



29 December 2021

Whispir Limited

(ASX:WSP)

Whispir secures significant contract with Singtel

Highlights

- Whispir signs a three-year contract with Singtel (Singapore Telecommunications Limited SGX:Z74), a leading global communications technology company based in Singapore
- Singtel has selected Whispir to replace its core SMS notification systems enterprise-wide, while also enhancing App Push, Email, Voice, WhatsApp and Rich Message capability for internal users
- The Whispir platform will be deployed as Singtel's client facing platform servicing their existing enterprise clients
- Whispir will also be integrated with Singtel's internal applications to streamline operations and enhance future communications capabilities

Whispir, a leading software-as-a-service (SaaS) communications workflow platform that automates interactions between organisations and people, is pleased to announce the signing of a multi-year contract with Singtel – a global leader in telecommunications. The contract has a minimum contract value of SG\$1.3m for professional services and software licence fees. Transactional usage fee revenue will be generated in addition to the minimum contract value, representing revenue upside. The contract has an initial three-year term with an optional two-year extension. The key terms of the contract are set out in the Annexure.

Replacing Singtel's enterprise-wide core notification systems, Whispir will lift and shift the requirement for Singtel having to manage multiple third-party vendors and internal products through the provision of a single, user-friendly platform, integrated with Singtel's existing applications. Whispir's solution enhances App Push, Email, Voice, WhatsApp and Rich Message capability to enable more impactful and personalised communication for Singtel across all stakeholders, at scale.

"Singtel is a globally recognised brand that has selected Whispir to unlock more value from its digital services. We believe this signals a step-change in the way businesses in the region are looking to use the Whispir platform to transform their businesses and communicate more effectively with their stakeholders," says Jeromy Wells, CEO, Whispir.

Whispir's Vice President of Asia, Andrew Fry said: "Singtel was attracted to Whispir because our secure, scalable, cloud-based platform meets the rigorous demands and diverse use cases that an enterprise customer, the likes of Singtel, requires.

"One of our key strengths at Whispir is supporting our customers to streamline their business communications processes and bring about true communications intelligence. This comes in many forms including modern engagement experiences and actionable insights, and it is this level of collaboration that will drive our partnership forward and uncover new ways for Singtel to engage with a range of stakeholders. Importantly, this new capability enables Singtel to rapidly deploy and resell Whispir's new communications engagement capabilities to their existing and future enterprise clients," added Andrew Fry.

Singtel is Asia's leading communications technology group, providing a portfolio of services from next-generation communication, 5G and technology services to infotainment to both consumers and businesses. The Group has presence in Asia, Australia and Africa and reaches over 750 million mobile customers in 21 countries.

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This announcement was authorised by the Disclosure Committee.

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About Whispir

Whispir is a global scale SaaS company, founded in 2001 to provide a communications workflow platform that automates interactions between organisations and people.

Our products enable organisations to improve their communications through automated workflows to ensure stakeholders receive accurate, timely, useful and actionable insights in a manner that is sensitive to individual contexts and preferences. Our customers use Whispir's software to create interactive, multi-party and omnichannel communications from templates, solving simple to complex communications workflow tasks.

Whispir operates across three key regions of ANZ, Asia and North America.

More information www.whispir.com

ANNEXURE

EFFECTIVE DATE

There are no material conditions that need to be satisfied before Singtel becomes legally bound to proceed with the contract. The contract commencement date is 28 December 2021.

TERM

The initial term of the contract is for three (3) years with an option of two additional years which may be exercised by Singtel.

SERVICES TO BE PROVIDED

Singtel has appointed Whispir to provide certain services in relation to the supply of systems to replace Singtel's existing core notification systems, enterprise-wide, while also enhancing App Push, Email, Voice, WhatsApp and Rich Message capability for internal users and enables Singtel to resell Whispir to Singtel's existing and future enterprise clients.

TERMINATION

Either Party may terminate the agreement by 30 days' notice in writing to the other party in the event of either an un-remedied material breach of the agreement, force-majeure or insolvency event.

Singtel may terminate the agreement immediately on written notice to Whispir for a material irremediable breach by Whispir.

In addition, Singtel may terminate the agreement for convenience, upon at least 6 months' prior written notice (such notice to take effect no earlier than the date being the one (1) year anniversary of the commencement date) and payment of an amount equivalent to 30% of the platform subscription fees for the balance of term that would have remained had the contract not been terminated earlier.