

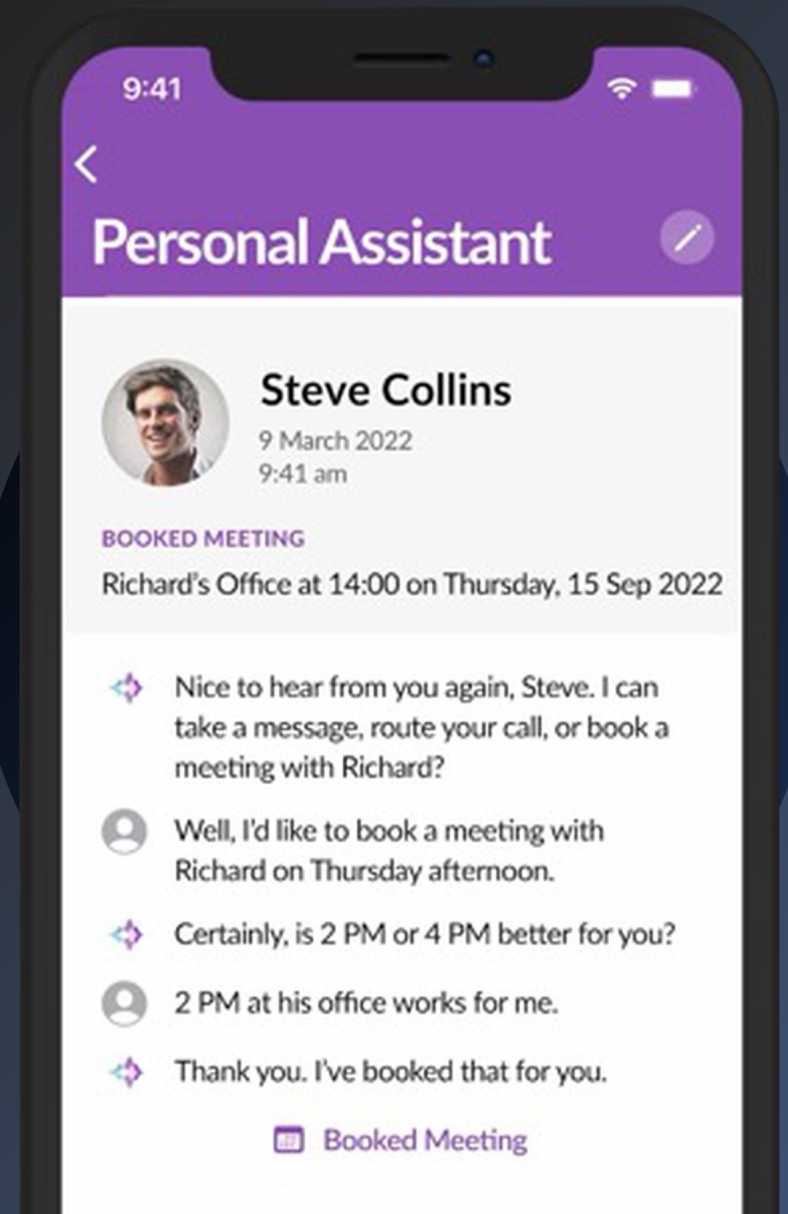
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Intelligent voice network services

CEO AGM Presentation

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23 November 2022



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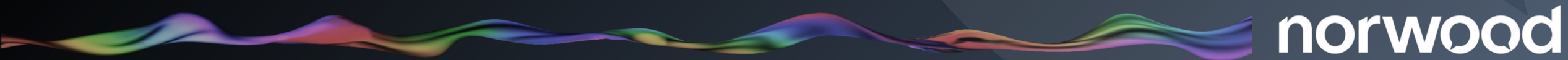
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Key Performance Indicators over the past 12 months

Compared to 12 months prior:

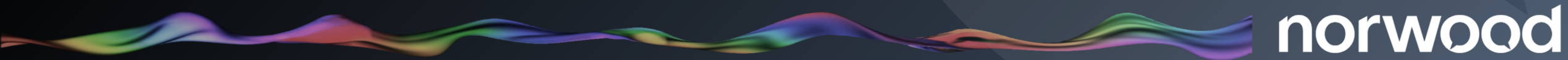
- ✓ Financial position is more robust with an improved P&L and balance sheet.
- ✓ Share price is at a 12-month high.
- ✓ New cornerstone investor and director – Dr John Tarrant, ownership 18.39%.
- ✓ Significant leadership depth featuring an engaged, renewed board with experienced practitioners.
- ✓ Demonstrated product/market fit in a major, breakthrough new market space.
- ✓ Improved propositions have led to strong pipelines for sales to major CSPs and partners.



Norwood 12-month share price history

Commercial & engineering results over the past 12 months

- ✓ Engineering focus on completing the initial development of CogVoice™, Norwood's new Cognitive Voice Services platform that helps Communications Service Providers (CSPs) to re-monetise their voice networks.
- ✓ Commercial focus on productising and market testing three key "CogVoice Applications", based on the underlying CogVoice platform, to be readily deployable in CSP networks.
- ✓ Achieved a successful outcome from a live Proof of Concept (PoC) with an Australian Tier 1 CSP for the first CogVoice application. Now in discussions with that CSP for the productisation phase of that service.
- ✓ Developed a new strategic global partner relationship with Infosys, a global system integrator, winning projects in Europe and Australia, including the Tier 1 CSP PoC referenced above.
- ✓ Renewed contract terms with Spark NZ with updated pricing covering the next three years, attesting to the strength of Norwood's ongoing relationship with Spark.
- ✓ Ramped up outbound business development activities targeting further CogVoice engagements with CSPs and strategic partners in Australia, North America and Europe.



The Norwood Story



Long track record of delivering scalable cloud-native voice and messaging services



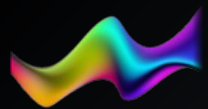
An innovator in delivering high-quality network-powered user experiences



Addressing a sizable global market with global partners



Pioneering AI call engagement platforms for CSPs and partners with a differentiated, low-cost focus

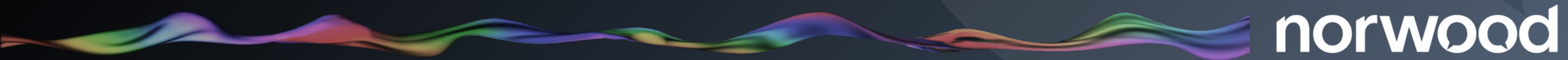


CogVoice – Re-inventing how CSPs monetise their voice networks

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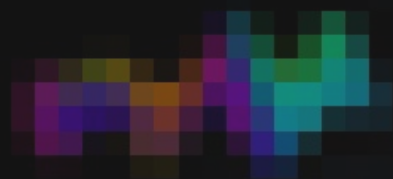


1. **A revolutionary new AI voice platform**
Enabling Operators to deliver differentiated **cognitive voice engagement applications.**
2. **Breakthrough voice dialog performance**
Near-flawless natural language fluidity and intent detection when engaging with callers.
3. **Designed for mass adoption and scale**
Low-cost, hyper-scale & 4G /5G compatible, supporting high-volume operator use cases.

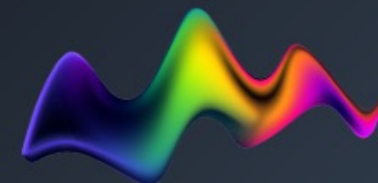


Re-monetizing Voice

CogVoice powers differentiated, high-value voice applications



**Not currently public for
commercial confidentiality reasons.**



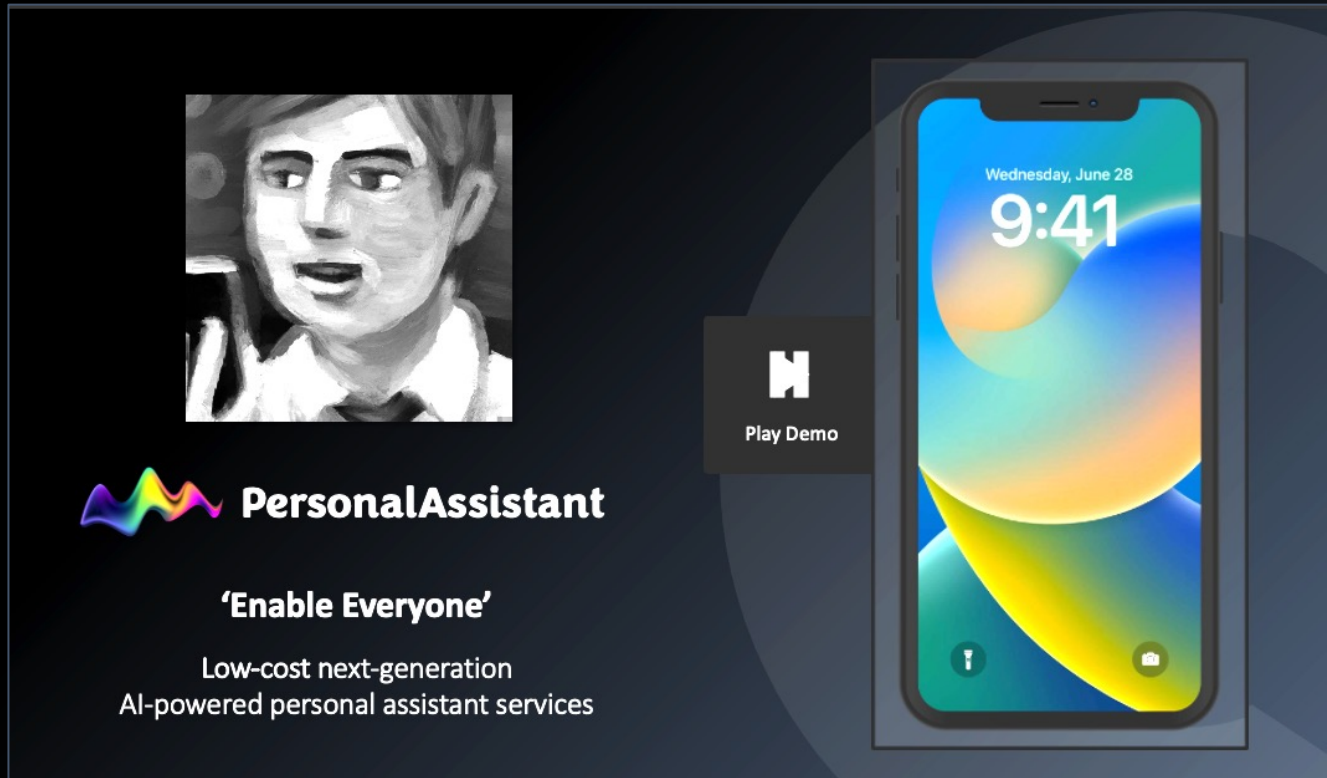
PersonalAssistant™

'Enable Everyone'

Low-cost next-generation
AI personal assistant services

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The opportunity for CSP conversational AI platforms



- ✓ A greenfield, aka Blue Ocean*, market opportunity.
- ✓ Strong CSP interest and alignment on Norwood's CogVoice propositions, with multiple ongoing engagements.
- ✓ A unique and difficult-to-imitate solution to what we increasingly understand to be a critical and universal set of CSP challenges.
- ✓ Credible references and track-record position Norwood well to deliver new CogVoice services to addressable CSPs.

* <https://www.blueoceanstrategy.com/what-is-blue-ocean-strategy/>



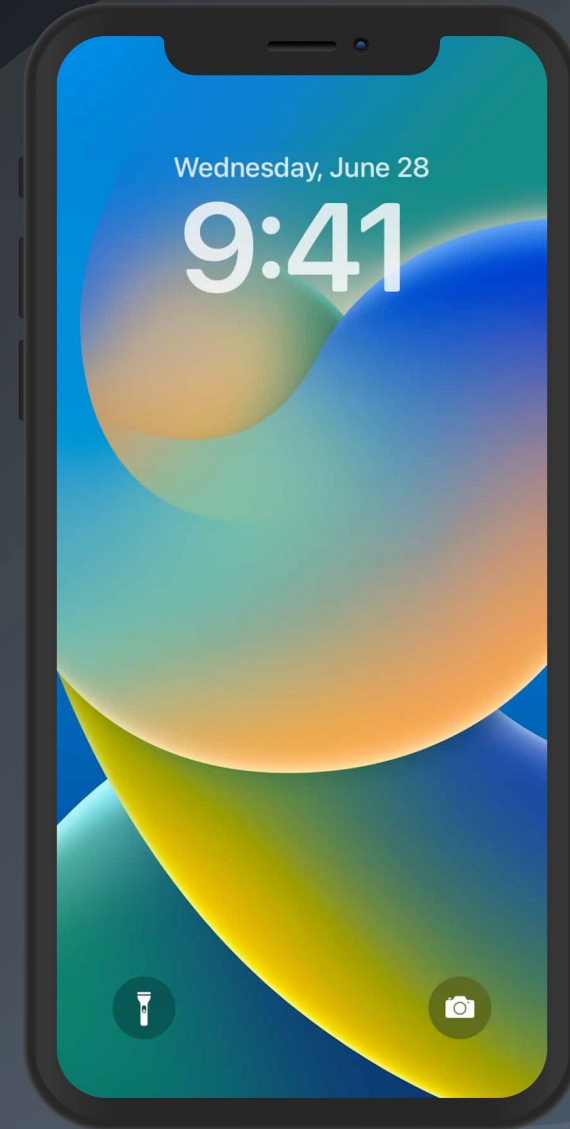
PersonalAssistant

'Enable Everyone'

Low-cost next-generation
AI-powered personal assistant services

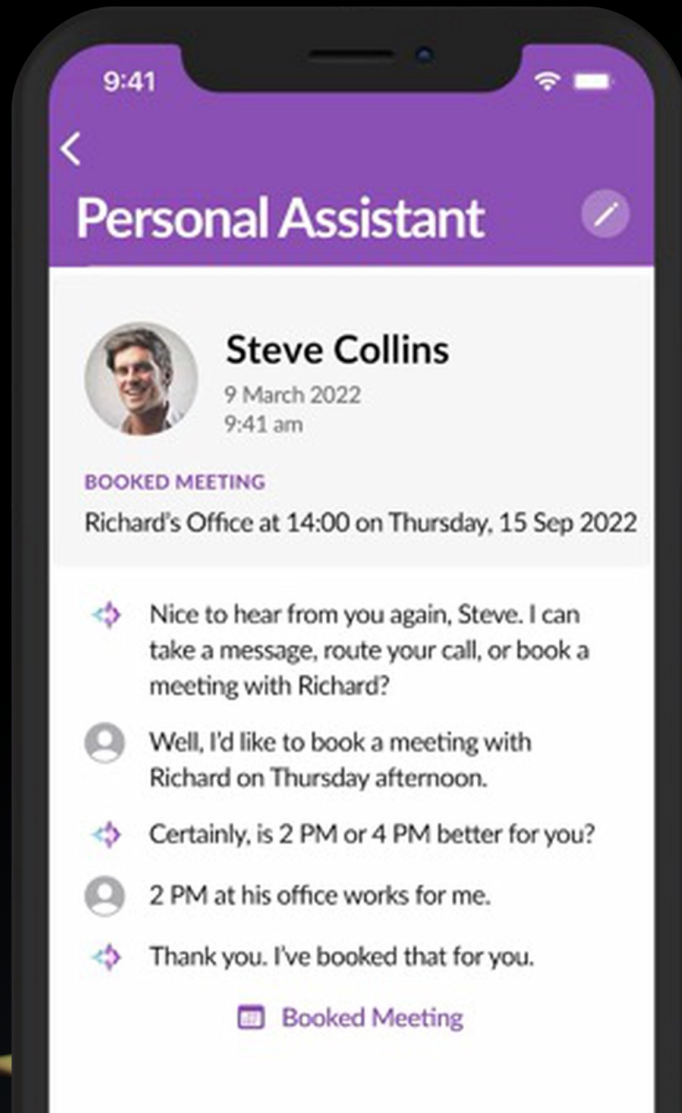


Play Demo



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CogVoice is the future of CSP inbound call completion



PersonalAssistant – a powerful AI Digital Assistant

A low-cost, ultra-high-quality virtual conversational agent that can field calls for CSP subscribers, ensuring important call requests are handled immediately by PersonalAssistant.

PersonalAssistant can assist with:

- Call screening
- Taking messages
- Call forwarding, scheduling appointments
- Other EA/PA style tasks that a human assistant would normally perform

Summary

- ✓ Greatly improved financial metrics and rising share price.
- ✓ Refreshed & impactful board leadership team.
- ✓ New cornerstone investor.
- ✓ Refreshed the long-term contract with Spark NZ.
- ✓ Successfully delivered the first CogVoice Application Proof of Concept to an Australian Tier 1 CSP.
- ✓ Near-term focus is to conclude the productisation discussion with that Tier 1 CSP for Norwood's first CogVoice Application roll-out.
- ✓ Strong pipeline for future sales of CogVoice applications to the global CSP market.





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Intelligent voice network services