Third Quarter Fiscal 2025

Ended December 31, 2024

February 4, 2025

Forward looking statements

This presentation includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 and Section 21E of the Securities Exchange Act of 1934. Any statements that are not statements of historical fact may be deemed to be forward-looking statements. For example, words such as "may," "will," "should," "estimates," "predicts," "potential," "continue," "strategy," "believes," "anticipates," "plans," "expects," "intends," and similar expressions are intended to identify forward-looking statements. These forward-looking statements include, but are not limited to: changing industry trends; the size of our market opportunity; the potential success and impact of our investments in artificial intelligence technologies; our strategic transformation initiatives; our ability to increase profitability and cash flow to deleverage our balance sheet and fund investment in innovation; whether we can increase customer retention; whether our unified communication and contact center traffic will increase; our future revenue and growth (including platform usage revenue); whether we can sustain an increasing pace of innovation; the success of our go-to-market engine; our ability to improve general and administrative synergies; our ability to enhance shareholder value; and our financial outlook, revenue growth, and profitability, including whether we will achieve sustainable growth and profitability. These forward-looking statements are predictions only, and actual events or results may differ materially from such statements depending on a variety of factors. These factors include, but are not limited to:

- Customer adoption and demand for our products may be lower than we anticipate.
- A reduction in our total costs as a percentage of revenue may negatively impact our revenues and our business.
- Impact of economic downturns, political instability, rising interest rates and other inflationary pressures on us and our customers.
- Risks related to our new delayed draw term loan due 2027 and convertible senior notes due 2028, including the impact of variable interest expense and timing of any future repayments or refinancing on our stock price;
- We may not achieve our target service revenue or total revenue growth rates, or the revenue and other amounts we forecast in our guidance, for a particular quarter or for the full fiscal year.
- Competitive dynamics of the UCaaS, CCaaS, CPaaS, video and other markets in which we compete may change in ways we are not anticipating.
- Our customer churn rate may be higher than we anticipate.
- Third parties may assert ownership rights in our IP, which may limit or prevent our continued use of the core technologies behind our solutions.
- Impact of acquisitions, including Fuze, Inc., on future financial performance.
- Investments we make in marketing, channel and value-added resellers (VARs), e-commerce, and new products may not result in revenue growth.

For a discussion of such risks and uncertainties, which could cause actual results to differ from those contained in the forward-looking statements, see “Risk Factors” in the Forms 10-K and 10-Q filed by 8x8, Inc. with the Securities and Exchange Commission. All forward-looking statements are qualified in their entirety by this cautionary statement, and 8x8, Inc. undertakes no obligation to update publicly any forward-looking statement for any reason, except as required by law, even as new information becomes available or other events occur in the future.

See Appendix for Non-GAAP reconciliation and disclaimers.

Samuel Wilson

8x8 Chief Executive Officer

Kevin Kraus

8x8 Chief Financial Officer

About Us

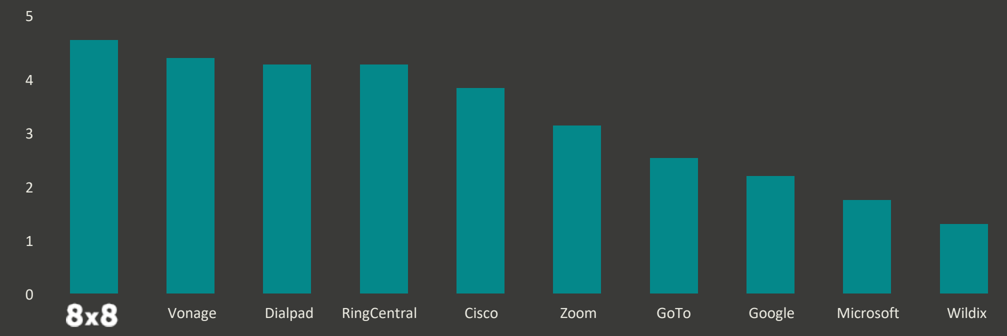
8x8

CX limits were meant to be **shattered.**

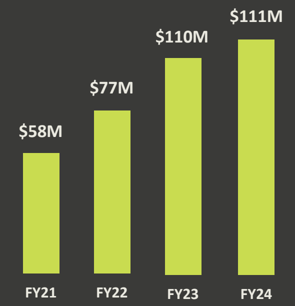
The 8x8 Platform for CX connects customers and teams globally, empowering CX leaders with performance and insights to make smarter decisions, delight customers, and drive lasting business impact.

Success intentionally engineered

Ranked #1 over competitors for Contact Center integrated with UCaaS[1]



R&D Investment[2]



Best of Breed[3]

Gartner Magic Quadrant®

13x Leader in UCaaS

10x Recognized for CCaaS

55K Global Customers

3M+ Paid business users in 170 countries

59+ Countries PSTN replacement

1. 2024 Gartner Critical Capabilities for Unified Communications as a Service Gartner, Magic Quadrant and associated logos are trademarks of Gartner, Inc.
2. Non-GAAP. Reconciliation to nearest GAAP metric included in the Appendix.
3. G-G2 and associated logos are trademarks of G2.com, Inc. TrustRadius and associated logos are trademarks of TrustRadius, Inc.

The 8x8 Platform for CX

Connects customers and teams globally, empowering CX leaders with performance and insights to address customers' key priorities for lasting business impact:

- Elevate your CX
- Maximize operational efficiencies
- Modernize to stay ahead
- Mitigate risk, build trust

An AI-powered Customer Experience

Supervisors

AI summarization with sentiment analysis within Supervisor Workspace

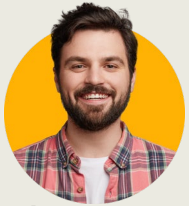
Agents

AI summarization in external CRMs

AI-powered next best actions for real-time knowledge lookup, sentiment analysis, and auto summarization

Customer-Facing Teams

Simple, customer health summary with overall customer sentiment, a detailed activity log, speech intelligence metrics, last customer contact by internal department, main topics covered via Interaction Analytics, and more



End Customer

Real-time chat translation

AI-powered routing via 8x8 Intelligent Customer Assistant to escalate from voice self-service to to live assisted service in natural language and transfer the interaction to a live agent with complete context

High transcription accuracy throughout

~90% accurate for most popular languages

AI-agnostic approach

Plug-in-play external AI providers & easily integrate with multiple CAIP platforms

Future-ready CX and EX

Cutting-edge platform for better outcomes

Meet your customers where they are and streamline AI-driven and live-assisted service

Optimize CX with 8x8 TPES for specific use cases

Enhance the Microsoft experience with deep 8x8 integrations

Time tested, friction-less and custom-approach to deployment

Insights for smarter decisions

Identity CX gaps and eliminate data silos

Unify customer interaction data for faster action

Empower every employee with a 360-degree customer view

Purpose-built workspaces for productivity

Global reach and reliability

Financially backed, platform-wide 99.999% uptime

Proprietary platform with 4 levels of redundancy

Connected teams with industry-leading global coverage

Patented Global Reach™ ML technology for best quality of service

Optimize IT and support footprint

Eliminate multiple vendor and carrier partnerships

Centralized and easy system management globally

Monitor system and performance metrics

Implement unified security, compliance, governance and data privacy policy

8x8 Momentum

60%

YoY Growth in New Products

84%

YoY increase in AI-based solutions

>150%

YoY increase Intelligent Customer Assistant

Business Highlights

Q3 2025 Business Highlights

Investment in AI-powered Customer Experience Solutions

Voice AI Interactions represented 58% of all AI interactions in Q3 2025

Expanded Partnerships

Added CallCabinet, a leader in compliant call recording, to the Technology Partner Ecosystem

Launched our new, modern brand

that captures the energy and ambition our CX transformation and our mission of empowering CX leaders

Innovations in AI-driven Automation

Added Intelligent Directory to 8x8 Intelligent Customer Assistant, an AI-powered voice bot with support for over 50 languages and 91 accents.

Recent Industry Recognition

Ranked 728th in the Newsweek Excellence 1000 Index, **a list of the top 1000 US companies that have demonstrated best practices across a range of metrics, including R&D investment in innovation, financial responsibility, stakeholder ratings, and social responsibility ratings**

Awarded 43 badges in the G2 Winter 2025 Awards for 8x8 Contact Center and 8x8 Work, including "Leader in Enterprise" and "Users Most Likely to Recommend for Enterprise" badges

Received TrustRadius Tech Cares and Top Rated awards for Unified Communications as a Service and Contact Center. The Trust Radius Tech Cares award highlights companies that have excelled in their Corporate Social Responsibility (CSR) initiatives, while the TrustRadius' 2024 Top Rated awards are solely based on customer sentiment in reviews on TrustRadius

Industry Analyst Feedback on CX Transformation

Rich Tehrani • 1st
CEO of TMC/ITEXPO/MSP Expo & Investment Banker
Visit my website
3d • Edited •

So exciting! "At 8x8, we're stepping out of the box and our new brand captures the energy and ambition of this exciting next stage. Our transformation is much more than cosmetic, it's a commitment to relentless innovation and a giant leap in the CX space as we align 8x8 even further around our customers' successes by taking their CX goals and ambitions to new heights," said Bruno Bertini, Chief Marketing Officer at 8x8, Inc. "Brands, much like technology, must evolve to stay relevant in a rapidly changing world. Today, the CX landscape has evolved to include every employee in customer-facing roles, as digital transformation, mobile-first strategies, and AI reshape how organizations interact with customers. Expectations have never been higher and organizations need to partner with a forward-looking vendor to help them take CX to the next level and elevate their business."

Be sure to register now and come to Future of CX Expo and hear Talon Morris, 8x8 Director of Product Marketing speak about Microsoft and Google's Role in CX. Wed, 11-1145am 2/12/25, Fort Lauderdale, Florida.

cc: Samuel C Wilson, Lisa Martin, Hunter Middleton, April Burris

The 8x8 Brand Reimagined to Power
tmcnet.com

Camila Cook and 6 others

Justin Robbins • 1st
Principal Analyst at Metric Sherpa | CX Strategist | Business Advisor
17h •

A huge shoutout to my former colleagues at 8x8 for the launch of their bold, reimagined brand!

Having worked closely with the team over the past year, I've seen the passion and vision that brought this transformation to life.

This isn't just a new look—it's a renewed purpose: empowering CX and IT leaders to break out of the box, simplify complexity, and deliver seamless, impactful experiences. In a world where customer expectations are higher than ever, this shift is both timely and necessary.

Congratulations to the 8x8 team on this exciting next chapter. Breaking limits and redefining success is no small task, and you've done it with focus and ambition.

Check it out for yourself: 8x8.com

Samuel C Wilson | Lisa Martin | Bruno Bertini | Hunter Middleton

#customerexperience #CX

ified

Irwin Lazar • 2nd
+ Follow
President and Principal Analyst at Metrigy
1h •

8x8 makes a major brand change, moving beyond the iconic red box to indicate how they are expanding communications and collaboration beyond the four wall boundary. #cx #ucaas

8x8
124,330 followers
1d •

The box is gone. The limits are shattered. The old 8x8 brand is no more.

Meet the new 8x8—bold, ambitious, and ready to help CX leaders like you lead fearlessly and deliver relentlessly.

This isn't just a rebrand. It's a whole new 8x8. Together, we'll turn every customer interaction into an opportunity to exceed expectations. https://bit.ly/3xLKYEh

#UnboxCX #CXReimagined

Jon Arnold • 1st
Tech Thought Leader, Analyst and Speaker - Collaboration, Contact Cen...
57m •

8x8 goes for a bold, new look in their branding - breaking outside the box to help their customers break outside of their boxes, bringing innovative thinking to get the most from innovative technologies.

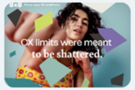
As per CMO Bruno Bertini's supporting blog post, it's about bringing #uccas, #ccaas and #cpaas together to create better #customerexperience, now dubbed the 8x8 Platform for CX. A bit of mouthful, but the focus is clear, and we should know soon enough if this helps #8x8 break through in such a crowded, noisy space.

Bruno's post is here, followed by the press release. https://lnkd.in/ghsJYSW2 https://lnkd.in/gQJ8y5Nu #cctr #cx #marketing #branding #technews

The 8x8 Brand Reimagined to Power CX Ambitions | 8x8, Inc.
8x8.gcs-web.com

Sheila McGee-Smith • 2nd
+ Follow
President & Principal Analyst, McGee-Smith Analytics, LLC
54m • Edited •

Meet the reimagined 8x8 < New colors? Yes. New look? Yes. But my favorite part of CMO Bruno Bertini's months-long project to reimagine 8x8 is the focus on those who purchase and use the software. "We're here to help you succeed and shatter your goals and limits, together." #CX #CCaaS



Meet the reimagined 8x8
8x8.com

Q3 2025 Financial Performance

Q3 2025 Financial Highlights

- Service Revenue of $173M and Total Revenue of $179M
    - FX headwinds of ~$2.2M sequentially
- GAAP and non-GAAP Operating Profitability[1]
    - GAAP Operating Margin of 5%
    - Non-GAAP Operating Margin of 11%[2]
- 16th consecutive quarter of positive Operating Cash Flow
    - Cash Flow generated by operations of $27M
- $105M cash, equivalents and restricted cash at quarter-end[2]
- $800M in remaining performance obligations
- Repaid $33M on 2027 Term Loan

1. See Appendix for a reconciliation of Non-GAAP metrics to the nearest GAAP metric. Reconciliation not available for forward looking metrics.
2. Reflects $33 million early repayment of principal on 2027 Term Loan during Q2 2025.

Q3 2025 Results vs. Guidance

(US$ millions)	Q3 2025 Results (Qtr ended 12/31/24)	Guidance Ranges (As of 11/4/24)
Service Revenue	**$173.5M[1]**	$171 – 174M
% Growth Y/Y	**(0.9)%**	(2) - (1)%
Total Revenue	**$178.9M[1]**	$177 – 182M
% Growth Y/Y	**(1.2)%**	(2) – 1%
Non-GAAP Operating Margin[1]	**10.7%[2]**	10% - 11%

1. Reflects ~$2.2M "headwind" due to change in FX rates compared with rates at the end of the second quarter.
2. See Appendix for a reconciliation of Non-GAAP metrics to the nearest GAAP metric.

Q3 2025 Financial Metrics

(US$ millions)	Q3 2025	% of Total Revenue	% Change YoY
Revenue			
Service Revenue[1,3]	**$173.5**	97%	(1)%
Other Revenue[2]	**$5.4**	3%	(9)%
Total Revenue[3]	**$178.9**	100%	(1)%
GAAP Metrics			
Gross Profit	**$121.1**	68%	(3)%
Operating Income	**$9.0**	5%	196%
Interest Expense	**$5.8**	3%	(42)%
Non-GAAP Metrics[4]			
Gross Profit	**$124.3**	70%	(4)%
Operating Income	**$19.1**	11%	(21)%
Adjusted EBITDA	**$23.9**	13%	(22)%
Interest Expense[5]	**$5.4**	3%	(39)%
Other			
Stock-based Compensation[6]	**$9.8**	5%	(34)%

Amounts may not sum to total due to rounding.
1. Service revenue consists of subscriptions and platform usage revenue.
2. Other revenue includes product revenue from the sale of pre-configured phones and equipment, phone rentals, and professional services.
3. Service and Total revenue reflect ~$2.2M "headwind" due to change in FX rates compared with rates at the end of the second quarter.
4. See appendix for reconciliation of non-GAAP metrics to nearest comparable GAAP metric.
5. Non-GAAP Interest expense excludes amortization of debt discount and issuance costs. See Appendix for additional detail.
6. Stock based compensation includes related employer payroll taxes.

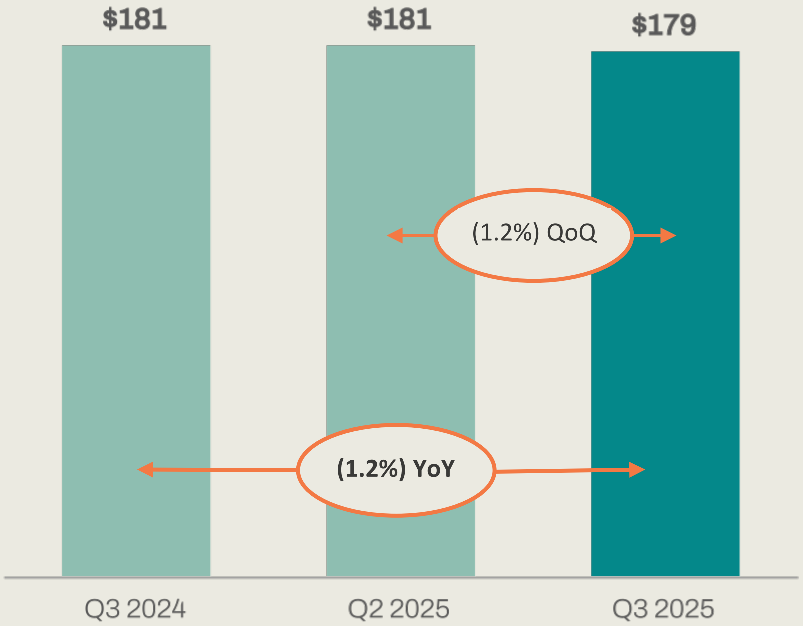
Q3 2025 Financial Metrics (Cont'd)

(in US$ millions)	Q3 2025	Change QoQ	Change YoY
Liquidity and Cash Flow			
Cash & Investments[1]	**$104.6**	$(13.2)	$(65.7)
Operating Cash Flow	**$27.2**	$14.9	$4.8
CapEx + Cap SW	**$(3.0)**	$1.0	$1.2
TTM Operating Cash Flow	**$70.3**	$4.8	$(9.6)
TTM CapEx + Cap SW	**$(14.2)**	$1.2	$4.5
Balance Sheet			
Deferred Revenue	**$39.4**	$(4.3)	$0.6
Total Debt O/S[2]	**$368.9**	$(33.0)[3]	$(121.3)[4]
Net Debt O/S[2]	**$264.3**	$(19.8)	$(55.6)
Net Debt / TTM Adj EBITDA[5]	**2.6**	0.0	0.1
Other			
Remaining Performance Obligations	**$800.0**	$—	$35.0

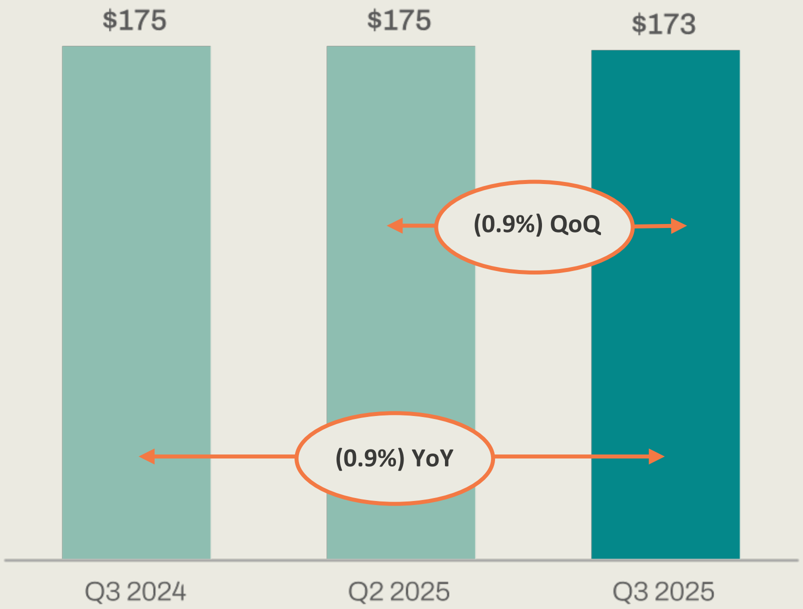
1. Includes Cash, cash equivalents and restricted cash in Q3 2025 and Q3 2025. Includes Cash, cash equivalents, restricted cash and short term investments in Q3 2024. Reduction in cash balance compared with Q3 2024 reflects $88M of cash payments to reduce principal outstanding on the 2027 Term Loan. Reduction in cash balance compared with Q2 2025 reflects $33M of cash payments to reduce principal outstanding on the 2027 Term Loan.
2. Debt and net debt outstanding as of 2/4/25 and includes $201.9M in 2028 Notes and $167M Term Loan.
3. QoQ change reflects $33M repayment of principal on the 2027 Term Loan.
4. YoY change reflects repayment of $63M 0.5% 2024 convertible notes in Feb. 2024 and $58M repayment of term loan principal ($25M in Aug 2024 and $33M in Oct 2024).
5. See Appendix for reconciliation of GAAP to non-GAAP metrics, including adjusted EBITDA.

Revenue

Total Revenue[1]
(US$ millions)



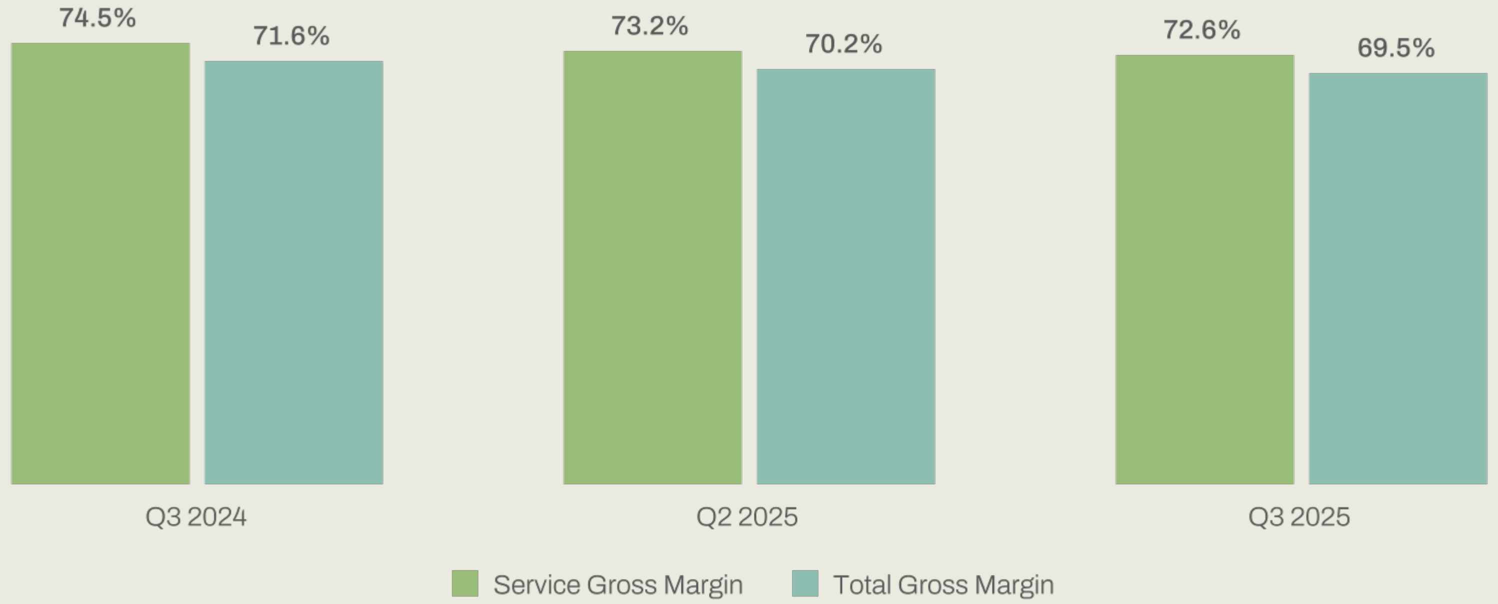
Service Revenue[1]
(US$ millions)



1. Reflects ~$2.2M "headwind" due to change in FX rates compared with rates at the end of the second quarter.

Non-GAAP Gross Margins[1]

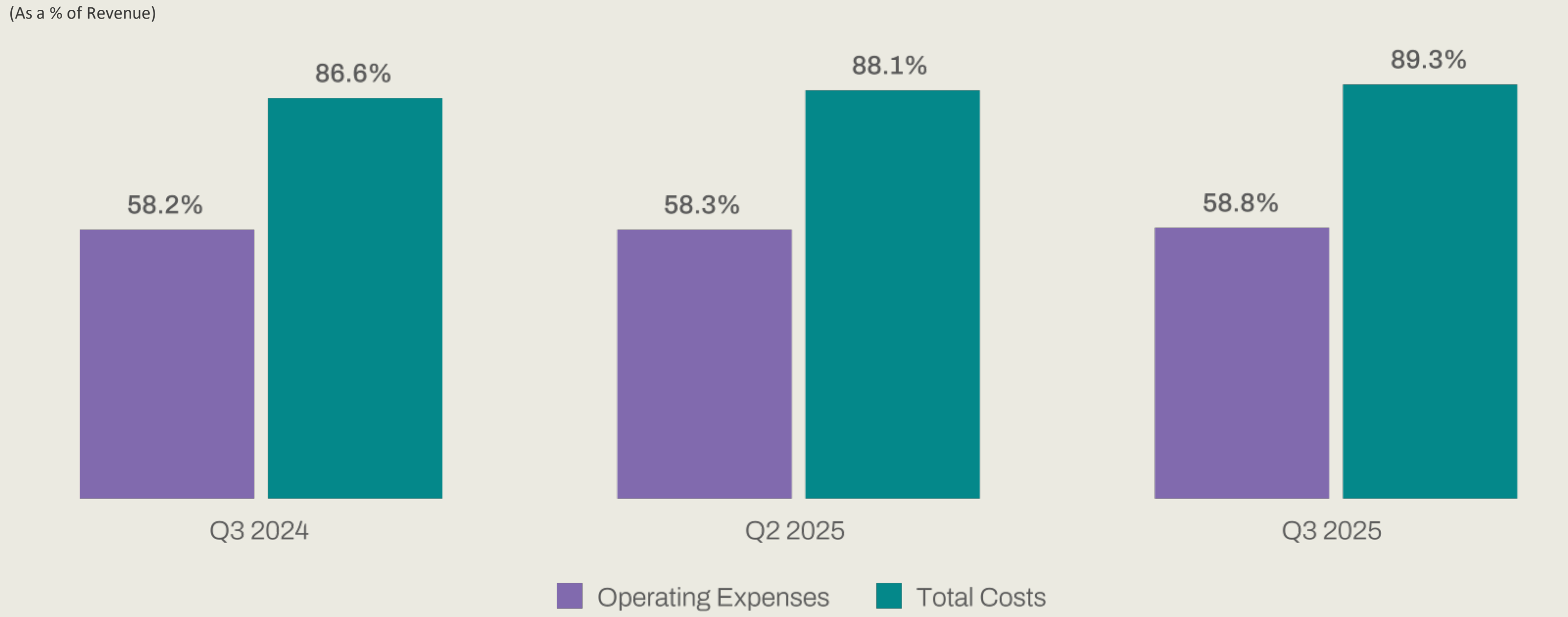
Non-GAAP Total and Service Gross Margins as a % of Revenue



1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

Non-GAAP Operating Expenses and Total Costs[1,2,3]

Spending levels remained consistent with earlier quarters

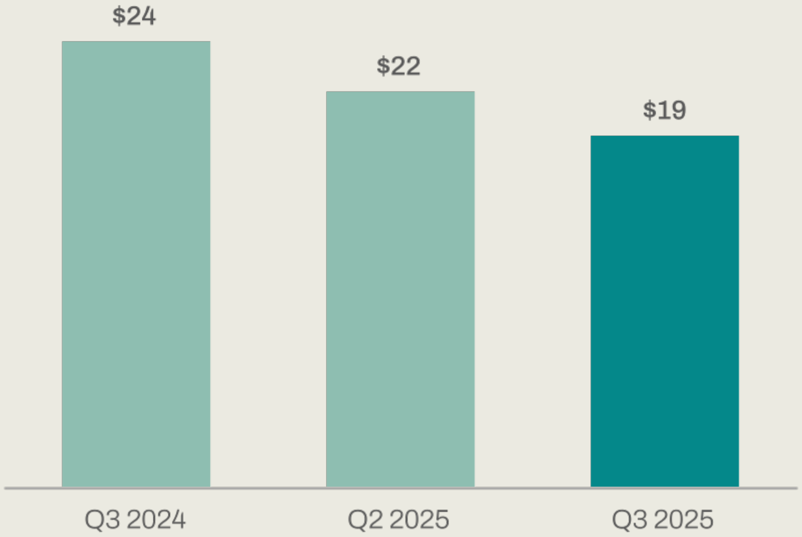


1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.
2. Non-GAAP Operating Expenses includes non-GAAP R&D, Sales and Marketing, and G&A expenses, but does not include non-GAAP Cost of Total Revenue (“COGS”).
3. Non-GAAP Total Costs is defined as Non-GAAP Operating Expenses plus Non-GAAP Cost of Total Revenue (“COGS”).

Non-GAAP Operating Income and Margin[1]

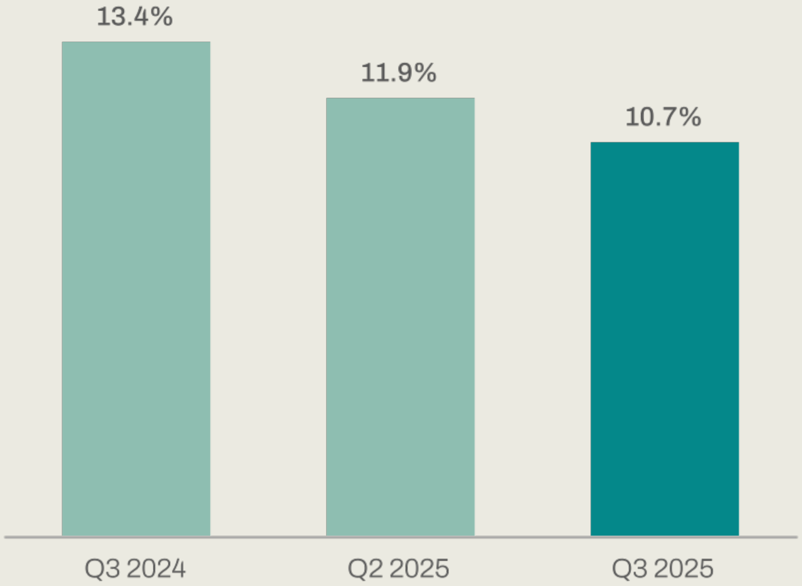
Non-GAAP Operating Income

($ in millions)



Non-GAAP Operating Margin %

(% of revenue)



1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

Q4 2025 Guidance Ranges[1]

As of 2/4/25

($ in millions)	Q4 2025
Service Revenue[2]	$170M – $175M
% Growth Y/Y	(1%) - 1%
Total Revenue[2]	$175M – $181M
% Growth Y/Y	(2%) – 1%
Non-GAAP Operating Margin[1]	9% - 10%

1. Reconciliation to nearest GAAP metric not available for forward looking Non-GAAP Operating Margin. Refer to Forward Looking Statements for a discussion of factors that could cause actual results to differ from guidance and refer to 8x8's Third Quarter Fiscal Year 2025 earnings release for a discussion of reasons why 8x8 does not reconcile non-GAAP operating margin guidance.
2. Reflects ~$2.3M "headwind" due to change in FX rates compared with implied guidance based on exchange rates prevailing at the end of the second quarter.

Updated FY 2025 Guidance[1]

	Updated 2/4/2025	As of 11/4/2024	As of 8/7/2024
Service Revenue[2]	**$691M - $696M**	$690M - 701M	$685M - 707M
% Growth Y/Y	**(1%) - (0.6)%**	(2%) - 0%	(2%) - 1%
Total Revenue[2]	**$713 - $719M**	$714 - $727M	$710 - $732M
% Growth Y/Y	**(2%) - (1%)**	(2%) - 0%	(3%) - 0%
Non-GAAP Operating Margin[1]	**10.7% - 11.0%**	10.25% - 11.00%	10.0% - 11.0%
Non-GAAP Net Income per Share - Diluted[1]	**$0.35 - $0.37**	$0.32 - $0.35	$0.32 - $0.35
Weighted Average Shares - Diluted	**132-133M**	~131.5M	~131.5M

1. Reconciliation to nearest GAAP metric not available for forward looking Non-GAAP metrics. Refer to Forward Looking Statements for a discussion of factors that could cause actual results to differ from guidance and refer to 8x8's Third Quarter Fiscal Year 2025 earnings release for a discussion of reasons why 8x8 does not reconcile non-GAAP guidance metrics.
2. Reflects ~$4.5M "headwind" due to change in FX rates compared with previous guidance based on exchange rates prevailing at the end of the second quarter.

Appendix

Q3 2025
Balance Sheet

Outstanding Debt - Principal Amount

Components of convertible senior notes and term loans were as follows as of December 31, 2024 and March 31, 2024, respectively (in thousands):

	December 31, 2024				March 31, 2024		
	2024 Term Loan	2022 Term Loan	2028 Notes	Total	2022 Term Loan	2028 Notes	Total
Principal	$ 167,000	$ —	$ 201,914	$ 368,914	$ 225,000	$ 201,914	$ 426,914
Unamortized debt discount and issuance costs	(1,039)	—	(3,345)	(4,384)	(13,106)	(4,118)	(17,224)
Net carrying amount [1]	$ 165,961	$ —	$ 198,569	$ 364,530	$ 211,894	$ 197,796	$ 409,690
Current portion of long-term debt	$ 16,524	$ —	$ —	$ 16,524	$ —	$ —	$ —
Non-current portion of long-term debt	$ 149,437	$ —	$ 198,569	$ 348,006	$ 211,894	$ 197,796	$ 409,690

1. $15 million of current portion of long-term debt repaid in January 2025

For more detailed disclosures on the terms of the Company’s convertible senior notes and term loan, see the Company’s most recent quarterly and annual SEC filings.

Interest Expense Detail - Senior Convertible Notes and Term Loan

Components of interest expense were as follows as of the three months ended December 31, 2024 and 2023, respectively (in thousands):

	Three Months Ended December 31, 2024					Three Months Ended December 31, 2023			
	2024 Term Loan	2022 Term Loan	2028 Notes	2024 Notes	**Total**	2022 Term Loan	2028 Notes	2024 Notes	**Total**
Contractual interest expense	$ 3,396	$ —	$ 2,019	$ —	**$ 5,415**	$ 6,762	$ 2,036	$ 80	**$ 8,878**
Amortization of debt discount and issuance costs	158	—	269	—	**427**	790	258	110	**1,158**
Total interest expense	$ 3,554	$ —	$ 2,288	$ —	**$ 5,842**	$ 7,552	$ 2,294	$ 190	**$ 10,036**

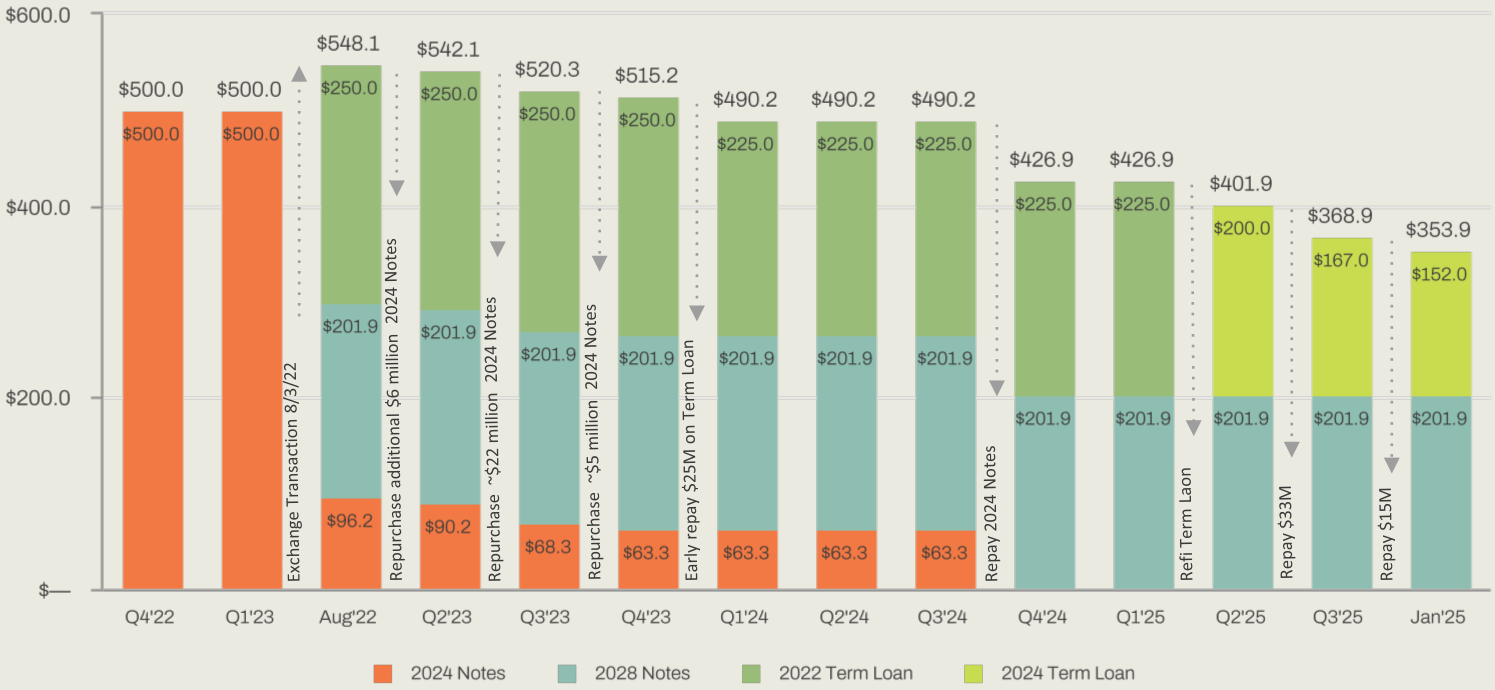
Components of interest expense were as follows as of the nine months ended December 31, 2024 and 2023, respectively (in thousands):

	Nine Months Ended December 31, 2024					Nine Months Ended December 31, 2023			
	2024 Term Loan	2022 Term Loan	2028 Notes	2024 Notes	Total	2022 Term Loan	2028 Notes	2024 Notes	**Total**
Contractual interest expense	$ 6,015	$ 9,466	$ 6,077	$ —	**$ 21,558**	$ 20,233	$ 6,085	$ 238	**$ 26,556**
Amortization of debt discount and issuance costs	262	1,110	773	—	**2,145**	2,333	739	326	**3,398**
Total interest expense	$ 6,277	$ 10,576	$ 6,850	$ —	**$ 23,703**	$ 22,566	$ 6,824	$ 564	**$ 29,954**

Amounts may not sum to total due to rounding.
Interest is payable semi-annually on the 2028 Senior Convertible Notes in August and February. The Company has the option to pay interest monthly, quarterly, or semi-annually 2024 Term Loan.
For more detailed disclosures on the terms of the Company's convertible senior notes, term loan and detachable warrants, see the Company's quarterly and annual SEC filings.

History of Reducing Debt Outstanding

Reduced Principal Amount of Debt by ~$194M since August 2022 ($73M YTD FY'25)



For more detailed disclosures on the terms of the Company's convertible senior notes and term loan, see the Company's most recent SEC filings.

8x8

Customer Success Stories

Q3 2025

Global Flooring Solutions Manufacturer

A worldwide leader in innovative and sustainable flooring and sports surface solutions. The Group employs 12,000 employees and has 25 R&D centers, 8 recycling centers and 34 production sites. The Group creates and manufactures solutions for hospitals, schools, housing, hotels, offices, stores and sports fields, serving customers in over 100 countries

8x8 Solution

- 8x8 CCaaS & UCaaS supporting over 2,000 employees and contact center agents

Why 8x8

- Move from legacy on-premises system to a unified cloud CC & UC platform vs three MQ Leader CCaaS pure-plays
- Robust real-time reporting and analytics capabilities to support remote employee and agent workforce
- Streamlined workflows and enhanced team collaboration

Channel Partner

- Sandler Partner, LLC

Leading Specialty Retailer

One of the largest specialty retailers in North America with more than 1,600 stores, several distribution centers and multiple headquarters.

8x8 Solution

- 8x8 CCaaS with Workforce Management add on to new 8x8 UCaaS deployment to support 201 contact center agents

Why 8x8

- Strong execution of 8x8 UCaaS deployment across 1,700 stores and over 20,000 employees
- Complete migration from Cisco on-premises systems to a single integrated CC & UC cloud platform
- Omnichannel capabilities and robust analytics
- Deep integration with Workforce Management tools, delivering flexibility, real-time insights, and improved agent productivity

Canadian Insurance and Benefits Consulting Provider

Canadian leader in insurance and benefits consulting, with over 700 employees and 21 branches across Quebec, Canada. Their comprehensive offerings include auto and home insurance, individual insurance, financial planning, business insurance, group insurance, human resources, health and safety, and group annuities.

8x8 Solution

- 8x8 CCaaS & UCaaS with 8x8 Engage, Quality Management & Speech Analytics

Why 8x8

- Single cloud platform for UC and CC with high quality service, flexibility and potential upgrade capabilities
- French language support for Bill 96 law compliance across internal and external operations
- Strong partner relationship

Channel Partner

- Revolve Technologies

Global Automobile Manufacturer

Australian subsidiary of a leading automobile manufacturer and financial services company

8x8 Solution

- 8x8 CCaaS & UCaaS with Quality Management & Speech Analytics and Workforce Management to support nearly 500 employees including 275 contact center agents

Why 8x8

- Move from legacy on-premises system to single cloud platform for CC & UC
- Intuitive and logical solution featuring modern user interface, providing flexibility for future needs vs incumbent MQ Leader
- Comprehensive AI-powered reporting and analytics

Channel Partner

- Wavenet Limited

Australian Fintech Services Provider

Delivers secure and innovative payment solutions for industries like retail, e-commerce, and financial services. By simplifying transactions and streamlining cash flow through advanced technology and user-centric design, the company is redefining global financial management.

8x8 Solution

- 8x8 CPaaS with SMS and WhatsApp Business, and integrated with MoEngage to power multichannel customer engagement

Why 8x8

- Reliable communications platform with high uptime
- Out-of-the-box SMS and WhatsApp capabilities for seamless integration with the MoEngage platform
- Global reach to support businesses with international customer bases
- Built-in security and compliance with global regulations
- Dedicated support team with CPaaS expertise

UK Business Travel Management Company

A leading business travel management provider in the UK delivering inclusive, hassle-free travel solutions for a wide range of customers

8x8 Solution

- 8x8 CCaaS & UCaaS to support more than 500 employees, including 470 contact center agents

Why 8x8

- Single platform for CC and UC with high quality service
- Success with two company subsidiaries and strong partnership with CTO
- User interface and feature capabilities
- 99.999% SLA for exceptional reliability and minimized downtimes

Channel Partner

- Wavenet Limited

GAAP to non-GAAP Reconciliations and Historical Financial Results

Non-GAAP Measures and Guidance

Non-GAAP Measures

This presentation contains certain financial information that has not been prepared in accordance with Generally Accepted Accounting Principles (GAAP). Management uses these non-GAAP financial measures internally in analyzing the Company's financial results and believes they are useful to investors, as a supplement to GAAP measures, in evaluating the Company's ongoing operational performance. This information should not be considered a substitute for any measures derived in accordance with GAAP.

Non-GAAP Guidance

The Company does not reconcile its forward-looking estimates of non-GAAP operating margins to the corresponding GAAP measures of GAAP operating margin due to the significant variability of, and difficulty in making accurate forecasts and projections with regards to, the various expenses it excludes. For example, future hiring and employee turnover may not be reasonably predictable, stock-based compensation expense depends on variables that are largely not within the control of nor predictable by management, such as the market price of 8x8 common stock, and may also be significantly impacted by events like acquisitions, the timing and nature of which are difficult to predict with accuracy. The actual amounts of these excluded items could have a significant impact on the Company's GAAP operating margins. Accordingly, management believes that reconciliations of this forward-looking non-GAAP financial measure to the corresponding GAAP measure are not available without unreasonable effort. All projections are on a non-GAAP basis.

8x8

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8x8, Inc. CONSOLIDATED STATEMENTS OF OPERATIONS (GAAP)

	FY2023				FY2024				FY25			FISCAL YEARS			YTD	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4 YTD	Q4 YTD	Q4 YTD	Q3 YTD	Q3 YTD
	30-Jun 2022	30-Sep 2022	31-Dec 2022	31-Mar 2023	30-Jun 2023	30-Sep 2023	31-Dec 2023	31-Mar 2024	30-Jun 2024	30-Sep 2024	31-Dec 2024	31 Mar 2022	31 Mar 2023	31 Mar 2024	31 Dec 2023	31 Dec 2024
Service revenue	$179,161	$178,556	$175,765	$176,562	$175,238	$177,782	$175,069	$172,490	$172,801	$175,075	$173,459	$ 602,357	$ 710,044	$ 700,579	$528,089	$521,335
Other revenue	8,459	8,833	8,635	7,967	8,049	7,217	5,937	6,923	5,346	5,923	5,423	35,773	33,894	28,126	21,203	16,692
Total revenue	187,620	187,389	184,400	184,529	183,287	184,999	181,006	179,413	178,147	180,998	178,882	638,130	743,938	728,705	549,292	538,027
Cost of service revenue	53,547	51,038	47,335	46,951	46,276	49,144	48,983	48,557	49,496	50,251	50,529	195,909	198,871	192,960	144,403	150,276
Cost of other revenue	13,126	11,000	10,176	8,302	8,398	7,958	7,177	8,412	7,691	7,572	7,268	51,649	42,604	31,945	23,533	22,531
Total cost of revenue	66,673	62,038	57,511	55,253	54,674	57,102	56,160	56,969	57,187	57,823	57,797	247,558	241,475	224,905	167,936	172,807
Gross profit	120,947	125,351	126,889	129,276	128,613	127,897	124,846	122,444	120,960	123,175	121,085	390,572	502,463	503,800	381,356	365,220
Operating expenses:																
Research and development	34,955	36,019	35,062	36,455	35,292	34,207	32,787	33,930	32,137	31,291	29,833	112,387	142,491	136,216	102,286	93,261
Sales and marketing	83,527	80,487	79,021	68,848	68,505	68,687	66,997	67,755	67,106	64,867	65,644	314,223	311,883	271,944	204,189	197,617
General and administrative	29,219	31,411	27,158	20,213	26,226	27,586	23,419	34,978	23,091	19,848	16,629	118,103	108,001	112,209	77,231	59,568
Impairment of long-lived assets	—	2,424	3,729	227	—	—	11,034	—	—	—	—	—	6,380	11,034	11,034	—
Total operating expenses	147,701	150,341	144,970	125,743	130,023	130,480	134,237	136,663	122,334	116,006	112,106	544,713	568,755	531,403	394,740	350,446
Income (loss) from operations	(26,754)	(24,990)	(18,081)	3,533	(1,410)	(2,583)	(9,391)	(14,219)	(1,374)	7,169	8,979	(154,141)	(66,292)	(27,603)	(13,384)	14,774
Interest expense	(1,456)	(6,052)	(8,743)	(11,024)	(10,078)	(10,061)	(10,035)	(9,650)	(9,956)	(7,905)	(5,842)	(22,675)	(27,274)	(39,824)	(30,174)	(23,703)
Other income (expense), net	2,572	20,002	831	(174)	(2,395)	4,803	(1,275)	2,344	1,716	(12,709)	793	1,046	23,230	3,477	1,133	(10,200)
Loss before provision (benefit) for income taxes	(25,638)	(11,040)	(25,993)	(7,665)	(13,883)	(7,841)	(20,701)	(21,525)	(9,614)	(13,445)	3,930	(175,770)	(70,336)	(63,950)	(42,425)	(19,129)
Provision (benefit) for income taxes	405	599	37	1,766	1,444	(389)	521	2,066	676	1,098	908	(387)	2,807	3,642	1,576	2,682
Net income (loss)	$ (26,043)	$ (11,639)	$ (26,030)	$ (9,431)	$ (15,327)	$ (7,452)	$ (21,222)	$ (23,591)	$ (10,290)	$ (14,543)	$ 3,022	$(175,383)	$ (73,143)	$ (67,592)	$ (44,001)	$ (21,811)
Net income (loss) per share:																
Basic	$ (0.22)	$ (0.10)	$ (0.23)	$ (0.08)	$ (0.13)	$ (0.06)	$ (0.17)	$ (0.19)	$ (0.08)	$ (0.11)	$ 0.02	$ (1.55)	$ (0.63)	$ (0.56)	$ (0.37)	$ (0.17)
Diluted	$ (0.22)	$ (0.10)	$ (0.23)	$ (0.08)	$ (0.13)	$ (0.06)	$ (0.17)	$ (0.19)	$ (0.08)	$ (0.11)	$ 0.02	$ (1.55)	$ (0.63)	$ (0.56)	$ (0.37)	$ (0.17)
Weighted average number of shares:																
Basic	119,721	116,013	113,201	114,924	116,777	120,757	122,556	124,324	125,999	129,250	130,970	113,354	115,959	121,106	120,042	128,750
Diluted	119,721	116,013	113,201	114,924	116,777	120,757	122,556	124,324	125,999	129,250	135,742	113,354	115,959	121,106	120,042	128,750
Comprehensive loss:																
Net income (loss)	$ (26,043)	$ (11,639)	$ (26,030)	$ (9,431)	$ (15,327)	$ (7,452)	$ (21,222)	$ (23,591)	$ (10,290)	$ (14,543)	$ 3,022	$(175,383)	$ (73,143)	$ (67,592)	$ (44,001)	$ (21,811)
Unrealized gain (loss) on investments in securities	(94)	(5)	(31)	(54)	290	7	(16)	(1)	(5)	—	—	(571)	(184)	280	281	(5)
Foreign currency translation adjustment	(8,384)	(8,548)	10,244	1,858	1,441	(4,320)	5,987	(2,014)	(354)	8,363	(9,321)	(3,149)	(4,830)	1,094	3,108	(1,312)
Comprehensive loss	$ (34,521)	$ (20,192)	$ (15,817)	$ (7,627)	$ (13,596)	$ (11,765)	$ (15,251)	$ (25,606)	$ (10,649)	$ (6,180)	$ (6,299)	$(179,103)	$ (78,157)	$ (66,218)	$ (40,612)	$ (23,128)

% of Revenue																
Cost of service revenue (% of service revenue)	29.9%	28.6%	26.9%	26.6%	26.4%	27.6%	28.0%	28.2%	28.6%	28.7%	29.1%	32.5%	28.0%	27.5%	27.3%	28.8%
Service revenue gross profit	70.1%	71.4%	73.1%	73.4%	73.6%	72.4%	72.0%	71.8%	71.4%	71.3%	70.9%	67.5%	72.0%	72.5%	72.7%	71.2%
Cost of other revenue (% of other revenue)	155.2%	124.5%	117.8%	104.2%	104.3%	110.3%	120.9%	121.5%	143.9%	127.8%	134.0%	144.4%	125.7%	113.6%	111.0%	135.0%
Other revenue gross profit	-55.2%	-24.5%	-17.8%	-4.2%	-4.3%	-10.3%	-20.9%	-21.5%	-43.9%	-27.8%	-34.0%	-44.4%	-25.7%	-13.6%	-11.0%	-35.0%
Cost of total revenue	35.5%	33.1%	31.2%	29.9%	29.8%	30.9%	31.0%	31.8%	32.1%	31.9%	32.3%	38.8%	32.5%	30.9%	30.6%	32.1%
Total revenue gross profit (% of total revenue)	64.5%	66.9%	68.8%	70.1%	70.2%	69.1%	69.0%	68.2%	67.9%	68.1%	67.7%	61.2%	67.5%	69.1%	69.4%	67.9%
Operating Expenses:																
Research and development	18.6%	19.2%	19.0%	19.8%	19.3%	18.5%	18.1%	18.9%	18.0%	17.3%	16.7%	17.6%	19.2%	18.7%	18.6%	17.3%
Sales and marketing	44.5%	43.0%	42.9%	37.3%	37.4%	37.1%	37.0%	37.8%	37.7%	35.8%	36.7%	49.2%	41.9%	37.3%	37.2%	36.7%
General and Administrative	15.6%	16.8%	14.7%	11.0%	14.3%	14.9%	12.9%	19.5%	13.0%	11.0%	9.3%	18.5%	14.5%	15.4%	14.1%	11.1%
Impairment of long-lived assets	-	1.3%	2.0%	0.1%	-	-	6.1%	-	-	-	-	-	0.9%	1.5%	2.0%	0.0%
Operating Expenses	78.7%	80.2%	78.6%	68.1%	70.9%	70.5%	74.2%	76.2%	68.7%	64.1%	62.7%	85.4%	76.5%	72.9%	71.9%	65.1%
Income (loss) from Operations	-14.3%	-13.3%	-9.8%	1.9%	-0.8%	-1.4%	-5.2%	-7.9%	-0.8%	4.0%	5.0%	-24.2%	-8.9%	-3.8%	-2.4%	2.7%

8x8, Inc. CONSOLIDATED STATEMENTS OF OPERATIONS (GAAP)

	FY2023				FY2024				FY25			FISCAL YEARS			YTD	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4 YTD	Q4 YTD	Q4 YTD	Q3 YTD	Q3 YTD
	30-Jun 2022	30-Sep 2022	31-Dec 2022	31-Mar 2023	30-Jun 2023	30-Sep 2023	31-Dec 2023	31-Mar 2024	30-Jun 2024	30-Sep 2024	31-Dec 2024	31 Mar 2022	31 Mar 2023	31 Mar 2024	31 Dec 2023	31 Dec 2024
Supplemental Information																
Interest expense	$ (625)	$ (4,883)	$ (7,607)	$ (9,906)	$ (8,970)	$ (8,929)	$ (8,878)	$ (8,575)	$ (8,894)	$ (7,249)	$ (5,415)	$ (2,271)	$ (23,020)	$ (35,352)	$ (26,777)	$ (21,558)
Amortization of debt discount	(831)	(1,169)	(1,136)	(1,118)	(1,108)	(1,132)	(1,157)	(1,075)	(1,062)	(656)	(427)	(20,404)	(4,254)	(4,472)	(3,397)	(2,145)
Total interest expense	$ (1,456)	$ (6,052)	$ (8,743)	$ (11,024)	$ (10,078)	$ (10,061)	$ (10,035)	$ (9,650)	$ (9,956)	$ (7,905)	$ (5,842)	$ (22,675)	$ (27,274)	$ (39,824)	$ (30,174)	$ (23,703)
Gain (loss) on debt extinguishment	$ —	$ 16,106	$ 2,144	$ 296	$ (1,766)	$ —	$ —	$ —	$ —	$ (11,996)	$ (216)	$ —	$ 18,545	$ (1,766)	$ (1,766)	$ (12,212)
Gain (loss) on warrants remeasurement	—	1,293	(771)	(104)	(250)	2,781	(1,297)	942	1,747	263	(813)	—	417	2,176	1,234	1,197
Interest income	619	374	360	593	635	603	1,382	1,357	1,041	936	768	806	1,946	3,977	2,620	2,746
Gain (loss) on sale of assets	—	—	1,757	(5)	—	—	—	(179)	—	—	—	(68)	1,821	(179)	—	—
Other income (expense)	1,953	2,229	(2,659)	(954)	(1,014)	1,419	(1,360)	224	(1,072)	(1,912)	1,054	308	501	(731)	(955)	(1,931)
Other income (expense), net	$ 2,572	$ 20,002	$ 831	$ (174)	$ (2,395)	$ 4,803	$ (1,275)	$ 2,344	$ 1,716	$ (12,709)	$ 793	$ 1,046	$ 23,230	$ 3,477	$ 1,133	$ (10,200)

8x8 Inc. CONSOLIDATED BALANCE SHEETS

	FY2023				FY2024				FY2025		
	Q1	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**	**Q4**	**Q1**	**Q2**	**Q3**
	June 30, 2022	**September 30, 2022**	**December 31, 2022**	**March 31, 2023**	**June 30, 2023**	**September 30, 2023**	**December 31, 2023**	**March 31, 2024**	**June 30, 2024**	**September 30, 2024**	**December 31, 2024**
ASSETS											
Current assets:											
Cash and cash equivalents	$ 92,686	$ 100,512	$ 92,960	$ 111,400	$ 122,229	$ 144,030	$ 168,513	$ 116,262	$ 130,764	$ 117,405	$ 104,165
Restricted cash	590	511	511	511	165	521	356	356	461	462	462
Short-term investments	48,945	30,411	37,445	26,228	15,946	4,744	1,035	1,048	—	—	—
Accounts receivable, net	55,441	58,345	53,811	62,307	64,951	61,063	63,042	58,979	59,205	64,567	52,312
Deferred sales commission costs	36,510	36,350	37,401	38,048	38,247	37,610	36,996	35,933	34,625	34,107	32,046
Other current assets	38,545	37,537	32,449	34,630	32,930	33,967	32,528	35,258	32,723	29,810	30,105
Total current assets	272,717	263,666	254,577	273,124	274,468	281,935	302,470	247,836	257,778	246,351	219,090
Property and equipment, net	73,876	68,717	60,915	57,871	54,538	53,508	55,661	53,181	51,400	50,364	49,228
Operating lease, right-of-use assets	59,859	54,201	55,269	52,444	50,438	50,396	38,546	35,924	35,933	34,825	32,777
Intangible assets, net	122,737	117,490	112,236	107,112	102,013	96,914	91,816	86,717	81,618	76,519	71,420
Goodwill	265,029	262,393	265,578	266,863	266,386	265,732	267,453	266,574	266,399	269,229	266,217
Restricted cash, non-current	818	818	818	818	818	462	462	105	—	—	—
Long-term investments	—	—	—	—	—	—	—	—	—	—	—
Deferred sales commission costs, non-current	76,083	71,647	70,530	67,644	64,699	60,440	56,317	52,859	49,199	48,711	45,154
Other assets, non-current	18,028	17,009	16,184	15,934	15,103	14,336	13,993	12,783	13,412	14,127	14,325
Total assets	$ 889,147	$ 855,941	$ 836,107	$ 841,810	$ 828,463	$ 823,723	$ 826,718	$ 755,979	$ 755,739	$ 740,126	$ 698,211
LIABILITIES AND STOCKHOLDERS' EQUITY											
Current liabilities:											
Accounts payable	$ 42,584	$ 43,844	$ 40,632	$ 46,802	$ 42,537	$ 49,391	$ 49,493	$ 48,862	$ 51,727	$ 51,261	$ 53,072
Accrued and other liabilities	84,344	81,633	77,393	73,740	78,862	71,700	73,232	78,102	75,369	68,783	61,601
Operating lease liabilities, current	14,424	12,648	12,537	11,504	11,469	11,623	11,763	11,295	11,564	11,707	11,386
Deferred revenue, current	34,064	30,860	34,207	34,909	40,410	33,223	32,778	34,325	33,701	37,696	33,394
Convertible senior notes, current	—	—	—	62,932	63,039	63,153	63,260	—	—	—	—
Term loan, current	—	—	—	—	—	—	—	—	—	39,393	16,524
Total current liabilities	175,416	168,985	164,769	229,887	236,317	229,090	230,526	172,584	172,361	208,840	175,977
Operating lease liabilities, non-current	71,806	68,437	68,358	65,623	62,850	61,926	59,417	56,647	55,179	52,785	49,842
Deferred revenue, non-current	11,023	10,465	10,480	10,615	10,618	10,231	10,128	7,810	7,659	6,594	5,960
Convertible senior notes, non-current	494,444	286,682	264,443	196,821	197,048	197,303	197,561	197,796	198,033	198,300	198,569
Term loan	—	230,049	231,202	231,993	209,534	210,303	211,092	211,894	212,718	159,194	149,437
Other liabilities, non-current	2,936	6,541	6,828	6,965	7,227	4,460	8,322	7,290	5,201	4,601	5,413
Total liabilities	755,625	771,159	746,080	741,904	723,594	713,313	717,046	654,021	651,151	630,314	585,198
Commitments and contingencies											
Stockholders' equity:											
Preferred stock	—	—	—	—	—	—	—	—	—	—	—
Common stock	120	111	113	115	119	122	123	125	128	131	131
Additional paid-in capital	895,602	867,063	888,123	905,635	924,190	941,493	956,005	973,895	987,171	998,572	1,008,072
Accumulated other comprehensive loss	(16,391)	(24,944)	(14,731)	(12,927)	(11,196)	(15,509)	(9,538)	(11,553)	(11,912)	(3,549)	(12,870)
Accumulated deficit	(745,809)	(757,448)	(783,478)	(792,917)	(808,244)	(815,696)	(836,918)	(860,509)	(870,799)	(885,342)	(882,320)
Total stockholders' equity	133,522	84,782	90,027	99,906	104,869	110,410	109,672	101,958	104,588	109,812	113,013
Total liabilities and stockholders' equity	$ 889,147	$ 855,941	$ 836,107	$ 841,810	$ 828,463	$ 823,723	$ 826,718	$ 755,979	$ 755,739	$ 740,126	$ 698,211

8x8 Inc. CONSOLIDATED STATEMENT OF CASH FLOWS

	FY2024				FY2025			Fiscal Years			YTD	
	30-Jun	30-Sep	31-Dec	31-Mar	30-Jun	30-Sep	31-Dec	31-Mar	31-Mar	31-Mar	31-Dec	31-Dec
	Q1 FY24	Q2 FY24	Q3 FY24	Q4 FY24	Q1 FY25	Q2 FY25	Q3 FY25	Q4 YTD FY22	Q4 YTD FY23	Q4 YTD FY24	Q3 YTD FY24	Q3 YTD FY25
	2023	2023	2023	2024	2024	2024	2024	2022	2023	2024	2023	2024
Cash flows from operating activities:												
Net loss	$ (15,327)	$ (7,452)	$ (21,222)	$ (23,591)	$ (10,290)	$ (14,543)	$ 3,022	$ (175,383)	$ (73,143)	$ (67,592)	$ (44,001)	$ (21,811)
Adjustments to reconcile net loss to net cash provided by operating activities:												
Depreciation	2,126	1,964	2,043	2,168	1,908	1,848	1,866	11,374	10,464	8,301	6,133	5,622
Amortization of intangible assets	5,099	5,099	5,098	5,099	5,099	5,099	5,098	8,317	21,078	20,395	15,296	15,296
Amortization of capitalized internal-use software costs	5,282	4,779	4,357	4,068	3,758	3,264	2,959	28,863	20,739	18,486	14,418	9,981
Impairment of capitalized software	—	—	—	—	—	—	—	—	3,729	—	—	—
Amortization of debt discount and issuance costs	1,109	1,131	1,157	1,075	1,062	656	427	20,404	4,254	4,472	3,397	2,145
Amortization of deferred sales commission costs	10,019	10,080	10,051	10,031	9,838	9,859	9,284	34,701	38,195	40,181	30,150	28,981
Allowance for credit losses	490	503	670	573	334	935	156	1,974	1,892	2,236	1,663	1,425
Operating lease expense, net of accretion	2,507	2,602	2,948	2,877	3,165	2,873	2,869	13,482	12,030	10,934	8,057	8,907
Impairment of right-of-use assets	—	—	11,034	—	—	—	—	—	2,651	11,034	11,034	—
Stock-based compensation expense	18,195	14,522	14,118	15,075	12,801	9,376	9,533	133,331	89,536	61,910	46,835	31,710
Loss (gain) on debt extinguishment	1,766	—	—	—	—	11,996	216	—	(18,545)	1,766	1,766	12,212
Loss (gain) on remeasurement of warrants	250	(2,781)	1,297	(942)	(1,747)	(263)	813	—	(417)	(2,176)	(1,234)	(1,197)
Gain on sale of assets	—	—	—	179	—	—	—	—	(1,821)	179	—	—
Other	(184)	236	(622)	1,250	581	(4,207)	4,481	3,726	101	680	(570)	855
Changes in assets and liabilities:												
Accounts receivable, net	(3,397)	3,696	(2,487)	2,941	(732)	(4,582)	10,460	6,867	(8,450)	753	(2,188)	5,146
Deferred sales commission costs	(7,209)	(4,859)	(5,027)	(5,784)	(4,803)	(7,644)	(5,134)	(44,224)	(31,086)	(22,879)	(17,095)	(17,581)
Other current and non-current assets	2,327	(3,633)	720	(1,762)	(658)	1,508	(2,793)	(4,022)	2,150	(2,348)	(586)	(1,943)
Accounts payable and accruals	(2,084)	(850)	(1,537)	289	(1,413)	(7,473)	(10,295)	(8,740)	(24,403)	(4,182)	(4,471)	(19,181)
Deferred revenue	5,504	(7,574)	(202)	(893)	(755)	3,615	(5,746)	4,010	(168)	(3,165)	(2,272)	(2,886)
Net cash provided by operating activities	26,473	17,463	22,396	12,653	18,148	12,317	27,216	34,680	48,786	78,985	66,332	57,681
Cash flows from investing activities:												
Purchases of property and equipment	(186)	(1,372)	(783)	(309)	(382)	(1,207)	(456)	(4,137)	(2,991)	(2,650)	(2,341)	(2,045)
Proceeds from sale of intangible assets	—	—	—	—	—	—	—	—	1,000	—	—	—
Capitalized internal-use software costs	(3,488)	(3,954)	(3,471)	(3,376)	(3,025)	(2,867)	(2,570)	(20,370)	(11,896)	(14,289)	(10,913)	(8,462)
Purchases of investments	(3,093)	(3,081)	—	—	—	—	—	(83,383)	(53,308)	(6,174)	(6,174)	—
Purchase of cost investment	—	—	—	—	(771)	—	—	—	—	—	—	(771)
Sales of investments	—	—	—	—	—	—	—	13,299	8,296	—	—	—
Maturities of investments	13,559	14,350	3,750	—	1,048	—	—	60,023	66,199	31,659	31,659	1,048
Acquisition of businesses, net of cash acquired	—	—	—	—	—	—	—	(125,410)	(1,250)	—	—	—
Net cash provided by (used in) investing activities	6,792	5,943	(504)	(3,685)	(3,130)	(4,074)	(3,026)	(159,978)	6,050	8,546	12,231	(10,230)
Cash flows from financing activities:												
Finance lease payments	—	—	—	—	—	—	—	(15)	—	—	—	—
Tax-related withholding of common stock	—	—	—	—	—	—	—	(310)	—	—	—	—
Proceeds from issuance of common stock under employee stock plans	—	2,365	—	2,519	—	1,682	(1)	16,107	4,679	4,884	2,365	1,681
Repurchase of capped calls	—	—	—	—	—	—	—	—	244	—	—	—
Payments for debt issuance costs	—	—	—	—	—	(1,114)	(403)	—	—	—	—	(1,517)
Repayment of principal on term loan	(25,000)	—	—	—	—	(225,000)	(33,000)	—	—	(25,000)	(25,000)	(258,000)
Net proceeds from term loan	—	—	—	—	—	200,000	—	—	234,806	—	—	200,000
Repayment and exchange of convertible senior notes	—	—	—	(63,295)	—	—	—	—	(217,299)	(63,295)	—	—
Proceeds from issuance of convertible notes	—	—	—	—	—	—	—	134,619	—	—	—	—
Repurchase of common stock	—	—	—	—	—	—	—	(44,976)	(60,214)	—	—	—
Other financing activities	—	—	—	—	(352)	(352)	(557)	—	—	—	—	(1,261)
Net cash provided by (used in) financing activities	(25,000)	2,365	—	(60,776)	(352)	(24,784)	(33,961)	105,425	(37,784)	(83,411)	(22,635)	(59,097)
Effect of exchange rate changes on cash	2,218	(3,970)	2,426	(800)	(164)	3,183	(3,469)	(585)	(5,037)	(126)	674	(450)
Net increase (decrease) in cash and cash equivalents	10,483	21,801	24,318	(52,608)	14,502	(13,358)	(13,240)	(20,458)	12,015	3,994	56,602	(12,096)
Cash, cash equivalents and restricted cash, beginning of period	112,729	123,212	145,013	169,331	116,723	131,225	117,867	121,172	100,714	112,729	112,729	116,723
Cash, cash equivalents and restricted cash, end of year	$ 123,212	$ 145,013	$ 169,331	$ 116,723	$ 131,225	$ 117,867	$ 104,627	$ 100,714	$ 112,729	$ 116,723	$ 169,331	$ 104,627

8x8 Inc. CONSOLIDATED STATEMENT OF CASH FLOWS

	FY2024				FY2025			Fiscal Years			YTD	
	30-Jun	30-Sep	31-Dec	31-Mar	30-Jun	30-Sep	31-Dec	31-Mar	31-Mar	31-Mar	31-Dec	31-Dec
	Q1 FY24	Q2 FY24	Q3 FY24	Q4 FY24	Q1 FY25	Q2 FY25	Q3 FY25	Q4 YTD FY22	Q4 YTD FY23	Q4 YTD FY24	Q3 YTD FY24	Q3 YTD FY25
	2023	2023	2023	2024	2024	2024	2024	2022	2023	2024	2023	2024
Supplemental and non-cash disclosures:												
Interest paid	$ 4,919	$ 12,880	$ 6,864	$ 10,911	$ 6,707	$ 9,617	$ 3,193	$ 2,156	$ 22,162	$ 35,574	$ 24,663	$ 19,517
Income taxes paid	$ 336	$ 2,782	$ 2,326	$ 530	$ 479	$ 1,907	$ 708	$ 1,320	$ 1,530	$ 5,974	$ 5,444	$ 3,094
Payables and accruals for property and equipment	$ 37	$ —	$ 3,861	$ 3,868	$ 3,574	$ 3,207	$ 2,861	$ 88	$ 38	$ 3,868	$ 3,861	$ 2,861
Warrants issued in connection with term loan	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ 5,915	$ —	$ —	$ —
Shares issued in connection with term loan and convertible senior notes	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ 5,084	$ —	$ —	$ —
Issuance of 2028 convertible senior notes in exchange of 2024 convertible senior notes	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ 201,914	$ —	$ —	$ —
Right-of-use assets acquired in connection with Fuse acquisition	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ 7,261	$ —	$ —	$ —	$ —
Shares consideration in connection with Fuze acquisition	$ —	$ —	$ —	$ —	$ —	$ —	$ —	$ 80,856	$ —	$ —	$ —	$ —

8x8 Inc. NON-GAAP INCOME STATEMENT

	FY2023				FY2024				FY2025			Fiscal Years			YTD	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	YTD	YTD	YTD	Q3 YTD	Q3 YTD
	30-Jun	30-Sep	31-Dec	31-Mar	30-Jun	30-Sep	31-Dec	31-Mar	30-Jun	30-Sep	31-Dec	31-Mar	31-Mar	31-Mar	31 Dec	31-Dec
	2022	2022	2022	2023	2023	2023	2023	2024	2024	2024	2024	2022	2023	2024	2023	2024
Non-GAAP Income Statement																
Service revenue	$ 179,161	$ 178,556	$ 175,765	$ 176,562	$ 175,238	$ 177,782	$ 175,069	$ 172,490	$ 172,801	$ 175,075	$ 173,459	$ 602,357	$ 710,044	$ 700,579	$ 528,089	$ 521,335
Other revenue	8,459	8,833	8,635	7,967	8,049	7,217	5,937	6,923	5,346	5,923	5,423	35,773	33,894	28,126	21,203	16,692
Total revenue	187,620	187,389	184,400	184,529	183,287	184,999	181,006	179,413	178,147	180,998	178,882	638,130	743,938	728,705	549,292	538,027
Cost of service revenue	47,585	46,160	42,629	43,538	41,728	45,201	44,727	44,495	45,249	46,848	47,613	180,008	179,912	176,151	131,656	139,710
Cost of other revenue	11,446	9,819	8,757	7,279	7,725	7,462	6,644	7,939	7,172	7,112	6,928	45,605	37,301	29,770	21,831	21,212
Total cost of revenue	59,031	55,979	51,386	50,817	49,453	52,663	51,371	52,434	52,421	53,960	54,541	225,613	217,213	205,921	153,487	160,922
Gross profit	128,589	131,410	133,014	133,712	133,834	132,336	129,635	126,979	125,726	127,038	124,341	412,517	526,725	522,784	395,805	377,105
Operating expenses:																
Research and development	26,725	28,139	26,712	28,356	27,330	28,075	27,012	28,148	27,441	27,530	26,429	77,220	109,932	110,565	82,417	81,400
Sales and marketing	71,750	70,167	66,911	59,436	60,100	61,295	59,779	59,655	60,741	59,191	60,456	258,658	268,264	240,829	181,174	180,388
General and administrative	19,979	24,031	21,062	21,100	19,974	19,202	18,588	18,900	17,434	18,779	18,368	66,051	86,172	76,664	57,764	54,581
Impairment of long-lived assets	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Total operating expenses	118,454	122,337	114,685	108,892	107,404	108,572	105,379	106,703	105,616	105,500	105,253	401,929	464,368	428,058	321,355	316,369
Income from operations	10,135	9,073	18,329	24,820	26,430	23,764	24,256	20,276	20,110	21,538	19,088	10,588	62,357	94,726	74,450	60,736
Interest expense	(625)	(4,883)	(7,607)	(9,906)	(8,970)	(8,929)	(8,878)	(8,575)	(8,894)	(7,249)	(5,415)	(2,271)	(23,020)	(35,352)	(26,776)	(21,558)
Other expense, net	2,456	2,487	(2,415)	(475)	(496)	1,905	(98)	921	(147)	(1,092)	1,706	659	1,983	2,232	1,314	467
Income before provision (benefit) for income taxes	11,966	6,677	8,307	14,439	16,964	16,740	15,280	12,622	11,069	13,197	15,379	8,976	41,320	61,606	48,988	39,645
Provision (benefit) for income taxes	405	599	37	1,766	1,444	(389)	521	2,066	676	1,098	908	(387)	2,807	3,642	1,576	2,682
Net income	$ 11,561	$ 6,078	$ 8,270	$ 12,673	$ 15,520	$ 17,129	$ 14,759	$ 10,556	$ 10,393	$ 12,099	$ 14,471	$ 9,363	$ 38,513	$ 57,964	$ 47,412	$ 36,963
Shares used in computing net loss per share amounts:																
Basic	119,721	116,013	113,201	114,924	116,777	120,757	122,556	124,324	125,999	129,250	130,970	113,354	115,959	121,106	120,042	128,750
Diluted	121,756	116,186	113,711	117,442	118,445	122,624	124,253	125,962	127,433	131,294	135,742	116,982	117,443	122,560	121,874	131,744
Non-GAAP net income per share - Basic	0.10	0.05	0.07	0.11	0.13	0.14	0.12	0.08	0.08	0.09	0.11	0.08	0.33	0.48	0.39	0.29
Non-GAAP net income per share - Diluted	0.09	0.05	0.07	0.11	0.13	0.14	0.12	0.08	0.08	0.09	0.11	0.08	0.33	0.47	0.39	0.28

% of Revenue

Cost of service revenue (% of service revenue)	26.6%	25.9%	24.3%	24.7%	23.8%	25.4%	25.5%	25.8%	26.2%	26.8%	27.4%	29.9%	25.3%	25.1%	24.9%	26.8%
Service revenue gross profit	73.4%	74.1%	75.7%	75.3%	76.2%	74.6%	74.5%	74.2%	73.8%	73.2%	72.6%	70.1%	74.7%	74.9%	75.1%	73.2%
Cost of other revenue (% of other revenue)	135.3%	111.2%	101.4%	91.4%	96.0%	103.4%	111.9%	114.7%	134.2%	120.1%	127.8%	127.5%	110.1%	105.8%	103.0%	127.1%
Other revenue gross profit	-35.3%	-11.2%	-1.4%	8.6%	4.0%	-3.4%	-11.9%	-14.7%	-34.2%	-20.1%	-27.8%	-27.5%	-10.1%	-5.8%	-3.0%	-27.1%
Cost of total revenue	31.5%	29.9%	27.9%	27.5%	27.0%	28.5%	28.4%	29.2%	29.4%	29.8%	30.5%	35.4%	29.2%	28.3%	27.9%	29.9%
Total revenue gross profit (% of total revenue)	68.5%	70.1%	72.1%	72.5%	73.0%	71.5%	71.6%	70.8%	70.6%	70.2%	69.5%	64.6%	70.8%	71.7%	72.1%	70.1%
Operating Expenses:																
Research and development	14.2%	15.0%	14.5%	15.4%	14.9%	15.2%	14.9%	15.7%	15.4%	15.2%	14.8%	12.1%	14.8%	15.2%	15.0%	15.1%
Sales and marketing	38.2%	37.4%	36.3%	32.2%	32.8%	33.1%	33.0%	33.3%	34.1%	32.7%	33.8%	40.5%	36.1%	33.0%	33.0%	33.5%
General and Administrative	10.6%	12.8%	11.4%	11.4%	10.9%	10.4%	10.3%	10.5%	9.8%	10.4%	10.3%	10.4%	11.6%	10.5%	10.5%	10.1%
Operating Expenses	63.1%	65.3%	62.2%	59.0%	58.6%	58.7%	58.2%	59.5%	59.3%	58.3%	58.8%	63.0%	62.4%	58.7%	58.5%	58.8%
Income from operations	5.4%	4.8%	9.9%	13.5%	14.4%	12.8%	13.4%	11.3%	11.3%	11.9%	10.7%	1.7%	8.4%	13.0%	13.6%	11.3%

8x8, Inc. GAAP to NON-GAAP RECONCILIATIONS

	FY2023				FY2024				FY2025			Fiscal Years			YTD	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	YTD	YTD	YTD	Q3 YTD	Q3 YTD
	30-Jun 2022	30-Sep 2022	31-Dec 2022	31-Mar 2023	30-Jun 2023	30-Sep 2023	31-Dec 2023	31-Mar 2024	30-Jun 2024	30-Sep 2024	31-Dec 2024	31-Mar 2022	31-Mar 2023	31-Mar 2024	31-Dec 2023	31-Dec 2024
Reconcilation of GAAP to Non-GAAP Financial Measures:																
Cost of Revenue:																
GAAP cost of service revenue	$ 53,547	$ 51,038	$ 47,335	$ 46,951	$ 46,276	$ 49,144	$ 48,983	$ 48,557	$ 49,496	$ 50,251	$ 50,529	$ 195,909	$ 198,871	$ 192,960	$ 144,403	$ 150,276
Amortization of acquired intangible assets	(2,369)	(2,140)	(2,125)	(2,118)	(2,118)	(2,118)	(2,118)	(2,115)	(2,117)	(2,118)	(2,117)	(5,127)	(8,752)	(8,469)	(6,354)	(6,352)
Stock-based compensation expense and related employer payroll taxes	(2,696)	(2,457)	(2,148)	(2,031)	(2,224)	(1,743)	(1,694)	(1,767)	(1,608)	(1,230)	(857)	(9,163)	(9,332)	(7,428)	(5,661)	(3,695)
Acquisition and integration costs	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Legal and regulatory costs	—	—	(85)	—	—	—	—	—	—	—	55	—	(85)	—	—	55
Severance, transition and contract exit costs	(897)	(281)	(348)	736	(206)	(82)	(444)	(180)	(522)	(55)	3	(1,611)	(790)	(912)	(732)	(574)
Non-GAAP cost of service revenue	$ 47,585	$ 46,160	$ 42,629	$ 43,538	$ 41,728	$ 45,201	$ 44,727	$ 44,495	$ 45,249	$ 46,848	$ 47,613	$ 180,008	$ 179,912	$ 176,151	$ 131,656	$ 139,710
GAAP service revenue margin	$ 125,614	$ 127,518	$ 128,430	$ 129,611	$ 128,962	$ 128,638	$ 126,086	$ 123,933	$ 123,305	$ 124,824	$ 122,930	$ 406,448	$ 511,173	$ 507,619	$ 383,686	$ 371,059
Non-GAAP service revenue margin	$ 131,576	$ 132,396	$ 133,136	$ 133,024	$ 133,510	$ 132,581	$ 130,342	$ 127,995	$ 127,552	$ 128,227	$ 125,846	$ 422,349	$ 530,132	$ 524,428	$ 396,433	$ 381,625
GAAP cost of other revenue	$ 13,126	$ 11,000	$ 10,176	$ 8,302	$ 8,398	$ 7,958	$ 7,177	$ 8,412	$ 7,691	$ 7,572	$ 7,268	$ 51,649	$ 42,604	$ 31,945	$ 23,533	$ 22,531
Stock-based compensation expense and related employer payroll taxes	(1,147)	(937)	(902)	(634)	(651)	(468)	(459)	(442)	(419)	(304)	(272)	(5,046)	(3,620)	(2,020)	(1,578)	(995)
Acquisition and integration costs	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Legal and regulatory costs	—	—	—	—	—	—	—	—	—	—	62	—	—	—	—	62
Severance, transition and contract exit costs	(533)	(244)	(517)	(389)	(22)	(28)	(74)	(31)	(100)	(156)	(130)	(998)	(1,683)	(155)	(124)	(386)
Non-GAAP cost of other revenue	$ 11,446	$ 9,819	$ 8,757	$ 7,279	$ 7,725	$ 7,462	$ 6,644	$ 7,939	$ 7,172	$ 7,112	$ 6,928	$ 45,605	$ 37,301	$ 29,770	$ 21,831	$ 21,212
GAAP other revenue margin	$ (4,667)	$ (2,167)	$ (1,541)	$ (335)	$ (349)	$ (741)	$ (1,240)	$ (1,489)	$ (2,345)	$ (1,649)	$ (1,845)	$ (15,876)	$ (8,710)	$ (3,819)	$ (2,330)	$ (5,839)
Non-GAAP other revenue margin	$ (2,987)	$ (986)	$ (122)	$ 688	$ 324	$ (245)	$ (707)	$ (1,016)	$ (1,826)	$ (1,189)	$ (1,505)	$ (9,832)	$ (3,407)	$ (1,644)	$ (628)	$ (4,520)
GAAP gross margin	$ 120,947	$ 125,351	$ 126,889	$ 129,276	$ 128,613	$ 127,897	$ 124,846	$ 122,444	$ 120,960	$ 123,175	$ 121,085	$ 390,572	$ 502,463	$ 503,800	$ 381,356	$ 365,220
Non-GAAP gross margin	$ 128,589	$ 131,410	$ 133,014	$ 133,712	$ 133,834	$ 132,336	$ 129,635	$ 126,979	$ 125,726	$ 127,038	$ 124,341	$ 412,517	$ 526,725	$ 522,784	$ 395,805	$ 377,105
Operating Expenses:																
GAAP research and development	$ 34,955	$ 36,019	$ 35,062	$ 36,455	$ 35,292	$ 34,207	$ 32,787	$ 33,930	$ 32,137	$ 31,291	$ 29,833	$ 112,387	$ 142,491	$ 136,216	$ 102,286	$ 93,261
Stock-based compensation expense and related employer payroll taxes	(8,193)	(7,773)	(7,183)	(6,789)	(7,438)	(5,345)	(5,190)	(5,469)	(4,657)	(3,348)	(3,209)	(34,113)	(29,938)	(23,442)	(17,973)	(11,214)
Acquisition and integration costs	—	—	—	—	(213)	115	—	—	—	—	—	—	—	(98)	(98)	—
Legal and regulatory costs	—	—	—	—	—	—	—	—	—	—	352	—	—	—	—	352
Severance, transition and contract exit costs	(37)	(107)	(1,167)	(1,310)	(311)	(902)	(585)	(313)	(39)	(413)	(547)	(1,054)	(2,621)	(2,111)	(1,798)	(999)
Non-GAAP research and development	$ 26,725	$ 28,139	$ 26,712	$ 28,356	$ 27,330	$ 28,075	$ 27,012	$ 28,148	$ 27,441	$ 27,530	$ 26,429	$ 77,220	$ 109,932	$ 110,565	$ 82,417	$ 81,400
GAAP sales and marketing	$ 83,527	$ 80,487	$ 79,021	$ 68,848	$ 68,505	$ 68,687	$ 66,997	$ 67,755	$ 67,106	$ 64,867	$ 65,644	$ 314,223	$ 311,883	$ 271,944	$ 204,189	$ 197,617
Amortization of acquired intangible assets	(3,106)	(3,107)	(3,106)	(3,007)	(2,982)	(2,982)	(2,982)	(2,980)	(2,982)	(2,981)	(2,981)	(3,190)	(12,326)	(11,926)	(8,946)	(8,944)
Stock-based compensation expense and related employer payroll taxes	(8,280)	(6,883)	(6,653)	(3,536)	(5,254)	(4,176)	(3,894)	(3,400)	(3,258)	(2,305)	(2,373)	(49,060)	(25,352)	(16,724)	(13,324)	(7,936)
Acquisition and integration costs	—	—	—	1,105	—	—	—	—	—	—	—	—	1,105	—	—	—
Legal and regulatory cost	—	—	—	—	—	—	—	—	—	—	335	—	—	—	—	335
Severance, transition and contract exit costs	(391)	(330)	(2,351)	(3,974)	(169)	(234)	(342)	(1,720)	(125)	(390)	(169)	(3,315)	(7,046)	(2,465)	(745)	(684)
Non-GAAP sales and marketing	$ 71,750	$ 70,167	$ 66,911	$ 59,436	$ 60,100	$ 61,295	$ 59,779	$ 59,655	$ 60,741	$ 59,191	$ 60,456	$ 258,658	$ 268,264	$ 240,829	$ 181,174	$ 180,388
GAAP general and administrative	$ 29,219	$ 31,411	$ 27,158	$ 20,213	$ 26,226	$ 27,586	$ 23,419	$ 34,978	$ 23,091	$ 19,848	$ 16,629	$ 118,103	$ 108,001	$ 112,209	$ 77,231	$ 59,568
Stock-based compensation expense and related employer payroll taxes	(7,923)	(6,763)	(4,354)	(3,352)	(4,108)	(3,695)	(3,653)	(4,787)	(3,651)	(2,658)	(3,058)	(40,844)	(22,392)	(16,243)	(11,456)	(9,367)
Acquisition and integration costs	(624)	(1,554)	(555)	6,181	(130)	(422)	(102)	(145)	(123)	(193)	(244)	(9,717)	3,448	(799)	(654)	(560)
Legal and regulatory costs	62	207	(57)	(898)	(1,468)	(3,879)	(98)	(10,072)	(548)	3,166	6,045	2,722	(686)	(15,517)	(5,445)	8,663
Severance, transition and related exit costs	(755)	730	(1,130)	(1,044)	(546)	(388)	(978)	(1,074)	(1,335)	(1,384)	(1,004)	(4,213)	(2,199)	(2,986)	(1,912)	(3,723)
Non-GAAP general and administrative	$ 19,979	$ 24,031	$ 21,062	$ 21,100	$ 19,974	$ 19,202	$ 18,588	$ 18,900	$ 17,434	$ 18,779	$ 18,368	$ 66,051	$ 86,172	$ 76,664	$ 57,764	$ 54,581
GAAP Operating Expenses	$ 147,701	$ 147,917	$ 141,241	$ 125,516	$ 130,023	$ 130,480	$ 123,203	$ 136,663	$ 122,334	$ 116,006	$ 112,106	$ 544,713	$ 562,375	$ 520,369	$ 383,706	$ 350,446
Amortization of acquired intangible assets	(3,106)	(3,107)	(3,106)	(3,007)	(2,982)	(2,982)	(2,982)	(2,980)	(2,982)	(2,981)	(2,981)	(3,190)	(12,326)	(11,926)	(8,946)	(8,944)
Stock-based compensation expense and related employer payroll taxes	(24,396)	(21,419)	(18,190)	(13,677)	(16,800)	(13,216)	(12,737)	(13,656)	(11,566)	(8,311)	(8,640)	(124,017)	(77,682)	(56,409)	(42,753)	(28,517)
Acquisition and integration costs	(624)	(1,554)	(555)	7,286	(343)	(307)	(102)	(145)	(123)	(193)	(244)	(9,717)	4,553	(897)	(752)	(560)
Legal and regulatory cost	62	207	(57)	(898)	(1,468)	(3,879)	(98)	(10,072)	(548)	3,166	6,732	2,722	(686)	(15,517)	(5,445)	9,350
Severance, transition and contract exit costs	(1,183)	293	(4,648)	(6,328)	(1,026)	(1,524)	(1,905)	(3,107)	(1,499)	(2,187)	(1,720)	(8,582)	(11,866)	(7,562)	(4,455)	(5,406)

8x8, Inc. GAAP to NON-GAAP RECONCILIATIONS

	FY2023				FY2024				FY2025			Fiscal Years			YTD	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	YTD	YTD	YTD	Q3 YTD	Q3 YTD
	30-Jun 2022	30-Sep 2022	31-Dec 2022	31-Mar 2023	30-Jun 2023	30-Sep 2023	31-Dec 2023	31-Mar 2024	30-Jun 2024	30-Sep 2024	31-Dec 2024	31-Mar 2022	31-Mar 2023	31-Mar 2024	31-Dec 2023	31-Dec 2024
Operating Profit (Loss):																
GAAP income (loss) from operations	$ (26,754)	$ (24,990)	$ (18,081)	$ 3,533	$ (1,410)	$ (2,583)	$ (9,391)	$ (14,219)	$ (1,374)	$ 7,169	$ 8,979	$ (154,141)	$ (66,292)	$ (27,603)	$ (13,384)	$ 14,774
Amortization of acquired intangible assets	5,475	5,247	5,231	5,125	5,100	5,100	5,100	5,095	5,099	5,099	5,098	8,317	21,078	20,395	15,300	15,296
Stock-based compensation expense and related employer payroll taxes	28,239	24,813	21,240	16,342	19,675	15,427	14,890	15,865	13,593	9,845	9,769	138,226	90,634	65,857	49,992	33,207
Acquisition and integration costs	624	1,554	555	(7,286)	343	307	102	145	123	193	244	9,717	(4,553)	897	752	560
Legal and regulatory costs	(62)	(207)	142	898	1,468	3,879	98	10,072	548	(3,166)	(6,849)	(2,722)	771	15,517	5,445	(9,467)
Severance, transition and contract exit costs	2,613	232	5,513	5,981	1,254	1,634	2,423	3,318	2,121	2,398	1,847	11,191	14,339	8,629	5,311	6,366
Impairment of long-lived assets	—	2,424	3,729	227	—	—	11,034	—	—	—	—	—	6,380	11,034	11,034	—
Non-GAAP operating profit	$ 10,135	$ 9,073	$ 18,329	$ 24,820	$ 26,430	$ 23,764	$ 24,256	$ 20,276	$ 20,110	$ 21,538	$ 19,088	$ 10,588	$ 62,357	$ 94,726	$ 74,450	$ 60,736
Interest Expense:																
GAAP interest expense	$ (1,456)	$ (6,052)	$ (8,743)	$ (11,024)	$ (10,078)	$ (10,061)	$ (10,035)	$ (9,650)	$ (9,956)	$ (7,905)	$ (5,842)	$ (22,675)	$ (27,274)	$ (39,824)	$ (30,174)	$ (23,703)
Amortization of debt discount and issuance cost	831	1,169	1,136	1,118	1,108	1,132	1,157	1,075	1,062	656	427	20,404	4,254	4,472	3,398	2,145
Non-GAAP interest expense	$ (625)	$ (4,883)	$ (7,607)	$ (9,906)	$ (8,970)	$ (8,929)	$ (8,878)	$ (8,575)	$ (8,894)	$ (7,249)	$ (5,415)	$ (2,271)	$ (23,020)	$ (35,352)	$ (26,776)	$ (21,558)
Other Income (Expenses):																
GAAP other income (expense), net	$ 2,572	$ 20,002	$ 831	$ (174)	$ (2,395)	$ 4,803	$ (1,275)	$ 2,344	$ 1,716	$ (12,709)	$ 793	$ 1,046	$ 23,230	$ 3,477	$ 1,133	$ (10,200)
Legal and regulatory costs	—	—	—	—	—	—	—	(550)	—	—	—	—	—	(550)	—	—
(Gain) loss on debt extinguishment	—	(16,106)	(2,144)	(295)	1,766	—	—	—	—	11,996	216	—	(18,545)	1,766	1,766	12,212
(Gain) loss on warrants remeasurement	—	(1,293)	771	105	250	(2,781)	1,297	(942)	(1,747)	(263)	813	—	(417)	(2,176)	(1,234)	(1,197)
(Loss) gain on sale of assets	—	—	(1,757)	5	—	—	—	179	—	—	—	—	(1,821)	179	—	—
Other income	(116)	(116)	(116)	(116)	(117)	(117)	(120)	(110)	(116)	(116)	(116)	(387)	(464)	(464)	(351)	(348)
Non-GAAP other income and expense	$ 2,456	$ 2,487	$ (2,415)	$ (475)	$ (496)	$ 1,905	$ (98)	$ 921	$ (147)	$ (1,092)	$ 1,706	$ 659	$ 1,983	$ 2,232	$ 1,314	$ 467
Net Income (Loss):																
GAAP net loss (as a percentage of total revenue)	$ (26,043)	$ (11,639)	$ (26,030)	$ (9,431)	$ (15,327)	$ (7,452)	$ (21,222)	$ (23,591)	$ (10,290)	$ (14,543)	$ 3,022	$ (175,383)	$ (73,143)	$ (67,592)	$ (44,001)	$ (21,811)
Amortization of acquired intangible assets	5,475	5,247	5,231	5,125	5,100	5,100	5,100	5,095	5,099	5,099	5,098	8,317	21,078	20,395	15,300	15,296
Stock-based compensation expense and related employer payroll taxes	28,239	24,813	21,240	16,342	19,675	15,427	14,890	15,865	13,593	9,845	9,769	138,226	90,634	65,857	49,992	33,207
Acquisition and integration costs	624	1,554	555	(7,286)	343	307	102	145	123	193	244	9,717	(4,553)	897	752	560
Legal and regulatory costs	(62)	(207)	142	898	1,468	3,879	98	9,522	548	(3,166)	(6,849)	(2,722)	771	14,967	5,445	(9,467)
Severance, transition and contract exit costs	2,613	232	5,513	5,981	1,254	1,634	2,423	3,318	2,121	2,398	1,847	11,191	14,339	8,629	5,311	6,366
Impairment of long-lived assets	—	2,424	3,729	227	—	—	11,034	—	—	—	—	—	6,380	11,034	11,034	—
Amortization of debt discount and issuance cost	831	1,169	1,136	1,118	1,108	1,132	1,157	1,075	1,062	656	427	20,404	4,254	4,472	3,398	2,145
(Gain) loss on debt extinguishment	—	(16,106)	(2,144)	(295)	1,766	—	—	—	—	11,996	216	—	(18,545)	1,766	1,766	12,212
(Gain) loss on warrants remeasurement	—	(1,293)	771	105	250	(2,781)	1,297	(942)	(1,747)	(263)	813	—	(417)	(2,176)	(1,234)	(1,197)
(Loss) gain on sale of assets	—	—	(1,757)	5	—	—	—	179	—	—	—	—	(1,821)	179	—	—
Other income	(116)	(116)	(116)	(116)	(117)	(117)	(120)	(110)	(116)	(116)	(116)	(387)	(464)	(464)	(351)	(348)
Income tax expense effects, net	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Non-GAAP net income	$ 11,561	$ 6,078	$ 8,270	$ 12,673	$ 15,520	$ 17,129	$ 14,759	$ 10,556	$ 10,393	$ 12,099	$ 14,471	$ 9,363	$ 38,513	$ 57,964	$ 47,412	$ 36,963
Interest expense	625	4,883	7,607	9,906	8,970	8,929	8,878	8,575	8,894	7,249	5,415	2,271	23,020	35,352	26,777	21,558
Provision for income taxes	405	599	37	1,766	1,444	(389)	521	2,066	676	1,098	908	(387)	2,807	3,642	1,576	2,682
Depreciation	2,789	2,834	2,432	2,409	2,126	1,964	2,043	2,168	1,908	1,848	1,866	11,374	10,464	8,301	6,132	5,622
Amortization of capitalized internal-use software costs	5,964	5,529	4,904	4,341	5,282	4,779	4,358	4,067	3,758	3,264	2,959	28,863	20,739	18,486	14,418	9,981
Other expense (income), net	(2,456)	(2,487)	2,415	477	496	(1,905)	98	(1,471)	147	1,092	(1,706)	(727)	(1,983)	(2,782)	(1,314)	(467)
Adjusted EBITDA	$ 18,888	$ 17,436	$ 25,665	$ 31,572	$ 33,838	$ 30,507	$ 30,657	$ 25,961	$ 25,776	$ 26,650	$ 23,913	$ 50,757	$ 93,560	$ 120,963	$ 95,001	$ 76,339
Shares used in computing net loss per share amounts:																
Basic	119,721	116,013	113,201	114,924	116,777	120,757	122,556	124,324	125,999	129,250	130,970	113,354	115,959	121,106	120,042	128,750
Diluted	121,756	116,186	113,711	117,442	118,445	122,624	124,253	125,962	127,433	131,294	135,742	116,982	117,443	122,560	121,874	131,744
GAAP net income (loss) per share - Basic	(0.22)	(0.10)	(0.23)	(0.08)	(0.13)	(0.06)	(0.17)	(0.19)	(0.08)	(0.11)	0.02	(1.55)	(0.63)	(0.56)	(0.37)	(0.17)
GAAP net income (loss) per share - Diluted	(0.22)	(0.10)	(0.23)	(0.08)	(0.13)	(0.06)	(0.17)	(0.19)	(0.08)	(0.11)	0.02	(1.55)	(0.63)	(0.56)	(0.37)	(0.17)
Non-GAAP net income per share - Basic	0.10	0.05	0.07	0.11	0.13	0.14	0.12	0.08	0.08	0.09	0.11	0.08	0.33	0.48	0.39	0.29