

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 N – Inbound Call Tracking Service Schedule

1. Application

This This Service Schedule applies in addition to our Customer Terms, Policies and Critical Information Summaries when we supply you with an Inbound Call Tracking Service (“Service”).

2. Additional Terms

(a) Google Analytics Data

You acknowledge and agree that we and our Partner:

- i. collect and process online web session information and connect a phone call to this session information using Google Analytics data. You consent to this collection and processing of your data and the data of your end users;
- ii. push phone calls and data into your Google Analytics account as an Event via Measurement Protocol, which can then be triggered by a Goal and used in your conversion reporting. By collecting the Google CID we are then able to match the session information to calls. You acknowledge that this data processing may involve personal information and you consent to such processing in accordance with applicable privacy laws;
- iii. we store this session information for reporting purposes within the customer dashboard, as well as in your nominated Google Analytics accounts. You acknowledge that we may store this information in accordance with our data retention policies and you consent to such storage. We will handle this information in accordance with our Privacy Policy and applicable privacy laws.

(b) Google API Services

- i. You acknowledge and expressly consent to us and our Partner requesting access to authenticate over a secure connection to your Google data, in order to allow our Google Data Studio app to have access to create reports and statistics using your call tracking data.

- ii. You must have an account with us, and only admin access is available to request access to authenticate with Google user data.
- iii. We and our Partner will only connect to Google user data in order for you to retrieve your call tracking data via our secure API and app, and then display this in your Google Data Studio reports. We will not use this data for any other purpose without your express written consent.
- iv. Our use of information received from Google APIs will adhere to the Google API Services User Data Policy, including the Limited Use requirements. You acknowledge that our compliance with these policies is dependent on Google's terms and policies, which may change from time to time, and we accept no liability for any changes to Google's policies that may affect the Services.

(c) **General Terms**

- i. 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.
- ii. 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.
- iii. 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.