



bandwidth

2026







CORPORATE RESPONSIBILITY REPORT



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LETTER FROM OUR CEO

Bandwidth is the tech company behind many of the essential communications people count on every day, like calling an airline to reschedule your flight, getting a text from your doctor with an appointment reminder, receiving a digital coupon from your favorite brand, or dialing into a video conference. We help the world's biggest companies handle these communications reliably, securely, and with the power of AI. When connections matter, Bandwidth delivers.

Powering a New Era of AI Communications

Over the past year, artificial intelligence has rapidly moved from experimentation to real-world deployments. Customers are turning to Bandwidth to help them launch and scale a whole new universe of AI-driven services. The combination of our global Communications Cloud and Maestro™ orchestration platform is well positioned to deliver the quality and performance that AI needs to be successful.

We're inspired by the power of AI, not just for customers but for our Bandmates to learn, grow, and make an even greater impact. That's why we're keeping people at the center of our AI innovation.

Going All-In on AI Training

In 2026, Bandwidth went all-in to help our Bandmates thrive in the age of AI, so we can better serve our customers as they adopt our AI-powered solutions. This includes equipping our team with leading AI tools, practical training, and hands-on opportunities. Through programs like Hacker Hours, Bandmates receive dedicated time to learn new technologies and build skills. Our goal: to create a culture where experimentation and continuous learning are encouraged.

We're already seeing the results. Bandmates are putting AI to work across the company to accelerate innovation, serve customers more proactively, simplify internal processes, and bring new ideas to life faster than ever before.

Living Our Whole Person Promise

Supporting our people so they can accomplish their mission is rooted in a simple idea: Bandmates should be able to do meaningful work AND live a full life. We call it the Whole Person Promise, and it's never been more relevant. In a time of rapid technological change, that promise becomes even more important.

In the past year, we continued investing in professional development, physical and mental well-being, support for working families, and opportunities for Bandmates to learn and grow. Just to name a few examples, our virtual "Fill Your Cup" series tackled real topics like imposter syndrome and stress, helping Bandmates recognize their value and navigate the workplace with confidence. Our Whole Person Challenges encouraged Bandmates to strengthen body, mind, and spirit, with an extra day off for those who completed the challenge. And through "Strike A Chord," Bandmates heard firsthand from athletes, musicians, and entrepreneurs about resilience and purpose, streamed live from the Barn at Bandmate Way to teammates around the globe.

These programs reflect something that has been true throughout Bandwidth's history: our culture is ultimately created by people who love their teammates and care about the customers we serve.



Showing Up for Our Communities

Our spirit of service extends well beyond Bandwidth. Through Bandwidth Cares and employee-led engagement efforts around the world, Bandmates continue to give their time, talents, and resources to strengthen the communities where we live and work.

Connecting people takes many forms. This year, Bandmates volunteered thousands of hours and supported 20 charitable organizations across our operations, from Raleigh to Brussels to Dublin. This included rallying together for our annual holiday food drive to support families in need, and welcoming neighbors of different abilities to our fifth annual Sensory Day at the North Carolina State Fair.

At our Raleigh headquarters, our Farmers and Makers Markets hosted more than 100 local farmers, artisans, and small businesses throughout the year to showcase their unique products directly to our Bandmates.

That spirit of generosity and service has always been part of who we are, and it will remain one of our greatest strengths in the years to come.

Earning Trust By Operating Responsibly

We also strengthened our commitment to operating responsibly. Building on work completed in the past year, Bandwidth achieved ISO/IEC 42001 certification for our AI management system just after the period covered by this report, validating our comprehensive approach to AI across all aspects of our products, processes, and operations worldwide.

The majority of our data centers, including our largest, use 100 percent renewable energy as we continue to minimize our environmental footprint.

These achievements demonstrate just some of the ways Bandwidth operates to earn the trust placed in us every day.

Growing Consistently and Purposefully

Our ability to support these initiatives is a credit to our strong and growing business. Over the past 12 months, we delivered strong revenue growth, increased profitability and cash flow, and a strengthened balance sheet. We also continued to earn the trust of some of the world's largest companies, with customer name retention remaining above 99 percent amid sustained demand strength across our global platform.

This performance gives us the resources and confidence to keep investing in the long term.

Looking ahead, we are energized by the many ways Bandwidth is putting AI to work for all our stakeholders. We're helping our customers accomplish more, empowering our Bandmates, and building an even stronger, more durable business.

AI has created an exciting new season for Bandwidth, but the values guiding us are unchanged since our founding 27 years ago. We are moving forward with a strong sense of purpose and deep gratitude to our customers, Bandmates, partners, and communities for making this journey together.

"Looking ahead, we are energized by the many ways Bandwidth is putting AI to work for all our stakeholders. We're helping our customers accomplish more, empowering our Bandmates, and building an even stronger, more durable business."



David Morken
Co-founder, Chairman, and CEO
Bandwidth Inc.

OVERVIEW

ABOUT BANDWIDTH

We are a global cloud communications software company helping enterprises connect people around the world with voice calling, text messaging, and emergency services. Companies like Amazon Web Services (AWS), Cisco, Google, Microsoft, RingCentral, Zoom, Genesys, Five9, and Uber use Bandwidth's Communications Cloud to easily embed communications into software and applications. With more than 25 years in the technology space, Bandwidth offers a robust selection of APIs and AI integration capabilities built around our owner-operated global network that reaches approximately 70 countries and 90 percent of global GDP.

We have prepared our 2026 Corporate Responsibility Report to educate our key stakeholders—including Bandmates, investors, and customers—about a broad range of environmental, social and corporate governance considerations that impact our creation of long-term value.

Our 2026 Corporate Responsibility Report covers our initiatives for the twelve-month period ending on June 30, 2026, unless otherwise noted.

We welcome comments or questions at corpresponsibility@bandwidth.com

FOUNDED

1999

INCORPORATED

2001

EMPLOYEES

~1,100

HEADQUARTERS

Raleigh, NC

TELEPHONE

(800) 808-5150

WEBSITE

bandwidth.com

POLICIES & GOVERNANCE

CODE OF BUSINESS CONDUCT AND ETHICS

At Bandwidth, integrity and transparency are the foundation of everything we do. We believe that by consistently conducting our business with honesty and openness, we earn the trust and confidence of our team members (to whom we refer as "Bandmates"), customers, partners, and investors. This trust is invaluable, and drives us to uphold the highest ethical standards in every decision and interaction.

We are dedicated to making sure that every Bandmate understands and embraces our core values in their daily work. We foster a culture where doing the right thing, being accountable, and supporting each other are part of our everyday experience. Together, we're building a company we are proud of.

As a foundation of our ethical culture, our Board of Directors has adopted a Code of Business Conduct and Ethics ("Code of Conduct") that applies to all of our employees, officers and directors, as well as to anyone authorized to represent Bandwidth or act on our behalf.

Our Code of Conduct provides important information about the ethical and legal principles that guide how we do business including our expectations regarding:

- Conflicts of Interest
- Fair Dealing
- Compliance with Laws, Rules, and Regulations
- Gifts and Entertainment
- Anti-Money Laundering
- Political Contributions
- Health and Safety, Discrimination and Harassment
- Compliance with our Employee Handbook
- Reporting and Investigations

All of our Bandmates received annual training regarding our Code of Conduct during the twelve-month period ended on December 31, 2025.

> "Doing the right thing goes far beyond compliance with applicable laws, rules, and regulations. Our Code of Conduct is designed to empower you to make right decisions and take right actions. While our Code cannot cover every situation you will encounter, my expectation is that it will be a useful guide for all of us."
>
> **DAVID MORKEN, CHIEF EXECUTIVE OFFICER**

A CULTURE OF ETHICS AND COMPLIANCE

We strive to maintain an ethical and compliant culture throughout the organization. As such, we have identified our key topics of focus and have adopted several policies to help ensure that all of our Bandmates understand and live our values. These include:

Speak Up!

Our Whistleblower Policy helps our Bandmates, independent contractors, vendors, and customers make us aware of any practices, procedures or circumstances that raise concerns about the integrity of our financial disclosures, books and records. The Whistleblower program is designed to create a safe and supportive environment where people can feel comfortable speaking up. We take concerns seriously and are committed to investigating them thoroughly and expeditiously. By encouraging open communication, we maintain the integrity and transparency that are essential to our company's success and trustworthiness.

Anti-Corruption

As a global business covering approximately 70 countries and around 90% of the global GDP, we are committed to conducting business the right way. As such, we take an active role in ensuring we avoid any corrupt activity through our Anti-Corruption Policy and annual training modules. This helps to ensure that our Bandmates are aware of United States and foreign laws that strictly prohibit bribery, kickbacks, and other improper payments or advantages.

Employee Handbook

In addition to providing information on policies and benefits, our Employee Handbook helps our Bandmates understand that:

- We provide equal employment opportunities to all of our Bandmates in all of our employment practices.
- We are committed to providing a safe work environment where all Bandmates are treated with dignity and respect.
- We expect all Bandmates to build and maintain the culture we all enjoy.
- We have resources available to help all Bandmates if any concerns arise.

Anti-Harassment and Hostile Work Environment

It is important that every Bandmate feels safe, respected, and valued at work. Our Harassment and Hostile Work Environment Prevention Policy helps foster a working environment free from harassment and intimidation of any kind for all Bandmates to enjoy. The policy outlines unacceptable behaviors and provides clear guidelines for preventing and addressing any issues that may arise. By promoting respect and understanding, we create a supportive environment where everyone can thrive and do their best work.

Insider Trading Compliance Policy

Our Insider Trading Compliance Policy helps our Bandmates, officers and directors understand their responsibilities when it comes to securities laws. These laws strictly prohibit trading on the basis of material non-public information. This includes any information that could influence an investor's decision but has not yet been shared publicly. We provide guidance to help navigate these rules with the goal of earning investor trust and safeguarding the company's reputation and integrity. By following this policy, everyone at Bandwidth can ensure they act ethically and legally.

Modern Slavery Act Statement

We firmly believe that all workers deserve a fair, safe, and ethical workplace. We do not tolerate forced or involuntary labor, harassment, discrimination, or any behavior that creates a hostile work environment. To reinforce this commitment, Bandwidth publishes an annual Modern Slavery Act Statement affirming that we do not, and would not, knowingly engage with any supplier involved in slavery or human trafficking.

ADDRESSING CONCERNS

Our Ethics Helpline is available around the clock, 24 hours a day, 7 days a week, so that our Bandmates can always reach out whenever they have a concern.

To make reporting as easy and comfortable as possible, reports can be made anonymously and in several languages to accommodate our Bandmates around the globe. Beyond the Ethics Helpline, we offer several additional ways to report concerns. These alternatives are detailed in our Code of Conduct and include other anonymous reporting channels as well as the option to raise concerns directly with our Audit Committee or our Ethics and Compliance team. We want everyone at Bandwidth to feel confident that they can speak up about any ethical issues without fear of retaliation or negative consequences. We take every report seriously and investigate all allegations of ethical misconduct thoroughly and fairly. When claims are substantiated, we make sure to take the appropriate corrective actions to uphold our standards of integrity and trust.

OVERSIGHT

The Audit Committee of our Board of Directors receives regular reports and updates regarding matters related to our Code of Conduct, our Ethics Helpline, and our Ethics and Compliance Program.

Our Ethics and Compliance Officer regularly reports to our Board of Directors.



DATA PRIVACY & SECURITY

DATA PRIVACY & SECURITY

Our data privacy and security efforts are at the core of our mission to serve our customers.

We recognize that our customers depend on us to preserve the confidentiality, privacy and security of their communications and other information. We believe our Bandmates are our first and best line of defense in this effort, and we require everyone to complete rigorous annual training on our data privacy and security commitments. We also ensure Bandmates receive regular reminders and updates about the ways in which they contribute to our data privacy and security efforts.

As part of our commitment to information security, we have comprehensive ISO 27001:2022 certification across our global network, APIs, people and business processes. The ISO 27001:2022 certification, discussed in more detail below, is highly valued by customers and demonstrates the security, availability and resiliency of the Bandwidth global platform.

As part of our mission to deliver exceptional experiences everywhere, we are committed to maintaining and maturing a global privacy program that serves our customers, our Bandmates, and our end users worldwide.

Generally, because we provide a business-to-business (B2B) offering instead of a business-to-consumer (B2C) offering, we process and store less personal data than many other software and IT service providers.

Many of the services our customers utilize result in the creation of "customer proprietary network information" (or CPNI). Federal law requires that we preserve the confidentiality of our customers' CPNI, subject to very limited exceptions. Each year we train our Bandmates regarding our obligations to preserve the confidentiality of our customers' CPNI.

We built our global privacy program on the framework of GDPR principles and CCPA/CPRA imperatives that have served as the model for emerging privacy and data protection laws in other jurisdictions.

We work across time zones to design and implement a global data privacy program that is tailored to our industry and services, responsive to our customers, and protective of their end users.

COLLABORATIVE COMPLIANCE

Our team continuously monitors and updates our privacy program in accordance with applicable laws and regulations from around the world. As subject matter experts and engaged collaborators, we foster a culture of data protection and privacy within Bandwidth. We believe privacy is a team sport, and we work together with Bandmates across the company to mitigate risk and achieve meaningful compliance.

Privacy by Design

A successful privacy program depends on privacy by design and by default to ensure that data protection principles are considered and implemented in the architecture of our products, integrations, and systems across the organization. Through our responsive and tailored Privacy & Security by Design process, the Bandwidth Privacy Team and Information Security Team work with stakeholders throughout a project lifecycle to ensure meaningful compliance from inception to launch to maintenance.

Customer Contracts

We offer our customers a clear and concise Global Data Protection Addendum in our contracting process, available at bandwidth.com/legal/dpa. This document reflects our attention to the roles and responsibilities we play in processing personal data through our products and services, as well as the key contractual provisions required by applicable data protection laws around the world. More details on our global privacy program and international data transfers are available at bandwidth.com/legal/data-protection-and-privacy/.

Responsible AI

We support and encourage innovation by our customers and by our Bandmates. Our network and APIs power AI use cases for customers in both messaging and voice and enable integrations with their preferred tools. We are actively investing in securing our AI products and services by implementing testing and detection of AI infrastructure within our environments. This approach reduces risk while enhancing security and privacy across AI technologies. We've incorporated AI risk reviews into our Privacy by Design and Vendor Risk Management processes to stay ahead of the curve under emerging AI laws, cultivate awareness of the risks and limitations of new technology, and help ensure data protection in AI use cases across the company. Around the world, Bandmates supercharge their productivity by using AI tools for efficiency and creativity. In addition to privacy training, our Bandmates benefit from a truly unique, company-wide AI literacy training program that teaches them how to engage with AI intentionally, effectively, and responsibly in their work; this foundational training is also a cornerstone in our preparation for compliance with relevant laws, including the EU AI Act.

SECURITY

In support of our commitment to data protection and privacy at Bandwidth, we maintain appropriate administrative, technical, and physical security measures to help safeguard against the accidental or unlawful destruction, loss, alteration, and unauthorized disclosure of, or access to, the personal data we process or use in our business.

In addition to the section below, more details about our credentials and our commitment to continuous improvement are available at bandwidth.com/security. We have taken numerous steps to protect our customers and ourselves from events we believe could jeopardize security:

Security Training

All Bandmates receive information security and privacy training annually.

Network Security

Our network is monitored 24×7 by our Network Operations Center. All our site locations have firewalls and traffic monitoring deployed to ensure the security, stability, and reliability of the network our customers rely upon.

Application Security

Our APIs make it easier for businesses to embed communications, which is why we've built security into our software. Our application security program proactively performs static and dynamic scanning of systems and software code. We also work with our developers to provide feedback loops during development through our secure software development lifecycle process.

Vendor Risk Management

We evaluate our current and prospective vendors based on their criticality to our business, potential access to our information and the information of our customers. Our evaluation includes assessing our vendors' security programs, security policies, risk management and compliance practices, personnel, physical security, network security, logical access, operations management, and incident management and reporting, among other considerations. We continuously monitor our vendors throughout the life-cycle of the relationship and re-evaluate our critical vendors annually to ensure that they remain vigilant regarding data privacy and security matters.

Endpoint Security

In addition to protecting our network and software, we are committed to protecting all access points to our network, our information, and our customers' information. All of our desktops, laptops, and mobile devices are centrally managed and fully encrypted. All end-user computers have anti-virus and anti-malware protections.

Physical Security

Access to all Bandwidth offices is restricted and controlled by assigned proximity badges. Visitors must sign in, display a visitor badge, and be escorted by a sponsoring Bandmate. Entrances and exits to all offices are under video surveillance. We have also increased on-site security presence at key locations to enhance employee safety and facility protection. Our hosted data centers are SOC 2 Type II or ISO 27001 certified. Each data center site location provides layers of security, including biometrics, security guards, cameras and equipment secured in isolated racks or cages.

Third Party Audits

We conduct annual third-party information security audits, including SOC 2 Type II, ISO 27001, and HIPAA.

We have achieved the internationally recognized ISO 27001:2022 certification for our global products and services. Using a top-down, risk-based approach, ISO 27001 identifies requirements and specifications for establishing, implementing, maintaining and continually improving an information security management system. To achieve the certification, our compliance with these standards was validated by an independent audit firm after demonstrating an ongoing and systematic approach to managing and protecting company and customer data.

Our U.S.-based Programmable Messaging and Programmable Voice products meet HIPAA security requirements for eligible services.

Incident Management

Our Information Security Program takes a comprehensive approach to ensure the security of our network and services. Our 24x7 SOC uses security detection and prevention measures, such as a global Security Incident and Event Management (SIEM) system leveraging machine learning and artificial intelligence to correlate all security events. We also use advanced endpoint agents to prevent, alert, mitigate and contain potential threats. Our Information Security Team manages a formal Incident Response Lifecycle and related processes that include testing exercises (including with independent third-party security advisors), execution of incident response and lessons learned reviews.

OVERSIGHT

Our Global Security initiatives are led by our VP of Information Security reporting to our CIO, in close coordination with our Legal and Privacy teams.

A number of Bandmates also hold various individual certifications including Certified Information Systems Security Professional and SANS GIAC. We are a member of the International Association of Privacy Professionals and our teams routinely participate in training, conferences, and speaking on important global privacy topics.

In addition, we participate in and comply with the EU-US Data Privacy Framework (the "DPF") and the UK Extension to the DPF as set forth by the U.S. Department of Commerce. We have certified to the U.S. Department of Commerce that Bandwidth adheres to the EU-US Data Privacy Framework Principles with regard to the processing of personal data received from the European Union in reliance on the DPF and from the United Kingdom (and Gibraltar if applicable) in reliance on the UK Extension to the DPF. To learn more about the DPF program, and to view our certification, please visit dataprivacyframework.gov.

Our cybersecurity risks are identified and addressed through a comprehensive, cross-functional approach. Key security, operations, legal and compliance stakeholders meet regularly to develop strategies for preserving the confidentiality, integrity and availability of our and our customers' information by identifying, preventing and mitigating cybersecurity threats, and effectively responding to cybersecurity incidents. Our Executive Security Committee, which includes our Chief Operating Officer, our CIO, our Chief Technology Officer, our Chief Software Officer, our General Counsel and other cross-functional participants, meets monthly to evaluate our cybersecurity risks and related response efforts. In addition, our Board of Directors receives regular reports and updates regarding matters related to our information security efforts.

In addition to our internal teams, we have appointed an external Data Protection Officer to ensure the definition, assessment, and enforcement of our privacy program and policies under applicable data protection and privacy laws worldwide.

LAW ENFORCEMENT REQUESTS

We do not directly serve consumer or residential users, and primarily provide our services directly to large commercial customers that incorporate our voice, messaging and 911 solutions into the services they provide to their own customers.

As a result, we generally possess limited "end user information" or "personally identifiable information" regarding specific end users of the telephone numbers we have assigned.

We nonetheless receive requests from law enforcement seeking information based upon certain telephone numbers they identify to us. In the United States, our responses to law enforcement requests are almost always limited to the name and contact information of the service provider customer to which the identified telephone numbers are assigned for their use in their business.

During the twelve-month period that ended June 30, 2026, we received and responded to U.S. law enforcement requests as follows:

Total number of unique law enforcement requests:

5,507

Count of telephone numbers attributed to unique law enforcement requests:

8,831

Total number of unique users:

540

Percentage of disclosure of end user information:

0%

We define a "unique user" as the commercial customer to which a telephone number identified by law enforcement is assigned. The data provided above is based on U.S. law enforcement requests we receive.

INTELLECTUAL PROPERTY PROTECTION AND COMPETITIVE BEHAVIOR

As a global technology company, intellectual property is an important component of our business. We rely upon a combination of patent, copyright, trademark and trade secret laws in the United States and other jurisdictions, as well as license agreements and other contractual protections, to protect our proprietary technology. We also rely upon registered and unregistered trademarks to protect our brand.

As of June 30, 2026, we had 41 U.S. patents and five (5) U.S. pending patent applications. In addition, as of June 30, 2026, we had 17 registered trademarks globally and two (2) pending trademark applications. The number of registered trademarks dipped this year as we let some legacy Voxbone trademarks lapse as we no longer use them. We continue to maintain the VOXBONE mark in a limited number of jurisdictions for regulatory purposes.

We participate in open source projects that benefit us, our customers, and the broader community of innovators.

BUSINESS AND TECHNOLOGY DISRUPTIONS

At Bandwidth, we are committed to maintaining a platform that is enterprise-grade, which means we strive to meet the highest standards in security, availability, resiliency and integrity. We delivered at least 99.9 percent network uptime during the 12-month period ended June 30, 2026.

We implement a variety of standard operating procedures, policies, and practices to permit us to promptly respond to any business or technology interruptions, whether due to natural disasters or otherwise. Where possible on reasonable terms, we seek to ensure vendor redundancy. We partner with our significant vendors to mitigate risk of the disruption of applicable services. We identify alternative vendors, where possible, even when we do not currently utilize the alternative vendors available. We seek to obtain long-term contracts with vendors in some circumstances.

We believe these practices mitigate our risks associated with business and technology disruptions. We also have customary business interruption and other insurance in place to provide coverage under some circumstances.



ENVIRONMENT

TRACKING OUR ENVIRONMENTAL FOOTPRINT

Offices

We continue to eliminate paper processes and recycle across multiple waste streams at our offices. In locations where we are a tenant within multi-tenant buildings, we do not currently have the ability to obtain accurate energy and water data due to our leasing structures.

We designed our global headquarters in Raleigh, North Carolina to align with leading environmental standards, which includes features such as light pollution reduction, electric car charging stations, and enhanced indoor air quality strategies. We have further reduced our energy usage thanks to adjustments in HVAC schedules, occupancy sensors/lighting schedules, and water consumption.

Bandwidth Communications Platform

Our platform powers countless tools that allow people to work and connect wherever they are. We power companies like Cisco, Google, Microsoft, Zoom, and many others whose products eliminate the need for face-to-face meetings and the environmental impact of travel and commuting.

Data Centers

We utilize data centers operated with a commitment to sustainable environmental performance. The majority, including our largest data centers, use 100 percent renewable energy. Cost, location and other factors are important to our analysis of potential data centers to ensure that we can reliably deliver for our customers. We also consider sustainability factors as we evaluate our data center footprint.

Beehives

In Raleigh, we have our own apiary as part of our proud sponsorship of Bee Downtown, an organization that installs and maintains beehives on corporate campuses to help rebuild healthy honeybee populations which are critical to food crop pollination and a healthy environment.

Recycling

As a technology company we use minimal paper. We nonetheless seek to recycle everything possible in our offices—paper, plastic, aluminum, and other recyclables. We have well-marked separate trash and recycling containers throughout all facilities to aid in recycling.

Subsidized Public Transit

We encourage our Bandmates to utilize public transit whenever possible. In our Denver and Brussels offices, we offer fully paid public transit for our Bandmates. For our Dublin and London Bandmates, we provide subsidized public transport tickets.

Biking

Our headquarters in Raleigh includes bike parking, storage, and a maintenance station to promote biking to work. Outside the U.S., Bandmates can purchase a bike at a reduced price through a payroll program.



OUR TEAM

OUR TEAM

At Bandwidth, we are mission first. To accomplish that mission we've created a service-oriented culture, centered on meaningful work, lifting each other up, and investing in the health and well-being of our Bandmates.

We've made a Whole Person Promise to our Bandmates: a commitment to meaningful work and a full life, backed by genuine care for every Bandmate's mental, physical, and spiritual wellness.

As of June 30, 2026, Bandwidth had approximately 1,100 Bandmates globally, with about 20 percent based outside the U.S.; four percent of our Bandmates working in the United States were considered foreign nationals.

OUR WHOLE PERSON PROMISE

People are at the heart of our company. We believe that the best work comes from happy, healthy, and engaged Bandmates who do meaningful work and enjoy a full life. Some of our hardest workers often need the most support creating work/life harmony.

We've built a range of programs to help our Bandmates to strengthen their bodies, minds, and spirits. Each year, we host three Whole Person Challenges each focused on body, mind, and spirit, with participants earning an extra PTO day upon completion. In 2024, we introduced our first Whole Person Day, where our Bandmates connected with health providers, discovered new ways to get involved at Bandwidth, explored volunteer opportunities through our non-profit partners and participated in teambuilding and appreciation events.

Body

We believe a healthy body—including physical, mental, and emotional health—is essential to long-term success for each of our Bandmates. We offer a variety of wellbeing initiatives to support our Bandmates to achieve their wellness goals, including:

- Appointments with **registered dietitians**.
- **90-minute fitness lunch** with an on-site gym, or gym memberships and fitness reimbursements.
- **Muddy Souls and Dusty Spokes:** employee-led run/walk/hike and cycling programs that encourage physical activity and ongoing participation through milestone-based recognition and rewards.
- **Lunchtime sports:** Bandmates stay active and connect with teammates from across the company through basketball, soccer, pickleball, and more.
- **Expert wellbeing partners:** a licensed Whole Person Coach for our U.S. team, and partnerships with three different mental health clinics and a psychologist for our international team.
- **Fill Your Cup:** an educational series on topics like work/life balance, healthy boundaries, resiliency, and stress management.
- **Tune Into Nutrition:** an interactive series featuring expert seminars, live demonstrations and practical tips led by our registered and licensed dietitian.

Mind

We believe meaningful work is the foundation of a full life. We invest in career development that gives every Bandmate the tools to grow, contribute more, and build the career they want: from those Bandmates on their first day with us to those at the most senior levels of the company.

Our career development support spans AI literacy, public speaking, leadership development, certifications, and more. Highlights include:

- **AI literacy:** A comprehensive series of training sessions, workshops, labs, and panel discussions to support Bandmates at every stage of their AI journey.
- **Own Your Career, SoloMasters, and Udemy:** Self-directed opportunities for early to mid-career Bandmates to build confidence, grow skills, and earn professional certifications on their own terms.
- **First Chair Program:** A data-driven program identifying and investing in our top performers through executive access, external trainers, and high-impact project work.
- **Leadership development:** A suite of programs—including BOOM, Crucial Conversations, and Situational Leadership workshops—designed to equip people leaders with the skills to inspire their teams.

Spirit

We believe vitality, peace and a strong sense of community are essential to our Bandmates' well-being. Our programs are designed to foster connection, purpose and support-both at work and in life.

- **Vacation embargo:** we strongly encourage our Bandmates to fully disconnect during their paid time off. Our "vacation embargo" policy means that they are instructed not to communicate or email with the team and the team likewise is discouraged from communicating with the Bandmate until the vacation is over.
- **Ohana Child Development Center:** Located at our global headquarters in Raleigh, Ohana supports our Bandwidth families and eases the friction between work and family.
- **Unity groups:** These employee-led communities bring together Bandmates with shared backgrounds and interests to learn, connect and grow together.
- **Bandwidth Cares:** Through volunteer events and service partnerships, Bandwidth Cares empowers employees to give back to causes they care about and find purpose through service.
- **Strike A Chord Interview series:** A monthly speaker series featuring dynamic conversations with inspiring individuals from a range of industries — including athletes, musicians, nonprofit leaders, and successful entrepreneurs.
- **Financial Wellbeing Webinars:** Virtual sessions covering key financial strategies such as the importance of investing, available investment options, diversification, and more.

WORLD MENTAL HEALTH MONTH

As part of our commitment to the Whole Person Promise, Bandwidth recognizes World Mental Health Month by offering a range of resources and programming that promote mental well-being across our global workforce.

During the month of May, Bandmates are invited to participate in sessions focused on mindfulness, nutrition, emotional resilience, and physical health—reinforcing the importance of mental wellness as a core component of well-rounded employee support. This initiative reflects our broader commitment to fostering a culture that prioritizes mental health, reduces stigma, and empowers individuals to care for themselves and one another.

BANDWIDTH EPICS

Bandwidth Epics Program empowers employees to pursue once-in-a-lifetime personal challenges that push the limits of what they thought possible and requires rigorous training, detailed preparation and remarkable ambition. Inspired by our founding principles—commitment, service, and bold accomplishment—Epics are audacious goals that invite the support of the entire BAND to help bring them to life. By turning individual dreams into collective journeys, the program embodies our values and belief in growing the whole person, together.

> "The depth of intentionality of who you surround yourself with, matters. Being intentional with who you bring into your life on a day-to-day basis really can impact how you achieve your goals."
>
> **ERIC HEWELL, SOLUTION MARKETING MANAGER II**



RECRUITING AT BANDWIDTH

At Bandwidth, our hiring philosophy focuses on identifying candidates who embody our Bandwidth Edge qualities: smart, emotional intelligence, hardworking, honesty, competitive energy, and common sense. These key attributes are the foundation of our team's success and culture. Combined with evaluating each individual against the standards of the role, we aim to hire the best available candidates to build strong teams and crush our mission.

We value varied perspectives throughout the recruitment process, ensuring our interview panels are composed of stakeholders of differing and unique backgrounds to create a fair and consistent candidate experience. Our partnerships with organizations such as InHerSight, Girls Who Code, and local universities enable us to reach a broad range of talented individuals who bring new and fresh perspectives to Bandwidth.

Additionally, our Headliner Program offers summer internships that engage early career talent through valuable hands-on experience, mentorship, and meaningful work. We aim to convert our interns into full-time Bandmates who contribute innovative ideas to further Bandwidth's mission.

Together, these efforts help us build a workforce that is skilled for the future and aligned with our mission and values.

YOUR MUSIC MATTERS

Through our recruitment process, we have built a strong, capable team, and we remain committed to expanding the breadth of experiences, perspectives, and ways of thinking represented across our organization.

At Bandwidth, we say, "Your music matters to the BAND." We celebrate differences and encourage our Bandmates to be their authentic selves. No matter what music a Bandmate makes, the real masterpiece is in the music we make together with the strength and ingenuity to lift up all those we serve.

Bandwidth's Your Music Matters program is designed to attract and retain a broad and representative pool of candidates who possess a combination of intelligence, common sense, hard work, honesty, competitive energy, and emotional intelligence. We implement outreach programs and initiatives, both internally and externally, to cast a wide net and bring in top-tier talent from many sources. Our proactive approach involves tapping into the expertise of our talented Bandmates, partnering with local and non-local organizations, and utilizing virtual platforms to engage with candidates from a range of backgrounds, skills, abilities, and experiences.



"We celebrate differences and encourage Bandmates to be their authentic selves. No matter what music you make, we support each individual's unique gifts and needs via our Whole Person Programs. Yet, our real masterpiece is in the music we make together as Whole People in our tight community of the BAND, with the strength and ingenuity to achieve lift for all those we serve."

REBECCA BOTTORFF,
CHIEF PEOPLE OFFICER

We also have developed several initiatives that support our mission. Here are some of the programs under our Your Music Matters mission:

Unity Groups

We support Bandmates who wish to create supportive communities that help improve connections and nurture a sense of belonging. These communities help us approach each other with genuine respect and curiosity and help us "love our Bandmates" with understanding and empathy.

Cultures of Bandwidth

We support and embrace Bandmate-led events in our global offices around the world, where we are able to celebrate and learn about the rich variety of cultures we have at Bandwidth. These events often include learning from our Bandmates how to make traditional recipes, playing games, sharing about a particular culture's traditional clothing and its significance, and celebrating religious and cultural holidays.

Engagement

Annually, we ask our Bandmates to tell us how we are doing in our efforts to serve them. Our survey evaluates all aspects of Bandmate satisfaction and engagement, including a sense of belonging which we know is critical to long-term satisfaction and engagement.

Our people strategies are rooted in the feedback we receive about the areas we are serving well, as well as our opportunities to improve. To maintain the anonymity of response data and thereby increase survey participation and clearly demonstrate our commitment to credibility, we use a third party firm to conduct our survey and aggregate response data by age, race, ethnicity, and protected classes.

Ask Me Anything

Our leaders are top experts in their fields and we love for them to share their learnings. We host monthly "Ask Me Anything" sessions with rotating members of management to promote an open dialogue between management and Bandmates, while providing a global engaging space to share knowledge. The sessions are available to all Bandmates to attend either in person or virtually.



COMPENSATION AND BENEFITS

Pay Equity Analysis

We recognize that institutional and historic pay disparity can impact our internal pay practices if left unchecked. We purposefully manage compensation at Bandwidth and are committed to internal pay equity and paying all Bandmates competitively for the job market in their area. Our Compensation & People Analytics team regularly assesses our compensation practices to identify and address pay equity issues.

Our compensation philosophy embraces transparency and educates all Bandmates on our methodical approach to the development of our compensation strategy, our benchmarking process, and the design of our pay structure.

Research has shown that rigorously-designed compensation strategies like ours are one of the best ways to combat pay disparity and allow us to honor our commitments to internal pay equity.

Benefits

We believe the benefits we offer each of our Bandmates are essential to our Whole Person Promise. Our team periodically assesses our offerings in an effort to improve and ensure robust benefits are offered to all global Bandmates. These benefits, which vary based on country location and applicable laws, include:

- **Retirement Offerings:** Our 401(k) Plan is designed to help our U.S. Bandmates prepare for retirement. We match dollar-for-dollar up to four percent of a Bandmate's salary when the Bandmate contributes. Our international Bandmates can also benefit from a pension plan with company contributions of up to 10 percent.
- **Health Care:** We offer robust medical benefits. In the U.S., we pay 100% of the premiums for medical, dental and vision insurance for our Bandmates and their family members in a plan with low deductibles and low out-of-pocket expenses. In our European offices, we cover the full cost of health insurance premiums and we make sure to select a leading insurer for each country.
- **Time Off:** At Bandwidth, we request that Bandmates use all paid time off (PTO) each year. During their PTO, our Bandmates truly get to disconnect. Everyone, including managers, hold each other accountable to ensure that when people are on vacation, they actually unplug. This means teams actively discourage each other from contacting people while on vacation.

  Our Bandmates receive additional days off for "Mahalo Moments," to celebrate important life milestones such as wedding anniversaries, graduations, etc. They can also earn PTO through various Whole Person Challenges and internal programs (Bandwidth Cares, BandChamps, etc.).

CULTIVATING OUR CULTURE

The Bandwidth Bravos Initiative

At Bandwidth, we believe our collective mission is driven by the seasoned experience, deep institutional knowledge, and dedicated contributions of our long-tenured team members. To honor these vital milestones, we launched the Bandwidth Bravos initiative, a comprehensive recognition program celebrating 5-, 10-, 15-, 20-, 25-, and 30-year work anniversaries.

This global program champions our "Bandmates" through exclusive commemorative pins, stickers, and office nameplate upgrades, alongside digital company-wide recognition and reward vouchers. Deepening our commitment to our Whole Person Promise of meaningful work plus a full life, the initiative also grants two additional paid days off during milestone years as part of our Mahalo Moments program. By fostering an environment of appreciation and celebrating shared achievements across all global offices, Bandwidth continues to invest in a supportive, rewarding workplace culture where our people can thrive for the long haul.



Maternity Care

We reimburse 100% of U.S.-based Bandmates deductible for maternity claims. In our other locations, maternity care is always included in our private health plans. We know becoming a parent has an impact on a Bandmate's finances and this is an additional way we provide support.

Parental Leave and Support

We offer Bandmates a variety of leave options to support them as they welcome a new child to their family, including up to sixteen weeks of fully-paid leave with eight additional weeks of partial leave to allow for a phased-in return to full time work in the U.S. Internationally, we offer a minimum of 15 weeks maternity leave and four weeks paternity leave, with the possibility of additional parental leave in accordance with national legislation.

Ohana Child Development Center

In our Whole Person Promise, the "whole person" includes the families of our Bandmates. Supporting families and normalizing parenthood in the corporate environment has always been part of our vision.

Ohana is the name of our Child Development Center at our global headquarters in Raleigh. Ohana functions to reduce the friction between work and family life, keeping the youngest children in close proximity to a parent. It offers a Montessori-inspired curriculum that is tailored to the developmental needs and interests of each child while promoting prosocial, cognitive, motor, and language development.

Ohana also offers parent workshops, information sessions on a variety of topics, special family events to build community with Bandmates and their families and serves as a parent education resource.

In our international locations, we're proud to offer a childcare reimbursement program as part of our ongoing commitment to supporting working parents. This initiative is designed to help cover the cost of eligible childcare services, offering more flexibility and peace of mind to those balancing work and family life.

Employee Assistance

Our Bandmates and their families have access to an employee assistance plan (EAP). The EAP provides confidential, individual assistance to address a wide range of personal and work-related issues, including childcare, eldercare, stress management, personal relationships, and alcohol and drug dependencies. Internationally, Bandmates have access to dedicated mental health professionals and an online mental health center, where they can book confidential individual sessions and access a range of wellbeing resources, in addition to the support available through the EAP.

Income Protection and Life Insurance

Across all our locations, we provide income protection and life insurance as part of our comprehensive benefits offering. These safeguards are in place to help ensure financial stability during unexpected health-related absences and to offer reassurance that loved ones are supported in the event of a loss.

Commuter and Bike Programs

To encourage eco-friendly and healthier commuting, we offer our Bandmates at certain locations a reduced-price bicycle purchase program along with fully-paid or reduced-price public transportation subscriptions.



INVESTING IN BANDMATES AND THEIR POTENTIAL

At Bandwidth, we prioritize goal setting, performance management, and career development to provide our Bandmates with ample opportunities for growth and feedback as we achieve our company mission.

We believe in fostering an environment of trust, transparency, and open communication, where Bandmates feel empowered to take charge of their professional journeys and are provided with opportunities to grow and develop.

With a commitment to nurturing talent and fostering a culture of continuous improvement, we strive to create a workplace where Bandmates thrive, engage in meaningful work, and achieve their career aspirations. We offer a number of programs dedicated to educating leaders and developing Bandmates including:

Bandwidth Orientation Of Manager (BOOM)

The Bandwidth Orientation Of Managers (BOOM) program is designed for first-time people leaders. This program provides new leaders with support, insights, and knowledge they need to successfully navigate the transition from an individual contributor to a people leader.

BOOM Launchpad

The BOOM Launchpad is a sub-component of our full BOOM program, that all newly hired or promoted leaders are expected to complete, even if they have years of leadership experience elsewhere. Through a combination of e-learning modules and a live training session, BOOM Launchpad offers key information about leadership at Bandwidth, and it's designed to provide our leaders with essential knowledge and resources to set them on the right path immediately.

Crucial Conversations® Workshops

This transformative workshop equips our leaders with essential knowledge and skills to navigate high-stakes discussions. Our team of in-house certified trainers guide leaders through engaging exercises and real-world scenarios in a supportive environment, turning theory into action and empowering leaders to become more effective communicators.

Situational Leadership® Workshops

This workshop equips leaders with tools to tailor their leadership style to the needs of their Bandmates, maximizing team effectiveness. Our team of in-house certified trainers lead engaging sessions that drive performance while keeping Bandmates motivated and aligned.

Performance Improvement Workshops

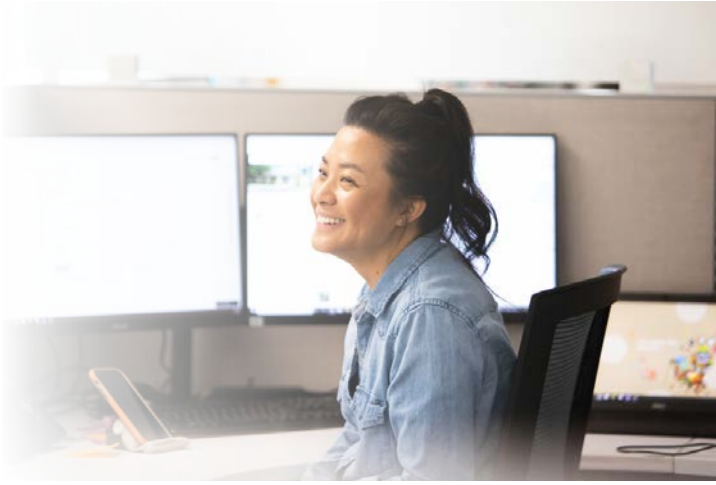
At Bandwidth, leaders are never alone when it comes to managing employee performance. Navigating challenging performance conversations may seem overwhelming at first, but with the right support, insights, and awareness gained from these workshops, our leaders are prepared to support the growth and development of their Bandmates.

Predictive Index® Coaching sessions

At Bandwidth, we harness the power of the Predictive Index® for three key purposes: (1) to foster individual professional development, (2) to enhance leadership skills and team dynamics, and (3) to cultivate strong dynamics and cohesion among Bandmates. All Bandwidth leaders who complete the Predictive Index® assessment receive a personalized one-on-one session with a certified PI practitioner from our People Services team to understand their PI insights and how to apply them effectively.

LeaderConnect events

LeaderConnect is a series of panel-speaker sessions, led by some of our top internal leaders. These sessions are aimed at addressing some of the most pressing leadership challenges to equip people leaders with the tools and insights needed to inspire their teams and make a tangible difference in the lives of those they lead.



L&D PROGRAMS AVAILABLE TO ALL EMPLOYEES

At Bandwidth, we offer many learning opportunities to support all Bandmates to encourage growth and development.

AI literacy

Understanding the importance of AI in business is essential for Bandmates at all levels and all roles. Consequently, we launched a comprehensive series of AI training sessions, workshops, labs, and panel discussions designed to support employees at every stage of their AI literacy journey.

Own Your Career

Own Your Career is a series of sessions designed specifically for early to mid-career Bandmates who are eager to supercharge their professional development. It's a dynamic platform where we provide practical tips, insights, and inspiration from respected peers, to help them make a more significant impact in their role.

SoloMasters

SoloMasters is a specialized program aimed at providing Bandmates an opportunity to build confidence, overcome stage fright, and develop effective public speaking skills. It provides a safe space for Bandmates to practice speaking in public, while benefiting from real-time feedback.

Hacker Hours

Hacker Hours allows Bandmates to dedicate 10% of their overall time towards learning new technologies and developing skills to improve themselves personally and professionally. Bandmates are encouraged to spend their time working towards certifications or building tools that improve their day-to-day lives, including areas like automation, tooling, cloud certifications, and AI.

Udemy

Udemy is a learning platform that offers on-demand courses to support Bandmates with their career development and prepares Bandmates for professional certifications. Bandmates can also earn continuing education units, reflecting our commitment to professional and personal development.

GOAL-CENTRIC PERFORMANCE REVIEWS

Our performance review process is centered around a goal-centric performance evaluation system that ensures individual objectives are aligned with the broader strategic goals of the company. Throughout the year, we conduct Mid-Year check-ins to provide ongoing feedback and support, culminating in an End-of-Year Review to assess overall performance. Additionally, our leaders are evaluated on their effectiveness in applying our Leadership Loop principles, reinforcing our commitment to development and alignment at all levels.

FIRST CHAIR PROGRAM FOR OUR TOP PERFORMERS

The First Chair Program is designed to recognize and cultivate our top performers, identifying the elite group of 100 Bandmates through a data-driven process that incorporates feedback from front-line leaders to the executive leadership team. This program fosters collaboration across all departments, providing these high achievers with enhanced learning and development opportunities. Participants engage in impactful project work, gain insights from executive leaders, and have access to external trainers, all aimed at empowering them to reach their full potential and drive transformative success for Bandwidth.



COMMUNITY

BANDWIDTH CARES

Bandwidth Cares is the heart and soul of Bandwidth's giving spirit, bringing our mission of connecting people to life by supporting communities everywhere.

It's a global effort led by our amazing Bandmates—when someone shares a cause close to their heart, Bandwidth Cares is right there to back them up. We aim to inspire everyone at Bandwidth to share their time, talents, and resources to make a real difference. In the past year, our team has volunteered for thousands of hours and raised funds for organizations around the world.

We also foster our culture of connection by encouraging Bandmates to take time during the workday to participate in community events. We reward community engagement with extra vacation days.

During the year ended June 30, 2026, we supported 20 charitable organizations:

- Big Brothers Big Sisters of the Triangle North Carolina
- Food Bank of Central & Eastern North Carolina
- Holt Brothers Foundation
- Adopt a Highway
- Raleigh Women's Center
- The Blood Connection Blood Donation
- Healing Transitions
- American Cancer Society
- SAFEchild
- Big Brothers Big Sisters of Colorado
- Help Animals of Belgium
- Emmaus Iasi Homeless Support
- Idias Community Kitchen of London
- Capuchin Day Centre for Homeless People of Dublin
- Veterans Life Center
- American Heart Association
- Read & Feed
- Salvation Army
- Help One Now
- The Diaper Bank of NC

Go! Do! Day

As a company, Bandwidth doesn't participate in political processes. Our focus is on our mission for customers and supporting our Bandmates. That said, we encourage and support all varieties of individual activism and community service, and we provide each Bandmate with one paid day a year to Go! and Do! by volunteering for a cause personally meaningful to them. We want our Bandmates to be passionate about giving back and helping to make the world a better place for all of us.



PARTNERSHIP WITH THE NORTH CAROLINA STATE FAIR: SENSORY DAY

In 2025, for the fifth consecutive year, we hosted Sensory Day (previously called AccessABILITY Day) at the North Carolina State Fair. Sensory Day offers a calm atmosphere for guests of all abilities, offering rides and games that operate without flashing lights or music playing, adult changing stations, a Bandwidth Chill-Out Zone and specially designed adaptive "on the spot" competitions. Our partnership with the fair allows us to invest in our community, people, and economy by championing one of North Carolina's longest-running heritage events.

Spirit Week

Our annual Spirit Week is a company-wide fundraiser for Big Brothers, Big Sisters, and other charitable organizations. Teams come together in team-building events with prizes and bragging rights, all in the name of charity. We organized both in-person and virtual events. This past year Bandmates participated in Spirit Week across all our global locations in the U.S., Brussels, London, Dublin, and Iasi.

COMMUNITY ENGAGEMENT IN THE TECHNOLOGY SECTOR

Tech Stewardship

At Bandwidth, we champion innovation, entrepreneurship, and growth in communities across the globe by sponsoring a growing number of tech organizations. These organizations include NC Tech Association, Cloud Communications Alliance U.S., Cloud Communications Council UK, and more. We prioritize investing in our community and partners in the tech space to give back to the sector that has helped us to grow and thrive.

Bandwidth Farmers and Makers Markets

We host seasonal farmers markets and holiday pop-up events at our Raleigh headquarters, bringing local farmers, artisans, and small businesses to our campus. Over the past year, we've welcomed more than 100 unique vendors, fostering relationships that extend well beyond a single transaction. These events are highly valued by Bandmates as a way to engage with local makers, discover fresh goods, and support small businesses, right from the workplace. For many vendors, it's an opportunity to grow their businesses and build meaningful connections with our Bandmates. These markets are one example of how our commitment to community shows up in everyday experiences—creating spaces where local enterprise and employee engagement intersect in ways that are personal, purposeful, and rooted in shared values.



FORWARD-LOOKING INFORMATION

References to information in this report should not be construed as a characterization regarding the materiality of such information to our financial results or our operations. While certain matters discussed in this report may be significant, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with applicable securities laws and regulations.

The information in this report may contain projections, future estimates, plans, expectations, goals, and other forward-looking statements. Forward-looking statements are based on current expectations and assumptions that are subject to certain risks and uncertainties, which could cause our actual results to differ materially from those reflected in the forward-looking statements. Except as required by law, we undertake no obligation to correct, revise, or update any information included in this report.








U GOT THIS!!

