

8x8

# 8x8 Third Quarter Fiscal 2026

Ended December 31, 2025

February 3, 2026

# 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, as amended. 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: 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 drive increased platform and multi-product adoption; our ability to increase profitability and cash flow 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 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, government shutdowns and threats of shutdowns, rising interest rates and other inflationary pressures on us and our customers.
- Risks related to our 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.
- The impact of U.S. trade restrictions, tariffs and international trade policies could adversely affect our costs and operations.
- 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**

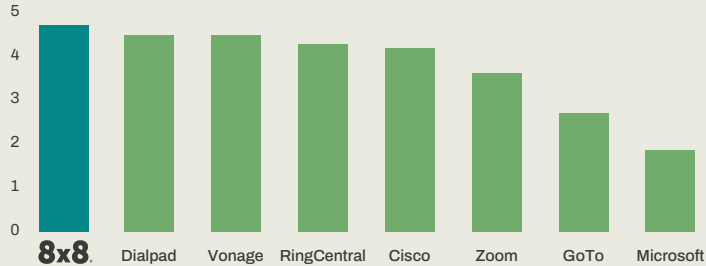
8x8 Chief Financial Officer

We connect people and organizations through seamless communication, empowering them to unlock the potential of every interaction.



# A Market Leader in Business Communications

Ranked #1 over competitors for Contact Center integrated with UCaaS<sup>1</sup>



Global Reach<sup>®</sup>

**3M+** Paid Business Users<sup>4</sup> Across >190 Countries

**54K+** Global Customers

**50+** Countries with PSTN Replacement

Best of Breed<sup>2</sup>



Gartner Magic Quadrant<sup>™</sup>

**14x**  
Recognized for UCaaS

**10x**  
Recognized for CCaaS

FORRESTER

**WAVE STRONG PERFORMER 2025**

Unified-Communications-As-A-Service Platforms

FORRESTER

**WAVE STRONG PERFORMER 2025**

Contact-Center-As-A-Service Platforms

1. 2025 Gartner Critical Capabilities for Unified Communications as a Service Gartner, Magic Quadrant and associated logos are trademarks of Gartner, Inc.

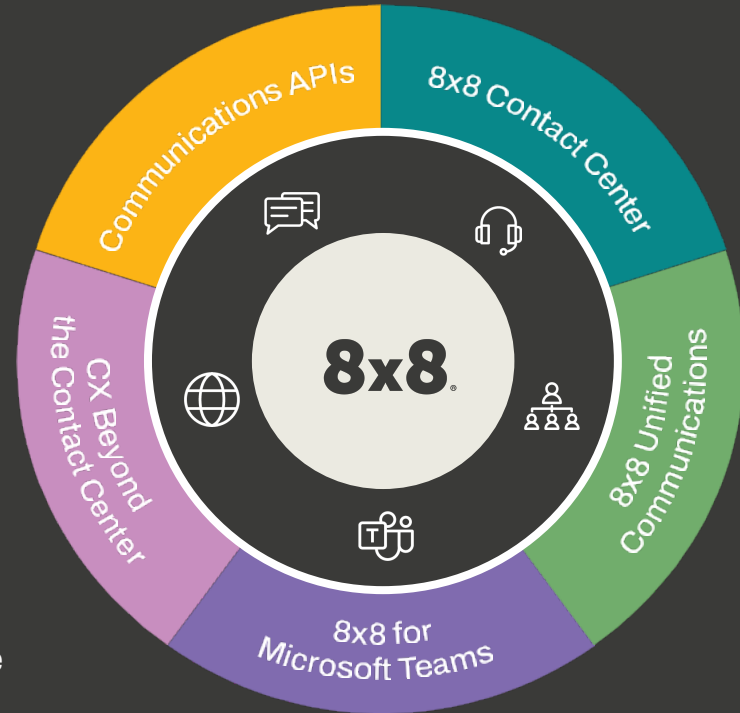
2. G-G2 and associated logos are trademarks of G2.com, Inc. TrustRadius and associated logos are trademarks of TrustRadius, Inc.

3. The Forrester Wave<sup>™</sup>: Unified-Communications-As-A-Service Platforms, Q3 2025, July 13, 2025, and The Forrester Wave<sup>™</sup>: Contact-Center-As-A-Service Platforms, Q2 2025, April 9, 2025

4. As of 3/31/2025

# 8x8 Product Portfolio

Local numbers in 100+ countries including toll-free  
Technology Partner Ecosystem  
Professional Service and Support



# 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

Identify 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's Strategic Approach to AI

Enterprise-grade AI built to scale and drive real business outcomes.

## Practical AI that meets customers where they are

Drive faster adoption by embedding AI into real workflows—without forcing change. From transcription to summarization, our AI features deliver immediate value by improving how teams already work. It's the first step in a broader transformation journey.

## Full-platform AI Processing

Power AI across every voice and digital interaction—delivering transcripts, summaries, topics, and sentiment with enterprise-grade compliance and full control over your data.

## Curated AI ecosystem with BYO flexibility

Partnered with best-in-breed AI providers for seamless integration and efficiency—plus the flexibility to bring your own LLM. You can also export AI outputs to your own systems or models, enabling full two-way integration.

## AI-driven insights for optimization

Analyze both human and BOT interactions to uncover performance opportunities, streamline operations, and increase ROI across your CX stack.

## AI consulting for real-world success

Our professional services and support teams help you plan, implement, and optimize your AI journey—ensuring fast time to value, scalable success, and ongoing performance improvement.

# 8x8 AI Momentum

**70%**

YoY Increase in Intelligent Customer Assistant (ICA) and AI auto attendants customer adoption

**>100%**

YoY increase Intelligent Customer Assistant (ICA) and AI auto attendant interactions

**>200%**

YoY increase in Voice AI interactions

**>250%**

YoY Growth in API Messaging Interactions

**>3X**

YoY Growth in API Voice Interactions

# Select Q3 2026 Customer Wins

## U.S. Based Tax Advisory Firm

### Why 8x8:

- MS Teams and Salesforce integrations
- Deeper functionality in Engage vs. UCaaS only solution
- Clear value articulation and solution mapping

### 8x8 Solution(s):

- 8x8@ Work
- 8x8@ Voice for Teams
- 8x8@ Engage

## Leading U.S. Based Veterinary Care Provider

### Why 8x8:

- Proactive engagement and collaboration
- Product roadmap aligned with new customer-facing initiatives
- Partner relationship

### 8x8 Solution(s):

- 8x8@ Contact Center™
- 8x8@ Work™

## Large UK Healthcare Provider

### Why 8x8:

- Strength and consistency of partner relationship and collaboration
- Deep understanding of technical requirements and benefits
- Security

### 8x8 Solution(s):

- 8x8@ Contact Center™
- 8x8@ Professional Services

# Select Q3 2026 Customer Wins

## U.S. Early Education & Childcare Provider

### Why 8x8:

- Low execution risk/minimal disruption with scalable replacement strategy for legacy infrastructure
- Strong cross-functional alignment
- Flexible commercial model

### 8x8 Solution(s):

- 8x8® UCaaS
- 8x8® Professional Services

## Regional Water Utility in S.E. U.S.

### Why 8x8:

- Consolidate multiple vendors onto a single, integrated platform
- Simplified architecture, reliability, modern engagement processes
- Deep understanding of customer requirements and future roadmap

### 8x8 Solution(s):

- 8x8® Work™
- 8x8® Contact Center™
- 8x8® Proactive Outreach

## Industry-Leading, International Professional Services Company

### Why 8x8:

- Single integrated platform
- Alignment with long-term roadmap for patient self-service and proactive messaging
- Deep understanding of operational & patient care needs
- Peer references

### 8x8 Solution(s):

- 8x8® UCaaS
- 8x8® Contact Center™

# Q3 2026 Financial Highlights

## Top-Line

RECORD Service  
Revenue

**\$180M**

+3.6% YoY, +0.3% QoQ

Total Revenue

**\$185M**

+3.4% YoY, +0.5% QoQ

**14%**

YoY growth in customers  
with 3+ products

**~6%**

Growth ex-Fuze

## Profitability & Cash

GAAP Operating  
Margin

**5.2%**

Non-GAAP Operating  
Margin<sup>1</sup>

**11.7%**

**20th**

Consecutive quarter of  
+ operating cash flow

Cash flow generated  
from operations

**\$20.7M**

**\$88M** of cash, equivalents and restricted cash at the end of the quarter<sup>2</sup>

**\$5M** Term Loan Prepayment

1. See Appendix for a reconciliation of Non-GAAP metrics to the nearest GAAP metric. Reconciliation not available for forward looking metrics.
2. Reflects \$5 million prepayment of principal on Term Loan during Q3 2026

# Q3 2026 Results vs. Guidance

Metric (US\$ millions)	Q3 2026 Results (Qtr ended 12/31/25)	Guidance Ranges (As of 11/4/25)
Service Revenue <sup>1</sup>	<b>\$179.7M</b>	\$172M – \$177M
% Growth Y/Y	<b>3.6%</b>	(1)% - 2%
Total Revenue <sup>2</sup>	<b>\$185.1M</b>	\$177M – \$182M
% Growth Y/Y	<b>3.4%</b>	(1)% – 2%
Non-GAAP Operating Margin <sup>3</sup>	<b>11.7%</b>	9.0% - 10.0%

1. Service revenue consists of subscriptions and platform usage revenue.

2. Total Revenue includes Service revenue and Other revenue which includes product revenue from the sale of pre-configured phones and equipment, phone rentals, and professional services.

3. See Appendix for a reconciliation of Non-GAAP metrics to the nearest GAAP metric.

# Q3 2026 Financial Metrics

Metric (US\$ millions)	Q3 2026	% of Total Revenue	% Change YoY
<b>Revenue</b>			
Service Revenue <sup>1</sup>	\$179.7	97%	4%
Other Revenue <sup>2</sup>	\$5.4	3%	(1)%
Total Revenue	\$185.1	100%	3%
<b>GAAP Metrics</b>			
Gross Profit	\$118.2	64%	(2)%
Operating Income	\$9.7	5%	8%
Interest Expense	\$4.6	2%	(21)%
<b>Non-GAAP Metrics<sup>3</sup></b>			
Gross Profit	\$119.9	65%	(4)%
Operating Income	\$21.7	12%	13%
Adjusted EBITDA	\$26.3	14%	10%
Interest Expense <sup>4</sup>	\$4.2	2%	(22)%
<b>Other</b>			
Stock-based Compensation <sup>5</sup>	\$4.5	2%	(54)%

Amounts may not sum to total due to rounding.

- Service revenue consists of subscriptions and platform usage revenue, including consumption-based revenue.
- Other revenue includes product revenue from the sale of pre-configured phones and equipment, phone rentals, and professional services.
- See appendix for reconciliation of non-GAAP metrics to nearest comparable GAAP metric.
- Non-GAAP Interest expense excludes amortization of debt discount and issuance costs. See Appendix for additional detail.
- Stock based compensation includes related employer payroll taxes.

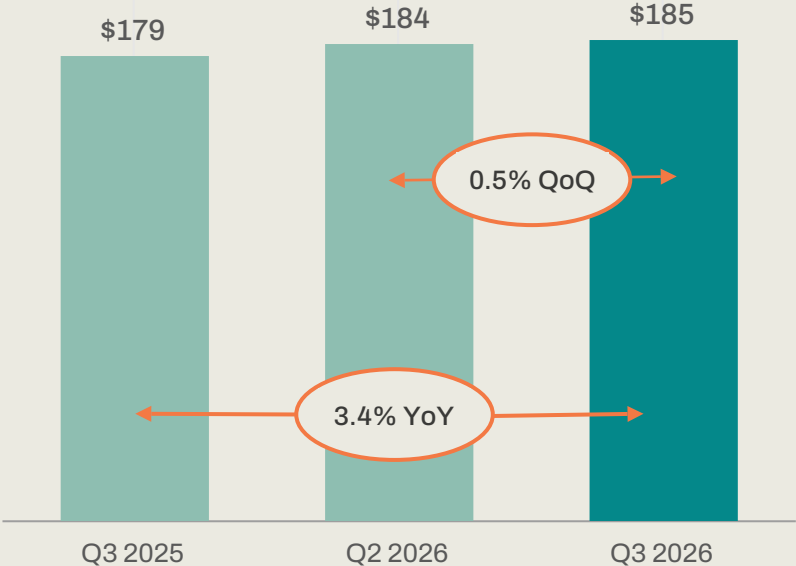
# Q3 2026 Financial Metrics (Cont'd)

Metric (US\$ millions)	Q3 2026	Change QoQ	Change YoY
<b>Liquidity and Cash Flow</b>			
Cash & Investments <sup>1</sup>	\$88.2	\$11.5	\$(16.4)
Operating Cash Flow	\$20.7	\$11.9	\$(6.5)
CapEx + Cap SW	\$(4.2)	\$0.1	\$(1.1)
TTM Operating Cash Flow	\$47.3	\$(6.5)	\$(23.1)
TTM CapEx + Cap SW	\$(15.8)	\$(1.1)	\$(1.6)
<b>Balance Sheet</b>			
Deferred Revenue	\$37.1	\$(6.9)	\$(2.2)
Total Debt O/S <sup>2</sup>	\$323.9	\$(5.0) <sup>3</sup>	\$(45.0) <sup>4</sup>
Net Debt O/S <sup>2</sup>	\$235.7	\$(16.5)	\$(28.6)
Net Debt / TTM Adj EBITDA <sup>5</sup>	\$2.6	(0.2)	0.0

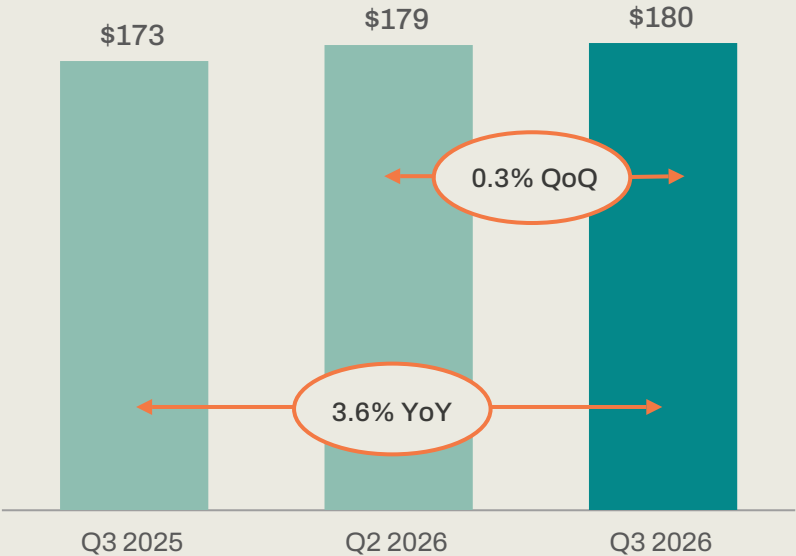
- Includes Cash, cash equivalents and restricted cash in Q3 2026, Q2 2026 and Q3 2025.
- Debt and net debt outstanding as of 12/31/2025 and includes \$201.9M in 2028 Notes and \$122.0M Term Loan.
- QoQ change reflects \$5M repayment of principal on the 2024 Term Loan.
- YoY change reflects \$78M prepayment of principal on the 2024 Term Loan (\$15M in Q4'25, \$15M in Q1'26, \$10M in Q2'26 and \$5M in Q3'26).
- See Appendix for reconciliation of GAAP to non-GAAP metrics, including adjusted EBITDA.

# Revenue

### Total Revenue (US\$ millions)

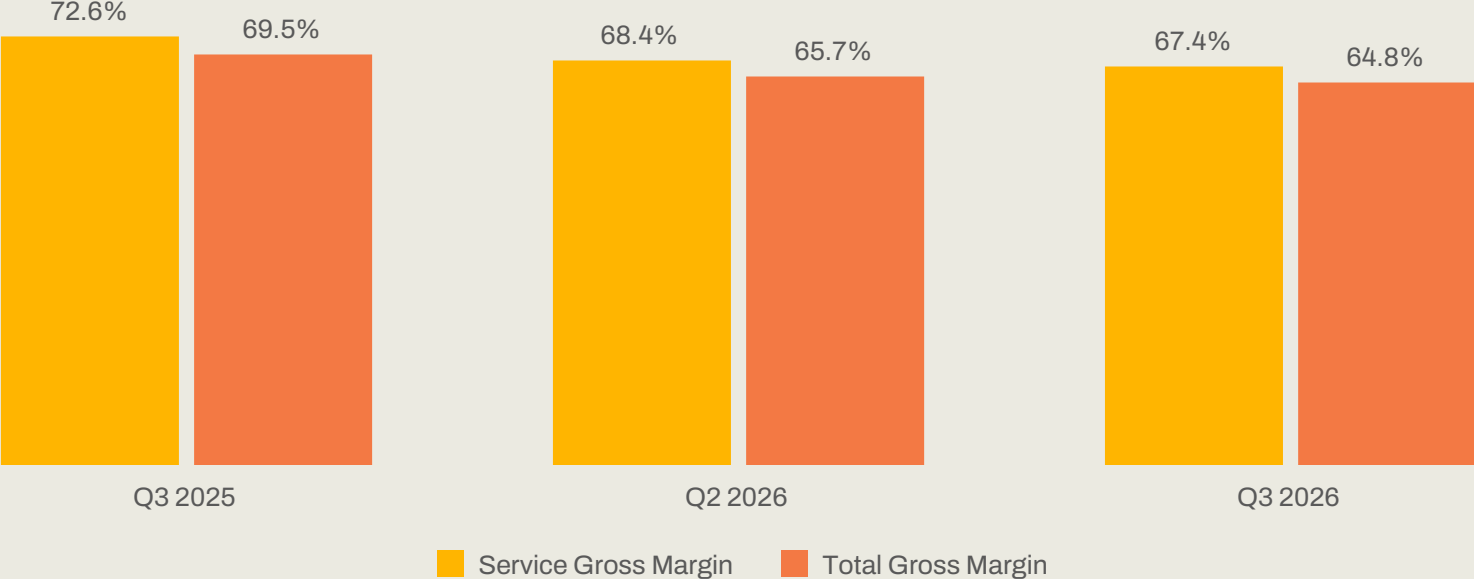


### Service Revenue (US\$ millions)



# Non-GAAP Gross Margins<sup>1</sup>

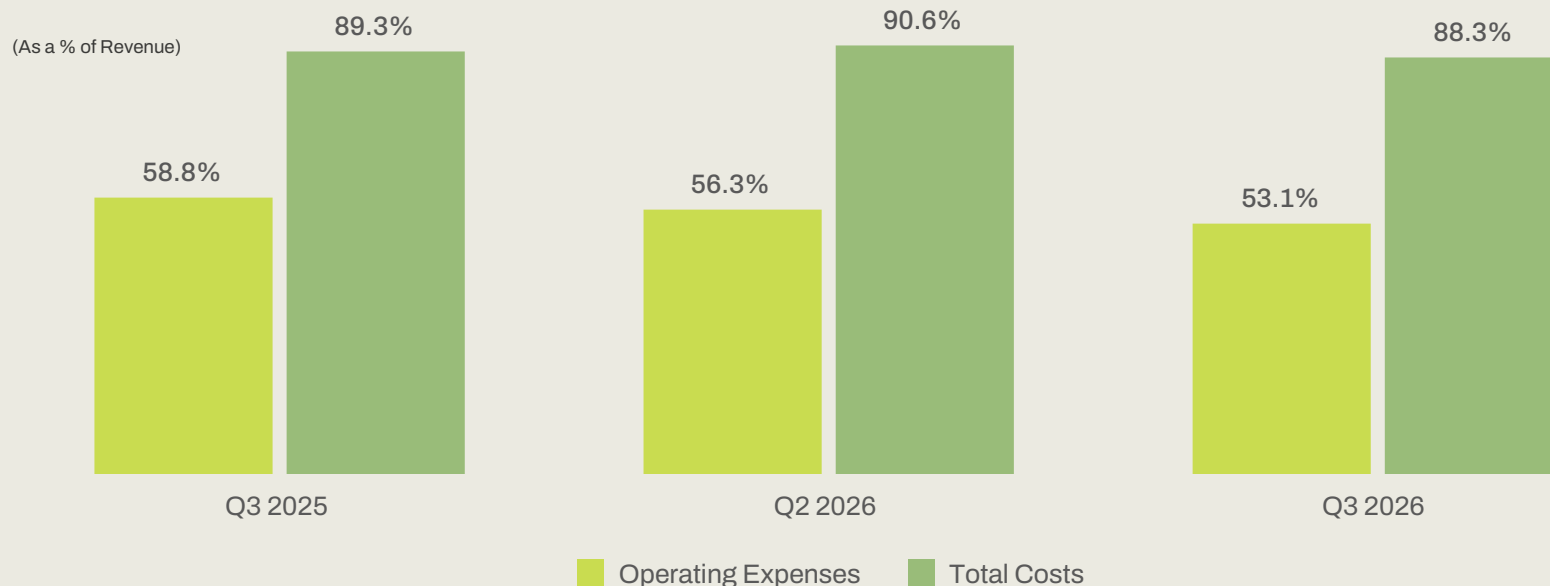
Non-GAAP Total and Service Gross Margins as a % of Revenue impacted by mix shift to a higher mix of usage revenue



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

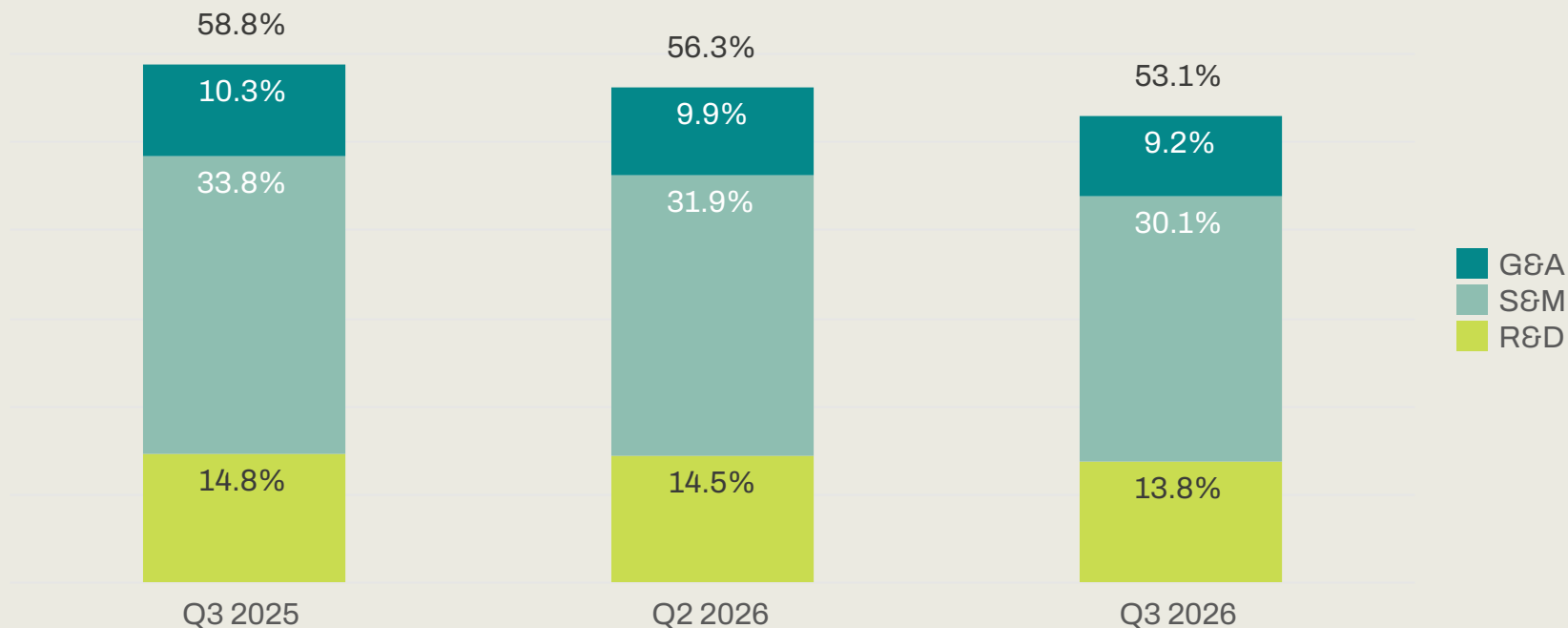
# Non-GAAP Operating Expenses and Total Costs<sup>1,2,3</sup>

*Operating expenses and total costs continue to decline as a % of revenue*



1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.
2. Non-GAAP Operating Expenses include 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 Expense Profile<sup>1,2</sup>

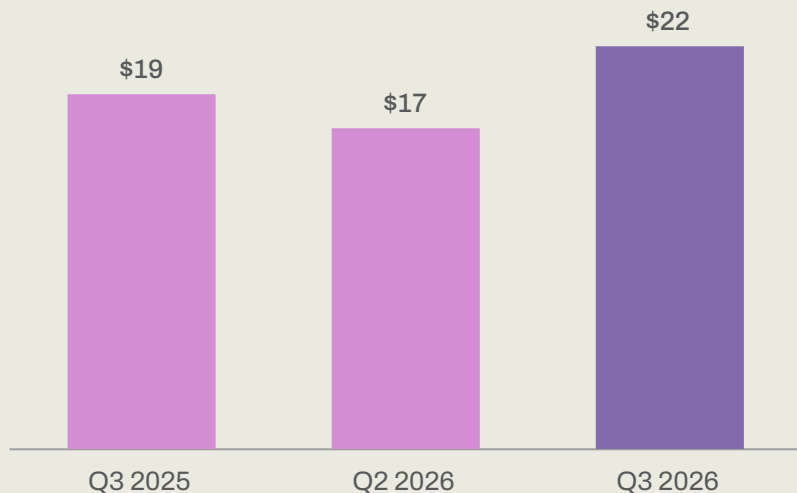


1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.
2. Non-GAAP Operating Expenses includes non-GAAP R&D, Sales and Marketing, and G&A expenses, but does not include non-GAAP Cost of Total Revenue ("COGS").

# Non-GAAP Operating Income and Margin<sup>1</sup>

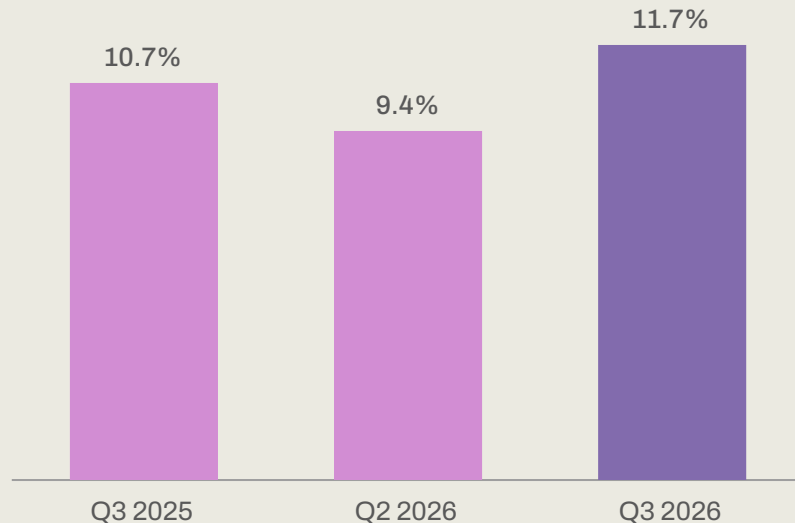
## Non-GAAP Operating Income

(US\$ millions)



## Non-GAAP Operating Margin %

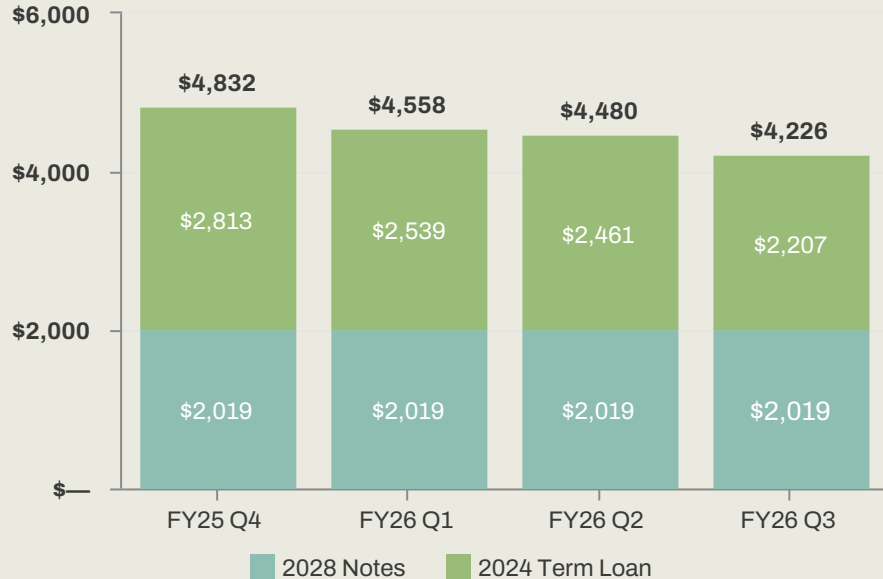
(% of revenue)



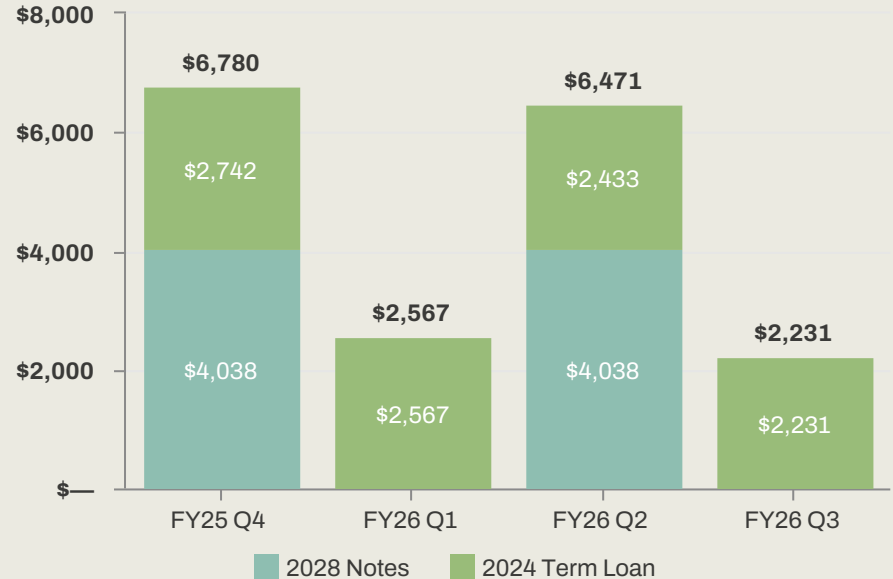
1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

# Non-GAAP Interest Expense<sup>1</sup> and Cash Interest Expense

Non-GAAP Interest Expense Quarter-Over-Quarter

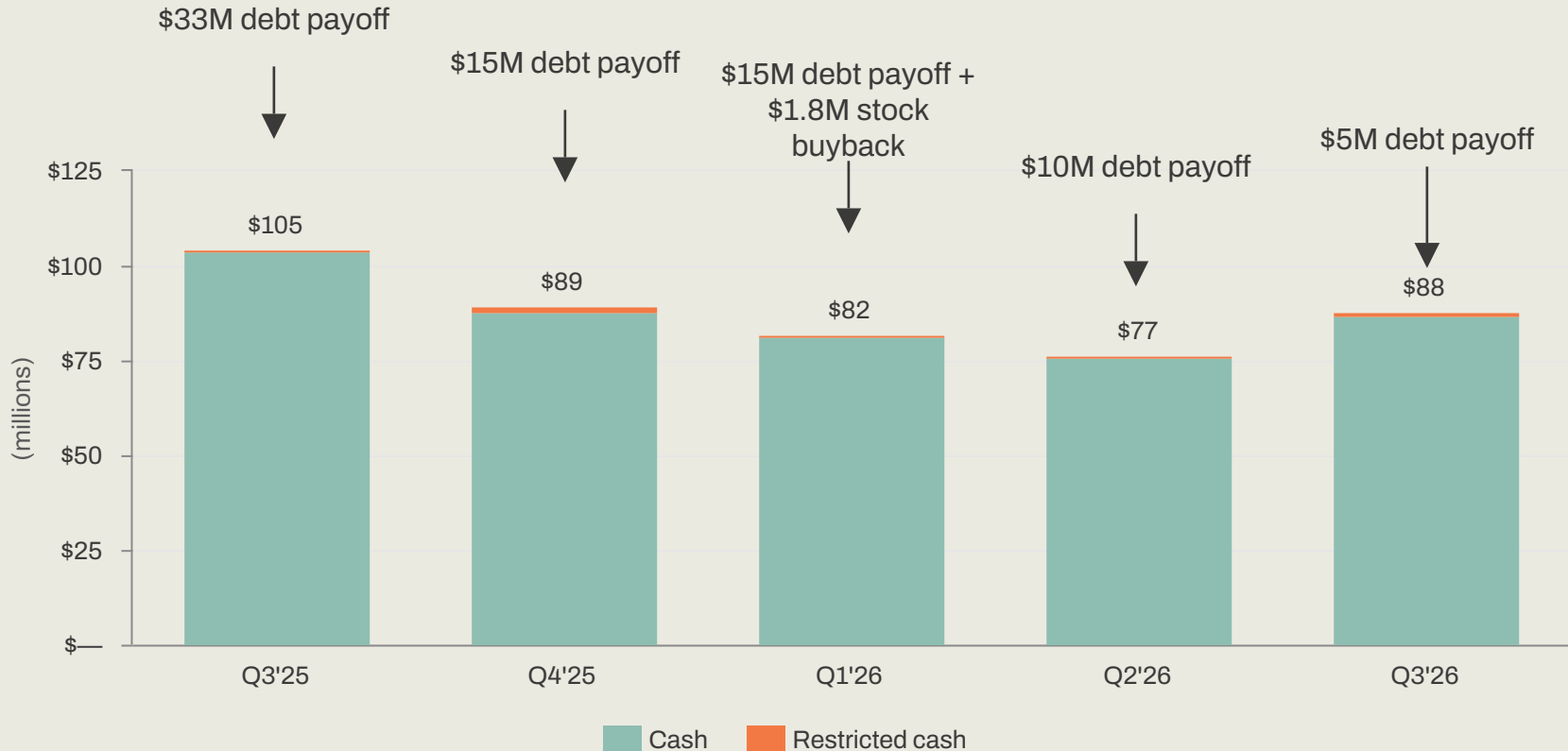


Cash Interest Expense Quarter-Over-Quarter



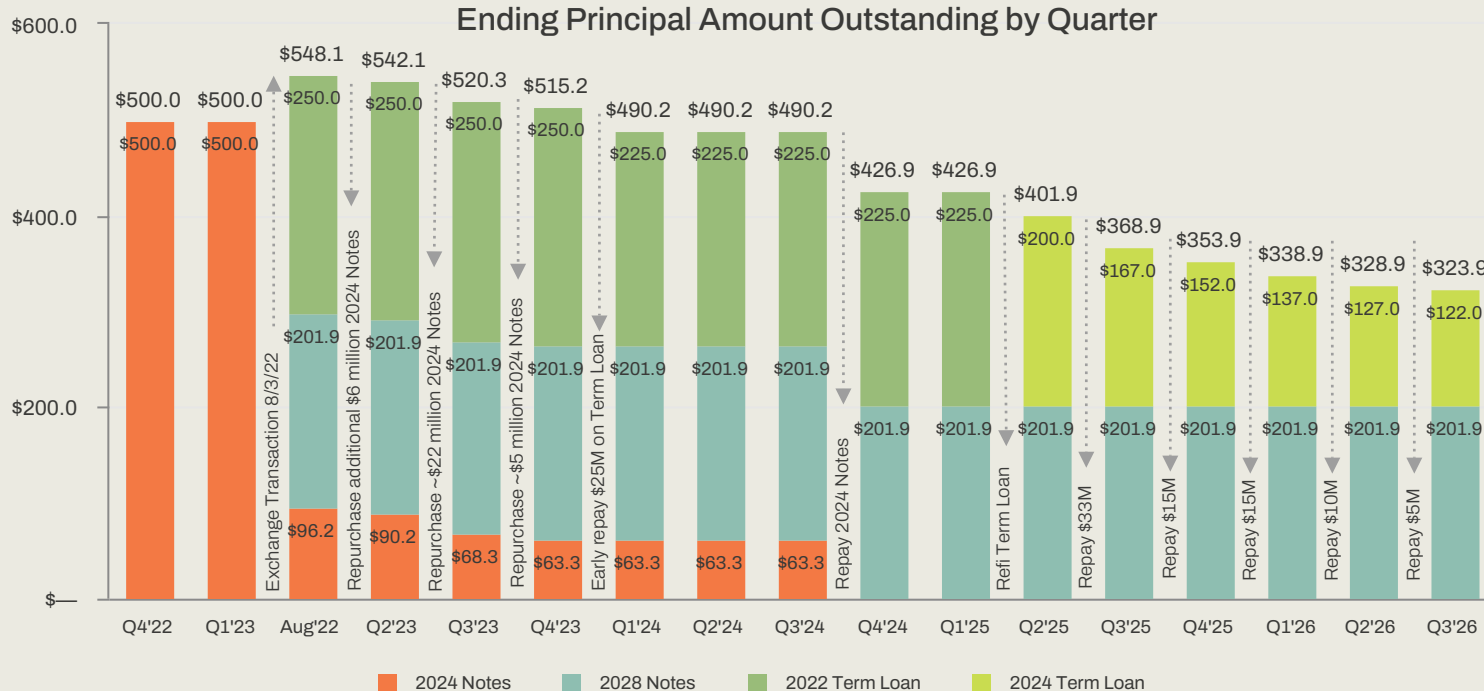
1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

# Cash & Investments Quarterly Trend



# History of Reducing Debt Outstanding

Principal repayments of \$30M YTD; Cumulative repayments of ~\$224M since August 2022



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.

# Q4 2026 Guidance Ranges<sup>1</sup>

As of 2/3/26

(\$ in millions)	Q3 2026
Service Revenue	\$173.5 million – \$178.5 million
% Growth Y/Y	1% – 4%
Total Revenue	\$178.5 million – \$183.5 million
% Growth Y/Y	1% – 4%
Non-GAAP Gross Margin <sup>1</sup>	64% – 65%
Non-GAAP Operating Margin <sup>1</sup>	8.5% – 9.5%
Non-GAAP Interest Expense	\$4.0 million
Cash Interest Payments	\$6.1 million
Non-GAAP Earnings Per Share - Diluted	\$0.07 – \$0.08
Fully-diluted weighted average share count	~ 145 million
Cash Flow from Operations	\$1 million – \$4 million

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 2026 earnings release for a discussion of reasons why 8x8 does not reconcile non-GAAP operating margin guidance.

# Updated FY 2026 Guidance<sup>1</sup>

Metric (\$ in millions)	Updated 2/3/26	As of 11/4/2025	As of 8/5/2025	As of 5/19/2025
Service Revenue	<b>\$709M – \$714M</b>	\$692M – \$706M	\$685M – \$700M	\$682M - 702M
% Growth Y/Y	<b>2% – 3%</b>	(0%) – 2%	(1%) – 1%	(1%) - 1%
Total Revenue	<b>\$729M – \$734M</b>	\$712M – \$726M	\$706M – \$720M	\$702 - \$724M
% Growth Y/Y	<b>2% – 3%</b>	(0%) – 2%	(1%) – 0%	(2%) - 1%
Non-GAAP Gross Margin <sup>1</sup>	<b>65% - 66%</b>	65% – 66%	66% – 68%	
Non-GAAP Operating Margin <sup>1</sup>	<b>9.5% – 10.0%</b>	8.5% – 9.5%	8.5% – 9.5%	9.0% - 10.0%
Non-GAAP Net Income per Share - Diluted <sup>1</sup>	<b>\$0.36 – \$0.37</b>	\$0.31 – \$0.33	\$0.28 – \$0.33	\$0.34 - \$0.37
Weighted Average Shares - Diluted	<b>~ 142M</b>	~143M	~143M	~134M
Cash Flow from Operations	<b>\$42M – \$45M</b>	\$38M – \$42M	\$35M – \$45M	\$40M – \$50M

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 2026 earnings release for a discussion of reasons why 8x8 does not reconcile non-GAAP guidance metrics.

# Thank You

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Executive Insights

# Appendix

## GAAP to non-GAAP Reconciliations and Historical Financial Results

# Outstanding Debt - Principal Amount

Components of convertible senior notes and term loans were as follows as of December 31, 2025 and March 31, 2025, respectively (in thousands):

	December 31, 2025			March 31, 2025		
	2024 Term Loan	2028 Notes	Total	2024 Term Loan	2028 Notes	Total
Principal	\$ 122,000	\$ 201,914	\$ 323,914	\$ 152,000	\$ 201,914	\$ 353,914
Unamortized debt discount and issuance costs	(428)	(2,316)	(2,744)	(826)	(3,124)	(3,950)
Net carrying amount <sup>(1)</sup>	\$ 121,572	\$ 199,598	\$ 321,170	\$ 151,174	\$ 198,790	\$ 349,964
Current portion of long-term debt	\$ 26,700	\$ —	\$ 26,700	\$ 11,593	\$ —	\$ 11,593
Non-current portion of long-term debt	\$ 94,872	\$ 199,598	\$ 294,470	\$ 139,581	\$ 198,790	\$ 338,371

1. ~\$15 million of current portion of short-term debt and \$10 million of long-term debt repaid in 1H'26

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 - Senior Convertible Notes and Term Loan

Components of interest expense for the three months ended December 31, 2025 and 2024, respectively (in thousands)<sup>1</sup>:

	Three Months Ended December 31, 2025			Three Months Ended December 31, 2024			
	2024 Term Loan	2028 Notes	Total	2024 Term Loan	2022 Term Loan	2028 Notes	Total
Contractual interest expense	\$ 2,207	\$ 2,019	\$ 4,226	\$ 3,396	\$ —	\$ 2,019	\$ 5,415
Amortization of debt discount and issuance costs	80	281	361	158	—	269	427
Total debt interest expense <sup>2</sup>	<u>\$ 2,287</u>	<u>\$ 2,300</u>	<u>\$ 4,587</u>	<u>\$ 3,554</u>	<u>\$ —</u>	<u>\$ 2,288</u>	<u>\$ 5,842</u>

	Nine Months Ended December 31, 2025			Nine Months Ended December 31, 2024			
	2024 Term Loan	2028 Notes	Total	2024 Term Loan	2022 Term Loan	2028 Notes	Total
Contractual interest expense	\$ 7,207	\$ 6,057	\$ 13,264	\$ 6,015	\$ 9,466	\$ 6,077	\$ 21,558
Amortization of debt discount and issuance costs	251	808	1,059	262	1,110	773	2,145
Total interest expense <sup>3</sup>	<u>\$ 7,458</u>	<u>\$ 6,865</u>	<u>\$ 14,323</u>	<u>\$ 6,277</u>	<u>\$ 10,576</u>	<u>\$ 6,850</u>	<u>\$ 23,703</u>

1. Amounts may not sum to total due to rounding.
2. 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.
3. Total debt interest expense excludes the impact of capitalized interest related to property, plant and equipment from general borrowing costs during the nine months ended December 31, 2025.

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.

# 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.

## GAAP CONSOLIDATED STATEMENT OF OPERATIONS

Unaudited, in thousands except per share amounts

	FY2024				FY2025				FY2026			FY2024	FY2025
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4 YTD	Q4 YTD
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
Service revenue	175,238	177,782	175,069	172,490	172,801	175,075	173,459	171,588	176,308	179,094	179,682	700,579	692,923
Other revenue	8,049	7,217	5,937	6,923	5,346	5,923	5,423	5,455	5,053	5,001	5,368	28,126	22,147
<b>Total revenue</b>	<b>183,287</b>	<b>184,999</b>	<b>181,006</b>	<b>179,413</b>	<b>178,147</b>	<b>180,998</b>	<b>178,882</b>	<b>177,043</b>	<b>181,361</b>	<b>184,095</b>	<b>185,050</b>	<b>728,705</b>	<b>715,070</b>
Cost of service revenue	46,276	49,144	48,983	48,557	49,496	50,251	50,529	49,818	53,822	57,699	59,515	192,960	200,094
Cost of other revenue	8,398	7,958	7,177	8,412	7,691	7,572	7,268	7,173	7,099	7,056	7,319	31,945	29,704
Total cost of revenue	54,674	57,102	56,160	56,969	57,187	57,823	57,797	56,991	60,921	64,755	66,834	224,905	229,798
<b>Gross profit</b>	<b>128,613</b>	<b>127,897</b>	<b>124,846</b>	<b>122,444</b>	<b>120,960</b>	<b>123,175</b>	<b>121,085</b>	<b>120,052</b>	<b>120,440</b>	<b>119,340</b>	<b>118,216</b>	<b>503,800</b>	<b>485,272</b>
Operating expenses:													
Research and development	35,292	34,207	32,787	33,930	32,137	31,291	29,833	29,950	28,364	27,918	27,191	136,216	123,211
Sales and marketing	68,505	68,687	66,997	67,755	67,106	64,867	65,644	66,844	68,184	63,835	60,513	271,944	264,461
General and administrative	26,226	27,586	23,419	34,978	23,091	19,848	16,629	22,839	23,327	22,238	20,818	112,209	82,407
Impairment of long-lived assets	—	—	11,034	—	—	—	—	—	—	—	—	11,034	—
Total operating expenses	130,023	130,480	134,237	136,663	122,334	116,006	112,106	119,633	119,875	113,991	108,522	531,403	470,079
<b>Income (loss) from operations</b>	<b>(1,410)</b>	<b>(2,583)</b>	<b>(9,391)</b>	<b>(14,219)</b>	<b>(1,374)</b>	<b>7,169</b>	<b>8,979</b>	<b>419</b>	<b>565</b>	<b>5,349</b>	<b>9,694</b>	<b>(27,603)</b>	<b>15,193</b>
Interest expense	(10,078)	(10,061)	(10,035)	(9,650)	(9,956)	(7,905)	(5,842)	(5,153)	(3,968)	(4,842)	(4,587)	(39,824)	(28,856)
Other income (expense), net	(2,395)	4,803	(1,275)	2,344	1,716	(12,709)	793	(200)	364	468	511	3,477	(10,400)
Income (loss) before provision (benefit) for income taxes	(13,883)	(7,841)	(20,701)	(21,525)	(9,614)	(13,445)	3,930	(4,934)	(3,039)	975	5,618	(63,950)	(24,063)
Provision (benefit) for income taxes	1,444	(389)	521	2,066	676	1,098	908	467	1,276	208	528	3,642	3,149
<b>Net income (loss)</b>	<b>(15,327)</b>	<b>(7,452)</b>	<b>(21,222)</b>	<b>(23,591)</b>	<b>(10,290)</b>	<b>(14,543)</b>	<b>3,022</b>	<b>(5,401)</b>	<b>(4,315)</b>	<b>767</b>	<b>5,090</b>	<b>(67,592)</b>	<b>(27,212)</b>
Net income (loss) per share:													
Basic	\$ (0.13)	\$ (0.06)	\$ (0.17)	\$ (0.19)	\$ (0.08)	\$ (0.11)	\$ 0.02	\$ (0.04)	\$ (0.03)	\$ 0.01	\$ 0.04	\$ (0.56)	\$ (0.21)
Diluted	\$ (0.13)	\$ (0.06)	\$ (0.17)	\$ (0.19)	\$ (0.08)	\$ (0.11)	\$ 0.02	\$ (0.04)	\$ (0.03)	\$ 0.01	\$ 0.04	\$ (0.56)	\$ (0.21)
Weighted average number of shares:													
Basic	116,777	120,757	122,556	124,324	125,999	129,250	130,970	132,877	134,809	136,970	138,781	121,106	129,767
Diluted	116,777	120,757	122,556	124,324	125,999	129,250	135,742	132,877	134,809	141,561	142,926	121,106	129,767
<b>Comprehensive income (loss):</b>													
Net income (loss)	(15,327)	(7,452)	(21,222)	(23,591)	(10,290)	(14,543)	3,022	(5,401)	(4,315)	767	5,090	(67,592)	(27,212)
Unrealized gain (loss) on investments in securities	290	7	(16)	(1)	(5)	—	—	—	—	—	—	280	(5)
Foreign currency translation adjustment	1,441	(4,320)	5,987	(2,014)	(354)	8,363	(9,321)	3,759	6,258	(1,826)	701	1,094	2,447
Comprehensive income (loss)	(13,596)	(11,765)	(15,251)	(25,606)	(10,649)	(6,180)	(6,299)	(1,642)	1,943	(1,059)	5,791	(66,218)	(24,770)
<b>% of Revenue</b>													
Service revenue gross profit	73.6 %	72.4 %	72.0 %	71.8 %	71.4 %	71.3 %	70.9 %	71.0 %	69.5 %	67.8 %	66.9 %	72.5 %	71.1 %
Other revenue gross profit	(4.3)%	(10.3)%	(20.9)%	(21.5)%	(43.9)%	(27.8)%	(34.0)%	(31.5)%	(40.5)%	(41.1)%	(36.3)%	(13.6)%	(34.1)%
<b>Total revenue gross profit</b>	<b>70.2 %</b>	<b>69.1 %</b>	<b>69.0 %</b>	<b>68.2 %</b>	<b>67.9 %</b>	<b>68.1 %</b>	<b>67.7 %</b>	<b>67.8 %</b>	<b>66.4 %</b>	<b>64.8 %</b>	<b>63.9 %</b>	<b>69.1 %</b>	<b>67.9 %</b>
Research and Development	19.3 %	18.5 %	18.1 %	18.9 %	18.0 %	17.3 %	16.7 %	16.9 %	15.6 %	15.2 %	14.7 %	18.7 %	17.2 %
Sales and Marketing	37.4 %	37.1 %	37.0 %	37.8 %	37.7 %	35.8 %	36.7 %	37.8 %	37.6 %	34.7 %	32.7 %	37.3 %	37.0 %
General and administrative	14.3 %	14.9 %	12.9 %	19.5 %	13.0 %	11.0 %	9.3 %	12.9 %	12.9 %	12.1 %	11.2 %	15.4 %	11.5 %
Total Operating Expenses	70.9 %	70.5 %	74.2 %	76.2 %	68.7 %	64.1 %	62.7 %	67.6 %	66.1 %	61.9 %	58.6 %	72.9 %	65.7 %
<b>Income (loss) from operations</b>	<b>(0.8)%</b>	<b>(1.4)%</b>	<b>(5.2)%</b>	<b>(7.9)%</b>	<b>(0.8)%</b>	<b>4.0 %</b>	<b>5.0 %</b>	<b>0.2 %</b>	<b>0.3 %</b>	<b>2.9 %</b>	<b>5.2 %</b>	<b>(3.8)%</b>	<b>2.1 %</b>

## GAAP CONSOLIDATED STATEMENT OF OPERATIONS

Unaudited, in thousands except per share amounts

(continued)

	FY2024				FY2025				FY2026			FY2024	FY2025
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4 YTD	Q4 YTD
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
<b>Supplemental Information:</b>													
Interest expense	(8,970)	(8,929)	(8,878)	(8,575)	(8,894)	(7,249)	(5,415)	(4,832)	(4,558)	(4,480)	(4,226)	(35,352)	(26,390)
Capitalized interest	—	—	—	—	—	—	—	—	926	—	—	—	—
Amortization of debt discount	(1,108)	(1,132)	(1,157)	(1,075)	(1,062)	(656)	(427)	(321)	(336)	(362)	(361)	(4,472)	(2,466)
Total interest expense	(10,078)	(10,061)	(10,035)	(9,650)	(9,956)	(7,905)	(5,842)	(5,153)	(3,968)	(4,842)	(4,587)	(39,824)	(28,856)
Loss on debt extinguishment	(1,766)	—	—	—	—	(11,996)	(216)	(113)	(81)	(46)	(20)	(1,766)	(12,325)
Gain (loss) on warrants remeasurement	(250)	2,781	(1,297)	942	1,747	263	(813)	1,028	209	37	357	2,176	2,225
Interest income	635	603	1,382	1,357	1,041	936	768	570	476	453	508	3,977	3,316
Loss on sale of assets	—	—	—	(179)	—	—	—	—	—	—	—	(179)	—
Other income (expense)	(1,014)	1,419	(1,360)	224	(1,072)	(1,912)	1,054	(1,685)	(240)	24	(334)	(731)	(3,616)
Other income (expense), net	(2,395)	4,803	(1,275)	2,344	1,716	(12,709)	793	(200)	364	468	511	3,477	(10,400)

**NON-GAAP CONSOLIDATED STATEMENT OF OPERATIONS**  
Unaudited, in thousands except for per share amounts

	FY2024				FY2025				FY2026			Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	2024	2025
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
Service revenue	\$175,238	\$177,782	\$175,069	\$172,490	\$172,801	\$175,075	\$173,459	\$171,588	\$176,308	\$179,094	\$179,682	\$700,579	\$692,923
Other revenue	8,049	7,217	5,937	6,923	5,346	5,923	5,423	5,455	5,053	5,001	5,368	28,126	22,147
<b>Total revenue</b>	<b>183,287</b>	<b>184,999</b>	<b>181,006</b>	<b>179,413</b>	<b>178,147</b>	<b>180,998</b>	<b>178,882</b>	<b>177,043</b>	<b>181,361</b>	<b>184,095</b>	<b>185,050</b>	<b>728,705</b>	<b>715,070</b>
Cost of service revenue	41,728	45,201	44,727	44,495	45,249	46,848	47,613	48,154	51,789	56,628	58,559	176,151	187,864
Cost of other revenue	7,725	7,462	6,644	7,939	7,172	7,112	6,928	6,760	6,599	6,524	6,588	29,770	27,972
Total cost of revenue	49,453	52,663	51,371	52,434	52,421	53,960	54,541	54,914	58,388	63,152	65,147	205,921	215,836
<b>Gross profit</b>	<b>133,834</b>	<b>132,336</b>	<b>129,635</b>	<b>126,979</b>	<b>125,726</b>	<b>127,038</b>	<b>124,341</b>	<b>122,129</b>	<b>122,973</b>	<b>120,943</b>	<b>119,903</b>	<b>522,784</b>	<b>499,234</b>
Operating expenses:													
Research and development	27,330	28,075	27,012	28,148	27,441	27,530	26,429	26,094	25,994	26,622	25,526	110,565	107,494
Sales and marketing	60,100	61,295	59,779	59,655	60,741	59,191	60,456	60,621	62,057	58,725	55,764	240,829	241,009
General and administrative	19,974	19,202	18,588	18,900	17,434	18,779	18,368	17,703	18,589	18,272	16,954	76,664	72,284
Total operating expenses	107,404	108,572	105,379	106,703	105,616	105,500	105,253	104,418	106,640	103,619	98,244	428,058	420,787
<b>Income (loss) from operations</b>	<b>26,430</b>	<b>23,764</b>	<b>24,256</b>	<b>20,276</b>	<b>20,110</b>	<b>21,538</b>	<b>19,088</b>	<b>17,711</b>	<b>16,333</b>	<b>17,324</b>	<b>21,659</b>	<b>94,726</b>	<b>78,447</b>
Interest expense	(8,970)	(8,929)	(8,878)	(8,575)	(8,894)	(7,249)	(5,415)	(4,832)	(4,558)	(4,480)	(4,226)	(35,352)	(26,390)
Other income (expense), net	(496)	1,905	(98)	921	(147)	(1,092)	1,706	(1,115)	236	477	174	2,232	(648)
Loss before provision (benefit) for income taxes	16,964	16,740	15,280	12,622	11,069	13,197	15,379	11,764	12,011	13,321	17,607	61,606	51,409
Provision (benefit) for income taxes	1,444	(389)	521	2,066	676	1,098	908	467	1,276	208	528	3,642	3,149
<b>Net income (loss)</b>	<b>\$15,520</b>	<b>\$17,129</b>	<b>\$14,759</b>	<b>\$10,556</b>	<b>\$10,393</b>	<b>\$12,099</b>	<b>\$14,471</b>	<b>\$11,297</b>	<b>\$10,735</b>	<b>\$13,113</b>	<b>\$17,079</b>	<b>\$ 57,964</b>	<b>\$ 48,260</b>
Net income (loss) per share:													
Basic	\$ 0.13	\$ 0.14	\$ 0.12	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.11	\$ 0.09	\$ 0.08	\$ 0.10	\$ 0.12	\$ 0.48	\$ 0.37
Diluted	\$ 0.13	\$ 0.14	\$ 0.12	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.11	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.12	\$ 0.47	\$ 0.36
Weighted average number of shares:													
Basic	116,777	120,757	122,556	124,324	125,999	129,250	130,970	132,877	134,809	136,970	138,781	121,106	129,767
Diluted	118,445	122,624	124,253	125,962	127,433	131,294	135,742	138,678	138,569	141,561	142,926	122,560	133,654
<b>As a % of Revenue</b>													
Service revenue gross profit	76.2 %	74.6 %	74.5 %	74.2 %	73.8 %	73.2 %	72.6 %	71.9 %	70.6 %	68.4 %	67.4 %	74.9 %	72.9 %
Other revenue gross profit	4.0 %	(3.4) %	(11.9) %	(14.7) %	(34.2) %	(20.1) %	(27.8) %	(23.9) %	(30.6) %	(30.5) %	(22.7) %	(5.8) %	(26.3) %
<b>Total revenue gross profit</b>	<b>73.0 %</b>	<b>71.5 %</b>	<b>71.6 %</b>	<b>70.8 %</b>	<b>70.6 %</b>	<b>70.2 %</b>	<b>69.5 %</b>	<b>69.0 %</b>	<b>67.8 %</b>	<b>65.7 %</b>	<b>64.8 %</b>	<b>71.7 %</b>	<b>69.8 %</b>
Research and development	14.9 %	15.2 %	14.9 %	15.7 %	15.4 %	15.2 %	14.8 %	14.7 %	14.3 %	14.5 %	13.8 %	15.2 %	15.0 %
Sales and marketing	32.8 %	33.1 %	33.0 %	33.3 %	34.1 %	32.7 %	33.8 %	34.2 %	34.2 %	31.9 %	30.1 %	33.0 %	33.7 %
General and administrative	10.9 %	10.4 %	10.3 %	10.5 %	9.8 %	10.4 %	10.3 %	10.0 %	10.2 %	9.9 %	9.2 %	10.5 %	10.1 %
Operating Expenses	58.6 %	58.7 %	58.2 %	59.5 %	59.3 %	58.3 %	58.8 %	59.0 %	58.8 %	56.3 %	53.1 %	58.7 %	58.8 %
<b>Operating income</b>	<b>14.4 %</b>	<b>12.8 %</b>	<b>13.4 %</b>	<b>11.3 %</b>	<b>11.3 %</b>	<b>11.9 %</b>	<b>10.7 %</b>	<b>10.0 %</b>	<b>9.0 %</b>	<b>9.4 %</b>	<b>11.7 %</b>	<b>13.0 %</b>	<b>11.0 %</b>

**GAAP CONSOLIDATED BALANCE SHEET**  
Unaudited, in thousands except per share amounts

	FY2024				FY2025				FY2026		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25
<b>ASSETS</b>											
Current assets:											
Cash and cash equivalents	\$ 122,229	\$ 144,030	\$ 168,513	\$ 116,262	\$ 130,764	\$ 117,405	\$ 104,165	\$ 88,050	\$ 81,315	\$ 75,872	\$ 86,882
Restricted cash	165	521	356	356	461	462	462	462	105	812	1,318
Short-term investments	15,946	4,744	1,035	1,048	—	—	—	—	—	—	—
Accounts receivable, net	64,951	61,063	63,042	58,979	59,205	64,567	52,312	49,680	60,514	66,889	54,740
Deferred contract acquisition costs	38,247	37,610	36,996	35,933	34,625	34,107	32,046	30,935	29,679	27,733	26,131
Other current assets	32,930	33,967	32,528	35,258	32,723	29,810	30,105	34,739	36,367	34,316	34,809
Total current assets	274,468	281,935	302,470	247,836	257,778	246,351	219,090	203,866	207,980	205,622	203,880
Property and equipment, net	54,538	53,508	55,661	53,181	51,400	50,364	49,228	47,919	47,972	47,394	46,939
Operating lease, right-of-use assets	50,438	50,396	38,546	35,924	35,933	34,825	32,777	33,508	32,260	30,424	29,634
Intangible assets, net	102,013	96,914	91,816	86,717	81,618	76,519	71,420	67,949	64,474	60,973	57,386
Goodwill	266,386	265,732	267,453	266,574	266,399	269,229	266,217	271,530	274,476	273,803	274,004
Restricted cash, non-current	818	462	462	105	—	—	—	812	812	—	—
Deferred contract acquisition costs, non-current	64,699	60,440	56,317	52,859	49,199	48,711	45,154	44,239	42,197	39,252	37,009
Other assets, non-current	15,103	14,336	13,993	12,783	13,412	14,127	14,325	13,354	14,177	13,288	12,670
<b>Total assets</b>	<b>\$ 828,463</b>	<b>\$ 823,723</b>	<b>\$ 826,718</b>	<b>\$ 755,979</b>	<b>\$ 755,739</b>	<b>\$ 740,126</b>	<b>\$ 698,211</b>	<b>\$ 683,177</b>	<b>\$ 684,348</b>	<b>\$ 670,756</b>	<b>\$ 661,522</b>
<b>LIABILITIES AND STOCKHOLDERS' EQUITY</b>											
Current liabilities:											
Accounts payable	\$ 42,537	\$ 49,391	\$ 49,493	\$ 48,862	\$ 51,727	\$ 51,261	\$ 53,072	\$ 45,773	\$ 42,890	\$ 43,307	\$ 36,004
Accrued and other liabilities	78,862	71,700	73,232	78,102	75,369	68,783	61,601	63,025	73,768	66,872	69,850
Operating lease liabilities, current	11,469	11,623	11,763	11,295	11,564	11,707	11,386	11,102	11,003	10,740	10,574
Deferred revenue, current	40,410	33,223	32,778	34,325	33,701	37,696	33,394	37,751	42,130	43,569	36,813
Convertible senior notes, current	63,039	63,153	63,260	—	—	—	—	—	—	—	—
Term loan, current	—	—	—	—	—	39,393	16,524	11,593	6,648	19,173	26,700
Total current liabilities	236,317	229,090	230,526	172,584	172,361	208,840	175,977	169,244	176,439	183,661	179,941
Operating lease liabilities, non-current	62,850	61,926	59,417	56,647	55,179	52,785	49,842	49,196	47,010	44,420	41,850
Deferred revenue, non-current	10,618	10,231	10,128	7,810	7,659	6,594	5,960	706	645	477	333
Convertible senior notes, non-current	197,048	197,303	197,561	197,796	198,033	198,300	198,569	198,790	199,039	199,317	199,598
Term loan	209,534	210,303	211,092	211,894	212,718	159,194	149,437	139,581	129,695	107,299	94,872
Other liabilities, non-current	7,227	4,460	8,322	7,290	5,201	4,601	5,413	3,456	3,330	2,420	2,070
Total liabilities	723,594	713,313	717,046	654,021	651,151	630,314	585,198	560,973	556,158	537,594	518,664
Stockholders' equity:											
Common stock	119	122	123	125	128	131	131	134	136	139	139
Additional paid-in capital	924,190	941,493	956,005	973,895	987,171	998,572	1,008,072	1,018,902	1,022,943	1,028,971	1,032,876
Accumulated other comprehensive loss	(11,196)	(15,509)	(9,538)	(11,553)	(11,912)	(3,549)	(12,870)	(9,111)	(2,853)	(4,679)	(3,978)
Accumulated deficit	(808,244)	(815,696)	(836,918)	(860,509)	(870,799)	(885,342)	(882,320)	(887,721)	(892,036)	(891,269)	(886,179)
Total stockholders' equity	104,869	110,410	109,672	101,958	104,588	109,812	113,013	122,204	128,190	133,162	142,858
<b>Total liabilities and stockholders' equity</b>	<b>\$ 828,463</b>	<b>\$ 823,723</b>	<b>\$ 826,718</b>	<b>\$ 755,979</b>	<b>\$ 755,739</b>	<b>\$ 740,126</b>	<b>\$ 698,211</b>	<b>\$ 683,177</b>	<b>\$ 684,348</b>	<b>\$ 670,756</b>	<b>\$ 661,522</b>

## CONSOLIDATED STATEMENTS OF CASH FLOWS (in thousands)

	FY2024				FY2025				FY2026			Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	FY24	FY25
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
<b>Cash flows from operating activities:</b>													
Net income (loss)	\$(15,327)	\$ (7,452)	\$(21,222)	\$(23,591)	\$(10,290)	\$(14,543)	\$ 3,022	\$(5,401)	\$(4,315)	\$ 767	\$ 5,090	\$(67,592)	\$(27,212)
Adjustments to reconcile net income (loss) to net cash provided by operating activities:													
Depreciation	2,126	1,964	2,043	2,168	1,908	1,848	1,866	1,765	1,690	1,701	1,689	8,301	7,387
Amortization of intangible assets	5,099	5,099	5,098	5,099	5,099	5,099	5,098	3,808	3,501	3,502	3,584	20,395	19,104
Amortization of capitalized internal-use software costs	5,282	4,779	4,357	4,068	3,758	3,264	2,959	2,748	2,673	3,012	2,919	18,486	12,729
Amortization of debt discount and issuance costs	1,109	1,131	1,157	1,075	1,062	656	427	321	336	362	361	4,472	2,466
Amortization of deferred contract acquisition costs	10,019	10,080	10,051	10,031	9,838	9,859	9,284	8,996	8,956	8,446	7,889	40,181	37,977
Allowance for credit losses	490	503	670	573	334	935	156	418	290	85	(628)	2,236	1,843
Operating lease expense, net of accretion	2,507	2,602	2,948	2,877	3,165	2,873	2,869	2,724	2,854	2,675	2,715	10,934	11,631
Impairment of right-of-use assets	—	—	11,034	—	—	—	—	—	—	—	—	11,034	—
Stock-based compensation expense	18,195	14,522	14,118	15,075	12,801	9,376	9,533	8,230	6,352	5,363	4,152	61,910	39,940
Loss (gain) on debt extinguishment	1,766	—	—	—	—	11,996	216	113	81	46	20	1,766	12,325
Loss (gain) on remeasurement of warrants	250	(2,781)	1,297	(942)	(1,747)	(263)	813	(1,028)	(209)	(37)	(357)	(2,176)	(2,225)
Loss on sale of assets	—	—	—	179	—	—	—	—	—	—	—	179	—
Other	(184)	236	(622)	1,250	581	(4,207)	4,481	(1,201)	(368)	(34)	257	680	(346)
Changes in assets and liabilities:													
Accounts receivable, net	(3,397)	3,696	(2,487)	2,941	(732)	(4,582)	10,460	2,699	(9,503)	(6,889)	12,909	753	7,845
Deferred contract acquisition costs	(7,209)	(4,859)	(5,027)	(5,784)	(4,803)	(7,644)	(5,134)	(6,407)	(4,471)	(3,936)	(3,976)	(22,879)	(23,988)
Other current and non-current assets	2,327	(3,633)	720	(1,762)	(658)	1,508	(2,793)	(5,674)	(2,997)	1,665	(1,886)	(2,348)	(7,617)
Accounts payable and accrued liabilities	(2,084)	(850)	(1,537)	289	(1,413)	(7,473)	(10,295)	(5,629)	3,347	(9,400)	(7,145)	(4,182)	(24,810)
Deferred revenue	5,504	(7,574)	(202)	(893)	(755)	3,615	(5,746)	(609)	3,656	1,507	(6,901)	(3,165)	(3,495)
<b>Net cash provided by operating activities</b>	<b>26,473</b>	<b>17,463</b>	<b>22,396</b>	<b>12,653</b>	<b>18,148</b>	<b>12,317</b>	<b>27,216</b>	<b>5,873</b>	<b>11,873</b>	<b>8,835</b>	<b>20,692</b>	<b>78,985</b>	<b>63,554</b>
<b>Cash flows from investing activities:</b>													
Purchases of property and equipment	(186)	(1,372)	(783)	(309)	(382)	(1,207)	(456)	(381)	(377)	(1,142)	(1,579)	(2,650)	(2,401)
Capitalized internal-use software costs	(3,488)	(3,954)	(3,471)	(3,376)	(3,025)	(2,867)	(2,570)	(2,579)	(4,039)	(3,101)	(2,574)	(14,289)	(11,066)
Purchases of investments	(3,093)	(3,081)	—	—	—	—	—	—	—	—	—	(6,174)	—
Purchase of cost investment	—	—	—	—	(771)	—	—	—	—	—	—	—	(771)
Maturities of investments	13,559	14,350	3,750	—	1,048	—	—	—	—	—	—	31,659	1,048
Acquisition of businesses, net of cash acquired	—	—	—	—	—	—	—	(3,234)	—	—	—	—	(3,234)
<b>Net cash provided by (used in) investing activities</b>	<b>6,792</b>	<b>5,943</b>	<b>(504)</b>	<b>(3,685)</b>	<b>(3,130)</b>	<b>(4,074)</b>	<b>(3,026)</b>	<b>(6,194)</b>	<b>(4,416)</b>	<b>(4,243)</b>	<b>(4,153)</b>	<b>8,546</b>	<b>(16,424)</b>
<b>Cash flows from financing activities:</b>													
Proceeds from issuance of common stock under employee stock plans	—	2,365	—	2,519	—	1,682	(1)	2,011	—	1,228	—	4,884	3,692
Payments for repurchases of common stock	—	—	—	—	—	—	—	—	(1,848)	—	—	—	—
Payments for debt issuance costs	—	—	—	—	—	(1,114)	(403)	—	—	(70)	—	—	(1,517)
Repayment of principal on term loan	(25,000)	—	—	—	—	(225,000)	(33,000)	(15,000)	(15,000)	(10,000)	(5,000)	(25,000)	(273,000)
Gross proceeds from term loan	—	—	—	—	—	200,000	—	—	—	—	—	—	200,000
Repayment and exchange of convertible senior notes	—	—	—	(63,295)	—	—	—	—	—	—	—	(63,295)	—
Other financing activities	—	—	—	—	(352)	(352)	(557)	(3,020)	(489)	(480)	(184)	—	(4,281)
<b>Net cash provided by (used in) financing activities</b>	<b>(25,000)</b>	<b>2,365</b>	<b>—</b>	<b>(60,776)</b>	<b>(352)</b>	<b>(24,784)</b>	<b>(33,961)</b>	<b>(16,009)</b>	<b>(17,337)</b>	<b>(9,322)</b>	<b>(5,184)</b>	<b>(83,411)</b>	<b>(75,106)</b>
Effect of exchange rate changes on cash	2,218	(3,970)	2,426	(800)	(164)	3,183	(3,469)	1,027	2,788	(818)	161	(126)	577
Net increase (decrease) in cash and cash equivalents	10,483	21,801	24,318	(52,608)	14,502	(13,358)	(13,240)	(15,303)	(7,092)	(5,548)	11,516	3,994	(27,399)
Cash, cash equivalents and restricted cash, beginning of period	112,729	123,212	145,013	169,331	116,723	131,225	117,867	104,627	89,324	82,232	76,684	172,943	176,937
<b>Cash, cash equivalents and restricted cash, end of year</b>	<b>\$123,212</b>	<b>\$145,013</b>	<b>\$169,331</b>	<b>\$116,723</b>	<b>\$131,225</b>	<b>\$117,867</b>	<b>\$104,627</b>	<b>\$ 89,324</b>	<b>\$ 82,232</b>	<b>\$ 76,684</b>	<b>\$ 88,200</b>	<b>\$176,937</b>	<b>\$149,538</b>

## CONSOLIDATED STATEMENTS OF CASH FLOWS (in thousands, continued)

	FY2024				FY2025				FY2026			Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	FY24	FY25
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
<b>Supplemental and non-cash disclosures:</b>													
Interest paid	\$ 4,919	\$ 12,880	\$ 6,864	\$ 10,911	\$ 6,707	\$ 9,617	\$ 3,193	\$ 6,780	\$ 2,567	\$ 6,471	\$ 2,231	\$ 35,574	\$ 26,297
Income taxes paid	\$ 336	\$ 2,782	\$ 2,326	\$ 530	\$ 479	\$ 1,907	\$ 708	\$ 673	\$ 574	\$ 799	\$ 757	\$ 5,974	\$ 3,767
Payables and accruals for property and equipment	\$ 37	\$ —	\$ 3,861	\$ 3,868	\$ 3,574	\$ 3,207	\$ 2,861	\$ 132	\$ 21	\$ 108	\$ —	\$ 3,868	\$ 132

## GAAP to NON-GAAP Reconciliation

	FY2024				FY2025				FY2026			Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	FY24	FY25
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
<b>Reconciliation of GAAP to Non-GAAP Financial Measures:</b>													
<b>Cost of Revenue:</b>													
GAAP cost of service revenue	\$ 46,276	\$ 49,144	\$ 48,983	\$ 48,557	\$ 49,496	\$ 50,251	\$ 50,529	\$ 49,818	\$ 53,822	\$ 57,699	\$ 59,515	\$192,960	\$200,094
Amortization of acquired intangible assets	(2,118)	(2,118)	(2,118)	(2,115)	(2,117)	(2,118)	(2,117)	(824)	(507)	(514)	(513)	(8,469)	(7,176)
Stock-based compensation expense and related employer payroll taxes	(2,224)	(1,743)	(1,694)	(1,767)	(1,608)	(1,230)	(857)	(759)	(582)	(476)	(417)	(7,428)	(4,454)
Legal and regulatory costs	—	—	—	—	—	—	55	—	—	—	—	—	55
Severance, transition and contract exit costs	(206)	(82)	(444)	(180)	(522)	(55)	3	(81)	(944)	(81)	(26)	(912)	(655)
Non-GAAP cost of service revenue	\$ 41,728	\$ 45,201	\$ 44,727	\$ 44,495	\$ 45,249	\$ 46,848	\$ 47,613	\$ 48,154	\$ 51,789	\$ 56,628	\$ 58,559	\$176,151	\$187,864
GAAP service revenue margin	\$128,962	\$128,638	\$126,086	\$123,933	\$123,305	\$124,824	\$122,930	\$121,770	\$122,486	\$121,395	\$120,167	\$507,619	\$492,829
Non-GAAP service revenue margin	\$133,510	\$132,581	\$130,342	\$127,995	\$127,552	\$128,227	\$125,846	\$123,434	\$124,519	\$122,466	\$121,123	\$524,428	\$505,059
GAAP cost of other revenue	\$ 8,398	\$ 7,958	\$ 7,177	\$ 8,412	\$ 7,691	\$ 7,572	\$ 7,268	\$ 7,173	\$ 7,099	\$ 7,056	\$ 7,319	\$ 31,945	\$ 29,704
Stock-based compensation expense and related employer payroll taxes	(651)	(468)	(459)	(442)	(419)	(304)	(272)	(218)	(147)	(89)	(82)	(2,020)	(1,213)
Legal and regulatory costs	—	—	—	—	—	—	62	—	—	—	—	—	62
Severance, transition and contract exit costs	(22)	(28)	(74)	(31)	(100)	(156)	(130)	(195)	(353)	(443)	(649)	(155)	(581)
Non-GAAP cost of other revenue	\$ 7,725	\$ 7,462	\$ 6,644	\$ 7,939	\$ 7,172	\$ 7,112	\$ 6,928	\$ 6,760	\$ 6,599	\$ 6,524	\$ 6,588	\$ 29,770	\$ 27,972
GAAP other revenue margin	\$ (349)	\$ (741)	\$ (1,240)	\$ (1,489)	\$ (2,345)	\$ (1,649)	\$ (1,845)	\$ (1,718)	\$ (2,046)	\$ (2,055)	\$ (1,951)	\$ (3,819)	\$ (7,557)
Non-GAAP other revenue margin	\$ 324	\$ (245)	\$ (707)	\$ (1,016)	\$ (1,826)	\$ (1,189)	\$ (1,505)	\$ (1,305)	\$ (1,546)	\$ (1,523)	\$ (1,220)	\$ (1,644)	\$ (5,825)
GAAP gross margin	\$128,613	\$127,897	\$124,846	\$122,444	\$120,960	\$123,175	\$121,085	\$120,052	\$120,440	\$119,340	\$118,216	\$503,800	\$485,272
Non-GAAP gross margin	\$133,834	\$132,336	\$129,635	\$126,979	\$125,726	\$127,038	\$124,341	\$122,129	\$122,973	\$120,943	\$119,903	\$522,784	\$499,234
<b>Operating Expenses:</b>													
GAAP research and development	\$ 35,292	\$ 34,207	\$ 32,787	\$ 33,930	\$ 32,137	\$ 31,291	\$ 29,833	\$ 29,950	\$ 28,364	\$ 27,918	\$ 27,191	\$136,216	\$123,211
Stock-based compensation expense and related employer payroll taxes	(7,438)	(5,345)	(5,190)	(5,469)	(4,657)	(3,348)	(3,209)	(2,536)	(1,509)	(1,211)	(1,053)	(23,442)	(13,750)
Acquisition and integration costs	(213)	115	—	—	—	—	—	(8)	—	—	—	(98)	(8)
Legal and regulatory costs	—	—	—	—	—	—	352	—	—	—	—	—	352
Severance, transition and contract exit costs	(311)	(902)	(585)	(313)	(39)	(413)	(547)	(1,312)	(861)	(85)	(612)	(2,111)	(2,311)
Non-GAAP research and development	\$ 27,330	\$ 28,075	\$ 27,012	\$ 28,148	\$ 27,441	\$ 27,530	\$ 26,429	\$ 26,094	\$ 25,994	\$ 26,622	\$ 25,526	\$110,565	\$107,494
GAAP sales and marketing	\$ 68,505	\$ 68,687	\$ 66,997	\$ 67,755	\$ 67,106	\$ 64,867	\$ 65,644	\$ 66,844	\$ 68,184	\$ 63,835	\$ 60,513	\$271,944	\$264,461
Amortization of acquired intangible assets	(2,982)	(2,982)	(2,982)	(2,980)	(2,982)	(2,981)	(2,981)	(2,984)	(2,990)	(2,984)	(3,021)	(11,926)	(11,928)
Stock-based compensation expense and related employer payroll taxes	(5,254)	(4,176)	(3,894)	(3,400)	(3,258)	(2,305)	(2,373)	(2,145)	(2,071)	(1,823)	(945)	(16,724)	(10,081)
Legal and regulatory cost	—	—	—	—	—	—	335	—	—	—	—	—	335
Severance, transition and contract exit costs	(169)	(234)	(342)	(1,720)	(125)	(390)	(169)	(1,094)	(1,066)	(303)	(783)	(2,465)	(1,778)
Non-GAAP sales and marketing	\$ 60,100	\$ 61,295	\$ 59,779	\$ 59,655	\$ 60,741	\$ 59,191	\$ 60,456	\$ 60,621	\$ 62,057	\$ 58,725	\$ 55,764	\$240,829	\$241,009

## GAAP to NON-GAAP Reconciliation (continued)

	FY2024				FY2025				FY2026			Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	FY24	FY25
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
GAAP general and administrative	\$ 26,226	\$ 27,586	\$ 23,419	\$ 34,978	\$ 23,091	\$ 19,848	\$ 16,629	\$ 22,839	\$ 23,327	\$ 22,238	\$ 20,818	\$112,209	\$ 82,407
Amortization of acquired intangible assets	—	—	—	—	—	—	—	—	(4)	(4)	(50)	—	—
Stock-based compensation expense and related employer payroll taxes	(4,108)	(3,695)	(3,653)	(4,787)	(3,651)	(2,658)	(3,058)	(2,957)	(2,600)	(2,163)	(1,966)	(16,243)	(12,324)
Acquisition and integration costs	(130)	(422)	(102)	(145)	(123)	(193)	(244)	(533)	—	—	(196)	(799)	(1,093)
Legal and regulatory cost	(1,468)	(3,879)	(98)	(10,072)	(548)	3,166	6,045	(102)	(835)	(717)	(927)	(15,517)	8,561
Severance, transition and related exit costs	(546)	(388)	(978)	(1,074)	(1,335)	(1,384)	(1,004)	(1,544)	(1,299)	(1,082)	(725)	(2,986)	(5,267)
Non-GAAP general and administrative	\$ 19,974	\$ 19,202	\$ 18,588	\$ 18,900	\$ 17,434	\$ 18,779	\$ 18,368	\$ 17,703	\$ 18,589	\$ 18,272	\$ 16,954	\$ 76,664	\$ 72,284
GAAP Operating Expenses	\$130,023	\$130,480	\$123,203	\$136,663	\$122,334	\$116,006	\$112,106	\$119,633	\$119,875	\$113,991	\$108,522	\$520,369	\$470,079
Amortization of acquired intangible assets	(2,982)	(2,982)	(2,982)	(2,980)	(2,982)	(2,981)	(2,981)	(2,984)	(2,994)	(2,988)	(3,071)	(11,926)	(11,928)
Stock-based compensation expense and related employer payroll taxes	(16,800)	(13,216)	(12,737)	(13,656)	(11,566)	(8,311)	(8,640)	(7,638)	(6,180)	(5,197)	(3,964)	(56,409)	(36,155)
Acquisition and integration costs	(343)	(307)	(102)	(145)	(123)	(193)	(244)	(541)	—	—	(196)	(897)	(1,101)
Legal and regulatory cost	(1,468)	(3,879)	(98)	(10,072)	(548)	3,166	6,732	(102)	(835)	(717)	(927)	(15,517)	9,248
Severance, transition and contract exit costs	(1,026)	(1,524)	(1,905)	(3,107)	(1,499)	(2,187)	(1,720)	(3,950)	(3,226)	(1,470)	(2,120)	(7,562)	(9,356)
Non-GAAP Operating Expenses	\$107,404	\$108,572	\$105,379	\$106,703	\$105,616	\$105,500	\$105,253	\$104,418	\$106,640	\$103,619	\$ 98,244	\$428,058	\$420,787
<b>Operating Profit (Loss):</b>													
GAAP income (loss) from operations	\$ (1,410)	\$ (2,583)	\$ (9,391)	\$ (14,219)	\$ (1,374)	\$ 7,169	\$ 8,979	\$ 419	\$ 565	\$ 5,349	\$ 9,694	\$ (27,603)	\$ 15,193
Amortization of acquired intangible assets	5,100	5,100	5,100	5,095	5,099	5,099	5,098	3,808	3,501	3,502	3,584	20,395	19,104
Stock-based compensation expense and related employer payroll taxes	19,675	15,427	14,890	15,865	13,593	9,845	9,769	8,615	6,909	5,762	4,463	65,857	41,822
Acquisition and integration costs	343	307	102	145	123	193	244	541	—	—	196	897	1,101
Legal and regulatory costs	1,468	3,879	98	10,072	548	(3,166)	(6,849)	102	835	717	927	15,517	(9,365)
Severance, transition and contract exit costs	1,254	1,634	2,423	3,318	2,121	2,398	1,847	4,226	4,523	1,994	2,795	8,629	10,592
Impairment of long-lived assets	—	—	11,034	—	—	—	—	—	—	—	—	11,034	—
Non-GAAP operating profit	\$ 26,430	\$ 23,764	\$ 24,256	\$ 20,276	\$ 20,110	\$ 21,538	\$ 19,088	\$ 17,711	\$ 16,333	\$ 17,324	\$ 21,659	\$ 94,726	\$ 78,447
<b>Interest Expense:</b>													
GAAP interest expense	\$ (10,078)	\$ (10,061)	\$ (10,035)	\$ (9,650)	\$ (9,956)	\$ (7,905)	\$ (5,842)	\$ (5,153)	\$ (3,968)	\$ (4,842)	\$ (4,587)	\$ (39,824)	\$ (28,856)
Amortization of debt discount and issuance cost	1,108	1,132	1,157	1,075	1,062	656	427	321	336	362	361	4,472	2,466
Capitalized interest	—	—	—	—	—	—	—	—	(926)	—	—	—	—
Non-GAAP interest expense	\$ (8,970)	\$ (8,929)	\$ (8,878)	\$ (8,575)	\$ (8,894)	\$ (7,249)	\$ (5,415)	\$ (4,832)	\$ (4,558)	\$ (4,480)	\$ (4,226)	\$ (35,352)	\$ (26,390)
<b>Other Income (Expenses):</b>													
GAAP other income (expense), net	\$ (2,395)	\$ 4,803	\$ (1,275)	\$ 2,344	\$ 1,716	\$ (12,709)	\$ 793	\$ (200)	\$ 364	\$ 468	\$ 511	\$ 3,477	\$ (10,400)
Legal and regulatory costs	—	—	—	(550)	—	—	—	—	—	—	—	(550)	—
(Gain) loss on debt extinguishment	1,766	—	—	—	—	11,996	216	113	81	46	20	1,766	12,325
(Gain) loss on warrants remeasurement	250	(2,781)	1,297	(942)	(1,747)	(263)	813	(1,028)	(209)	(37)	(357)	(2,176)	(2,225)
(Loss) gain on sale of assets	—	—	—	179	—	—	—	—	—	—	—	179	—
Other income	(117)	(117)	(120)	(110)	(116)	(116)	(116)	—	—	—	—	(464)	(348)
Non-GAAP other income and expense	\$ (496)	\$ 1,905	\$ (98)	\$ 921	\$ (147)	\$ (1,092)	\$ 1,706	\$ (1,115)	\$ 236	\$ 477	\$ 174	\$ 2,232	\$ (648)

## GAAP to NON-GAAP Reconciliation (continued)

	FY2024				FY2025				FY2026			Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	FY24	FY25
	6/30/23	9/30/23	12/31/23	3/31/24	6/30/24	9/30/24	12/31/24	3/31/25	6/30/25	9/30/25	12/31/25	3/31/24	3/31/25
<b>Net Income (Loss):</b>													
GAAP net income (loss)	\$ (15,327)	\$ (7,452)	\$ (21,222)	\$ (23,591)	\$ (10,290)	\$ (14,543)	\$ 3,022	\$ (5,401)	\$ (4,315)	\$ 767	\$ 5,090	\$ (67,592)	\$ (27,212)
Amortization of acquired intangible assets	5,100	5,100	5,100	5,095	5,099	5,099	5,098	3,808	3,501	3,502	3,584	20,395	19,104
Stock-based compensation expense and related employer payroll taxes	19,675	15,427	14,890	15,865	13,593	9,845	9,769	8,615	6,909	5,762	4,463	65,857	41,822
Acquisition and integration costs	343	307	102	145	123	193	244	541	—	—	196	897	1,101
Legal and regulatory costs	1,468	3,879	98	9,522	548	(3,166)	(6,849)	102	835	717	927	14,967	(9,365)
Severance, transition and contract exit costs	1,254	1,634	2,423	3,318	2,121	2,398	1,847	4,226	4,523	1,994	2,795	8,629	10,592
Impairment of long-lived assets	—	—	11,034	—	—	—	—	—	—	—	—	11,034	—
Amortization of debt discount and issuance cost	1,108	1,132	1,157	1,075	1,062	656	427	321	336	362	361	4,472	2,466
(Gain) loss on debt extinguishment	1,766	—	—	—	—	11,996	216	113	81	46	20	1,766	12,325
(Gain) loss on warrants remeasurement	250	(2,781)	1,297	(942)	(1,747)	(263)	813	(1,028)	(209)	(37)	(357)	(2,176)	(2,225)
(Loss) gain on sale of assets	—	—	—	179	—	—	—	—	—	—	—	179	—
Other income	(117)	(117)	(120)	(110)	(116)	(116)	(116)	—	(926)	—	—	(464)	(348)
Income tax expense effects, net	—	—	—	—	—	—	—	—	—	—	—	—	—
Non-GAAP net income	\$ 15,520	\$ 17,129	\$ 14,759	\$ 10,556	\$ 10,393	\$ 12,099	\$ 14,471	\$ 11,297	\$ 10,735	\$ 13,113	\$ 17,079	\$ 57,964	\$ 48,260
Interest expense	8,970	8,929	8,878	8,575	8,894	7,249	5,415	4,832	4,558	4,480	4,226	35,352	26,390
Provision (benefit) for income taxes	1,444	(389)	521	2,066	676	1,098	908	467	1,276	208	528	3,642	3,149
Depreciation	2,126	1,964	2,043	2,168	1,908	1,848	1,866	1,765	1,690	1,701	1,689	8,301	7,387
Amortization of capitalized internal-use software costs	5,282	4,779	4,358	4,067	3,758	3,264	2,959	2,748	2,673	3,012	2,919	18,486	12,729
Other expense (income), net	496	(1,905)	98	(1,471)	147	1,092	(1,706)	1,115	(236)	(477)	(174)	(2,782)	648
Adjusted EBITDA	\$ 33,838	\$ 30,507	\$ 30,657	\$ 25,961	\$ 25,776	\$ 26,650	\$ 23,913	\$ 22,224	\$ 20,696	\$ 22,037	\$ 26,267	\$120,963	\$ 98,563
Shares used in computing net income (loss) per share amounts:													
Basic	116,777	120,757	122,556	124,324	125,999	129,250	130,970	132,877	134,809	136,970	138,781	121,106	129,767
Diluted	118,445	122,624	124,253	125,962	127,433	131,294	135,742	138,678	138,569	141,561	142,926	122,560	133,654
GAAP net income (loss) per share - Basic	\$ (0.13)	\$ (0.06)	\$ (0.17)	\$ (0.19)	\$ (0.08)	\$ (0.11)	\$ 0.02	\$ (0.04)	\$ (0.03)	\$ 0.01	\$ 0.04	\$ (0.56)	\$ (0.21)
GAAP net income (loss) per share - Diluted	\$ (0.13)	\$ (0.06)	\$ (0.17)	\$ (0.19)	\$ (0.08)	\$ (0.11)	\$ 0.02	\$ (0.04)	\$ (0.03)	\$ 0.01	\$ 0.04	\$ (0.56)	\$ (0.21)
Non-GAAP net income per share - Basic	\$ 0.13	\$ 0.14	\$ 0.12	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.11	\$ 0.09	\$ 0.08	\$ 0.10	\$ 0.12	\$ 0.48	\$ 0.37
Non-GAAP net income per share - Diluted	\$ 0.13	\$ 0.14	\$ 0.12	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.11	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.12	\$ 0.47	\$ 0.36