act 1997 (Cth), Privacy Act 1988 (Cth), and the Telecommunications (Interception and Access) Act 1979 (Cth) and all relevant regulations; and

iv. will continue to indemnify us against any and all liabilities, costs, losses, expenses and claims (whether direct, indirect, or consequential) that may arise as a consequence of, or in connection with, any failure by you to comply with your lawful obligations, regardless of any contributing act or omission on our part.

(g) You may cancel the Call Recording Services portion of your Contract upon 30 days' notice. Upon cancellation, we will use reasonable endeavours to provide you with an opportunity to download or export your call recordings, subject to our standard archiving and data retention schedules.

(h) Information and call recordings held in our systems will be available to you only according to your phone Service specifications (which may vary between Services) and for the term of your Contract with us. They will be archived immediately following the end of your Contract with us or upon cancellation of your phone Service, at our sole discretion and without any obligation to provide prior notice. You acknowledge that archived call recordings will no longer be accessible to you, and we will retain or delete archived recordings in accordance with our data retention policies and applicable legal requirements, at our absolute discretion, after which they will be permanently deleted. We accept no liability for any loss or inconvenience arising from the archiving or deletion of recordings,

and you are solely responsible for maintaining any copies of recordings required for your own business, legal, or regulatory purposes during the term of your Contract.