

GAAP CONSOLIDATED STATEMENT OF OPERATIONS

Unaudited, in thousands except per share amounts

| | FY2024 | | | | FY2025 | | | | FY2026 | | | FY2024 | FY2025 |
|---|-----------------|----------------|-----------------|-----------------|-----------------|-----------------|----------------|----------------|----------------|----------------|----------------|-----------------|-----------------|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 YTD | Q4 YTD |
| | 6/30/23 | 9/30/23 | 12/31/23 | 3/31/24 | 6/30/24 | 9/30/24 | 12/31/24 | 3/31/25 | 6/30/25 | 9/30/25 | 12/31/25 | 3/31/24 | 3/31/25 |
| Service revenue | 175,238 | 177,782 | 175,069 | 172,490 | 172,801 | 175,075 | 173,459 | 171,588 | 176,308 | 179,094 | 179,682 | 700,579 | 692,923 |
| Other revenue | 8,049 | 7,217 | 5,937 | 6,923 | 5,346 | 5,923 | 5,423 | 5,455 | 5,053 | 5,001 | 5,368 | 28,126 | 22,147 |
| Total revenue | 183,287 | 184,999 | 181,006 | 179,413 | 178,147 | 180,998 | 178,882 | 177,043 | 181,361 | 184,095 | 185,050 | 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 | 59,515 | 192,960 | 200,094 |
| Cost of other revenue | 8,398 | 7,958 | 7,177 | 8,412 | 7,691 | 7,572 | 7,268 | 7,173 | 7,099 | 7,056 | 7,319 | 31,945 | 29,704 |
| Total cost of revenue | 54,674 | 57,102 | 56,160 | 56,969 | 57,187 | 57,823 | 57,797 | 56,991 | 60,921 | 64,755 | 66,834 | 224,905 | 229,798 |
| Gross profit | 128,613 | 127,897 | 124,846 | 122,444 | 120,960 | 123,175 | 121,085 | 120,052 | 120,440 | 119,340 | 118,216 | 503,800 | 485,272 |
| Operating expenses: | | | | | | | | | | | | | |
| Research and development | 35,292 | 34,207 | 32,787 | 33,930 | 32,137 | 31,291 | 29,833 | 29,950 | 28,364 | 27,918 | 27,191 | 136,216 | 123,211 |
| Sales and marketing | 68,505 | 68,687 | 66,997 | 67,755 | 67,106 | 64,867 | 65,644 | 66,844 | 68,184 | 63,835 | 60,513 | 271,944 | 264,461 |
| General and administrative | 26,226 | 27,586 | 23,419 | 34,978 | 23,091 | 19,848 | 16,629 | 22,839 | 23,327 | 22,238 | 20,818 | 112,209 | 82,407 |
| Impairment of long-lived assets | — | — | 11,034 | — | — | — | — | — | — | — | — | 11,034 | — |
| Total operating expenses | 130,023 | 130,480 | 134,237 | 136,663 | 122,334 | 116,006 | 112,106 | 119,633 | 119,875 | 113,991 | 108,522 | 531,403 | 470,079 |
| Income (loss) from operations | (1,410) | (2,583) | (9,391) | (14,219) | (1,374) | 7,169 | 8,979 | 419 | 565 | 5,349 | 9,694 | (27,603) | 15,193 |
| Interest expense | (10,078) | (10,061) | (10,035) | (9,650) | (9,956) | (7,905) | (5,842) | (5,153) | (3,968) | (4,842) | (4,587) | (39,824) | (28,856) |
| Other income (expense), net | (2,395) | 4,803 | (1,275) | 2,344 | 1,716 | (12,709) | 793 | (200) | 364 | 468 | 511 | 3,477 | (10,400) |
| Income (loss) before provision (benefit) for income taxes | (13,883) | (7,841) | (20,701) | (21,525) | (9,614) | (13,445) | 3,930 | (4,934) | (3,039) | 975 | 5,618 | (63,950) | (24,063) |
| Provision (benefit) for income taxes | 1,444 | (389) | 521 | 2,066 | 676 | 1,098 | 908 | 467 | 1,276 | 208 | 528 | 3,642 | 3,149 |
| Net income (loss) | (15,327) | (7,452) | (21,222) | (23,591) | (10,290) | (14,543) | 3,022 | (5,401) | (4,315) | 767 | 5,090 | (67,592) | (27,212) |
| Net income (loss) per share: | | | | | | | | | | | | | |
| Basic | \$ (0.13) | \$ (0.06) | \$ (0.17) | \$ (0.19) | \$ (0.08) | \$ (0.11) | \$ 0.02 | \$ (0.04) | \$ (0.03) | \$ 0.01 | \$ 0.04 | \$ (0.56) | \$ (0.21) |
| Diluted | \$ (0.13) | \$ (0.06) | \$ (0.17) | \$ (0.19) | \$ (0.08) | \$ (0.11) | \$ 0.02 | \$ (0.04) | \$ (0.03) | \$ 0.01 | \$ 0.04 | \$ (0.56) | \$ (0.21) |
| Weighted average number of shares: | | | | | | | | | | | | | |
| Basic | 116,777 | 120,757 | 122,556 | 124,324 | 125,999 | 129,250 | 130,970 | 132,877 | 134,809 | 136,970 | 138,781 | 121,106 | 129,767 |
| Diluted | 116,777 | 120,757 | 122,556 | 124,324 | 125,999 | 129,250 | 135,742 | 132,877 | 134,809 | 141,561 | 142,926 | 121,106 | 129,767 |
| 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 | 5,090 | (67,592) | (27,212) |
| Unrealized gain (loss) on investments in securities | 290 | 7 | (16) | (1) | (5) | — | — | — | — | — | — | 280 | (5) |
| Foreign currency translation adjustment | 1,441 | (4,320) | 5,987 | (2,014) | (354) | 8,363 | (9,321) | 3,759 | 6,258 | (1,826) | 701 | 1,094 | 2,447 |
| Comprehensive income (loss) | (13,596) | (11,765) | (15,251) | (25,606) | (10,649) | (6,180) | (6,299) | (1,642) | 1,943 | (1,059) | 5,791 | (66,218) | (24,770) |
| % 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 % | 66.9 % | 72.5 % | 71.1 % |
| Other revenue gross profit | (4.3)% | (10.3)% | (20.9)% | (21.5)% | (43.9)% | (27.8)% | (34.0)% | (31.5)% | (40.5)% | (41.1)% | (36.3)% | (13.6)% | (34.1)% |
| Total revenue gross profit | 70.2 % | 69.1 % | 69.0 % | 68.2 % | 67.9 % | 68.1 % | 67.7 % | 67.8 % | 66.4 % | 64.8 % | 63.9 % | 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 % | 14.7 % | 18.7 % | 17.2 % |
| Sales and Marketing | 37.4 % | 37.1 % | 37.0 % | 37.8 % | 37.7 % | 35.8 % | 36.7 % | 37.8 % | 37.6 % | 34.7 % | 32.7 % | 37.3 % | 37.0 % |
| General and administrative | 14.3 % | 14.9 % | 12.9 % | 19.5 % | 13.0 % | 11.0 % | 9.3 % | 12.9 % | 12.9 % | 12.1 % | 11.2 % | 15.4 % | 11.5 % |
| Total Operating Expenses | 70.9 % | 70.5 % | 74.2 % | 76.2 % | 68.7 % | 64.1 % | 62.7 % | 67.6 % | 66.1 % | 61.9 % | 58.6 % | 72.9 % | 65.7 % |
| Income (loss) from operations | (0.8)% | (1.4)% | (5.2)% | (7.9)% | (0.8)% | 4.0 % | 5.0 % | 0.2 % | 0.3 % | 2.9 % | 5.2 % | (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 | Q3 | Q4 YTD | Q4 YTD |
| | 6/30/23 | 9/30/23 | 12/31/23 | 3/31/24 | 6/30/24 | 9/30/24 | 12/31/24 | 3/31/25 | 6/30/25 | 9/30/25 | 12/31/25 | 3/31/24 | 3/31/25 |
| Supplemental Information: | | | | | | | | | | | | | |
| Interest expense | (8,970) | (8,929) | (8,878) | (8,575) | (8,894) | (7,249) | (5,415) | (4,832) | (4,558) | (4,480) | (4,226) | (35,352) | (26,390) |
| Capitalized interest | — | — | — | — | — | — | — | — | 926 | — | — | — | — |
| Amortization of debt discount | (1,108) | (1,132) | (1,157) | (1,075) | (1,062) | (656) | (427) | (321) | (336) | (362) | (361) | (4,472) | (2,466) |
| Total interest expense | (10,078) | (10,061) | (10,035) | (9,650) | (9,956) | (7,905) | (5,842) | (5,153) | (3,968) | (4,842) | (4,587) | (39,824) | (28,856) |
| Loss on debt extinguishment | (1,766) | — | — | — | — | (11,996) | (216) | (113) | (81) | (46) | (20) | (1,766) | (12,325) |
| Gain (loss) on warrants remeasurement | (250) | 2,781 | (1,297) | 942 | 1,747 | 263 | (813) | 1,028 | 209 | 37 | 357 | 2,176 | 2,225 |
| Interest income | 635 | 603 | 1,382 | 1,357 | 1,041 | 936 | 768 | 570 | 476 | 453 | 508 | 3,977 | 3,316 |
| Loss on sale of assets | — | — | — | (179) | — | — | — | — | — | — | — | (179) | — |
| Other income (expense) | (1,014) | 1,419 | (1,360) | 224 | (1,072) | (1,912) | 1,054 | (1,685) | (240) | 24 | (334) | (731) | (3,616) |
| Other income (expense), net | (2,395) | 4,803 | (1,275) | 2,344 | 1,716 | (12,709) | 793 | (200) | 364 | 468 | 511 | 3,477 | (10,400) |

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

| | FY2024 | | | | FY2025 | | | | FY2026 | | | Fiscal Years | |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------------|------------------|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | 2024 | 2025 |
| | 6/30/23 | 9/30/23 | 12/31/23 | 3/31/24 | 6/30/24 | 9/30/24 | 12/31/24 | 3/31/25 | 6/30/25 | 9/30/25 | 12/31/25 | 3/31/24 | 3/31/25 |
| Service revenue | \$175,238 | \$177,782 | \$175,069 | \$172,490 | \$172,801 | \$175,075 | \$173,459 | \$171,588 | \$176,308 | \$179,094 | \$179,682 | \$700,579 | \$692,923 |
| Other revenue | 8,049 | 7,217 | 5,937 | 6,923 | 5,346 | 5,923 | 5,423 | 5,455 | 5,053 | 5,001 | 5,368 | 28,126 | 22,147 |
| Total revenue | 183,287 | 184,999 | 181,006 | 179,413 | 178,147 | 180,998 | 178,882 | 177,043 | 181,361 | 184,095 | 185,050 | 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 | 58,559 | 176,151 | 187,864 |
| Cost of other revenue | 7,725 | 7,462 | 6,644 | 7,939 | 7,172 | 7,112 | 6,928 | 6,760 | 6,599 | 6,524 | 6,588 | 29,770 | 27,972 |
| Total cost of revenue | 49,453 | 52,663 | 51,371 | 52,434 | 52,421 | 53,960 | 54,541 | 54,914 | 58,388 | 63,152 | 65,147 | 205,921 | 215,836 |
| Gross profit | 133,834 | 132,336 | 129,635 | 126,979 | 125,726 | 127,038 | 124,341 | 122,129 | 122,973 | 120,943 | 119,903 | 522,784 | 499,234 |
| Operating expenses: | | | | | | | | | | | | | |
| Research and development | 27,330 | 28,075 | 27,012 | 28,148 | 27,441 | 27,530 | 26,429 | 26,094 | 25,994 | 26,622 | 25,526 | 110,565 | 107,494 |
| Sales and marketing | 60,100 | 61,295 | 59,779 | 59,655 | 60,741 | 59,191 | 60,456 | 60,621 | 62,057 | 58,725 | 55,764 | 240,829 | 241,009 |
| General and administrative | 19,974 | 19,202 | 18,588 | 18,900 | 17,434 | 18,779 | 18,368 | 17,703 | 18,589 | 18,272 | 16,954 | 76,664 | 72,284 |
| Total operating expenses | 107,404 | 108,572 | 105,379 | 106,703 | 105,616 | 105,500 | 105,253 | 104,418 | 106,640 | 103,619 | 98,244 | 428,058 | 420,787 |
| Income (loss) from operations | 26,430 | 23,764 | 24,256 | 20,276 | 20,110 | 21,538 | 19,088 | 17,711 | 16,333 | 17,324 | 21,659 | 94,726 | 78,447 |
| Interest expense | (8,970) | (8,929) | (8,878) | (8,575) | (8,894) | (7,249) | (5,415) | (4,832) | (4,558) | (4,480) | (4,226) | (35,352) | (26,390) |
| Other income (expense), net | (496) | 1,905 | (98) | 921 | (147) | (1,092) | 1,706 | (1,115) | 236 | 477 | 174 | 2,232 | (648) |
| Loss before provision (benefit) for income taxes | 16,964 | 16,740 | 15,280 | 12,622 | 11,069 | 13,197 | 15,379 | 11,764 | 12,011 | 13,321 | 17,607 | 61,606 | 51,409 |
| Provision (benefit) for income taxes | 1,444 | (389) | 521 | 2,066 | 676 | 1,098 | 908 | 467 | 1,276 | 208 | 528 | 3,642 | 3,149 |
| Net income (loss) | \$15,520 | \$17,129 | \$14,759 | \$10,556 | \$10,393 | \$12,099 | \$14,471 | \$11,297 | \$10,735 | \$13,113 | \$17,079 | \$ 57,964 | \$ 48,260 |
| Net income (loss) per share: | | | | | | | | | | | | | |
| Basic | \$ 0.13 | \$ 0.14 | \$ 0.12 | \$ 0.08 | \$ 0.08 | \$ 0.09 | \$ 0.11 | \$ 0.09 | \$ 0.08 | \$ 0.10 | \$ 0.12 | \$ 0.48 | \$ 0.37 |
| Diluted | \$ 0.13 | \$ 0.14 | \$ 0.12 | \$ 0.08 | \$ 0.08 | \$ 0.09 | \$ 0.11 | \$ 0.08 | \$ 0.08 | \$ 0.09 | \$ 0.12 | \$ 0.47 | \$ 0.36 |
| Weighted average number of shares: | | | | | | | | | | | | | |
| Basic | 116,777 | 120,757 | 122,556 | 124,324 | 125,999 | 129,250 | 130,970 | 132,877 | 134,809 | 136,970 | 138,781 | 121,106 | 129,767 |
| Diluted | 118,445 | 122,624 | 124,253 | 125,962 | 127,433 | 131,294 | 135,742 | 138,678 | 138,569 | 141,561 | 142,926 | 122,560 | 133,654 |
| 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 % | 67.4 % | 74.9 % | 72.9 % |
| Other revenue gross profit | 4.0 % | (3.4) % | (11.9) % | (14.7) % | (34.2) % | (20.1) % | (27.8) % | (23.9) % | (30.6) % | (30.5) % | (22.7) % | (5.8) % | (26.3) % |
| Total revenue gross profit | 73.0 % | 71.5 % | 71.6 % | 70.8 % | 70.6 % | 70.2 % | 69.5 % | 69.0 % | 67.8 % | 65.7 % | 64.8 % | 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 % | 13.8 % | 15.2 % | 15.0 % |
| Sales and marketing | 32.8 % | 33.1 % | 33.0 % | 33.3 % | 34.1 % | 32.7 % | 33.8 % | 34.2 % | 34.2 % | 31.9 % | 30.1 % | 33.0 % | 33.7 % |
| General and administrative | 10.9 % | 10.4 % | 10.3 % | 10.5 % | 9.8 % | 10.4 % | 10.3 % | 10.0 % | 10.2 % | 9.9 % | 9.2 % | 10.5 % | 10.1 % |
| Operating Expenses | 58.6 % | 58.7 % | 58.2 % | 59.5 % | 59.3 % | 58.3 % | 58.8 % | 59.0 % | 58.8 % | 56.3 % | 53.1 % | 58.7 % | 58.8 % |
| Operating income | 14.4 % | 12.8 % | 13.4 % | 11.3 % | 11.3 % | 11.9 % | 10.7 % | 10.0 % | 9.0 % | 9.4 % | 11.7 % | 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 | Q3 |
| | 6/30/23 | 9/30/23 | 12/31/23 | 3/31/24 | 6/30/24 | 9/30/24 | 12/31/24 | 3/31/25 | 6/30/25 | 9/30/25 | 12/31/25 |
| 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 | \$ 86,882 |
| Restricted cash | 165 | 521 | 356 | 356 | 461 | 462 | 462 | 462 | 105 | 812 | 1,318 |
| Short-term investments | 15,946 | 4,744 | 1,035 | 1,048 | — | — | — | — | — | — | — |
| Accounts receivable, net | 64,951 | 61,063 | 63,042 | 58,979 | 59,205 | 64,567 | 52,312 | 49,680 | 60,514 | 66,889 | 54,740 |
| Deferred contract acquisition costs | 38,247 | 37,610 | 36,996 | 35,933 | 34,625 | 34,107 | 32,046 | 30,935 | 29,679 | 27,733 | 26,131 |
| Other current assets | 32,930 | 33,967 | 32,528 | 35,258 | 32,723 | 29,810 | 30,105 | 34,739 | 36,367 | 34,316 | 34,809 |
| Total current assets | 274,468 | 281,935 | 302,470 | 247,836 | 257,778 | 246,351 | 219,090 | 203,866 | 207,980 | 205,622 | 203,880 |
| Property and equipment, net | 54,538 | 53,508 | 55,661 | 53,181 | 51,400 | 50,364 | 49,228 | 47,919 | 47,972 | 47,394 | 46,939 |
| Operating lease, right-of-use assets | 50,438 | 50,396 | 38,546 | 35,924 | 35,933 | 34,825 | 32,777 | 33,508 | 32,260 | 30,424 | 29,634 |
| Intangible assets, net | 102,013 | 96,914 | 91,816 | 86,717 | 81,618 | 76,519 | 71,420 | 67,949 | 64,474 | 60,973 | 57,386 |
| Goodwill | 266,386 | 265,732 | 267,453 | 266,574 | 266,399 | 269,229 | 266,217 | 271,530 | 274,476 | 273,803 | 274,004 |
| Restricted cash, non-current | 818 | 462 | 462 | 105 | — | — | — | 812 | 812 | — | — |
| Deferred contract acquisition costs, non-current | 64,699 | 60,440 | 56,317 | 52,859 | 49,199 | 48,711 | 45,154 | 44,239 | 42,197 | 39,252 | 37,009 |
| Other assets, non-current | 15,103 | 14,336 | 13,993 | 12,783 | 13,412 | 14,127 | 14,325 | 13,354 | 14,177 | 13,288 | 12,670 |
| Total assets | \$ 828,463 | \$ 823,723 | \$ 826,718 | \$ 755,979 | \$ 755,739 | \$ 740,126 | \$ 698,211 | \$ 683,177 | \$ 684,348 | \$ 670,756 | \$ 661,522 |
| 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 | \$ 36,004 |
| Accrued and other liabilities | 78,862 | 71,700 | 73,232 | 78,102 | 75,369 | 68,783 | 61,601 | 63,025 | 73,768 | 66,872 | 69,850 |
| Operating lease liabilities, current | 11,469 | 11,623 | 11,763 | 11,295 | 11,564 | 11,707 | 11,386 | 11,102 | 11,003 | 10,740 | 10,574 |
| Deferred revenue, current | 40,410 | 33,223 | 32,778 | 34,325 | 33,701 | 37,696 | 33,394 | 37,751 | 42,130 | 43,569 | 36,813 |
| Convertible senior notes, current | 63,039 | 63,153 | 63,260 | — | — | — | — | — | — | — | — |
| Term loan, current | — | — | — | — | — | 39,393 | 16,524 | 11,593 | 6,648 | 19,173 | 26,700 |
| Total current liabilities | 236,317 | 229,090 | 230,526 | 172,584 | 172,361 | 208,840 | 175,977 | 169,244 | 176,439 | 183,661 | 179,941 |
| Operating lease liabilities, non-current | 62,850 | 61,926 | 59,417 | 56,647 | 55,179 | 52,785 | 49,842 | 49,196 | 47,010 | 44,420 | 41,850 |
| Deferred revenue, non-current | 10,618 | 10,231 | 10,128 | 7,810 | 7,659 | 6,594 | 5,960 | 706 | 645 | 477 | 333 |
| Convertible senior notes, non-current | 197,048 | 197,303 | 197,561 | 197,796 | 198,033 | 198,300 | 198,569 | 198,790 | 199,039 | 199,317 | 199,598 |
| Term loan | 209,534 | 210,303 | 211,092 | 211,894 | 212,718 | 159,194 | 149,437 | 139,581 | 129,695 | 107,299 | 94,872 |
| Other liabilities, non-current | 7,227 | 4,460 | 8,322 | 7,290 | 5,201 | 4,601 | 5,413 | 3,456 | 3,330 | 2,420 | 2,070 |
| Total liabilities | 723,594 | 713,313 | 717,046 | 654,021 | 651,151 | 630,314 | 585,198 | 560,973 | 556,158 | 537,594 | 518,664 |
| Stockholders' equity: | | | | | | | | | | | |
| Common stock | 119 | 122 | 123 | 125 | 128 | 131 | 131 | 134 | 136 | 139 | 139 |
| Additional paid-in capital | 924,190 | 941,493 | 956,005 | 973,895 | 987,171 | 998,572 | 1,008,072 | 1,018,902 | 1,022,943 | 1,028,971 | 1,032,876 |
| Accumulated other comprehensive loss | (11,196) | (15,509) | (9,538) | (11,553) | (11,912) | (3,549) | (12,870) | (9,111) | (2,853) | (4,679) | (3,978) |
| Accumulated deficit | (808,244) | (815,696) | (836,918) | (860,509) | (870,799) | (885,342) | (882,320) | (887,721) | (892,036) | (891,269) | (886,179) |
| Total stockholders' equity | 104,869 | 110,410 | 109,672 | 101,958 | 104,588 | 109,812 | 113,013 | 122,204 | 128,190 | 133,162 | 142,858 |
| 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 | \$ 661,522 |

CONSOLIDATED STATEMENTS OF CASH FLOWS (in thousands)

| | FY2024 | | | | FY2025 | | | | FY2026 | | | Fiscal Years | |
|--|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | FY24 | FY25 |
| | 6/30/23 | 9/30/23 | 12/31/23 | 3/31/24 | 6/30/24 | 9/30/24 | 12/31/24 | 3/31/25 | 6/30/25 | 9/30/25 | 12/31/25 | 3/31/24 | 3/31/25 |
| 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 | \$ 5,090 | \$(67,592) | \$(27,212) |
| Adjustments to reconcile net income (loss) to net cash provided by operating activities: | | | | | | | | | | | | | |
| Depreciation | 2,126 | 1,964 | 2,043 | 2,168 | 1,908 | 1,848 | 1,866 | 1,765 | 1,690 | 1,701 | 1,689 | 8,301 | 7,387 |
| Amortization of intangible assets | 5,099 | 5,099 | 5,098 | 5,099 | 5,099 | 5,099 | 5,098 | 3,808 | 3,501 | 3,502 | 3,584 | 20,395 | 19,104 |
| Amortization of capitalized internal-use software costs | 5,282 | 4,779 | 4,357 | 4,068 | 3,758 | 3,264 | 2,959 | 2,748 | 2,673 | 3,012 | 2,919 | 18,486 | 12,729 |
| Amortization of debt discount and issuance costs | 1,109 | 1,131 | 1,157 | 1,075 | 1,062 | 656 | 427 | 321 | 336 | 362 | 361 | 4,472 | 2,466 |
| Amortization of deferred contract acquisition costs | 10,019 | 10,080 | 10,051 | 10,031 | 9,838 | 9,859 | 9,284 | 8,996 | 8,956 | 8,446 | 7,889 | 40,181 | 37,977 |
| Allowance for credit losses | 490 | 503 | 670 | 573 | 334 | 935 | 156 | 418 | 290 | 85 | (628) | 2,236 | 1,843 |
| Operating lease expense, net of accretion | 2,507 | 2,602 | 2,948 | 2,877 | 3,165 | 2,873 | 2,869 | 2,724 | 2,854 | 2,675 | 2,715 | 10,934 | 11,631 |
| Impairment of right-of-use assets | — | — | 11,034 | — | — | — | — | — | — | — | — | 11,034 | — |
| Stock-based compensation expense | 18,195 | 14,522 | 14,118 | 15,075 | 12,801 | 9,376 | 9,533 | 8,230 | 6,352 | 5,363 | 4,152 | 61,910 | 39,940 |
| Loss (gain) on debt extinguishment | 1,766 | — | — | — | — | 11,996 | 216 | 113 | 81 | 46 | 20 | 1,766 | 12,325 |
| Loss (gain) on remeasurement of warrants | 250 | (2,781) | 1,297 | (942) | (1,747) | (263) | 813 | (1,028) | (209) | (37) | (357) | (2,176) | (2,225) |
| Loss on sale of assets | — | — | — | 179 | — | — | — | — | — | — | — | 179 | — |
| Other | (184) | 236 | (622) | 1,250 | 581 | (4,207) | 4,481 | (1,201) | (368) | (34) | 257 | 680 | (346) |
| Changes in assets and liabilities: | | | | | | | | | | | | | |
| Accounts receivable, net | (3,397) | 3,696 | (2,487) | 2,941 | (732) | (4,582) | 10,460 | 2,699 | (9,503) | (6,889) | 12,909 | 753 | 7,845 |
| Deferred contract acquisition costs | (7,209) | (4,859) | (5,027) | (5,784) | (4,803) | (7,644) | (5,134) | (6,407) | (4,471) | (3,936) | (3,976) | (22,879) | (23,988) |
| Other current and non-current assets | 2,327 | (3,633) | 720 | (1,762) | (658) | 1,508 | (2,793) | (5,674) | (2,997) | 1,665 | (1,886) | (2,348) | (7,617) |
| Accounts payable and accrued liabilities | (2,084) | (850) | (1,537) | 289 | (1,413) | (7,473) | (10,295) | (5,629) | 3,347 | (9,400) | (7,145) | (4,182) | (24,810) |
| Deferred revenue | 5,504 | (7,574) | (202) | (893) | (755) | 3,615 | (5,746) | (609) | 3,656 | 1,507 | (6,901) | (3,165) | (3,495) |
| 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 | 20,692 | 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) | (1,579) | (2,650) | (2,401) |
| Capitalized internal-use software costs | (3,488) | (3,954) | (3,471) | (3,376) | (3,025) | (2,867) | (2,570) | (2,579) | (4,039) | (3,101) | (2,574) | (14,289) | (11,066) |
| Purchases of investments | (3,093) | (3,081) | — | — | — | — | — | — | — | — | — | (6,174) | — |
| Purchase of cost investment | — | — | — | — | (771) | — | — | — | — | — | — | — | (771) |
| Maturities of investments | 13,559 | 14,350 | 3,750 | — | 1,048 | — | — | — | — | — | — | 31,659 | 1,048 |
| Acquisition of businesses, net of cash acquired | — | — | — | — | — | — | — | (3,234) | — | — | — | — | (3,234) |
| 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) | (4,153) | 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) | (5,000) | (25,000) | (273,000) |
| Gross proceeds from term loan | — | — | — | — | — | 200,000 | — | — | — | — | — | — | 200,000 |
| Repayment and exchange of convertible senior notes | — | — | — | (63,295) | — | — | — | — | — | — | — | (63,295) | — |
| Other financing activities | — | — | — | — | (352) | (352) | (557) | (3,020) | (489) | (480) | (184) | — | (4,281) |
| 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) | (5,184) | (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) | 161 | (126) | 577 |
| Net increase (decrease) in cash and cash equivalents | 10,483 | 21,801 | 24,318 | (52,608) | 14,502 | (13,358) | (13,240) | (15,303) | (7,092) | (5,548) | 11,516 | 3,994 | (27,399) |
| Cash, cash equivalents and restricted cash, beginning of period | 112,729 | 123,212 | 145,013 | 169,331 | 116,723 | 131,225 | 117,867 | 104,627 | 89,324 | 82,232 | 76,684 | 172,943 | 176,937 |
| 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 | \$ 88,200 | \$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 | Q3 | FY24 | FY25 |
| | 6/30/23 | 9/30/23 | 12/31/23 | 3/31/24 | 6/30/24 | 9/30/24 | 12/31/24 | 3/31/25 | 6/30/25 | 9/30/25 | 12/31/25 | 3/31/24 | 3/31/25 |
| 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 | \$ 2,231 | \$ 35,574 | \$ 26,297 |
| Income taxes paid | \$ 336 | \$ 2,782 | \$ 2,326 | \$ 530 | \$ 479 | \$ 1,907 | \$ 708 | \$ 673 | \$ 574 | \$ 799 | \$ 757 | \$ 5,974 | \$ 3,767 |
| Payables and accruals for property and equipment | \$ 37 | \$ — | \$ 3,861 | \$ 3,868 | \$ 3,574 | \$ 3,207 | \$ 2,861 | \$ 132 | \$ 21 | \$ 108 | \$ — | \$ 3,868 | \$ 132 |

GAAP to NON-GAAP Reconciliation

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

GAAP to NON-GAAP Reconciliation (continued)

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

GAAP to NON-GAAP Reconciliation (continued)

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