

ANNOUNCEMENT

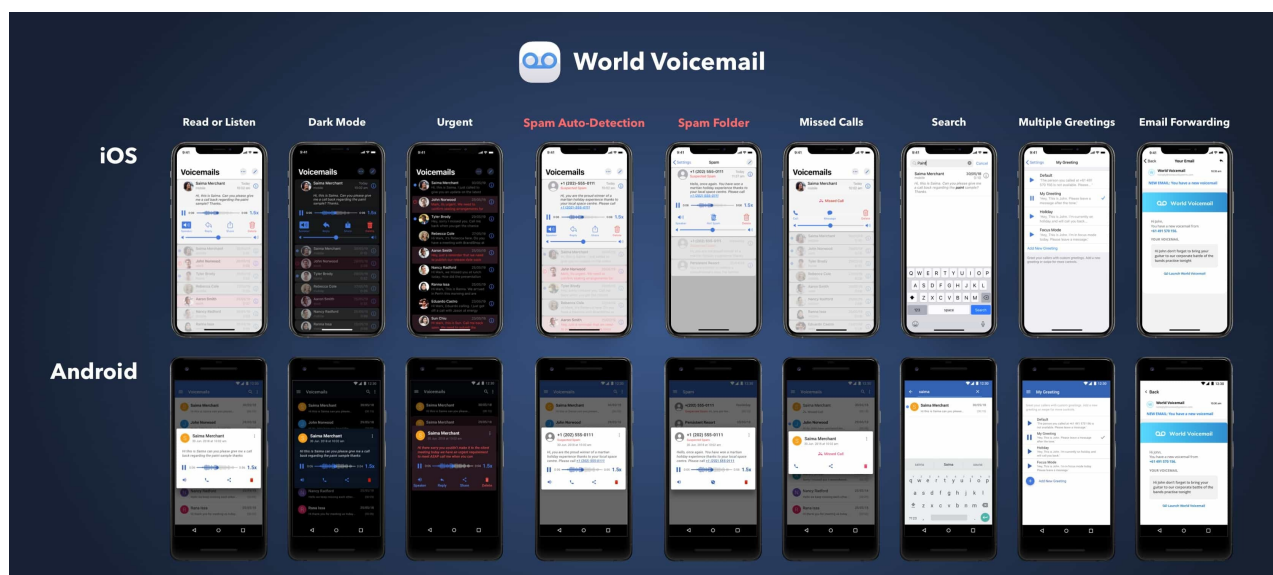
22 December 2021

Norwood releases World Voicemail Version 4.0, featuring greatly improved advanced voice transcription

Delivering significant advancements in transcribing end-users' received voicemails

Highlights

- World Voicemail Version 4.0 builds on earlier releases, with today's major release adding support for a new, significantly improved, AI-powered speech-to-text transcription engine.
- Norwood Systems is targeting the \$1 billion telco voicemail market through both direct telco sales and telco vendor partnerships.
- Key features of the new release include improved sentence-level transcriptions, highly accurate transcription of people's names (proper nouns), better detection of voicemail sentence structure, reduced sensitivity to callers' accents, and new support for safe content moderation for potentially sensitive transcriptions.
- Norwood's World Voicemail telco-scale platform architecture features "continuously available" service delivery technologies, using cutting-edge server and distributed database technologies to scale to more than 100 million subscribers per telco.
- Telco-grade scalability, availability and redundancy capabilities are built-in as standard.



The fully featured and scalable World Voicemail telco service platform

"Communication as a Service" pioneer Norwood Systems Ltd ("Norwood" or the "Company") (ASX: NOR) is pleased to announce the launch of World Voicemail Version 4.0 for telcos and consumers, delivering a radical step up in transcription accuracy, context-detection, and safety, through Norwood's and its partners' advanced machine learning and transcription technologies.

The World Voicemail Version 4.0 platform, developed internally by Norwood, is the result of many months of engineering effort and investment by the Company. The new release is in line with the Company's focus on delivering the world's best possible transcribed voicemail experience for telco operators and consumers worldwide.

Norwood has again raised the bar on telco-class voicemail platform performance benchmarks, by delivering deep improvements in the World Voicemail platform's overall voice transcription capabilities. These improvements dramatically enhance the contextual value of transcriptions compared to those based on older transcription technologies, whilst also greatly improving the recognition of people's names in message transcriptions and delivering further new capabilities, such as content safety filters. The net result is an extremely high-quality and consistent voicemail transcription experience, making it easier than ever for end-users of Norwood's voicemail services to understand the accurate context of voicemails that have been left for them.

This launch represents further significant progress for Norwood's vision to bring new innovations and value to the inbound call completion segment of the telco market, particularly noting that Norwood's best-in-class voicemail service will also perfectly complement Norwood's forthcoming Aïda intelligent assistant service.

The launch of Norwood's World Voicemail Version 4.0 platform and associated core technologies enable Norwood to deliver significant additional utility and differentiation in the worldwide telco voicemail market. For end-users, World Voicemail Version 4.0 with its new advanced transcription features will also be available for download this week on both the Apple App Store and Google Play Store for iOS and Android users, respectively, subject to App Store approvals.

The World Voicemail Apps already receive excellent user ratings, as evidenced by the consistent 4+ ratings on the Apple App Store.

iOS App Ratings and Reviews

[All Countries or Regions ▾](#)



Norwood is currently actively engaging in commercial discussions with a number of prospective telco vendors and prospective telcos for both World Voicemail and Aïda. These engagements are currently focusing on securing internal approvals inside the counterparties for draft commercial agreements of various forms depending on the nature of the respective engagement. The Company expects that these commercial engagements will continue following the Christmas break and the Company is looking forward to potentially announcing further material progress on one or more of these potential relationships during the upcoming calendar quarter.

Norwood's CEO and Founder, Paul Ostergaard, commented:

"With this new long-awaited release of World Voicemail, we are significantly enhancing the quality of our World Voicemail offering to telcos and their subscribers, which already was world-class. Our new advanced transcription capabilities deliver a real step up in the platform's transcription quality, and I could not be happier with the progress that the team has made in this area, following many months of intensive research and development.

"By relentlessly focusing on improving the World Voicemail platform, we have further solidified Norwood's position as the vendor of the world's most advanced transcribed visual voicemail service platform for telco operators. We believe that World Voicemail's improved transcription capabilities, complementing its existing class-leading feature set, will see strong interest from telcos who are looking for something new and useful when contemplating refreshes of their existing, ageing voicemail platforms.

"We have also demonstrated our ability to grow our revenue streams and opportunities with major telcos over longer periods of time. Norwood intends to continue capitalising on this value and the associated ongoing learnings in dealing with telcos going forward into the New Year.

"The Company wishes all shareholders, customers and partners a safe and peaceful Christmas break."

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Company: Paul Ostergaard , CEO & Founder Office: +61 8 9200 3500 Web: www.norwoodsystems.com Twitter: @norwoodsystems	Media & Investor Relations: Shane Murphy , FTI Consulting Office: +61 8 9485 8888 email: shane.murphy@fticonsulting.com Mobile: +61 420 945 291 Twitter: @ShaneWMurphy
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About Norwood Systems

Norwood Systems Ltd (ASX: NOR) is revolutionizing mobile communications services through its pioneering award-winning cloud-native mobile services platforms and associated Apps.

The Company's breakthrough offerings deliver App-mediated connectivity, knowledge, and intelligence services. Norwood's products and services are targeted at a broad spectrum of prospective customers from individuals through to telcos, large enterprises, and government agencies.