

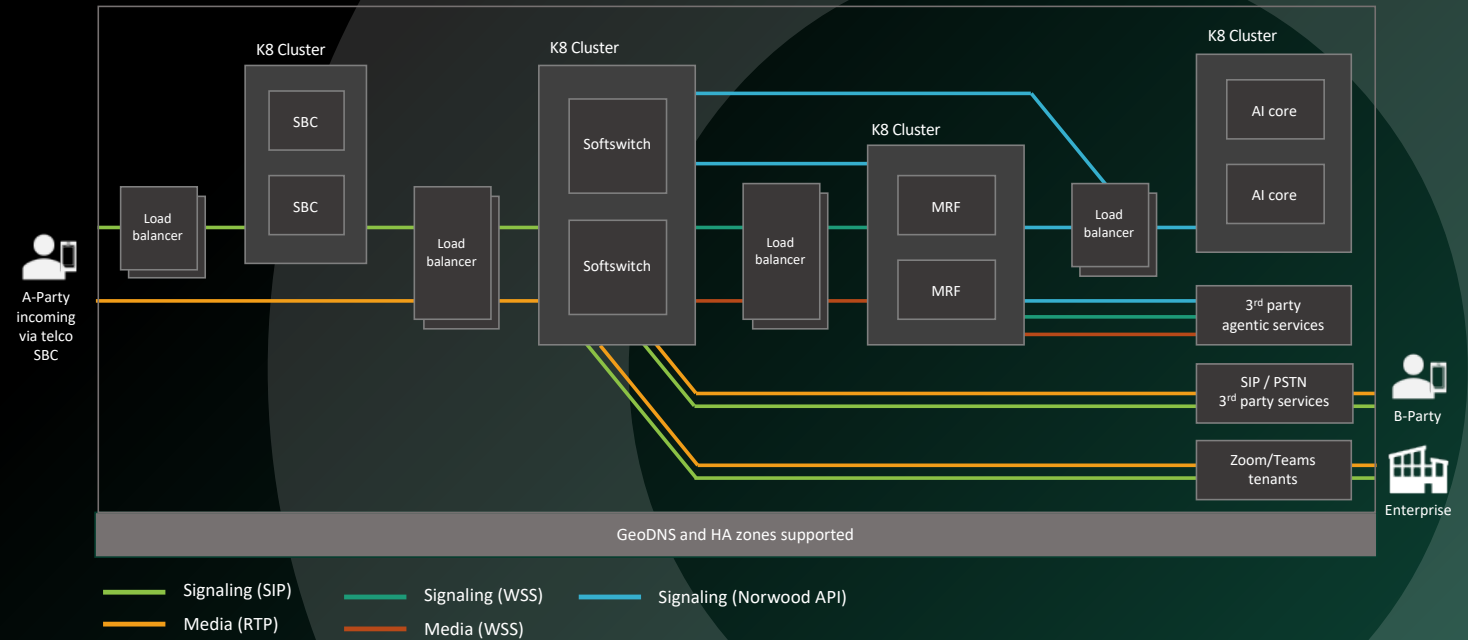
norwood

Intelligent Agentic Systems

CEO AGM Presentation

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Norwood: Driving Global CSP Innovation and Transformation in FY 2025

- ✓ Norwood is strategically positioned with a compelling portfolio of differentiated telco platform solutions and strong, well-established relationships with Communication Service Providers (CSPs) and hyperscalers across its core markets in Asia Pacific, North America, and Europe.
- ✓ Our integrated, three-region international sales operation is working seamlessly alongside hyperscaler account teams, driving an expanding pipeline of CSP opportunities across all regions.
- ✓ We are in advanced negotiations with multiple CSPs for production rollouts and significant proofs of concept, supported by active technical and sales engagements worldwide.
- ✓ With these opportunities on the horizon, FY 2025 is set to be a transformative year for Norwood, paving the way for global growth and innovation.



Norwood's 36-month share price history

Past 12 months: Platform Innovation and Product Advancements

✓ Platform Evolution

- Announced CogVoice **Open Services Media Gateway™ (OSMG)** with advanced media control, real-time transcription, fraud detection, and scalable agentic interfacing.
- Introduced the innovative **Agentic IVR™** system featuring natural language understanding, dynamic responses, and seamless CSP integration.
- Enhanced capabilities for real-time fraud detection, SIPREC-based inline call recording, multilingual transcription, and visual voicemail services.

✓ AI Innovation

- Expanded multi-engine speech-to-text processing and web socket support for dynamic media applications.
- Optimized platform scalability for higher concurrency, reduced latency, and cost efficiency in CSP deployments.
- Advanced fraud detection and call screening tools, leveraging machine learning for scam and spam prevention.

✓ R&D for Future Growth

- Progressed **Adversarial Agent** development to simulate challenging scenarios and enhance system robustness.
- Refined **Onboarding Agent** for streamlining user introduction to complex systems.

Past 12 months: Commercial Engagements and Strategic Partnerships

✓ Global CSP Engagements

- **Australia:** In final contract review with a Tier 1 CSP for a major CogVoice production rollout.
- **North America:** Piloting CogVoice OSMG with a Tier 1 CSP, bridging telecom core networks with AI services.
- **Europe:** Engaging with Tier 1 CSPs for paid Proofs of Concept (PoCs) in collaboration with Microsoft Azure CSP account teams.

✓ Hyperscaler Collaborations

- Partnering with Microsoft Azure and AWS, featuring multiple Azure Marketplace listings, including CogVoice OSMG.
- Presented at MWC Las Vegas and DTW Ignite Copenhagen with Microsoft, showcasing Azure OpenAI integrations and next-generation AI voice services.

✓ Expanding Sales and Market Development

- Integrated the sales team to target CogVoice and OSMG opportunities across APAC, North America, and Europe.
- Leveraged hyperscaler partnerships to enhance market reach and CSP engagements globally.

Past 12 months: Financial Growth and Operational Success

✓ Strong Year-end Financial Performance

- Achieved **30% year-on-year growth in customer receipts for FY2024**, with \$406,000 of receipts recorded in the September 2024 quarter.
- Secured **\$694,000 in R&D tax refunds** and accessed additional capital through expanded loan facilities.

✓ Sustainable CSP Partnerships

- Maintained a long-term contract with Spark NZ, achieving double-digit growth in voicemail subscribers.
- Continued collaborations with Optus and global Tier 1 CSPs to drive revenue growth and expand market presence.

✓ Commitment to Innovation

- Focused on bridging telecom core services with AI-driven innovations, closing CSP contracts, and positioning Norwood for a transformative FY2025.

Norwood: Current Core Product Market Segments

✓ **CogVoice Voicemail**

- An AI-enhanced voicemail platform offering real-time transcription, visual voicemail, and scam/spam detection, transforming traditional voicemail into a modern communication tool. Seamlessly integrates with CSP ecosystems, including Apple Visual Voicemail, to enhance user experiences and unlock new revenue streams.

✓ **CogVoice Open Services Media Gateway (OSMG)**

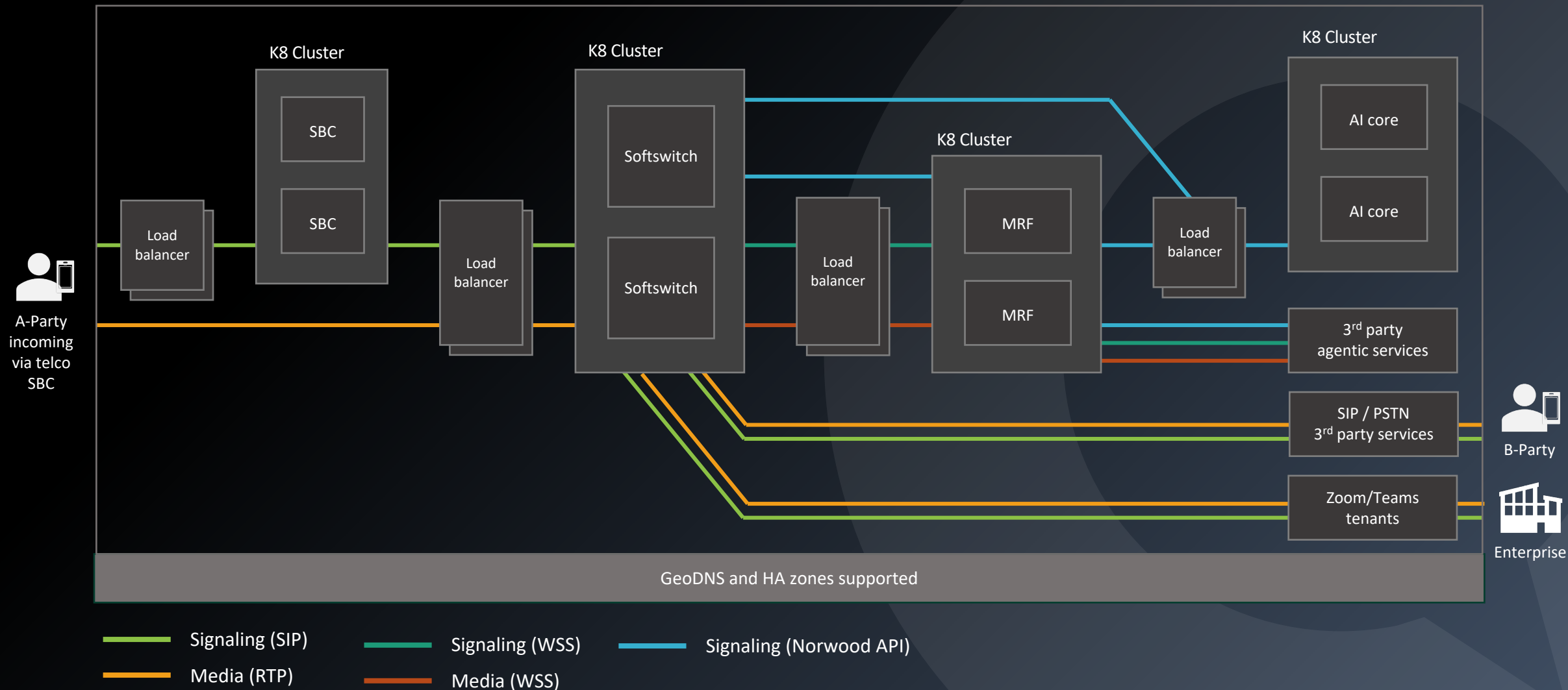
- A cutting-edge network platform bridging legacy 4G/5G systems and AI-driven voice applications. Features real-time media processing, SIPREC call recording, and support for modern interfaces like REST and web sockets. Deployable in cloud or on-premises environments, OSMG empowers CSPs to deploy next-gen voice services rapidly.

✓ **Agentic Services on OSMG**

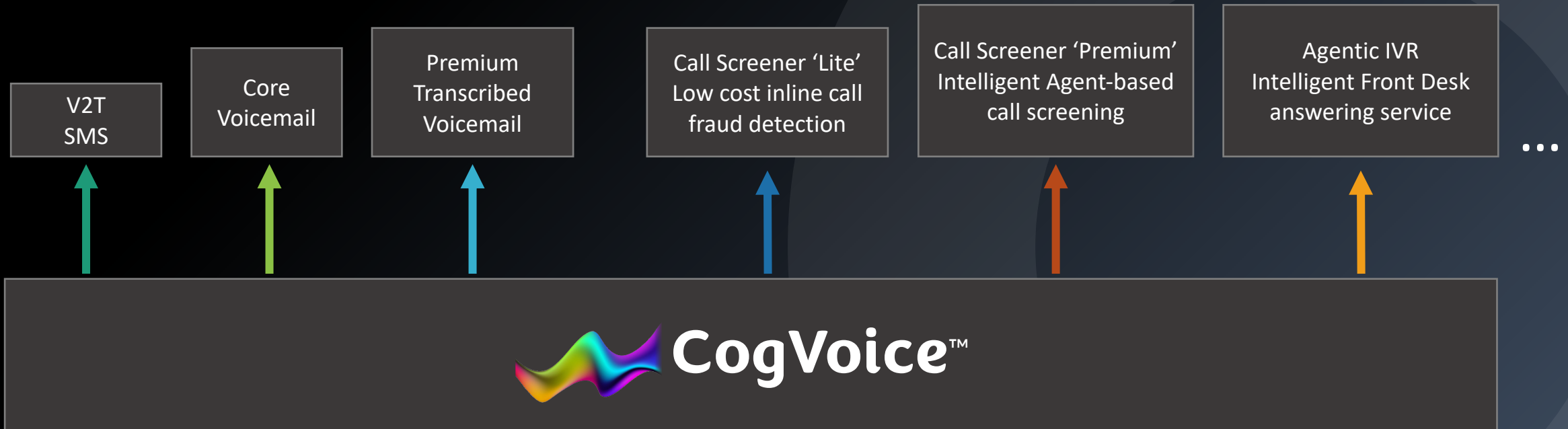
AI-driven applications enhancing customer interactions, including:

- Agentic IVR™ for natural language call handling.
- SME Assistant™ for automated call routing and transcription.
- Fraud Prevention with real-time detection leveraging OSMG's media forking capabilities.

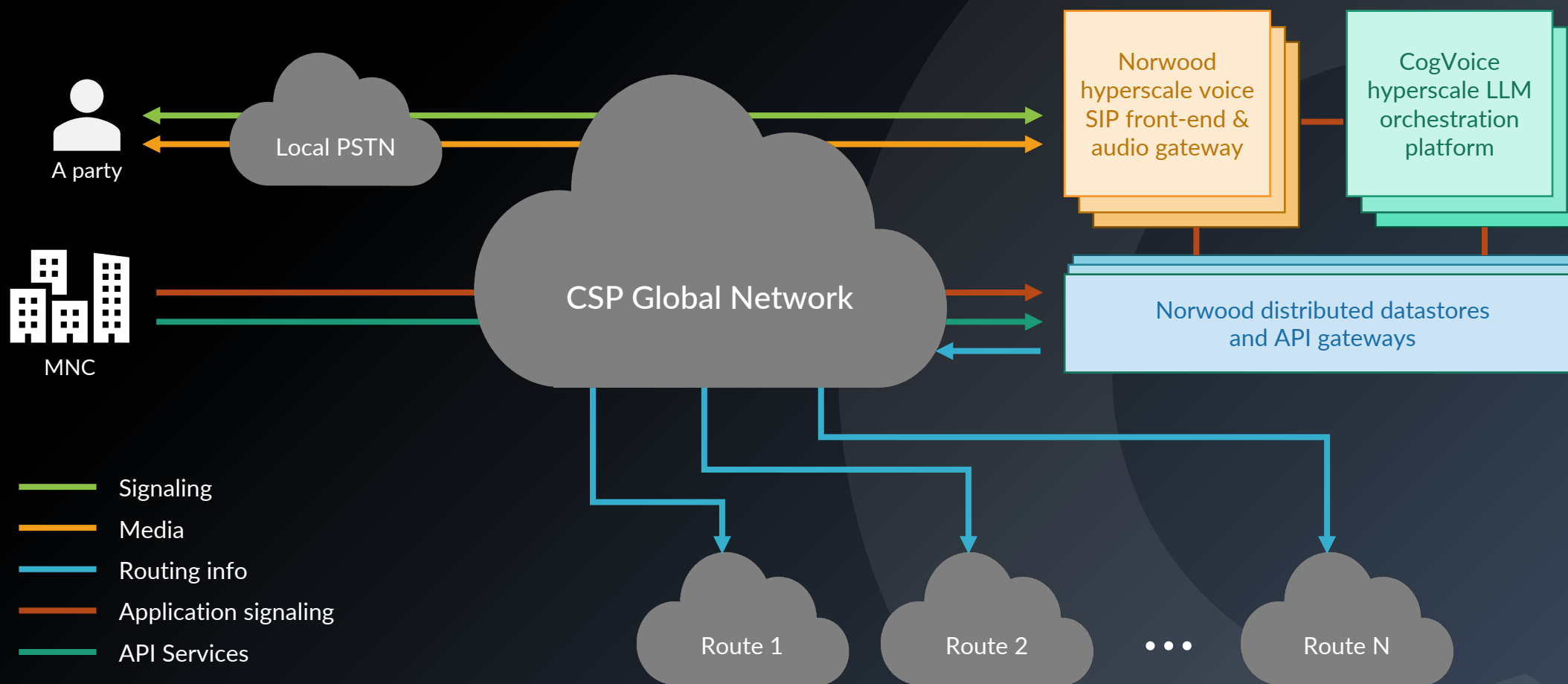
CogVoice Open Services Media Gateway (OSMG) Architecture



CogVoice Applications



Example: High-level **CogVoice** Agentic IVR™ Architecture



The Norwood Story



Decade of Award-winning
Innovation in Scalable
Cloud Communication
Platforms



Publicly Listed on the
ASX (ASX:NOR)



Transforming Core and
Emerging CSP Services
with High-Impact
Solutions



Expanding Reach Across
North America, Europe,
and Asia-Pacific CSP
Markets



Pioneering AI-Driven
Agentic Services and
Platforms for CSPs

Driving Global Connectivity with
Scalable Cloud OTT Voice Services

2012 – 2018

Boosting Subscriber Loyalty with
CSP Value-Added Service Platforms

2018 – present

Delivering Sustainable Growth with
AI-Powered CSP Platforms and Apps

2021 – present

Summary: Momentum and Opportunity

✓ Strong FY24 Performance

- Achieved 30% YoY growth in customer receipts, with a growing global pipeline.
- Launched CogVoice OSMG and a range of agentic services, attracting strong global interest.

✓ Major Contracts on the Horizon

- In advanced negotiations with an Australian Tier 1 CSP.
- Ongoing pilot with North American Tier 1 CSP and PoC discussions in Europe.

✓ Strengthening Relationships

- Deepened partnerships with Microsoft Azure and AWS, leveraging co-selling initiatives and Azure Marketplace listings.
- Continued growth in the long-term Spark NZ contract with double-digit subscriber growth.

✓ OSMG – A Breakthrough Platform

- Bridges legacy telecom networks with next-generation AI-powered services.
- Key enabler for scalable, innovative voice applications transforming CSP operations and subscriber experiences.



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