

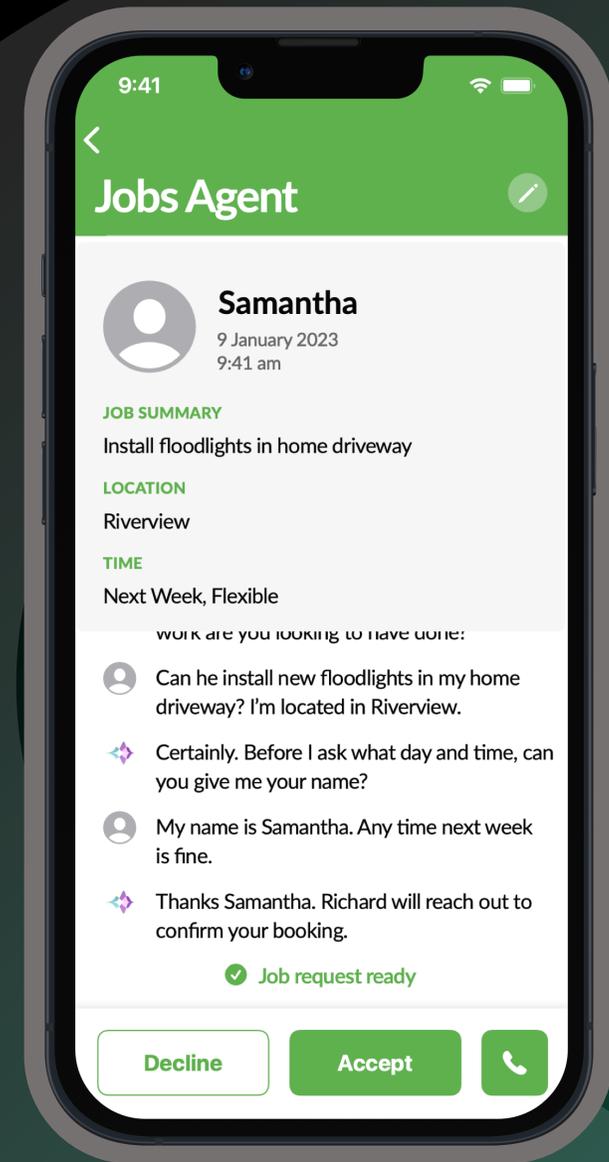
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Intelligent agentic services

CEO AGM Presentation

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Key Performance Indicators over the past 12 months

- ✓ Norwood is in a better financial position than at any time in the previous 36 months, both in terms of balance sheet and CogVoice™ pipeline value.
- ✓ Share price is near a 46-month high.
- ✓ Board & advisor/leadership team delivering value, positioning the Company for growth.
- ✓ International expansion of sales team mid-year is now delivering significant prospect pipeline in North America and Europe.
- ✓ Commercial relationship with Optus commenced, punctuated by the recent successful execution of the Optus CogVoice Platform Proof of Concept (PoC).



Norwood's 24-month share price history

Commercial & Engineering Results over the past 12 months

- ✓ Launched two CogVoice™ platform agents, CogVoice Call Screener™ and CogVoice Jobs Agent™, receiving positive feedback and interest from Communication Service Providers (CSPs) around the world.
- ✓ Executed a successful live PoC with Optus for a broad-ranging test of CogVoice's platform and integration capabilities. Expecting to enter discussions for productisation and potential roll out in the New Year.
- ✓ Continued to develop strategic global partner relationships with Amazon Web Services (AWS), Microsoft Azure and Infosys, all global cloud providers or global system integrators.
- ✓ Continued our long-term contract with Spark NZ for Spark Voicemail, with the underlying number of subscribers using the service continuing to grow steadily through the year at a double-digit % rate.
- ✓ Ramped up outbound business development activities, significantly enlarging our sales team with a number of highly experienced sales professionals to target further CogVoice engagements with CSPs and strategic partners across APAC, North America and Europe.

In 2023, global interest in conversational AI and 'Gen AI' exploded with **ChatGPT**

Despite the hype, however, Gen AI by itself is just “tech”!

To become meaningful for CSPs, Gen AI needs to be wielded as **an enabler for valuable new end-to-end Gen AI propositions.**



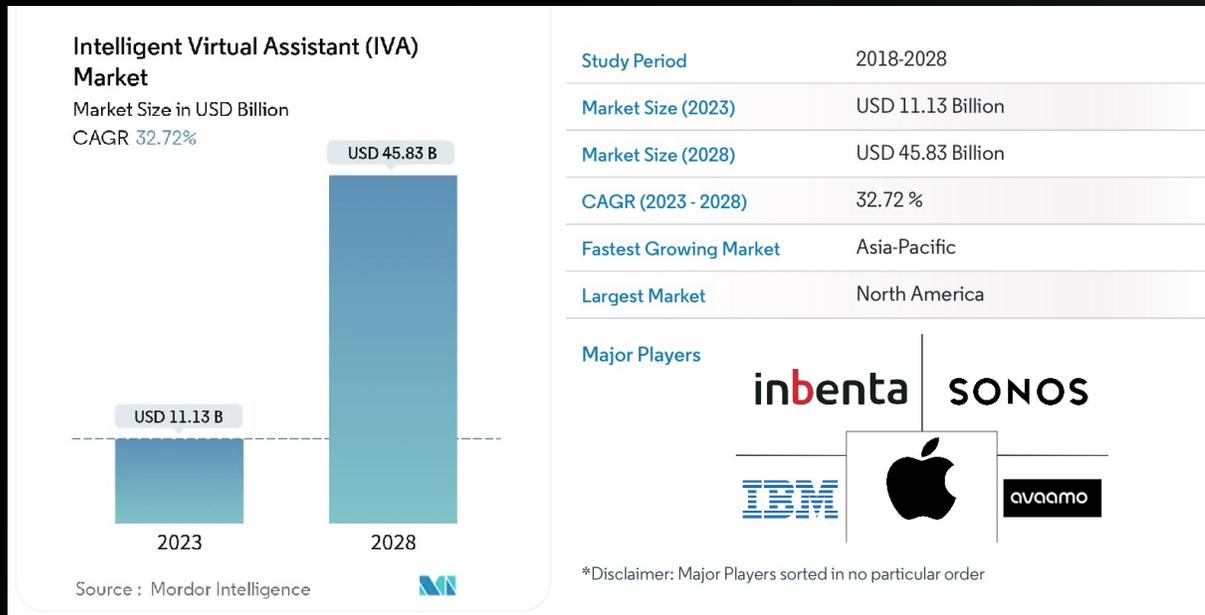
Norwood understood the potential impact of Gen AI on CSP voice services **some 2 years earlier than virtually all others in the telecoms market.**

The company is now 30 months down the curve on building a portfolio of advanced AI 'agentic' services for CSPs and other large entities.

AI Agents represent a highly dynamic and growing market

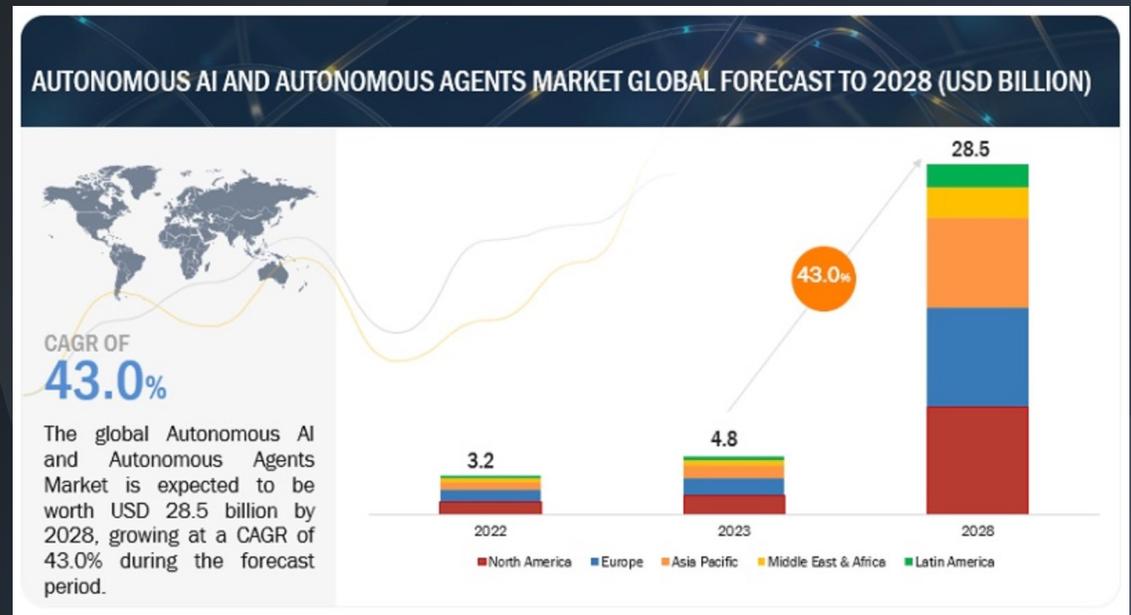
The proxy reports below suggest that the market for advanced agentic systems is growing rapidly and has a huge potential for value creation and innovation.

Personal virtual assistant proxy report



Source: Mordor Intelligence

Autonomous agent proxy report



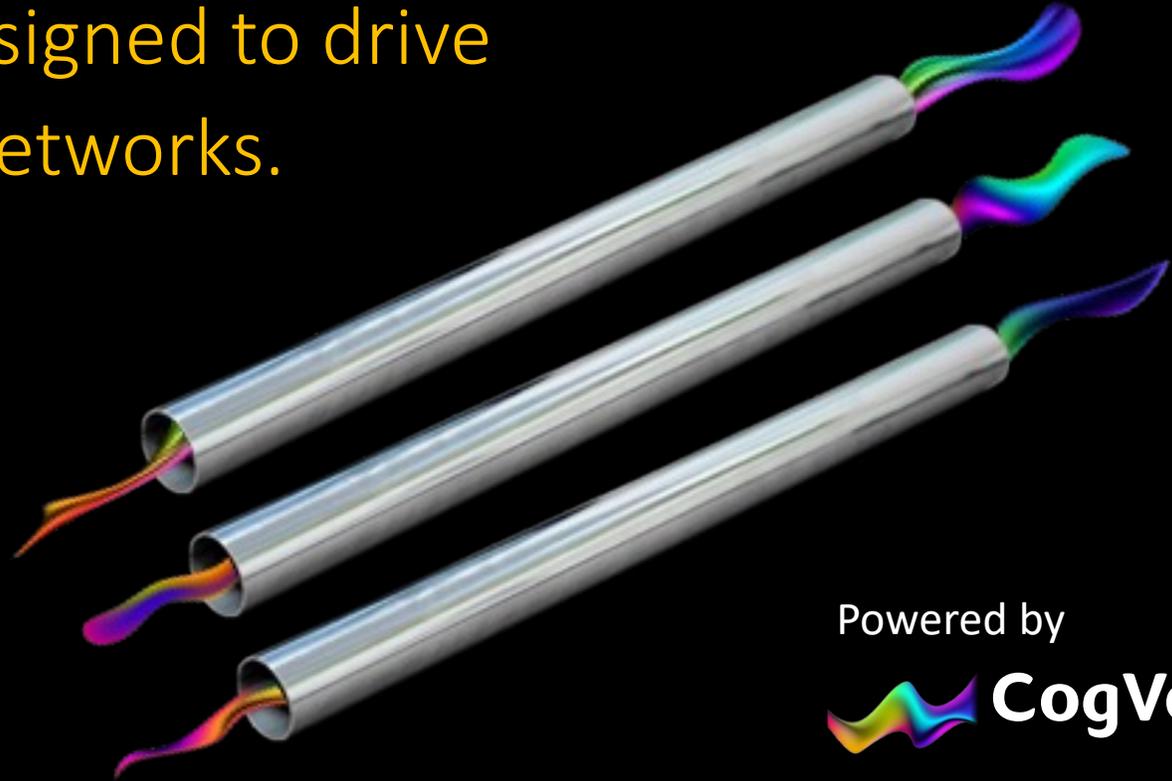
Source: marketsandmarkets.com



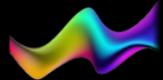
1. **A revolutionary new AI Agent platform**
Enabling Operators to deliver differentiated, low-cost **cognitive AI agent applications.**
2. **Breakthrough dialog performance**
Near-flawless natural language fluidity and intent detection when engaging with callers.
3. **Designed for mass adoption and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

CogVoice – a ‘Revenue Lift’ Driver for CSPs

CogVoice Agents are designed to drive **re-monetization** of CSP networks.



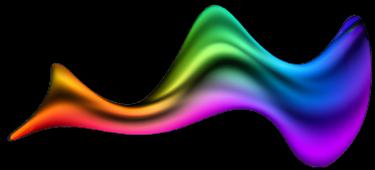
Powered by

 **CogVoice**

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Strategy: Pre-developed, High-value Voice Agents

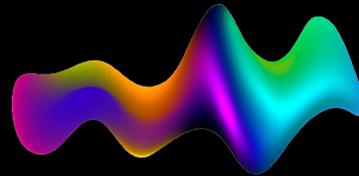
CogVoice powers differentiated, **end-to-end** Voice Agents



CallScreener™

'Enhanced subscriber safety'

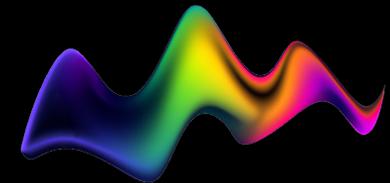
A network security layer that screens for scammers and spammers



JobsAgent™

'Never miss a gig'

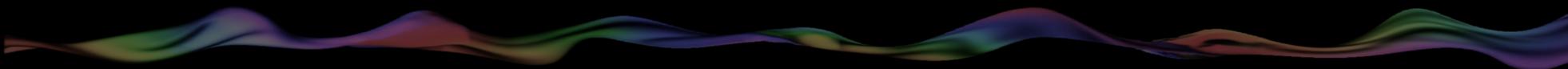
Handle inbound job requests for SOHO / Small Biz tradespeople



PersonalAssistant™

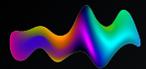
'Enable Everyone'

Low-cost next-generation AI personal assistant services



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The Opportunity for SOHO/SMB Voice Agents



JobsAgent

'Never miss a gig'

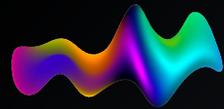
Handle inbound job requests for
SOHO / Small Biz tradespeople



Play Demo



- ✓ Over the past year we have seen a very high level of interest in our CogVoice Jobs Agent proposition from CSPs in North America, Europe and APAC.
- ✓ A unique and difficult-to-imitate solution that CSPs can use to deliver value to the SOHO/SMB sector.
- ✓ Credible references and track-record position Norwood well to deliver such new CogVoice services to addressable CSPs.



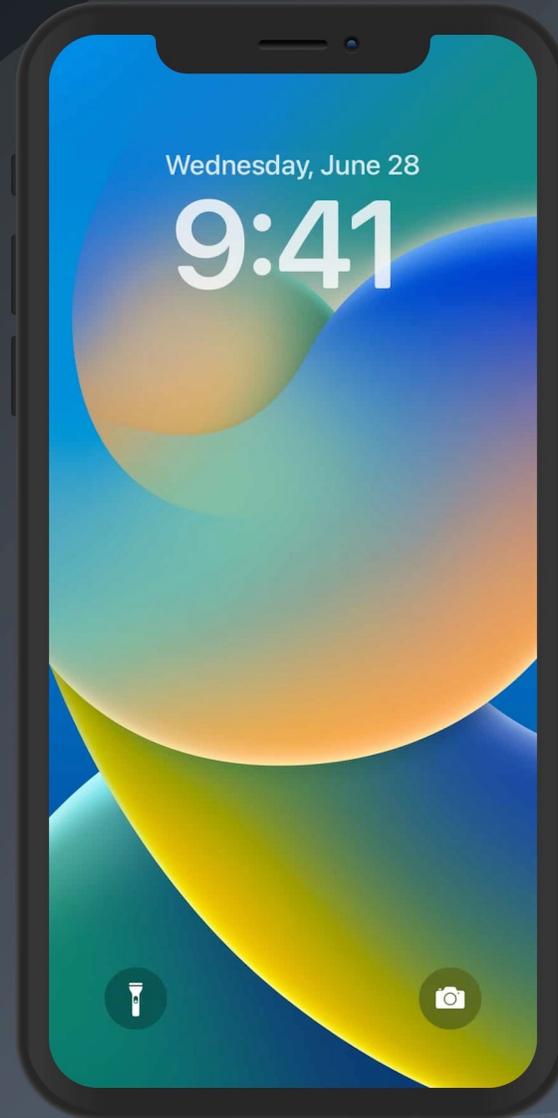
JobsAgent

'Never miss a gig'

Handle inbound job requests for
SOHO / Small Biz tradespeople



Play Demo



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The Norwood Story



Decade of experience building scalable cloud comms platforms



Public Australian company (ASX:NOR)



Value-added offerings targeting new and legacy CSP services



Focusing on CSPs in North America, Europe and APAC



Developing a competency in advanced AI-powered 'agentic' services for CSPs

Over-The-Top (OTT) Global Voice Services

2012-2018

CSP Value-Added Services

2018-2021

CSP AI Agent Services

2021-2023

Summary

- ✓ Greatly improved balance sheet and rising share price.
- ✓ Two core CogVoice Agent applications launched in 2023, to a highly positive international reception by large and small CSPs.
- ✓ Successfully executed on the first CogVoice Platform Proof of Concept for Optus.
- ✓ Continued to grow the long-term contract with Spark NZ.
- ✓ International sales expansion underway, fuelling pipeline growth for future sales of CogVoice applications to the global CSP market.
- ✓ The firm remains very bullish on its prospects in 2024 and beyond.





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