ASX ANNOUNCEMENT

17 December 2024

Norwood Systems Launches OpenSpan: The Next Generation AI Voice Platform for Communication Service Providers

Norwood Systems (ASX: NOR), a leader in AI-powered telecoms voice technologies, is proud to announce the launch of **CogVoice OpenSpan™** (OpenSpan), a cutting-edge AI voice platform built on **Microsoft Azure.** OpenSpan equips Communication Service Providers (CSPs) with the tools to rapidly and seamlessly modernize and monetize their voice services using new AI-powered features and functionality.

Building on a strong foundation of collaboration with Microsoft, Norwood Systems has continued to expand its collaboration in AI-driven voice technologies. Earlier this year, Norwood announced its **Strategic Microsoft Azure OpenAI Service Integration Initiative**, leveraging Azure OpenAI Service and Azure AI Speech to develop next-generation agentic voice applications for CSPs (refer ASX Announcement on 19 June 2024). This integration laid the groundwork for the OpenSpan platform, ensuring seamless interoperability and scalability for advanced voice services on Azure.

Transforming CSP Voice Networks with AI-Powered Voice Services

OpenSpan addresses a critical gap in CSP networks: while traditional CSP core infrastructures are optimized for reliability and scalability, they generally lack the flexibility to natively support emerging AI-powered applications. At the same time, new AI-powered voice services often lack the native integration required to function seamlessly at scale within CSP core environments.

OpenSpan bridges this gap by leveraging Azure's global scale, high-performance AI services, and secure cloud infrastructure, combined with **Norwood's proprietary expertise in real-time, scalable, cloud-based media handling and manipulation**, to connect CSPs' existing networks to advanced, in-line AI-powered voice applications. This enables CSPs to integrate real-time voice intelligence seamlessly into their networks, unlocking unprecedented capabilities such as fraud detection, live translation, and automated call summarization.

How OpenSpan Delivers

- **AI-Powered Intelligence:** OpenSpan integrates seamlessly with Azure AI Speech and Azure OpenAI Service to power advanced inline voice applications like **in-call fraud detection, live translation, and automated call summarization**. By way of example, as an Azure cloud-hosted core network Application Server supporting seamless 'call hair-pinning' capabilities,

OpenSpan enables CSPs to deliver a range of new, smarter, in-line value-added voice services, potentially enriching every voice call in real time.

- **Effortless Deployment**: OpenSpan's open and modular architecture facilitates seamless, low-friction integration with existing CSP networks. Designed for compatibility with 4G/5G SIP-IMS cores and Diameter signalling environments, it streamlines deployment processes by reducing architectural complexity and minimizing implementation timeframes.

- **Flexible Monetization**: CSPs can monetize both legacy services and new AI-driven offerings through an open services-based architecture, along with customisable pricing models, ensuring long-term revenue growth.

- **Scalability at the Core**: Built to handle CSP-scale operations, OpenSpan supports carrier-grade volumes of concurrent call sessions and integrates effortlessly with other scalable Azure-based services.

Empowering CSPs to Lead the AI Revolution:

OpenSpan, powered by Azure, is designed to help CSPs unlock new revenue streams, enhance customer engagement, and accelerate the deployment of AI services. Key benefits include:

- **Enhanced Service Offerings:** OpenSpan enables CSPs to monetize both legacy voice and new AI-driven services.

- **Shortened Time-To-Market:** OpenSpan's open and scalable architecture supports the rapid integration of either Norwood's CogVoice offerings or third-party AI offerings.

- **Future-Proof Architecture:** Scalable design that supports the integration of evolving AI capabilities without disrupting network stability.

- **Flexible Deployment Options:** OpenSpan is now commercially available on the Azure Marketplace via the Azure Marketplace private offers mechanism, enabling CSPs to adopt the platform seamlessly and scale deployments securely within their own Azure environments.

Engagement with CSP Customers

Norwood and Microsoft are actively engaging CSPs worldwide to showcase OpenSpan's capabilities. Through joint presentations and demonstrations, they highlight how OpenSpan, powered by Azure, addresses key challenges like operational efficiency, customer experience, and revenue generation, ensuring CSPs understand its value to their networks.

Paul Ostergaard, CEO and Founder of Norwood Systems, said:

> *"OpenSpan is a game-changer for CSPs striving to stay ahead in the rapidly evolving AI landscape. Built on Microsoft Azure, OpenSpan offers a robust and scalable platform that not only bridges the gap between traditional telecom infrastructure and next-generation AI services but also empowers CSPs to unlock new revenue streams and deliver exceptional customer experiences.*

"By integrating OpenSpan on Azure and cutting-edge AI applications seamlessly into their networks, CSPs can innovate faster, reduce complexity, and achieve unmatched agility in delivering new value-added AI Voice services."

Rick Lievano, CTO, Worldwide Telecommunications Industry, Microsoft, added:

"OpenSpan exemplifies how CSPs can leverage Microsoft Azure's powerful AI and cloud capabilities to redefine their voice service offerings. By working with Norwood Systems, we are enabling CSPs to accelerate innovation, deliver personalized customer experiences, and transform the way they operate in a rapidly evolving digital landscape."

Showcasing OpenSpan at MWC Barcelona 2025

Norwood Systems will showcase OpenSpan with Microsoft at **MWC Barcelona in early March 2025**, offering live demonstrations of its groundbreaking capabilities at the Microsoft MWC booth. This event provides CSPs with the opportunity to experience firsthand how OpenSpan, powered by Azure, can revolutionize CSP voice networks.

This announcement has been approved for release by the Board.

– ENDS –

For media inquiries, please contact:

Norwood Systems Ltd

Paul Ostergaard

CEO and Founder

Email: enquiries@norwoodsystems.com

Phone: +61 8 9200 3500

About Norwood Systems

Norwood Systems Ltd (ASX: NOR) is a global innovator in voice communication services, leveraging advanced conversational AI technologies to revolutionize CSP voice networks. Its solutions enhance customer experiences and deliver operational excellence.