

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 J – Phone Answering 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 Phone Answering Service.

2. Additional Terms

Where we supply you with a Phone Answering Service:

- (a) We will supply you with a Phone Number for the purpose of using the Service. You acknowledge and agree that:
 - i. You do not own or have any legal interest or goodwill in the Phone Number;
 - ii. we reserve the right to change the Phone Number upon providing you with reasonable notice (being not less than 30 days' notice except in cases of emergency or regulatory requirement where we will provide as much notice as reasonably practicable);
 - iii. upon termination of your Service, the Phone Number will be retained by us and may be allocated to another customer after a minimum period of 90 days;
 - iv. it is your responsibility to activate the necessary diversions to the Phone Number in order to use the Service; however, we will provide you with reasonable technical support and guidance (upon request) during normal business hours to assist you in setting up such diversions. We are not responsible for failures to use the Service that result from your failure to properly configure diversions, or from issues with your telecommunications provider that are beyond our reasonable control.
- (b) We do not take responsibility for the content or nature of any inbound calls to the Service, including and without limitation, any inbound calls from:
 - i. telemarketers and/or calls from promotional companies;
 - ii. callers who have dialled the number in error;
 - iii. callers who do not leave messages.

Such calls qualify as inbound calls and will result in usage charges as per your Service Application. You acknowledge that you have been informed of this charging policy and accept responsibility for all usage charges arising from inbound calls, regardless of their nature or content.

- (c) We make no representations or warranties regarding the content of information or messages received on your behalf from third party callers. However, we warrant that we will use reasonable care and skill in accurately recording and transcribing messages, and that the Service will be provided with due care and to a reasonable professional standard consistent with industry standards for phone answering services in Australia. We do not warrant that the Service will be entirely free of mistakes or defects, but we will use reasonable efforts to minimize errors and ensure the Service meets the specifications set out in your Service Application. Our liability for any breach of these warranties is limited to re-supplying the Service or, at our option, refunding the charges paid for the defective Service.
- (d) Subject to our obligations under the Australian Consumer Law and the Telecommunications Consumer Protections Code, we provide no warranty that we will be able to supply the Phone Answering Service at all times and we are not liable for any failure to provide all or part of any of the Service where such failure is due to circumstances beyond our reasonable control. If your Service provision is disrupted or does not meet your requirements, we will use our reasonable efforts to rectify the issue as soon as reasonably practicable but we will not be liable for any loss or damage you incur as a result of any delay in reinstating the Service, except to the extent such liability cannot be excluded by law.

3. 7 Day Cancellation Policy

- (a) Subject to our Customer Terms and upon a written request within 7 days of the Service Start Date, we may at our sole and absolute discretion allow you to cancel the Service without any Early Termination Fees.
- (b) The cancellation policy does not apply to the following:
 - i. existing and previous phone answering customers;
 - ii. Short Term answering services;
 - iii. customers with multiple phone answering services where only one is being cancelled;
 - iv. time based answering services, escalation services, and any services that include custom features such as appointment bookings, additional FAQs, or other bespoke functionality as specified in your Service Application;
 - v. customers that require Phone Answering Services for promotional and/or advertising campaigns.

- (c) Where a cancellation request is approved by us, we will credit your customer account with the following amounts within 14 days of approving the cancellation request:
- i. Service activation and connection fees;
 - ii. Service access fees;
 - iii. Any included monthly calls (plan dependent) incurred by the service within the 7 day period; however, you will remain liable for any usage charges for calls exceeding your plan's included monthly calls allowance, and for any premium services or additional features used during the 7 day period.