

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

FORM 8-K

CURRENT REPORT

Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

November 4, 2025

Date of Report (Date of earliest event reported)

8x8

(Exact name of registrant as specified in its charter)

Delaware

(State or other jurisdiction of incorporation)

001-38312

(Commission File Number)

77-0142404

(I.R.S. Employer Identification Number)

**675 Creekside Way
Campbell, CA 95008**

(Address of principal executive offices including zip code)

(408) 727-1885

(Registrant's telephone number, including area code)

Not Applicable

(Former Name or Former Address, if Changed Since Last Report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Securities registered pursuant to Section 12(b) of the Act:

Title of each class	Trading Symbol	Name of each exchange on which registered
COMMON STOCK, PAR VALUE \$.001 PER SHARE	EGHT	Nasdaq Global Select Market

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

Item 2.02. Results of Operations and Financial Condition.

On November 4, 2025, 8x8, Inc. (the "Company") announced its financial results for the three months ended September 30, 2025 by issuing a Press Release and Stockholder Letter & Financial and Business Highlights. A copy of each of the Press Release and Stockholder Letter & Financial and Business Highlights is furnished as Exhibit 99.1 and 99.2, respectively, to this report and should be read in conjunction with the statements regarding forward-looking statements, which are included in the text of such exhibits.

The Company makes reference to non-GAAP financial information in the accompanying exhibits. A reconciliation of these non-GAAP financial measures to the GAAP financial measures is contained in the relevant exhibit. We are not able to reconcile forward-looking non-GAAP financial measures because we are unable to predict without unreasonable effort the exact amount or timing of the reconciling items. The variability of these items could have a significant impact on our future GAAP financial results.

The information contained herein and in the accompanying exhibits are furnished and shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934 (the "Exchange Act"), or subject to the liabilities of that Section or Sections 11 and 12(a)(2) of the Securities Act of 1933, as amended.

Item 9.01. Financial Statements and Exhibits

(d) Exhibits.

Exhibit	Description
99.1	Press Release dated November 4, 2025
99.2	Stockholder Letter & Financial and Business Highlights
104	Cover Page Interactive Data File, formatted in Inline XBRL.

SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

Date: November 4, 2025

8x8, Inc.

By: /s/ KEVIN KRAUS

Kevin Kraus
Chief Financial Officer
(Principal Financial Officer)

8x8, Inc. Announces Second Quarter Fiscal Year 2026 Financial Results

*Year-over-year service and total revenue growth
19th consecutive quarter of positive cash flow from operations
Strong usage trends drive record platform engagement
8x8 Workforce Management integrated with Contact Center as Innovation Accelerates*

CAMPBELL, CA, November 4, 2025 – 8x8, Inc. (NASDAQ: EGHT), a leading global business communications platform provider, today reported financial results for the second quarter of fiscal year 2026 ended September 30, 2025.

"Our second quarter performance reflected progress against our strategic priorities," said Samuel Wilson, Chief Executive Officer at 8x8, Inc. "Revenue growth was driven by record usage of our CX platform, continued expansion of our product portfolio, and growing adoption of new solutions like 8x8 Engage and AI-based solutions.

"We are embedding AI across our platform and our operations, not as a headline but as a real driver of efficiency, accuracy, and customer success. With innovation as our foundation and disciplined execution, we are building a stronger company positioned for sustainable, long-term growth."

Second Quarter Fiscal Year 2026 Financial Results:

- Total revenue of \$184.1 million, compared to \$181.0 million in the second quarter of fiscal 2025.
- Service revenue of \$179.1 million, compared to \$175.1 million in the second quarter of fiscal 2025.
- GAAP operating income was \$5.3 million, compared to GAAP operating income of \$7.2 million in the second quarter of fiscal 2025.
- Non-GAAP operating profit was \$17.3 million, compared to non-GAAP operating profit of \$21.5 million in the second quarter of fiscal 2025.
- GAAP net income was \$0.8 million, compared to GAAP net loss of \$14.5 million in the second quarter of fiscal 2025.
- Non-GAAP net income was \$13.1 million, compared to non-GAAP net income of \$12.1 million in the second quarter of fiscal 2025.
- Adjusted EBITDA was \$22.0 million, compared to Adjusted EBITDA of \$26.7 million in the second quarter of fiscal 2025.
- Cash flow from operations of \$8.8 million, compared to cash flow from operations of \$12.3 million in the second quarter of fiscal 2025.
- Ending cash and equivalents, including restricted cash, of \$76.7 million reflected disciplined capital allocation during the quarter.

A reconciliation of the non-GAAP measures to the most directly comparable GAAP measures and other information relating to non-GAAP measures is included in the supplemental reconciliation at the end of this release.

Recent Business Highlights:*Innovation on the 8x8 Platform for CX*

8x8 continued to advance the 8x8 Platform for Customer Experience with new capabilities that strengthen collaboration, streamline omnichannel engagement, and simplify operations for global enterprises. Recent innovations include:

- *Integrated Workforce Management*: The company introduced Workforce Management (WFM) as a standard capability in every 8x8 Contact Center seat at no extra cost, enabling organizations to forecast, schedule, and staff more efficiently, simplifying operations for businesses of all sizes.
- *Simpler, Smart Collaboration*: New features in 8x8 Work, including AI-powered transcriptions, secure device management for shared devices, integrated file sharing, and advanced meeting configuration, help distributed teams stay connected, compliant, and productive. 8x8 also added native support for Mitel desk phones, allowing

enterprises to modernize their voice infrastructures and gain immediate access to 8x8's AI-powered communications platform

- **AI-Powered Support and Automation:** The company introduced real-time summarizations and native transcription capabilities that apply AI in real time to improve agent productivity in the contact center, eliminating the need for manual wrap-ups, enhancing CRM data accuracy, and improving service quality.
- **Enhanced Omnichannel Engagement:** 8x8 extended its digital channels reach with support for Viber and upgraded WhatsApp business messaging, adding call-to-action buttons, carousel templates, and secure media hosting to drive richer, conversion-ready customer interactions. New email picking tools and call parking features in 8x8 Engage give frontline teams more flexibility to respond faster and collaborate seamlessly across channels.

Together, these innovations reflect 8x8's focus on unifying customer and employee experiences through intelligent, secure, and connected communication, empowering organizations to engage more effectively, operate more efficiently, and deliver better outcomes across every interaction.

Recognition and Awards

- Named a Leader in the IDC MarketScape: European Contact Center-as-a-Service Applications Software 2025 Vendor Assessment
- Awarded Best Communications Provider-Enterprise by the Comms Council UK.
- Recognized in the 2025 Gartner Magic Quadrant for Unified Communications as a Service.
- Named in Tech Titans Report as Top UK Public Sector Tech Supplier.
- Recognized across five categories in the 22nd Annual International Business Awards®, including a Gold Stevie® Award for Customer Service Executive of the Year.
- Won Platinum Pinnacle Marketing & Comms Award for AI-powered Marketing Innovation for the Power of You.
- Won Platinum MarCom Award for Social Media Marketing Campaign for the Power of You.
- Named a winner in the Enterprise UC Product Satisfaction Awards 2025 by the Eastern Management Group.

These accolades reflect 8x8's continued commitment to innovation, operational excellence, and helping organizations around the world deliver exceptional customer and employee experiences.

Corporate and Leadership Updates

8x8 advanced the next phase of its go-to-market transformation while demonstrating confidence in its cash generation and disciplined approach to capital optimization.

- Appointed Stephen Hamill as Chief Revenue Officer, following his success driving global adoption of 8x8's CPaaS solutions.
- Made a \$10 million early term loan payment, with an additional \$5 million paid in October, bringing total debt reduction to \$224 million, or 41%, since August 2022, reflecting the company's commitment to disciplined capital management and profitable growth.

Third Quarter and Updated Fiscal Year 2026 Financial Outlook:

Management provides expected ranges for total revenue, service revenue, non-GAAP operating margin, non-GAAP net income per share, diluted, and cash flow from operations based on its evaluation of the current business environment. The Company emphasizes that these expectations are subject to various important cautionary factors referenced in the section entitled "Forward-Looking Statements" below.

Third Quarter Fiscal Year 2026 Ending December 31, 2025

- Service revenue in the range of \$172 million to \$177 million.
- Total revenue in the range of \$177 million to \$182 million.
- Non-GAAP gross margin in the range of approximately 64% to 66%
- Non-GAAP operating margin in the range of approximately 9% to 10%.
- Interest expense of approximately \$4.2 million.
- Cash interest paid of approximately \$2.2 million.
- Non-GAAP net income per share, diluted, in the range of \$0.08 to \$0.09, based on a fully-diluted weighted average share count of approximately 143.5 million shares.
- Cash flow from operations in the range of \$10 million to \$14 million.

Fiscal Year 2026 Ending March 31, 2026

- Service revenue in the range of \$692 million to \$706 million.
- Total revenue in the range of \$712 million to \$726 million.
- Non-GAAP gross margin in the range of 65% to 66%.
- Non-GAAP operating margin is projected between 8.5% and 9.5%.
- Non-GAAP net income per share, diluted, in the range of \$0.31 to \$0.33, based on a fully-diluted weighted average share count of approximately 143 million shares.
- Cash flow from operations in the range of \$38 million to \$42 million.

The Company does not reconcile its forward-looking estimates of non-GAAP operating margin to the corresponding GAAP measure of GAAP operating margin or non-GAAP net income per share, basic and diluted, to the corresponding GAAP measure of GAAP net income (loss) per share due to the significant variability of, and difficulty in making accurate forecasts and projections with regards to, the various expenses excluded by these metrics. 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 margin and GAAP net income (loss) per share, basic and diluted. Accordingly, management believes that reconciliations of these forward-looking non-GAAP financial measures to their corresponding GAAP measures are not available without unreasonable effort. See the "Explanation of GAAP to Non-GAAP Reconciliation" below for the definition of non-GAAP operating margin and non-GAAP net income per share, basic and diluted.

All projections are on a non-GAAP basis. Additionally, our increased emphasis on profitability and cash flow generation may not be successful. The reduction in our total costs as a percentage of revenue may negatively impact our revenue and our business in ways we don't anticipate and may not achieve the desired outcome.

Conference Call & Supporting Materials Information:

Management will host a conference call to discuss earnings results on November 4, 2025 at 2:00 p.m. Pacific Time (5:00 p.m. Eastern Time). The conference call will last approximately 60 minutes. Participants may:

- Register to participate in the live call at <https://register-conf.media-server.com/register/BI523058a8e6094a4b8b788355a7c9447d>
- Access the live webcast and replay, copies of the CEO letter to stockholders, financial highlights and business highlights from the Company's investor relations events page at <https://investors.8x8.com/news-events/events-presentations>.

Participants should plan to dial in or log on 10 minutes prior to the start time. The webcast will be archived on 8x8's website for a period of at least 30 days. For additional information, visit <https://www.investors.8x8.com/>.

About 8x8 Inc.

8x8, Inc. (NASDAQ: EGHT) connects people and organizations through seamless communication on the industry's most integrated platform for Customer Experience—combining Contact Center, Unified Communication, and CPaaS solutions. The 8x8® Platform for CX integrates AI at every level to enable personalized customer journeys, drive operational excellence and insights, and facilitate team collaboration. We help customer experience and IT leaders around the world become the heartbeat of their organizations, empowering them to unlock the potential of every interaction. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, X, and Facebook.

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Forward-Looking Statements:

This news release contains "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; market opportunities; 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; our position in the market and pace of our innovation; the success of our go-to-market engine; and our financial outlook, revenue growth, and profitability.

You should not place undue reliance on such forward-looking statements. Actual results could differ materially from those projected in forward-looking statements depending on a variety of factors, including, but not limited to: customer adoption and demand for our products may be lower than we anticipate; the impact of economic downturns on us and our customers; ongoing volatility and conflict in the political environment; general inflationary pressures; competitive dynamics of the cloud communication and collaboration markets, including voice, contact center, video, messaging, and communication application programming interfaces, as well as our competitors' use of AI, in which we compete, may change in ways we are not anticipating; third parties may assert ownership rights in our IP, which may limit or prevent our continued use of the core technologies behind our solutions; our customer churn rate may be higher than we anticipate; and our investments in marketing, channel and value-added resellers, new products, and our acquisition of Fuze, Inc. may not result in meeting our revenue or operating margin targets we forecast in our guidance, for a particular quarter or for the full fiscal year. Our increased emphasis on profitability and cash flow generation may not be successful; and the reduction in our total costs as a percentage of revenue may negatively impact our revenue and our business in ways we do not anticipate and may not achieve the desired outcome.

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 Company's reports on Forms 10-K and 10-Q, as well as other reports that 8x8, Inc. files from time to time 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.

Explanation of GAAP to Non-GAAP Reconciliation

The Company has provided in this release financial information that has not been prepared in accordance with Generally Accepted Accounting Principles (GAAP). Management uses these Non-GAAP financial measures internally to understand, manage, and evaluate the business, and to make operating decisions. Management believes they are useful to investors, as a supplement to GAAP measures, in evaluating the Company's ongoing operational performance. Management also believes that some of 8x8's investors use these Non-GAAP financial measures as an additional tool in evaluating 8x8's "core operating performance" in the ordinary, ongoing, and customary course of the Company's operations. Core operating performance excludes items that are non-cash, not expected to recur, or not reflective of ongoing financial results. Management also believes that looking at the Company's core operating performance provides consistency in period-to-period comparisons and trends.

These Non-GAAP financial measures may be calculated differently from, and therefore may not be comparable to, similarly titled measures used by other companies, which limits the usefulness of these measures for comparative purposes. Management recognizes that these Non-GAAP financial measures have limitations as analytical tools, including the fact that management must exercise judgment in determining which types of items to exclude from the Non-GAAP financial information. Non-GAAP financial measures should not be considered in isolation from, or as a substitute for, financial information prepared in accordance with GAAP. Investors are encouraged to review the reconciliation of these Non-GAAP financial measures to their most directly comparable GAAP financial measures in the table titled "Reconciliation of GAAP to Non-GAAP Financial Measures". Detailed explanations of the adjustments from comparable GAAP to Non-GAAP financial measures are as follows:

Non-GAAP Costs of Revenue, Costs of Service Revenue and Costs of Other Revenue

Non-GAAP Costs of Revenue includes: (i) Non-GAAP Cost of Service Revenue, which is Cost of Service Revenue excluding amortization of intangible assets, stock-based compensation expense and related employer payroll taxes, and certain severance, transition and contract exit costs; and (ii) Non-GAAP Cost of Other Revenue, which is Cost of Other Revenue excluding stock-based compensation expense and related employer payroll taxes, and certain severance, transition and contract exit costs.

Non-GAAP Service Revenue Gross Margin, Other Revenue Gross Margin, and Total Revenue Gross Margin

Non-GAAP Service Revenue Gross Profit and Margin as a percentage of Service Revenue and Non-GAAP Other Revenue Gross Profit and Margin as a percentage of Other Revenue are computed as Service Revenue less Non-GAAP Cost of Service Revenue divided by Service Revenue and Other Revenue less Non-GAAP Cost of Other Revenue divided by Other Revenue, respectively. Non-GAAP Total Revenue Gross Profit and Margin as a percentage of Total Revenue is computed as Total Revenue less Non-GAAP Cost of Service Revenue and Non-GAAP Cost of Other Revenue divided by Total Revenue. Management believes the Company's investors benefit from understanding these adjustments and from an alternative view of the Company's Cost of Service Revenue and Cost of Other Revenue, as well as the Company's Service, Other and Total Revenue Gross Margin performance compared to prior periods and trends.

Non-GAAP Operating Profit and Non-GAAP Operating Margin

Non-GAAP Operating Profit excludes: amortization of acquired intangible assets, stock-based compensation expense and related employer payroll taxes, acquisition and integration expenses, certain legal and regulatory costs, and certain severance, transition and contract exit costs from Operating Profit. Non-GAAP Operating Margin is Non-GAAP Operating Profit divided by Revenue. Management believes that these exclusions provide investors with a supplemental view of the Company's ongoing operating performance.

Non-GAAP Net Income and Adjusted EBITDA

Non-GAAP Net Income excludes: amortization of acquired intangible assets, stock-based compensation expense and related employer payroll taxes, acquisition and integration expenses, certain legal and regulatory costs, certain severance, transition and contract exit costs, amortization of debt discount and issuance cost, loss on debt extinguishment, gain on remeasurement of warrants, and other income. Adjusted EBITDA excludes interest expense, provision for income taxes, depreciation, amortization of capitalized internal-use software costs, and other income (expense), net from non-GAAP net income. Management believes the Company's investors benefit from understanding these adjustments and an alternative view of our net income performance as compared to prior periods and trends.

Non-GAAP Net Income Per Share – Basic and Non-GAAP Net Income Per Share - Diluted

Non-GAAP Net Income Per Share – Basic is Non-GAAP Net Income divided by the weighted-average basic shares outstanding. Non-GAAP Net Income Per Share – Diluted is Non-GAAP Net Income divided by the weighted-average diluted shares outstanding. Diluted shares outstanding include the effect of potentially dilutive securities from stock-based benefit plans and convertible senior notes. These potentially dilutive securities are excluded from the computation of net loss per share attributable to common stockholders on a GAAP basis because the effect would have been anti-dilutive. They are added for the computation of diluted net income per share on a non-GAAP basis in periods when 8x8 has net profit on a non-GAAP basis as their inclusion provides a better indication of 8x8's underlying business performance. Management believes the Company's investors benefit by understanding our Non-GAAP net income performance as reflected in a per share calculation as ways of measuring performance by ownership in the Company. Management believes these adjustments offer investors a useful view of the Company's diluted net income per share as compared to prior periods and trends.

Management evaluates and makes decisions about its business operations based on Non-GAAP financial information by excluding items management does not consider to be "core costs" or "core proceeds." Management believes some of its investors also evaluate our "core operating performance" as a means of evaluating our performance in the ordinary, ongoing, and customary course of our operations. Management excludes the amortization of acquired intangible assets, which primarily represents a non-cash expense of technology and/or customer relationships already developed, to provide a supplemental way for investors to compare the Company's operations pre-acquisition to those post-acquisition and to those of our competitors that have pursued internal growth strategies. Stock-based compensation expense has been excluded because it is a non-cash expense and relies on valuations based on future conditions and events, such as the market price of 8x8 common stock, that are difficult to predict and/or largely not within the control of management. The related employer payroll taxes for stock-based compensation are excluded since they are incurred only due to the associated stock-based compensation expense. Acquisition and integration expenses consist of external and incremental costs resulting directly from merger and acquisition and strategic investment activities such as legal and other professional services, due diligence, integration, and other closing costs, which are costs that vary significantly in amount and timing. Legal and regulatory costs include litigation and other professional services, as well as certain tax and regulatory liabilities. Severance, transition and contract exit costs include employee termination benefits, executive severance agreements, and cancellation of certain contracts. Debt amortization expenses relate to the non-cash accretion of the debt discount.

8x8, Inc.

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8X8, INC.
CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS AND COMPREHENSIVE INCOME (LOSS)
(Unaudited, in thousands, except per share amounts)

	Three Months Ended September 30,		Six Months Ended September 30,	
	2025	2024	2025	2024
Service revenue	\$ 179,094	\$ 175,075	\$ 355,402	\$ 347,876
Other revenue	5,001	5,923	10,054	11,269
Total revenue	184,095	180,998	365,456	359,145
Cost of service revenue	57,699	50,251	111,521	99,747
Cost of other revenue	7,056	7,572	14,155	15,263
Total cost of revenue	64,755	57,823	125,676	115,010
Gross profit	119,340	123,175	239,780	244,135
Operating expenses:				
Research and development	27,918	31,291	56,282	63,428
Sales and marketing	63,835	64,867	132,019	131,973
General and administrative	22,238	19,848	45,565	42,939
Total operating expenses	113,991	116,006	233,866	238,340
Income from operations	5,349	7,169	5,914	5,795
Interest expense	(4,842)	(7,905)	(8,810)	(17,861)
Other income (expense), net	468	(12,709)	832	(10,993)
Income (loss) before provision for income taxes	975	(13,445)	(2,064)	(23,059)
Provision for income taxes	208	1,098	1,484	1,774
Net income (loss)	\$ 767	\$ (14,543)	\$ (3,548)	\$ (24,833)
Net income (loss) per share:				
Basic	\$ 0.01	\$ (0.11)	\$ (0.03)	\$ (0.19)
Diluted	\$ 0.01	\$ (0.11)	\$ (0.03)	\$ (0.19)
Weighted average number of shares:				
Basic	136,970	129,250	135,895	127,633
Diluted	141,561	129,250	135,895	127,633
Comprehensive income (loss)				
Net income (loss)	\$ 767	\$ (14,543)	\$ (3,548)	\$ (24,833)
Unrealized loss on investments in securities	—	—	—	(5)
Foreign currency translation adjustment	(1,826)	8,363	4,432	8,009
Comprehensive income (loss)	\$ (1,059)	\$ (6,180)	\$ 884	\$ (16,829)

8X8, INC.
CONDENSED CONSOLIDATED BALANCE SHEETS
(Unaudited, in thousands, except per share amounts)

	September 30, 2025	March 31, 2025
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 75,872	\$ 88,050
Restricted cash	812	462
Accounts receivable, net	66,889	49,680
Deferred contract acquisition costs	27,733	30,935
Other current assets	34,316	34,739
Total current assets	205,622	203,866
Property and equipment, net	47,394	47,919
Operating lease, right-of-use assets	30,424	33,508
Intangible assets, net	60,973	67,949
Goodwill	273,803	271,530
Restricted cash, non-current	—	812
Deferred contract acquisition costs, non-current	39,252	44,239
Other assets, non-current	13,288	13,354
Total assets	\$ 670,756	\$ 683,177
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current liabilities:		
Accounts payable	\$ 43,307	\$ 45,773
Accrued and other liabilities	66,872	63,025
Operating lease liabilities	10,740	11,102
Deferred revenue	43,569	37,751
Term loan, current	19,173	11,593
Total current liabilities	183,661	169,244
Operating lease liabilities, non-current	44,420	49,196
Deferred revenue, non-current	477	706
Convertible senior notes, non-current	199,317	198,790
Term loan	107,299	139,581
Other liabilities, non-current	2,420	3,456
Total liabilities	537,594	560,973
Stockholders' equity:		
Preferred stock: \$0.001 par value, 5,000 shares authorized, none issued and outstanding as of September 30, 2025 and March 31, 2025	—	—
Common stock: \$0.001 par value, 300,000 shares authorized, 138,569 shares and 134,355 shares issued and outstanding as of September 30, 2025 and March 31, 2025, respectively	139	134
Additional paid-in capital	1,028,971	1,018,902
Accumulated other comprehensive loss	(4,679)	(9,111)
Accumulated deficit	(891,269)	(887,721)
Total stockholders' equity	133,162	122,204
Total liabilities and stockholders' equity	\$ 670,756	\$ 683,177

8X8, INC.
CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS
(Unaudited, in thousands)

	Six Months Ended September 30,	
	2025	2024
Cash flows from operating activities:		
Net loss	\$ (3,548)	\$ (24,833)
Adjustments to reconcile net loss to net cash provided by operating activities:		
Depreciation	3,391	3,756
Amortization of intangible assets	7,003	10,198
Amortization of capitalized internal-use software costs	5,685	7,022
Amortization of debt discount and issuance costs	698	1,718
Amortization of deferred contract acquisition costs	17,402	19,697
Allowance for credit losses	375	1,269
Operating lease expense, net of accretion	5,529	6,038
Stock-based compensation expense	11,715	22,177
Loss on debt extinguishment	127	11,996
Gain on remeasurement of warrants	(246)	(2,010)
Other	(402)	(3,626)
Changes in assets and liabilities:		
Accounts receivable, net	(16,392)	(5,314)
Deferred contract acquisition costs	(8,407)	(12,447)
Other current and non-current assets	(1,332)	850
Accounts payable and accruals	(6,053)	(8,886)
Deferred revenue	5,163	2,860
Net cash provided by operating activities	20,708	30,465
Cash flows from investing activities:		
Purchases of property and equipment	(1,519)	(1,589)
Capitalized internal-use software costs	(7,140)	(5,892)
Purchase of cost investment	—	(771)
Maturities of investments	—	1,048
Net cash used in investing activities	(8,659)	(7,204)
Cash flows from financing activities:		
Proceeds from issuance of common stock under employee stock plans	1,228	1,682
Payments for repurchases of common stock	(1,848)	—
Payments for debt issuance and amendment costs	(70)	(1,114)
Repayment of principal on term loan	(25,000)	(225,000)
Gross proceeds from term loan	—	200,000
Other financing activities	(969)	(704)
Net cash used in financing activities	(26,659)	(25,136)
Effect of exchange rate changes on cash	1,970	3,019
Net increase (decrease) in cash and cash equivalents	(12,640)	1,144
Cash, cash equivalents and restricted cash, beginning of year	89,324	116,723
Cash, cash equivalents and restricted cash, end of period	\$ 76,684	\$ 117,867
Supplemental disclosures of cash flow information:		
Interest paid	\$ 9,038	\$ 16,324
Income taxes paid	\$ 1,373	\$ 2,386
Payables and accruals for property and equipment	\$ 108	\$ 3,207

8X8, INC.
RECONCILIATION OF GAAP TO NON-GAAP FINANCIAL MEASURES
(Unaudited, in thousands, except per share amounts)

	Three Months Ended September 30,				Six Months Ended September 30,			
	2025		2024		2025		2024	
Cost of Revenue:								
GAAP cost of service revenue (as a percentage of service revenue)	\$ 57,699	32.2 %	\$ 50,251	28.7 %	\$ 111,521	31.4 %	\$ 99,747	28.7 %
Amortization of acquired intangible assets	(514)		(2,118)		(1,021)		(4,235)	
Stock-based compensation expense and related employer payroll taxes	(476)		(1,230)		(1,058)		(2,838)	
Severance, transition and contract exit costs	(81)		(55)		(1,025)		(577)	
Non-GAAP cost of service revenue (as a percentage of service revenue)	<u>\$ 56,628</u>	31.6 %	<u>\$ 46,848</u>	26.8 %	<u>\$ 108,417</u>	30.5 %	<u>\$ 92,097</u>	26.5 %
GAAP service revenue margin (as a percentage of service revenue)	<u>\$ 121,395</u>	67.8 %	<u>\$ 124,824</u>	71.3 %	<u>\$ 243,881</u>	68.6 %	<u>\$ 248,129</u>	71.3 %
Non-GAAP service revenue margin (as a percentage of service revenue)	<u>\$ 122,466</u>	68.4 %	<u>\$ 128,227</u>	73.2 %	<u>\$ 246,985</u>	69.5 %	<u>\$ 255,779</u>	73.5 %
Cost of Other Revenue:								
GAAP cost of other revenue (as a percentage of other revenue)	\$ 7,056	141.1 %	\$ 7,572	127.8 %	\$ 14,155	140.8 %	\$ 15,263	135.4 %
Stock-based compensation expense and related employer payroll taxes	(89)		(304)		(236)		(723)	
Severance, transition and contract exit costs	(443)		(156)		(796)		(256)	
Non-GAAP cost of other revenue (as a percentage of other revenue)	<u>\$ 6,524</u>	130.5 %	<u>\$ 7,112</u>	120.1 %	<u>\$ 13,123</u>	130.5 %	<u>\$ 14,284</u>	126.8 %
GAAP other revenue margin (as a percentage of other revenue)	<u>\$ (2,055)</u>	(41.1)%	<u>\$ (1,649)</u>	(27.8)%	<u>\$ (4,101)</u>	(40.8)%	<u>\$ (3,994)</u>	(35.4)%
Non-GAAP other revenue margin (as a percentage of other revenue)	<u>\$ (1,523)</u>	(30.5)%	<u>\$ (1,189)</u>	(20.1)%	<u>\$ (3,069)</u>	(30.5)%	<u>\$ (3,015)</u>	(26.8)%
Gross Margin:								
GAAP gross margin (as a percentage of total revenue)	<u>\$ 119,340</u>	64.8 %	<u>\$ 123,175</u>	68.1 %	<u>\$ 239,780</u>	65.6 %	<u>\$ 244,135</u>	68.0 %
Non-GAAP gross margin (as a percentage of total revenue)	<u>\$ 120,943</u>	65.7 %	<u>\$ 127,038</u>	70.2 %	<u>\$ 243,916</u>	66.7 %	<u>\$ 252,764</u>	70.4 %
Operating Profit:								
GAAP income from operations (as a percentage of total revenue)	\$ 5,349	2.9 %	\$ 7,169	4.0 %	\$ 5,914	1.6 %	\$ 5,795	1.6 %
Amortization of acquired intangible assets	3,502		5,099		7,003		10,198	
Stock-based compensation expense and related employer payroll taxes	5,762		9,845		12,671		23,438	
Acquisition and integration costs	—		193		—		316	
Legal and regulatory costs ⁽¹⁾	717		(3,166)		1,552		(2,618)	
Severance, transition and contract exit costs	1,994		2,398		6,517		4,519	
Non-GAAP operating profit (as a percentage of total revenue)	<u>\$ 17,324</u>	9.4 %	<u>\$ 21,538</u>	11.9 %	<u>\$ 33,657</u>	9.2 %	<u>\$ 41,648</u>	11.6 %

	Three Months Ended September 30,				Six Months Ended September 30,							
	2025		2024		2025		2024					
Net Income (Loss):												
GAAP net income (loss) (as a percentage of total revenue)	\$	767	0.4 %	\$	(14,543)	(8.0)%	\$	(3,548)	(1.0)%	\$	(24,833)	(6.9)%
Amortization of acquired intangible assets		3,502			5,099			7,003			10,198	
Stock-based compensation expense and related employer payroll taxes		5,762			9,845			12,671			23,438	
Acquisition and integration costs		—			193			—			316	
Legal and regulatory costs		717			(3,166)			1,552			(2,618)	
Severance, transition and contract exit costs		1,994			2,398			6,517			4,519	
Amortization of debt discount and issuance costs		362			656			698			1,718	
Loss on debt extinguishment		46			11,996			127			11,996	
Gain on warrants remeasurement		(37)			(263)			(246)			(2,010)	
Other ⁽¹⁾		—			(116)			(926)			(232)	
Income tax expense effects, net ⁽²⁾		—			—			—			—	
Non-GAAP net income (as a percentage of total revenue)	\$	13,113	7.1 %	\$	12,099	6.7 %	\$	23,848	6.5 %	\$	22,492	6.3 %
Interest expense ⁽³⁾		4,480			7,249			9,038			16,143	
Provision for income taxes		208			1,098			1,484			1,774	
Depreciation		1,701			1,848			3,391			3,756	
Amortization of capitalized internal-use software costs		3,012			3,264			5,685			7,022	
Other income (expense), net		(477)			1,092			(713)			1,239	
Adjusted EBITDA (as a percentage of total revenue)	\$	22,037	12.0 %	\$	26,650	14.7 %	\$	42,733	11.7 %	\$	52,426	14.6 %
Shares used in computing net income (loss) per share amounts:												
Basic		136,970			129,250			135,895			127,633	
Diluted		141,561			131,294			140,110			129,772	
GAAP net income (loss) per share - Basic	\$	0.01		\$	(0.11)		\$	(0.03)		\$	(0.19)	
GAAP net income (loss) per share - Diluted	\$	0.01		\$	(0.11)		\$	(0.03)		\$	(0.19)	
Non-GAAP net income per share - Basic	\$	0.10		\$	0.09		\$	0.18		\$	0.18	
Non-GAAP net income per share - Diluted	\$	0.09		\$	0.09		\$	0.17		\$	0.17	

(1) Amount includes capitalized interest related to property, plant and equipment from general borrowing costs during the six months ended September 30, 2025.

(2) Non-GAAP adjustments do not have a material impact on our federal income tax provision due to past non-GAAP losses.

(3) Amounts represent contractual interest expense related to our outstanding debt and does not include capitalized interest and amortization of debt discount and issuance costs.

8x8.

Q2 2026

CEO Letter & Financial Highlights





We believe the foundation we're building today is what will drive long-term value tomorrow: a unified, intelligent communications platform that helps organizations connect, serve, and grow in entirely new ways.

To our employees, thank you for your dedication and creativity. To our customers, thank you for your trust. And to our shareholders, thank you for your continued confidence in 8x8 as we move forward together.

Samuel C. Wilson, Chief Executive Officer





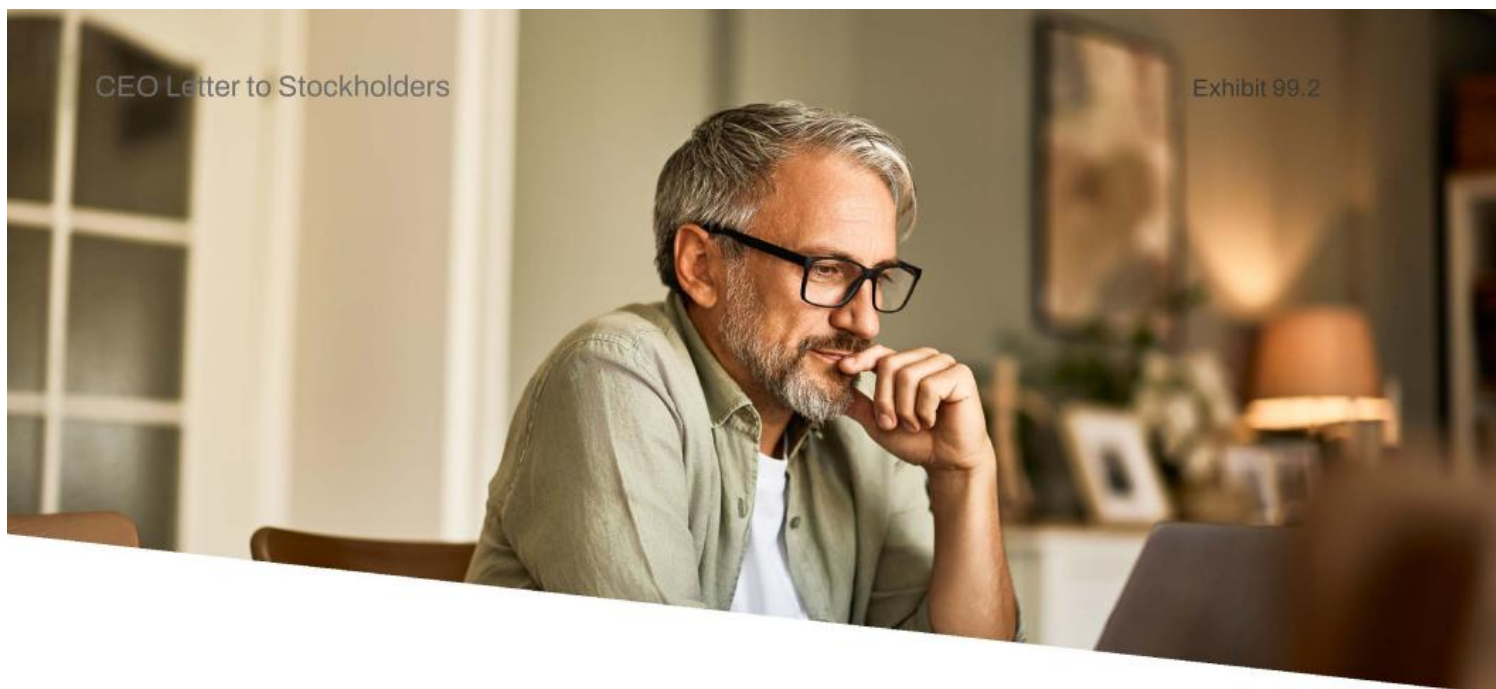
Second Quarter Fiscal 2026

Dear Stockholders, Customers, and Employees,

I'm pleased to share that the second quarter of fiscal 2026 was another strong step forward for 8x8. We delivered our second consecutive quarter of year-over-year revenue growth, marked meaningful progress against our strategic goals, and continued to strengthen the foundation for durable, profitable growth.

Total revenue for the quarter was \$184 million, and service revenue was \$179 million, both above the high end of our guidance range. It was our best top-line performance in two years, driven by record usage of our communications platform, strong execution across our business, and continued momentum in AI-driven customer experience solutions.

More importantly, this quarter reflected steady progress against our key objectives for the year: achieve year-over-year revenue growth, complete the Fuze platform transition, harness the power of AI internally and in our platform, drive higher net revenue retention through multi-product adoption and transform our go-to-market strategy.



Returning to Growth

We set out this year to return to growth through focus, execution, and a commitment to customer outcomes. Q2 2026 delivered on that plan.

Excluding Fuze related revenue (both on the 8x8 or Fuze platforms), 8x8 service revenue grew nearly 6% year-over-year, our fourth consecutive quarter of accelerating growth. The drivers were clear: steady expansion in usage-based revenue, strong adoption of our AI-powered solutions, and continued cross-sell across our installed base.

Our usage-based offerings, which include CPaaS APIs, intelligent voice automation, and AI solutions sold on an as-consumed basis, now represent nearly one-fifth of service revenue, up from 13% a year ago. This mix shift reflects our evolution into a platform company where customers engage with us more deeply and more frequently over time.

Harnessing AI to Work Smarter and Serve Better

At 8x8, we're using artificial intelligence to make our business and our customers' businesses smarter, faster, and more connected. AI is becoming part of how we work, helping our teams improve efficiency, accuracy, and decision-making, as well as part of what we deliver through intelligent capabilities embedded across our communications platform. Our goal is to use AI thoughtfully, as a tool that amplifies human performance and helps organizations deliver better customer outcomes with greater ease.

This quarter, we expanded AI functionality across the 8x8 platform to improve both customer experience and team productivity. In 8x8 Contact Center, live summarization for voice now automates after-call updates and improves CRM accuracy in real time. In 8x8 Work, native transcription powered by our partnership with OpenAI enhances call documentation across more than 20 languages.

We also saw a surge in adoption of 8x8 Intelligent Directory, our AI-based auto attendant that routes calls automatically and learns from every interaction. Usage grew more than 180% quarter-over-quarter from the first quarter of 2026, demonstrating customers' appetite for solutions that simplify automation and improve employee and customer experiences.

Across the business, AI-driven voice interactions increased nearly sixfold, now accounting for more than 80% of all AI-based interactions on our platform. This growth underscores how deeply voice remains at the center of modern customer engagement, even as digital channels expand.

Inside 8x8, we're applying the same approach and using AI to enhance the quality and efficiency of our work. Our internal teams are leveraging AI to streamline processes, accelerate deal approvals, improve forecasting, and deliver more consistent pre- and post-sales experiences.

We view AI as enhancing and elevating human efforts. By embedding intelligence into everything we do, we're building a company that operates more efficiently, serves customers more effectively, and delivers measurable outcomes that last.

Innovation as the Foundation for Growth

At 8x8, innovation is what keeps us ahead. Recent product advancements reinforced our position as the industry's most integrated platform for customer experience, combining communications, contact center, and CPaaS APIs into a single intelligent ecosystem.

Our Customer JourneyAPI now gives companies a unified view of every customer interaction, connecting calls, chats, and digital engagements into one complete customer journey. With these insights, organizations can improve customer satisfaction and reduce handling time by understanding exactly where friction occurs.

We also expanded Conversational Intelligence and Smart Assist to provide real-time sentiment insights and coaching suggestions for contact center agents. Our new Agentless Digital Payments feature enables secure, PCI-compliant payments directly through AI-powered voice or chat bots. No live agent required.

On the platform side, 8x8 Work for Managed Devices was launched to help large retail and healthcare organizations manage shared devices with role-based access and built-in security. And with the addition of RCS and Viber support in 8x8 Engage, customer facing employees outside the contact center can now manage SMS, WhatsApp, Messenger, voice, and social media conversations seamlessly in one inbox.

Each of these enhancements is designed to make communication simpler, smarter, and more integrated. That's why we were again named a Leader in the IDC MarketScape for European Contact Center-as-a-Service, and recognized across multiple categories at the International Business Awards, including a Gold Stevie Award for Customer Service Executive of the Year.

Completing the Fuze Platform Transition

We're now in the final phase of upgrading the customers remaining on the Fuze service platform, with only about 3% of service revenue remaining on that legacy system. All remaining customers are expected to transition to our modern 8x8 platform by year end, and we expect to complete the transition of Fuze legacy back-office systems by March 31, 2026.

This has been a carefully managed process to ensure continuity and reliability while freeing us from the costs and inefficiencies of a redundant, legacy infrastructure. The result will be a simpler, more efficient operating model and an even stronger customer experience for these customers.

Transforming Our Go-To-Market Strategy

We're also reshaping how we take our innovation to market. Over the past several quarters, we've taken a hard look at how our teams engage with customers, how we position our platform, and how we align sales, marketing, and channel activities to drive sustainable growth.

Our go-to-market transformation is designed to make 8x8 simpler to do business with and faster to respond to customer needs. That means aligning sales resources around customer outcomes instead of products, building deeper relationships with our partners, and expanding our focus on consumption-based and multi-product sales.

To lead this next phase, Stephen Hamill has assumed the role of Chief Revenue Officer, following his outstanding success driving adoption of our CPaaS communication APIs and growth in the Asia-Pacific region. Stephen brings a deep understanding of both our customers and our platform, and his leadership will be instrumental as we integrate our direct, channel, and partner motions into one unified go-to-market approach.

We've already seen early signs of progress. Our pipeline quality has improved, partner engagement is strengthening, and our brand recognition continues to grow thanks to the success of our Power of You campaign, which saw a 47% increase in social engagement and strong market reception.

These efforts are about focus. By combining disciplined execution with a more unified go-to-market model and a steady stream of new innovations, we're positioning 8x8 to capture the next phase of growth and deliver even greater value for customers and shareholders.

Increasing Multi-Product Adoption

One of our most important growth levers continues to be expanding relationships with our existing customers. The number of customers using three or more 8x8 products grew double digits year over year and now represents more than one-third of total annual revenue excluding usage.

A few customer stories from this quarter highlight how our unified platform strategy is resonating:

- A US based network of healthcare providers expanded its 8x8 deployment with more than 3,000 UC seats and 100 Contact Center licenses to improve nurse communications and care coordination.
- A regional bank selected 8x8 to unify customer engagement across its branch locations and digital channels.
- And a UK-based healthcare provider became our largest customer to date for our AI-powered Intelligent Customer Assistant in a groundbreaking use of voice automation in healthcare.

Each of these wins demonstrates how customers are developing deep partnerships with 8x8 to drive measurable outcomes in productivity, customer satisfaction, and cost efficiency.

Financial Discipline and Strength

Q2 also underscored our ongoing focus on financial discipline and operational efficiency.

We delivered non-GAAP operating income of \$17.3 million, representing a 9.4% operating margin, above the high end of our guidance. We also generated \$8.8 million in operating cash flow, our 19th consecutive quarter of positive cash flow, and ended the quarter with \$76.7 million in cash and equivalents.

Since August 2022, we have reduced our total debt by more than 40%, reinforcing the strength of our balance sheet and increasing our flexibility to invest in growth.

Looking Ahead

As we look ahead, our product roadmap is focused on continuing to enhance our platform with features and capabilities that add value and improve customer outcomes. That includes AI-enabled tools, but it also includes ongoing work to make the platform easier to use with a modern, intuitive interface; advanced data analytics that give our customers real-time visibility and actionable insights; and orchestration across bots, agents, and CX tools to create seamless experiences.

We are investing in both internally developed innovations and deeper native integrations with technology partners from our ecosystem. Key areas of focus include predictive customer journey orchestration, real-time sentiment analysis with automated escalation, AI orchestration using internal and external tools, and AI summarization across the entire platform. These innovations will help differentiate our platform in competitive evaluations, but more importantly, they are grounded in real customer needs.

We're also expanding internationally with a focus on distributed businesses like retail and regulated industries like healthcare and government where our compliance posture, self-service capabilities, and global infrastructure present real advantages.

And, on a final note, we're wrapping up a key chapter in our transformation. We remain on track to fully sunset the Fuze platform by fiscal year-end as we upgrade customers to the 8x8 platform. These customers gain the benefits of a modern business communications platform designed for the era of AI. For 8x8, this will eliminate complexity, unlock margin leverage, and free up resources to focus on growth.

The bottom line: The foundations are strong, the strategy is clear, and execution is accelerating.

And with our foundational expertise in voice, a capability many underestimate, we have a lasting edge as customer engagement enters a smarter, more connected era.

To the 8x8 team: your resilience is what made this return to growth possible. To our customers and partners: thank you for the trust and collaboration that guide us every day. And to our stockholders: thank you for believing in our long-term vision.

Sincerely,



Samuel C. Wilson Chief Executive Officer



Q2 2026 marked our second consecutive quarter of year-over-year revenue growth, reflecting healthy usage trends and disciplined execution. Excluding revenue from Fuze customers, whether on the 8x8 platform or not, service revenue grew nearly 6% year-over-year, which is higher growth than we achieved in Q1 2026 and our fourth quarter of acceleration.

Kevin Kraus, Chief Financial Officer



Financial Highlights

In Q2 2026, 8x8 once again demonstrated steady, disciplined execution and consistent financial performance. The company extended its long track record of delivering non-GAAP operating profit and positive cash flow from operations, underscoring the strength of its business model and focus on sustainable growth. These results reflect a balanced approach of investing in innovation and customer success while maintaining tight control over expenses and efficiency. Behind the numbers is a simple story of operational consistency: 8x8 continues to perform quarter after quarter, translating innovation and execution into measurable profitability.

This consistency has also allowed 8x8 to keep strengthening its balance sheet and increasing financial agility. Through ongoing debt reduction and careful capital management, the company has built flexibility to invest where it matters most, advancing its AI-powered platform, expanding customer relationships, and driving durable growth. The outcome is a more resilient, adaptable 8x8, well positioned to navigate changing market conditions while continuing to deliver value for customers, partners, and shareholders alike.

Revenue & Business Performance

- Total Revenue reached \$184.1 million, above the high end of guidance.
- Service Revenue came in at \$179.1 million, above the high end of guidance and over 2% year-over-year, driven by strength in our usage-based offerings
- Excluding revenue from former Fuze customers, service revenue grew nearly 6% year-over-year, reflecting healthy demand for our core offerings and ongoing momentum in our business
- Usage revenue continued to expand rapidly, and represented approximately 19% of total service revenue, up from 13% in Q2 last year.

Revenue

Service Revenue
(US\$ millions)



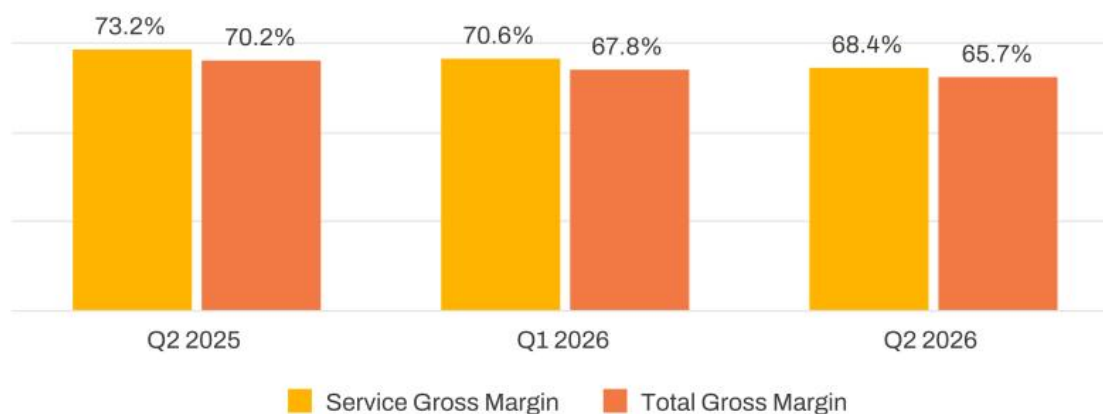
Total Revenue
(US\$ millions)



Profitability & Margin

- GAAP Gross Margin was 64.8%.
 - Non-GAAP Gross Margin of 65.7% and reflected a higher mix of usage-based platform revenue
- GAAP Operating Income of \$5.3 million, or 2.9% of revenue, positive for the fifth consecutive quarter and signaling meaningful progress on GAAP profitability.
- Non-GAAP Operating Income of \$17.3 million, or 9.4% of revenue, exceeding our guidance range.
- GAAP net income per share (basic) was \$0.01.
 - Non-GAAP net income per share (diluted) was \$0.09.

Non-GAAP Gross Margins¹



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

Non-GAAP Operating Income and Margin¹

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.



Operating Cash Flow & Capital Allocation

- Cash Flow from Operations was \$8.8 million, marking the 19th consecutive quarter of positive cash flow.
- Ended the quarter with \$76.7 million in cash, cash equivalents, and restricted cash. The ending balance reflected:
 - A \$10 million term loan repayment during Q2 2026.
 - Subsequent to quarter end, we made an additional \$5 million term loan payment.

Balance Sheet & Debt Management

- Stockholders equity increased to \$133.2 million, up 21.3% from the end of Q2 2025.
- Including the \$10 million payment made with the Amendment, and the \$5 million total debt outstanding has declined by \$224 million (or ~41%) since the August 2022 peak of \$548 million.



\$77M

cash at the end
of the quarter

Q3'26 and Updated Fiscal Year 2026 Guidance

Looking to Q3, our revenue guidance reflects a sequential decline, following record platform usage revenue in Q2 and the remaining Fuze headwinds. Customer engagement remains healthy, but we are forecasting usage-based revenue growth more cautiously given potential variability in consumption patterns.

Given the rapid growth of our communications platform solutions, which carry a lower margin profile, we are guiding to lower gross margins for the remainder of the year. Importantly, this mix shift reflects increasing engagement with our platform and expanding use cases across our customer base.

We are also nearing the end of the sequential Fuze revenue headwinds and are on track to move the remaining Fuze customers onto the 8x8 platform by calendar year end.

	Q3 FY26:	FY 2026
Service Revenue	\$172M–\$177M	\$692M–\$706M
Total Revenue	\$177M–\$182M	\$712M–\$726M
Non-GAAP Gross Margin	64%–66%	65%–66%
Non-GAAP Operating Margin	9%–10%	8.5%–9.5%
Interest Expense	~\$4.2M	
Cash Interest Paid	~\$2.2M	
Non-GAAP Net Income per Share, diluted	\$0.08–\$0.09, based on a fully-diluted weighted average share count of ~143.5M shares	\$0.31–\$0.33, based on a fully-diluted weighted average share count of ~143M shares
Cash Flow from Operations	\$10M–\$14M	\$38M–\$42M

Management provides expected ranges for total revenue, service revenue, non-GAAP operating margin, non-GAAP net income per share, diluted, and cash flow from operations based on its evaluation of the current business environment. The Company emphasizes that these expectations are subject to various important cautionary factors referenced in the section entitled "Forward-Looking Statements" below.

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 expectation that we will complete all Fuze customer upgrades and wind down the Fuze business by the end of calendar year 2025; 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 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, 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.
- Risks related to our plans to sunset the Fuze platform and migrate customers to our own platform following our earlier acquisition of Fuze, Inc
- 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.

Explanation of GAAP to Non-GAAP Reconciliation

Non-GAAP Service Revenue Gross Margin, Other Revenue Gross Margin, and Total Revenue Gross Margin

Non-GAAP Service Revenue Gross Profit and Margin as a percentage of Service Revenue and Non-GAAP Other Revenue Gross Profit and Margin as a percentage of Other Revenue are computed as Service Revenue less Non-GAAP Cost of Service Revenue divided by Service Revenue and Other Revenue less Non-GAAP Cost of Other Revenue divided by Other Revenue, respectively. Non-GAAP Total Revenue Gross Profit and Margin as a percentage of Total Revenue is computed as Total Revenue less Non-GAAP Cost of Service Revenue and Non-GAAP Cost of Other Revenue divided by Total Revenue. Management believes the Company's investors benefit from understanding these adjustments and from an alternative view of the Company's Cost of Service Revenue and Cost of Other Revenue, as well as the Company's Service, Other and Total Revenue Gross Margin performance compared to prior periods and trends.

Non-GAAP Operating Profit and Non-GAAP Operating Margin

Non-GAAP Operating Profit excludes: amortization of acquired intangible assets, stock-based compensation expense and related employer payroll taxes, acquisition and integration expenses, certain legal and regulatory costs, certain severance, transition and contract exit costs, and impairment of long-lived assets from Operating Profit (Loss). Non-GAAP Operating Margin is Non-GAAP Operating Profit divided by Revenue. Management believes that these exclusions provide investors with a supplemental view of the Company's ongoing operating performance.

Reconciliation Of GAAP To Non-GAAP Financial Measures

(Unaudited, in thousands, except per share amounts)

	Three Months Ended		
	9/30/2025	6/30/2025	9/30/2024
Cost of Revenue			
GAAP cost of service revenue	\$ 57,699	\$ 53,822	\$ 50,251
Amortization of acquired intangible assets	(514)	(507)	(2,118)
Stock-based compensation expense and related employer payroll taxes	(476)	(582)	(1,230)
Severance, transition and contract exit costs	(81)	(944)	(55)
Non-GAAP cost of service revenue	\$ 56,628	\$ 51,789	\$ 46,848
GAAP service revenue margin	\$ 121,395	\$ 122,486	\$ 124,824
Non-GAAP service revenue margin	\$ 122,466	\$ 124,519	\$ 128,227
GAAP cost of other revenue			
GAAP cost of other revenue	\$ 7,056	\$ 7,099	\$ 7,572
Stock-based compensation expense and related employer payroll taxes	(89)	(147)	(304)
Severance, transition and contract exit costs	(443)	(353)	(156)
Non-GAAP cost of other revenue	\$ 6,524	\$ 6,599	\$ 7,112
GAAP other revenue margin	\$ (2,055)	\$ (2,046)	\$ (1,649)
Non-GAAP other revenue margin	\$ (1,523)	\$ (1,546)	\$ (1,189)
GAAP gross margin	\$ 119,340	\$ 120,440	\$ 123,175
Non-GAAP gross margin	\$ 120,943	\$ 122,973	\$ 127,038
Operating Profit			
GAAP income from operations	\$ 5,349	\$ 565	\$ 7,169
Amortization of acquired intangible assets	3,502	3,501	5,099
Stock-based compensation expense and related employer payroll taxes	5,762	6,909	9,845
Acquisition and integration costs	—	—	193
Legal and regulatory costs	717	835	(3,166)
Severance, transition and contract exit costs	1,994	4,523	2,398
Non-GAAP operating profit	\$ 17,324	\$ 16,333	\$ 21,538

Business Highlights

Innovation on the 8x8 Platform for CX

8x8 continued to advance the 8x8 Platform for Customer Experience with new capabilities that strengthen collaboration, streamline omnichannel engagement, and simplify operations for global enterprises. Recent innovations include:

- **Integrated Workforce Management:** 8x8 introduced Workforce Management (WFM) as a standard capability in every 8x8 Contact Center seat at no extra cost, enabling organizations to forecast, schedule, and staff more efficiently, simplifying operations for businesses of all sizes.
- **Simpler, Smarter Collaboration:** 8x8 expanded its platform with native support for Mitel desk phones, allowing enterprises to modernize their voice infrastructure without replacing existing hardware and gain immediate access to 8x8's AI-powered communications platform. New features in 8x8 Work, including AI-powered transcriptions, secure Android device management for shared devices, integrated file sharing in meetings and advanced meeting configuration, help distributed teams stay connected, compliant, and productive.
- **AI-Powered Support and Automation:** The company introduced Live Summarizations and Native Transcription capabilities that apply AI in real time to improve agent productivity in the contact center, eliminating the need for manual wrap-ups, enhancing CRM data accuracy, and improving service quality.
- **Enhanced Omnichannel Engagement:** 8x8 extended its digital channel reach with support for Viber and upgraded WhatsApp business messaging, adding call-to-action buttons, carousel templates, and secure media hosting to drive richer, conversion-ready customer interactions. New email picking tools and call parking features in 8x8 Engage features give frontline teams more flexibility to respond faster and collaborate seamlessly across channels.

Together, these innovations reflect 8x8's focus on unifying customer and employee experiences through intelligent, secure, and connected communication, empowering organizations to engage more effectively, operate more efficiently, and deliver better outcomes across every interaction.

Recognition and Awards

- Named a **Leader in the IDC MarketScape: European Contact Center-as-a-Service Applications Software 2025 Vendor Assessment**
- Awarded **Best Communications Provider-Enterprise** by the Comms Council UK.
- Recognized in the **2025 Gartner Magic Quadrant for Unified Communications as a Service**.
- Named in **Tech Titans Report as Top UK Public Sector Tech Supplier**.
- Recognized across **five categories** in the **22nd Annual International Business Awards®**, including a **Gold Stevie® Award** for Customer Service Executive of the Year.
- Won Platinum Pinnacle Marketing & Comms Award for **AI-powered Marketing Innovation** for the Power of You.
- Won Platinum MarCom Award for **Social Media Marketing Campaign** for the Power of You.

Corporate and Leadership Updates

Demonstrating its continued focus on long-term profitability, operational efficiency, and execution excellence, 8x8 advanced both its leadership strategy and financial discipline during the quarter.

- Appointed Stephen Hamill as Chief Revenue Officer, following his success driving global adoption of 8x8's CPaaS solutions.
- Made a \$10 million early term loan payment, with an additional \$5 million paid in October, bringing total debt reduction to \$224 million, or 41%, since August 2022—reflecting the company's commitment to disciplined capital management and profitable growth.

These actions reinforce 8x8's strategy to drive sustainable innovation and deliver lasting shareholder value.



Q2 2026 Press Releases

[8x8 Named in Tech Titans Report as Top UK Public Sector Tech Supplier](#) July 02, 2025

[8x8 Celebrates Global Partner Excellence with 2025 Elevate Awards](#) July 08, 2025

[8x8 Expands Native SMS Support in Australia to Advance Customer Experience](#) August 26, 2025

[8x8 Recognized with Five Stevie Awards for Customer Service and Technology Excellence](#) September 02, 2025

[8x8 and ULAP Networks Partner to Accelerate Business Growth in Regulated Markets](#) September 11, 2025

[8x8 Launches “CX Champions Fantasy Team” to Recognize the Real People Powering Great Customer Experience](#) September 16, 2025

[Seamless Mobile Video CX Now Available Across Asia-Pacific via 8x8, Modica Group Partnership](#) September 23, 2025

[8x8 Launches No-Code SMS Fraud Protection to Combat \\$2.1B Global Threat](#) September 25, 2025

[8x8 Recognized in 2025 Gartner® Magic Quadrant™ for UCaaS for Fourteenth Year in Row](#) September 26, 2025

Recent Blog Posts

[The Future of WhatsApp Engagement with MM Lite API: Smarter, Not Louder](#)

[How CPaaS Is Reshaping Contact Centers for the Omnichannel Era](#)

[How to Orchestrate SMS, WhatsApp, and Video Like a Pro: No-Fluff Best Practices That Scale](#)

[Silent Shields, Real-Time Trust: The Business Case for Voice Number Masking](#)

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