

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 I – ACMA Smart Numbers Services Schedule

1. Application

This Service Schedule applies in addition to our Customer Terms, Policies and Critical Information Summaries when we supply you with an ACMA Smart Number.

2. Additional Terms

Where we purchase an ACMA Smart Number on your behalf (acting as your disclosed agent for this limited purpose only, and not as principal):

- (a) We will submit an order to ACMA for the purchase of the number specified in your Application within a reasonable timeframe after our invoice for the number and the administration fee is fully paid and funds are cleared, subject to ACMA processing times and any factors outside our reasonable control.
- (b) The purchase price of the ACMA number is non-refundable once the transaction has been processed by ACMA and the number is allocated.
- (c) The administration fee is non-refundable regardless of the outcome of the ACMA transaction or if you cancel the application to purchase the number at any time, except where the failure to secure the number is directly and solely due to our gross negligence, material breach of contract, or where a refund is strictly required under the Australian Consumer Law. For the avoidance of doubt, cancellation by you after submission of the order to ACMA does not entitle you to any refund of the administration fee, and any ACL refund obligations are limited to the amount of the administration fee paid.
- (d) We provide no warranty or guarantee that we will be able to purchase the Smart Number from ACMA and, subject to our obligations under the Australian Consumer Law, we are not liable for any failure to secure the Smart Number on your behalf where such failure is due to ACMA's refusal,

inability or delay in allocating the number, any third party system or network failure, regulatory or government action, or any other circumstances outside our reasonable control.

- (e) The use of all inbound numbers, including Smart Numbers, is governed by the ACMA terms and conditions (available at www.acma.gov.au or such other URL as ACMA may designate from time to time). You acknowledge and accept that:
- i. you are responsible for being familiar with those terms and conditions; and
 - ii. we are not liable for any failure by you to comply with those terms and conditions, and this exclusion applies regardless of any advice or information we may have provided to you regarding ACMA's terms and conditions.