

Dear Sonia,

As a valued Customer Suite client, we wish to advise you that the Customer Suite solution has changed ownership.

Ventyx has sold Customer Suite to Hansen Technologies (ASX: HSN), a global business that develops, implements and supports proprietary customer care and billing software solutions for service providers within the energy, pay TV and telecommunications sectors in over 45 countries.

Please be assured that there will be no change to your service. The entire 33-person Ventyx Customer Suite team will be joining Hansen Technologies to provide a seamless transition and ongoing support. Ventyx and Hansen Technologies are committed to working collaboratively under a teaming agreement to provide integrated solutions - delivering expertise and service support from both companies.

Customer Suite is a highly successful product which has set the industry benchmark in customer care and billing for many years. Ventyx is proud of its long association with this product and the high standard with which it is regarded by utilities worldwide.

Following the acquisition of Ventyx by ABB, our business model has evolved to one focused around IT/OT innovation in asset management. Customer Suite was one of the few Ventyx products aimed at supporting retail operations. The sale allows Ventyx to further its pursuit of providing the world's most advanced asset management solutions for energy and natural resource industries.

We sincerely appreciate your loyalty and support of Customer Suite, and our team looks forward to continuing to provide you with the best in customer care and billing that the industry has to offer, with renewed focus and support from Hansen Technologies.

You will receive more information about Hansen Technologies in the coming weeks. In the meantime, if you have any questions, please don't hesitate to contact one of us.

Yours sincerely,

Jeff Ray
Chief Executive Officer

Email: jeff.ray@ventyx.abb.com
(O) +1 678 825 1450

Andrew A Hansen
Chief Executive Officer & Managing Director

Email: Andrew.hansen@hsntech.com
(O) +61 3 9840 3000

VENTYX
an ABB company
www.ventyx.com
400 Perimeter Center Terrace | Suite 500
Atlanta GA 30346 | USA

HANSEN
TECHNOLOGIES
2 Frederick Street, Doncaster, VIC 3108 Australia
www.hsntech.com