

ASX ANNOUNCEMENT

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Norwood commences OpenSpan Voice AI pilot with major Australian telecommunications provider, in partnership with Microsoft

Key Details:

- OpenSpan pilot has commenced with a major Australian telecommunications provider, in collaboration with Microsoft.
- Pilot will leverage Microsoft Azure Kubernetes Service and Microsoft Foundry services to support practical Voice AI concierge and receptionist workflows for the SMB market.
- The engagement gives Norwood a live carrier environment to demonstrate OpenSpan's integration, deployment and commercial fit for telco-enabled AI voice services.

Norwood Systems Ltd (ASX: NOR) (Norwood), a provider of communications service platforms and voice AI technology, is pleased to announce the commencement of an OpenSpan Voice AI pilot with a major tier-one Australian telecommunications provider, in collaboration with Microsoft.

OpenSpan is designed to enable telecommunications providers to offer AI-powered call handling, concierge and receptionist services to SMB customers. The pilot will focus on validating these use cases in a live carrier environment, including integration, service delivery and customer-facing workflow requirements.

Norwood considers the pilot strategically important because it places OpenSpan in front of a major domestic telecommunications provider and tests the platform against practical, carrier-adjacent voice AI requirements. Subject to pilot outcomes, the engagement may support deeper customer engagement, a broader deployment scope and further validation of OpenSpan for regulated and operationally demanding communications environments.

Paul Ostergaard, CEO and Founder of Norwood, said:

"We see this as an important step in proving OpenSpan in a real carrier setting. SMBs need practical AI voice services that can answer, qualify and route calls reliably, while telcos need services that can be deployed within established networks and operating environments. This pilot, supported by Microsoft, gives Norwood the opportunity to demonstrate both the customer value and deployment readiness of OpenSpan with a major Australian operator."

Declan Monahan, Senior Industry (Telco) Advisor, Microsoft, said:

“Microsoft is pleased to support Norwood as it applies Microsoft Azure and AI services to practical telco voice use cases for the SMB market. This pilot is a strong example of how our partner ecosystem can help telecommunications providers explore new AI-enabled services that improve customer engagement and create new revenue streams.”

This announcement has been authorised for public release by Paul Ostergaard, CEO and Founder of Norwood Systems.

ENDS

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About Norwood Systems

Norwood Systems (ASX: NOR) develops voice communication and conversational AI platforms designed to help organisations automate and improve customer interactions across voice channels. Its solutions combine communications services with advanced AI capabilities to support more efficient, reliable and scalable voice experiences.