

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	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	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	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	28,126	22,147
Total revenue	183,287	184,999	181,006	179,413	178,147	180,998	178,882	177,043	181,361	184,095	728,705	715,070
Cost of service revenue	46,276	49,144	48,983	48,557	49,496	50,251	50,529	49,818	53,822	57,699	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	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	224,905	229,798
Gross profit	128,613	127,897	124,846	122,444	120,960	123,175	121,085	120,052	120,440	119,340	503,800	485,272
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	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	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	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	531,403	470,079
Income (loss) from operations	(1,410)	(2,583)	(9,391)	(14,219)	(1,374)	7,169	8,979	419	565	5,349	(27,603)	15,193
Interest expense	(10,078)	(10,061)	(10,035)	(9,650)	(9,956)	(7,905)	(5,842)	(5,153)	(3,968)	(4,842)	(39,824)	(28,856)
Other income (expense), net	(2,395)	4,803	(1,275)	2,344	1,716	(12,709)	793	(200)	364	468	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	(63,950)	(24,063)
Provision (benefit) for income taxes	1,444	(389)	521	2,066	676	1,098	908	467	1,276	208	3,642	3,149
Net income (loss)	(15,327)	(7,452)	(21,222)	(23,591)	(10,290)	(14,543)	3,022	(5,401)	(4,315)	767	(67,592)	(27,212)
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	\$ (0.56)	\$ (0.21)
Diluted	\$ (0.13)	\$ (0.06)	\$ (0.17)	\$ (0.19)	\$ (0.08)	\$ (0.11)	\$ 0.02	\$ (0.04)	\$ (0.03)	\$ 0.01	\$ (0.56)	\$ (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	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	121,106	129,767
Comprehensive income (loss):												
Net income (loss)	(15,327)	(7,452)	(21,222)	(23,591)	(10,290)	(14,543)	3,022	(5,401)	(4,315)	767	(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)	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)	(66,218)	(24,770)
% of Revenue												
Service revenue gross profit	73.6 %	72.4 %	72.0 %	71.8 %	71.4 %	71.3 %	70.9 %	71.0 %	69.5 %	67.8 %	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)%	(13.6)%	(34.1)%
Total revenue gross profit	70.2 %	69.1 %	69.0 %	68.2 %	67.9 %	68.1 %	67.7 %	67.8 %	66.4 %	64.8 %	69.1 %	67.9 %
Research and Development	19.3 %	18.5 %	18.1 %	18.9 %	18.0 %	17.3 %	16.7 %	16.9 %	15.6 %	15.2 %	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 %	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 %	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 %	72.9 %	65.7 %
Income (loss) from operations	(0.8)%	(1.4)%	(5.2)%	(7.9)%	(0.8)%	4.0 %	5.0 %	0.2 %	0.3 %	2.9 %	(3.8)%	2.1 %

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	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	3/31/24	3/31/25
Supplemental Information:												
Interest expense	(8,970)	(8,929)	(8,878)	(8,575)	(8,894)	(7,249)	(5,415)	(4,832)	(4,558)	(4,480)	(35,352)	(26,390)
Capitalized interest	—	—	—	—	—	—	—	—	(336)	—	—	—
Amortization of debt discount	(1,108)	(1,132)	(1,157)	(1,075)	(1,062)	(656)	(427)	(321)	926	(362)	(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)	(39,824)	(28,856)
Gain (loss) on debt extinguishment	(1,766)	—	—	—	—	(11,996)	(216)	(113)	(81)	(46)	(1,766)	(12,325)
Gain (loss) on warrants remeasurement	(250)	2,781	(1,297)	942	1,747	263	(813)	1,028	209	37	2,176	2,225
Interest income	635	603	1,382	1,357	1,041	936	768	570	476	453	3,977	3,316
Gain (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	(731)	(3,616)
Other income (expense), net	(2,395)	4,803	(1,275)	2,344	1,716	(12,709)	793	(200)	364	468	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	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	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	\$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	28,126	22,147
Total revenue	183,287	184,999	181,006	179,413	178,147	180,998	178,882	177,043	181,361	184,095	728,705	715,070
Cost of service revenue	41,728	45,201	44,727	44,495	45,249	46,848	47,613	48,154	51,789	56,628	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	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	205,921	215,836
Gross profit	133,834	132,336	129,635	126,979	125,726	127,038	124,341	122,129	122,973	120,943	522,784	499,234
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	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	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	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	428,058	420,787
Income (loss) from operations	26,430	23,764	24,256	20,276	20,110	21,538	19,088	17,711	16,333	17,324	94,726	78,447
Interest expense	(8,970)	(8,929)	(8,878)	(8,575)	(8,894)	(7,249)	(5,415)	(4,832)	(4,558)	(4,480)	(35,352)	(26,390)
Other income (expense), net	(496)	1,905	(98)	921	(147)	(1,092)	1,706	(1,115)	236	477	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	61,606	51,409
Provision (benefit) for income taxes	1,444	(389)	521	2,066	676	1,098	908	467	1,276	208	3,642	3,149
Net income (loss)	\$15,520	\$17,129	\$14,759	\$10,556	\$10,393	\$12,099	\$14,471	\$11,297	\$10,735	\$13,113	\$ 57,964	\$ 48,260
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	\$ 0.48	\$ 0.37
Diluted	\$ 0.13	\$ 0.14	\$ 0.12	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.11	\$ 0.08	\$ 0.08	\$ 0.09	\$ 0.47	\$ 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	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	122,560	133,654
As a % of Revenue												
Service revenue gross profit	76.2 %	74.6 %	74.5 %	74.2 %	73.8 %	73.2 %	72.6 %	71.9 %	70.6 %	68.4 %	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) %	(5.8) %	(26.3) %
Total revenue gross profit	73.0 %	71.5 %	71.6 %	70.8 %	70.6 %	70.2 %	69.5 %	69.0 %	67.8 %	65.7 %	71.7 %	69.8 %
Research and development	14.9 %	15.2 %	14.9 %	15.7 %	15.4 %	15.2 %	14.8 %	14.7 %	14.3 %	14.5 %	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 %	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 %	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 %	58.7 %	58.8 %
Operating income	14.4 %	12.8 %	13.4 %	11.3 %	11.3 %	11.9 %	10.7 %	10.0 %	9.0 %	9.4 %	13.0 %	11.0 %

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

	FY2024				FY2025				FY2026	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
	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
ASSETS										
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
Restricted cash	165	521	356	356	461	462	462	462	105	812
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
Deferred contract acquisition costs	38,247	37,610	36,996	35,933	34,625	34,107	32,046	30,935	29,679	27,733
Other current assets	32,930	33,967	32,528	35,258	32,723	29,810	30,105	34,739	36,367	34,316
Total current assets	274,468	281,935	302,470	247,836	257,778	246,351	219,090	203,866	207,980	205,622
Property and equipment, net	54,538	53,508	55,661	53,181	51,400	50,364	49,228	47,919	47,972	47,394
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
Intangible assets, net	102,013	96,914	91,816	86,717	81,618	76,519	71,420	67,949	64,474	60,973
Goodwill	266,386	265,732	267,453	266,574	266,399	269,229	266,217	271,530	274,476	273,803
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
Other assets, non-current	15,103	14,336	13,993	12,783	13,412	14,127	14,325	13,354	14,177	13,288
Total assets	\$ 828,463	\$ 823,723	\$ 826,718	\$ 755,979	\$ 755,739	\$ 740,126	\$ 698,211	\$ 683,177	\$ 684,348	\$ 670,756
LIABILITIES AND STOCKHOLDERS' EQUITY										
Current liabilities:										
Accounts payable	\$ 42,537	\$ 49,391	\$ 49,493	\$ 48,862	\$ 51,727	\$ 51,261	\$ 53,072	\$ 45,773	\$ 42,890	\$ 43,307
Accrued and other liabilities	78,862	71,700	73,232	78,102	75,369	68,783	61,601	63,025	73,768	66,872
Operating lease liabilities, current	11,469	11,623	11,763	11,295	11,564	11,707	11,386	11,102	11,003	10,740
Deferred revenue, current	40,410	33,223	32,778	34,325	33,701	37,696	33,394	37,751	42,130	43,569
Convertible senior notes, current	63,039	63,153	63,260	—	—	—	—	—	—	—
Term loan, current	—	—	—	—	—	39,393	16,524	11,593	6,648	19,173
Total current liabilities	236,317	229,090	230,526	172,584	172,361	208,840	175,977	169,244	176,439	183,661
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
Deferred revenue, non-current	10,618	10,231	10,128	7,810	7,659	6,594	5,960	706	645	477
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
Term loan	209,534	210,303	211,092	211,894	212,718	159,194	149,437	139,581	129,695	107,299
Other liabilities, non-current	7,227	4,460	8,322	7,290	5,201	4,601	5,413	3,456	3,330	2,420
Total liabilities	723,594	713,313	717,046	654,021	651,151	630,314	585,198	560,973	556,158	537,594
Stockholders' equity:										
Common stock	119	122	123	125	128	131	131	134	136	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
Accumulated other comprehensive loss	(11,196)	(15,509)	(9,538)	(11,553)	(11,912)	(3,549)	(12,870)	(9,111)	(2,853)	(4,679)
Accumulated deficit	(808,244)	(815,696)	(836,918)	(860,509)	(870,799)	(885,342)	(882,320)	(887,721)	(892,036)	(891,269)
Total stockholders' equity	104,869	110,410	109,672	101,958	104,588	109,812	113,013	122,204	128,190	133,162
Total liabilities and stockholders' equity	\$ 828,463	\$ 823,723	\$ 826,718	\$ 755,979	\$ 755,739	\$ 740,126	\$ 698,211	\$ 683,177	\$ 684,348	\$ 670,756

CONSOLIDATED STATEMENTS OF CASH FLOWS (in thousands)

	FY2024				FY2025				FY2026		Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	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	3/31/24	3/31/25
Cash flows from operating activities:												
Net income (loss)	\$(15,327)	\$ (7,452)	\$(21,222)	\$(23,591)	\$(10,290)	\$(14,543)	\$ 3,022	\$ (5,401)	\$ (4,315)	\$ 767	\$(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	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	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	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	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	40,181	37,977
Allowance for credit losses	490	503	670	573	334	935	156	418	290	85	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	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	61,910	39,940
Loss (gain) on debt extinguishment	1,766	—	—	—	—	11,996	216	113	81	46	1,766	12,325
Loss (gain) on remeasurement of warrants	250	(2,781)	1,297	(942)	(1,747)	(263)	813	(1,028)	(209)	(37)	(2,176)	(2,225)
Gain on sale of assets	—	—	—	179	—	—	—	—	—	—	179	—
Other	(184)	236	(622)	1,250	581	(4,207)	4,481	(1,201)	(368)	(34)	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)	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)	(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	(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)	(4,182)	(24,810)
Deferred revenue	5,504	(7,574)	(202)	(893)	(755)	3,615	(5,746)	(609)	3,656	1,507	(3,165)	(3,495)
Net cash provided by operating activities	26,473	17,463	22,396	12,653	18,148	12,317	27,216	5,873	11,873	8,835	78,985	63,554
Cash flows from investing activities:												
Purchases of property and equipment	(186)	(1,372)	(783)	(309)	(382)	(1,207)	(456)	(381)	(377)	(1,142)	(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)	(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)
Net cash provided by (used in) investing activities	6,792	5,943	(504)	(3,685)	(3,130)	(4,074)	(3,026)	(6,194)	(4,416)	(4,243)	8,546	(16,424)
Cash flows from financing activities:												
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)	(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)	—	(4,281)
Net cash provided by (used in) financing activities	(25,000)	2,365	—	(60,776)	(352)	(24,784)	(33,961)	(16,009)	(17,337)	(9,322)	(83,411)	(75,106)
Effect of exchange rate changes on cash	2,218	(3,970)	2,426	(800)	(164)	3,183	(3,469)	1,027	2,788	(818)	(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)	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	172,943	176,937
Cash, cash equivalents and restricted cash, end of year	\$123,212	\$145,013	\$169,331	\$116,723	\$131,225	\$117,867	\$104,627	\$ 89,324	\$ 82,232	\$ 76,684	\$176,937	\$149,538

CONSOLIDATED STATEMENTS OF CASH FLOWS (in thousands, continued)

	FY2024				FY2025				FY2026		Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	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	3/31/24	3/31/25
Supplemental and non-cash disclosures:												
Interest paid	\$ 4,919	\$ 12,880	\$ 6,864	\$ 10,911	\$ 6,707	\$ 9,617	\$ 3,193	\$ 6,780	\$ 2,567	\$ 6,471	\$ 35,574	\$ 26,297
Income taxes paid	\$ 336	\$ 2,782	\$ 2,326	\$ 530	\$ 479	\$ 1,907	\$ 708	\$ 673	\$ 574	\$ 799	\$ 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	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	3/31/24	3/31/25
Reconciliation of GAAP to Non-GAAP Financial Measures:												
Cost of Revenue:												
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	\$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)	(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)	(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)	(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	\$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	\$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	\$524,428	\$505,059
Cost of Other Revenue:												
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	\$ 31,945	\$ 29,704
Stock-based compensation expense and related employer payroll taxes	(651)	(468)	(459)	(442)	(419)	(304)	(272)	(218)	(147)	(89)	(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)	(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	\$ 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)	\$ (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)	\$ (1,644)	\$ (5,825)
Gross Margin:												
GAAP gross margin	\$128,613	\$127,897	\$124,846	\$122,444	\$120,960	\$123,175	\$121,085	\$120,052	\$120,440	\$119,340	\$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	\$522,784	\$499,234
Operating Expenses:												
GAAP research and development	\$ 35,292	\$ 34,207	\$ 32,787	\$ 33,930	\$ 32,137	\$ 31,291	\$ 29,833	\$ 29,950	\$ 28,364	\$ 27,918	\$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)	(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)	(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	\$110,565	\$107,494
Sales and Marketing:												
GAAP sales and marketing	\$ 68,505	\$ 68,687	\$ 66,997	\$ 67,755	\$ 67,106	\$ 64,867	\$ 65,644	\$ 66,844	\$ 68,184	\$ 63,835	\$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)	(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)	(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)	(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	\$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	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	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	\$112,209	\$ 82,407
Amortization of acquired intangible assets	—	—	—	—	—	—	—	—	(4)	(4)	—	—
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)	(16,243)	(12,324)
Acquisition and integration costs	(130)	(422)	(102)	(145)	(123)	(193)	(244)	(533)	—	—	(799)	(1,093)
Legal and regulatory cost	(1,468)	(3,879)	(98)	(10,072)	(548)	3,166	6,045	(102)	(835)	(717)	(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)	(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	\$ 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	\$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)	(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)	(56,409)	(36,155)
Acquisition and integration costs	(343)	(307)	(102)	(145)	(123)	(193)	(244)	(541)	—	—	(897)	(1,101)
Legal and regulatory cost	(1,468)	(3,879)	(98)	(10,072)	(548)	3,166	6,732	(102)	(835)	(717)	(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)	(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	\$428,058	\$420,787
Operating Profit (Loss):												
GAAP income (loss) from operations	\$ (1,410)	\$ (2,583)	\$ (9,391)	\$ (14,219)	\$ (1,374)	\$ 7,169	\$ 8,979	\$ 419	\$ 565	\$ 5,349	\$ (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	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	65,857	41,822
Acquisition and integration costs	343	307	102	145	123	193	244	541	—	—	897	1,101
Legal and regulatory costs	1,468	3,879	98	10,072	548	(3,166)	(6,849)	102	835	717	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	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	\$ 94,726	\$ 78,447
Interest Expense:												
GAAP interest expense	\$ (10,078)	\$ (10,061)	\$ (10,035)	\$ (9,650)	\$ (9,956)	\$ (7,905)	\$ (5,842)	\$ (5,153)	\$ (3,968)	\$ (4,842)	\$ (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	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)	\$ (35,352)	\$ (26,390)
Other Income (Expenses):												
GAAP other income (expense), net	\$ (2,395)	\$ 4,803	\$ (1,275)	\$ 2,344	\$ 1,716	\$ (12,709)	\$ 793	\$ (200)	\$ 364	\$ 468	\$ 3,477	\$ (10,400)
Legal and regulatory costs	—	—	—	(550)	—	—	—	—	—	—	(550)	—
(Gain) loss on debt extinguishment	1,766	—	—	—	—	11,996	216	113	81	46	1,766	12,325
(Gain) loss on warrants remeasurement	250	(2,781)	1,297	(942)	(1,747)	(263)	813	(1,028)	(209)	(37)	(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	\$ 2,232	\$ (648)

GAAP to NON-GAAP Reconciliation (continued)

	FY2024				FY2025				FY2026		Fiscal Years	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	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	3/31/24	3/31/25
Net Income (Loss):												
GAAP net income (loss)	\$ (15,327)	\$ (7,452)	\$ (21,222)	\$ (23,591)	\$ (10,290)	\$ (14,543)	\$ 3,022	\$ (5,401)	\$ (4,315)	\$ 767	\$ (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	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	65,857	41,822
Acquisition and integration costs	343	307	102	145	123	193	244	541	—	—	897	1,101
Legal and regulatory costs	1,468	3,879	98	9,522	548	(3,166)	(6,849)	102	835	717	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	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	4,472	2,466
(Gain) loss on debt extinguishment	1,766	—	—	—	—	11,996	216	113	81	46	1,766	12,325
(Gain) loss on warrants remeasurement	250	(2,781)	1,297	(942)	(1,747)	(263)	813	(1,028)	(209)	(37)	(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	\$ 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	35,352	26,390
Provision (benefit) for income taxes	1,444	(389)	521	2,066	676	1,098	908	467	1,276	208	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	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	18,486	12,729
Other expense (income), net	496	(1,905)	98	(1,471)	147	1,092	(1,706)	1,115	(236)	(477)	(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	\$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	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	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	\$ (0.56)	\$ (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	\$ (0.56)	\$ (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	\$ 0.48	\$ 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	\$ 0.47	\$ 0.36