



ASX ANNOUNCEMENT

16 October, 2023

Norwood Systems Signs Group Master Supply Agreement (GMSA) with Singapore Telecommunications Limited (Singtel) and is slated to commence POC of Norwood's CogVoice Voicemail platform with Optus in Australia

Key Details:

- Norwood Systems has executed a Group Master Supply Agreement (GMSA) with leading telecommunications group Singapore Telecommunications Limited (Singtel), which includes Singtel's wholly owned subsidiary, Singtel Optus Pty Ltd (Optus) in Australia and which includes an agreement to complete a Proof of Concept (POC) using Norwood's CogVoice platform to demonstrate Voicemail capabilities.

Norwood Systems Ltd (ASX: NOR), a leading Communications Platforms as a Service (CPaaS) provider, is delighted to announce that it has entered into a Group Master Supply Agreement (GMSA) with the Singtel Group, Asia's leading communications technology group.

The GMSA creates a contractual framework under which Norwood can enter into agreements for future projects, with the Singtel Group companies including Optus, the first of which is the Voicemail POC using Norwood's CogVoice platform .

The objectives of the CogVoice Voicemail POC include showcasing interoperability with Optus's systems, as well as confirming support for essential voicemail functionalities.

Norwood's CogVoice platform serves as the company's primary engine for delivering advanced voice services to Communications Service Providers (CSPs). Norwood's CogVoice platform leverages the power of artificial intelligence (AI) and with its low-cost implementation, best-in-class latency, and 4G/5G compatibility, CogVoice is the ideal solution for Communications Service Providers (CSPs) of all sizes. See prior Norwood announcements dated 28 April 2023 and 31 July 2023 (being the Company's quarterly reports for 31 March 2023 and 30 June 2023).

Norwood's CEO and Founder, Paul Ostergaard gave his insights on this key step forward:

"The finalisation of this cornerstone agreement with Singtel Optus, along with the advanced CogVoice Voicemail POC, underscores Norwood's growing prominence in the global CSP landscape. The GMSA and POC are a testament to our collaborative partnership with Optus, and we're thrilled to arrive at an outcome that benefits both parties.

"Norwood is committed to building robust, impactful, long-term relationships within the CSP sector. We are charting a new course with CSPs, employing a business approach that illustrates how smaller vendors like Norwood can offer substantial Intellectual Property (IP) and platform solutions to address real challenges for CSP customers. We drive CSP value through close collaboration, introducing new avenues for revenue enhancement through innovative applications, whilst also offering alternatives to cut traditional operational costs via our cost-efficient CogVoice voicemail platform."

This announcement has been authorised for public release by Paul Ostergaard, CEO and Managing Director of Norwood Systems.

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About Norwood Systems

Norwood Systems is an Australian public company that offers novel and highly advanced cognitive AI platforms for voice and messaging capabilities to service providers, businesses, and consumers. Its CogVoice platform applications include Voicemail, Call Screener and Jobs Agent. Norwood's services are aimed at a diverse range of end-users from individual consumers and SOHO business users to larger communication service providers.

Since launching in 2014, Norwood has served over 6 million customers in 200+ countries and territories and 5000+ cities worldwide. The company was listed on the Australian Stock Exchange (ASX) in June 2015 and trades under the ticker symbol NOR.

About Optus

Optus provides communications and traditional telecommunications services to more than 11 million customers across consumer and business segments. We deliver award-winning 5G technology, provide world class connectivity and offer great services for customers – all with better value. BUT we are doing so much more. We are creating the telco for the future and ensuring that our customers' experience is best in class.

With Optus "telco in an app", customers can leverage technology in a way that transforms how they use their connectivity, making their lives easier. We call this the Optus Living Network – a menu of feature-rich services that bring the network to life in people's hands from the opportunity to pause the network, to donate unused data, dial-up your data and conduct a call in a different language.