

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 K – Virtual Fax 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 Virtual Fax Service (“Service”).

2. Additional Terms

Where we supply you with Virtual Fax Services:

- (a) You acknowledge that you must have access to a computer with internet access to use the Service. A scanner is required to send faxes other than digital documents.
- (b) You acknowledge and agree not to use the Service for any other purpose than that for which it is intended, as determined by us in our reasonable discretion, having regard to the technical specifications and operational parameters of the Service from time to time.
- (c) You are responsible for keeping your account details such as your email address and password secure. To the maximum extent permitted by law, we will not and cannot be liable for any loss or damage arising from your failure to maintain the security of your account details, including any unauthorised access to your account. You are solely responsible for any use or abuse of the Service conducted using your account, whether authorised or unauthorised, and regardless of whether you have notified us of any security breach. Our liability for any loss or damage connected to account security is excluded to the fullest extent permitted by law, and notification of a security breach does not transfer responsibility for account use from you to us.
- (d) If we 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 only where required by regulatory or technical necessity, upon providing you with not less than 30 days' notice except in cases of

- genuine emergency or mandatory regulatory requirement where we will provide as much notice as reasonably practicable and will use reasonable endeavours to provide at least 14 days' notice;
- iii. upon termination of your Service, the Phone Number will be retained by us and may be allocated to another customer after a minimum quarantine period of 90 days. During the quarantine period, we make no representations regarding the handling of any faxes or other communications received to that number, and we shall bear no liability for any misdirected, undelivered, or lost faxes or communications sent to the number following termination of your Service.
- (e) We do not take responsibility for the content or nature of any fax transmissions sent or received using the Service, including and without limitation, any marketing material.
- (f) You warrant that the content of your sent messages will not infringe the copyright or other intellectual property rights of another person.
- (g) You warrant that all fax transmissions are compliant with the Do Not Call Register Act 2006 and the Telecommunications (Fax Marketing) Industry Standard 2021 and any applicable legislation in the recipient's location.
- (h) You warrant that you will use reasonable endeavours to ensure all fax transmissions sent using the Service are compliant with relevant legislation applicable to the transmission and location of the recipient. You acknowledge and agree to indemnify us from any third-party claims for compensation arising from transmissions that are unauthorised or fail to meet legislative requirements, to the extent such claims arise from your breach of this warranty and subject to our obligations under the Australian Consumer Law.
- (i) You must not transmit through the Service any content that is:
- i. abusive, harassing or obscene;
 - ii. unsolicited;
 - iii. illegal in Australia;
 - iv. illegal in any country to which the transmission occurs;
 - v. harmful code; or
 - vi. defamatory or offensive.
- (j) Subject to our obligations under the Australian Consumer Law and the Telecommunications Consumer Protections Code, we do not warrant that we will be able to supply the Service at all times and we are not liable for any failure to provide all or part of the Service where such failure is due to circumstances beyond our reasonable control, including but not limited to acts of God, war, terrorism, government action, telecommunications network failures (including those caused by upstream carrier outages, infrastructure damage, or third-party network events), cyber-attacks, or any other event or circumstance that is not within our direct and immediate control.

- (k) 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 and will provide you with regular updates on the status of the rectification. We will not be liable for any indirect, consequential, or special 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. Our total liability for any service unavailability is limited to a pro-rata credit of the monthly service fee for the period of unavailability exceeding 72 consecutive hours due to reasons solely within our control, provided you have notified us in writing within 48 hours of becoming aware of the outage. Such credit shall be your sole and exclusive remedy for any service unavailability and shall not exceed one month's service fees in any 12-month period.
- (l) You acknowledge that we may adjust certain aspects of the Service where reasonably necessary for technical, security, or regulatory reasons. We will provide you with reasonable notice in advance of any changes to the Service that may materially affect your use of the Service, except where immediate changes are required for security or legal compliance reasons, in which case we will notify you as soon as reasonably practicable after implementing such changes.
- (m) You indemnify us against any reasonable costs, expenses, loss or liability of any kind including any reasonable legal fees and costs, that may have directly been incurred by us (including as a result of a claim by a third party) resulting from, relating to, or arising out of:
 - i. any breach of these Terms by you;
 - ii. any content you post, send or otherwise contribute; or
 - iii. the use or misuse of the Service by you or any person using the Service, including any person who gains access to the Service through your account, whether authorised or unauthorised, and regardless of whether you have complied with any security obligations under this agreement.