



# 1Q26 Earnings Results

April 30, 2026

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This presentation also includes certain guidance on non-GAAP financial measures. These non-GAAP financial measures are in addition to, and not as a substitute for or superior to measures of financial performance prepared in accordance with GAAP. There are a number of limitations related to the use of these non-GAAP financial measures versus their nearest GAAP equivalents. For example, other companies may calculate non-GAAP financial measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of the Company’s non-GAAP financial measures as tools for comparison. The Company provides a reconciliation of certain non-GAAP measures to the most directly comparable GAAP measures, which are available in the earnings press release for the relevant period and in the appendix of this presentation.

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**A global communications  
leader orchestrating  
AI, voice & messaging  
across cloud communications**

# Providing Global Comms at Scale Across Three Customer Categories

## Global Voice Plans

Powering hyperscalers and global cloud platforms across Contact Center, CRM, and Unified Communications



## Enterprise Voice

Powering mission-critical, AI-driven communications for Global 2000 enterprises elevating customer experience



## Programmable Messaging

Powering customer engagement and notifications across messaging channels



# Bandwidth's Competitive Edge

got  
moat?  
bandwidth



## Global Communications Infrastructure

Owned network and regulatory licenses across nearly 70 countries with ~7,000 direct carrier connections worldwide

→ Structural margin advantage and durable barriers to entry



## AI Voice Orchestration Platform

Maestro enables enterprises to deploy and scale AI voice agents with ultra-low latency, reliability, scalability—with trust and compliance embedded

→ Higher usage, richer call flows, and expanding software revenue



## Durable Customer Loyalty

Trusted platform for hyperscalers and global enterprises

→ Sustained >99% customer retention

# Bandwidth: Critical Infrastructure in the AI Tech Stack

ENTERPRISE AI TECH STACK



AI Voice Applications



Enterprise Systems & Workflows



**Bandwidth Communications Cloud**  
Owned Global Network + Maestro Orchestration Software

▲ ~7,000 direct carrier connections ▼



Global Communications Ecosystem

**Usage Model expands with AI voice adoption**

- **More interactions from AI agents**  
Continuous, automated communication flows increase platform usage
- **Higher value per interaction**  
Additional call legs, services, and software expand revenue per interaction

**Deeply embedded in governed workflows**

- Trust, compliance, and integrations built into the network

**Orchestration layer for AI-driven communications**

- Maestro connects AI agents across enterprise systems

**Control and observability for high-value interactions**

- Source of truth, visibility, auditability at enterprise scale

# 1Q26 TTM Financial Highlights

**\$788m**

Total revenue

**▲13%**<sup>1</sup>

Total revenue  
y/y growth

**\$578m**

Cloud communications  
revenue<sup>2</sup>

**▲10%**<sup>3</sup>

Cloud communications  
revenue<sup>2</sup> y/y growth

**\$97m**

Adjusted EBITDA

**▲10%**

Adjusted EBITDA<sup>4</sup>  
y/y growth

**\$69m**

Free cash flow<sup>4</sup>

**▲40%**

Free cash flow<sup>4</sup>  
y/y growth

<sup>1</sup> Normalized for political campaign revenue of \$54m for the TTM period ended Q1'25.

<sup>2</sup> Cloud communications revenue is total revenue less pass-through messaging surcharge revenue.

<sup>3</sup> Normalized for political campaign revenue of \$20m for the TTM period ended Q1'25 in cloud communications revenue.

<sup>4</sup> See appendix for GAAP to non-GAAP reconciliation.

Note: See Appendix for definitions and calculations of metrics presented on this slide.

# Strong Customer Retention

99%

Customer Name  
Retention

110%<sup>1</sup>

Net Retention Rate

12 years

Top 20 Customer  
Median Tenure

<sup>1</sup> Net retention rate is calculated as the four-quarter average of dollar-based net retention, excluding \$54M of campaign revenue from 2Q'24–4Q'24. Note: Customer metrics as of March 31, 2026. See Appendix for definitions of metrics presented in this slide.

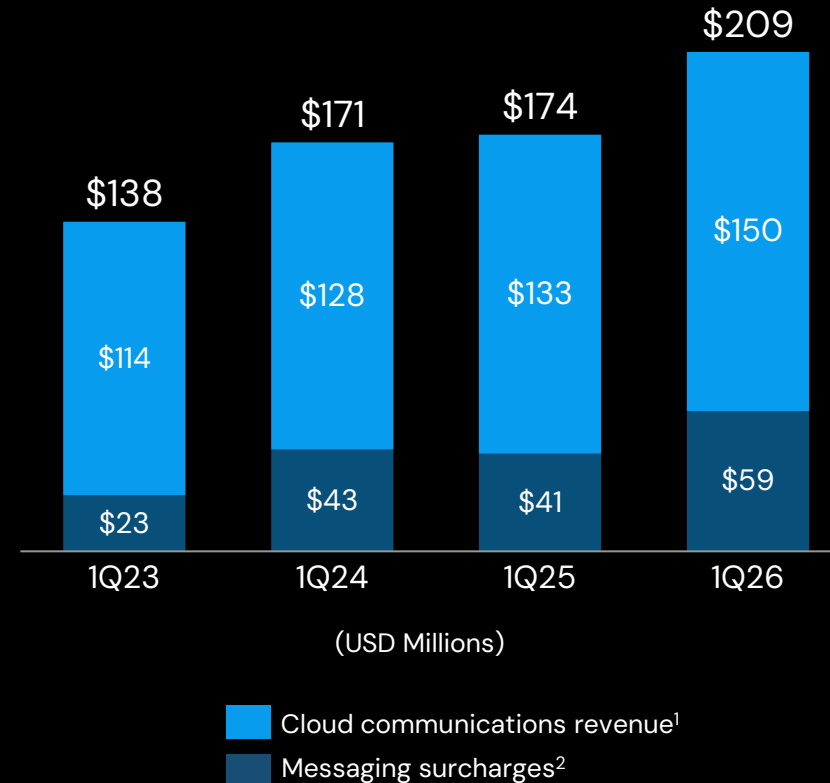
# Revenue Performance

▲ **20%**

1Q26 Total revenue  
growth y/y

▲ **13%**

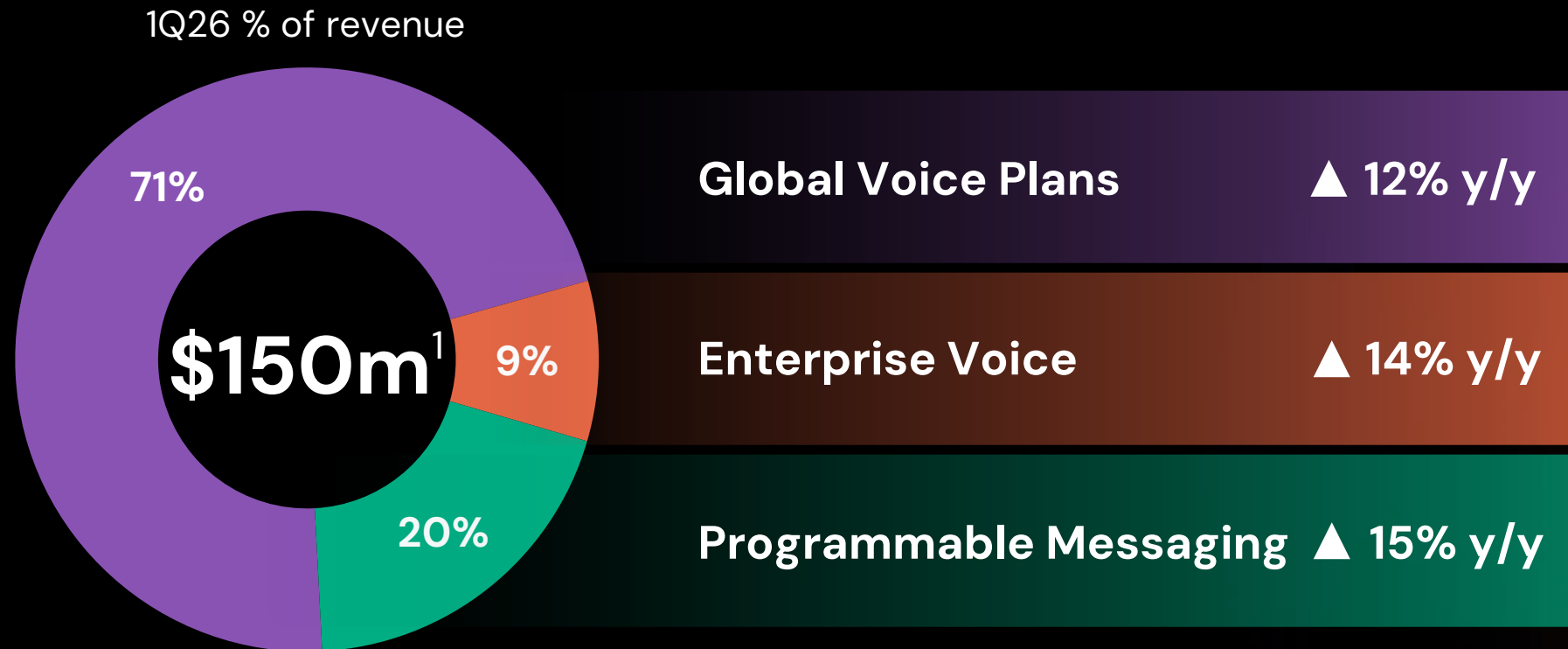
1Q26 Cloud communications  
revenue<sup>1</sup> growth y/y



<sup>1</sup>Cloud communications revenue is total revenue less pass-through messaging surcharge revenue.

<sup>2</sup>Messaging surcharges is defined as pass-through messaging surcharges levied by carriers on Application to Person (A2P) text messages.

# Cloud Communications Revenue by Customer Category



<sup>1</sup> Represents Cloud communications revenue, which is total revenue less pass-through messaging surcharge revenue, for the quarter ended March 31, 2026.

# Customer Metrics

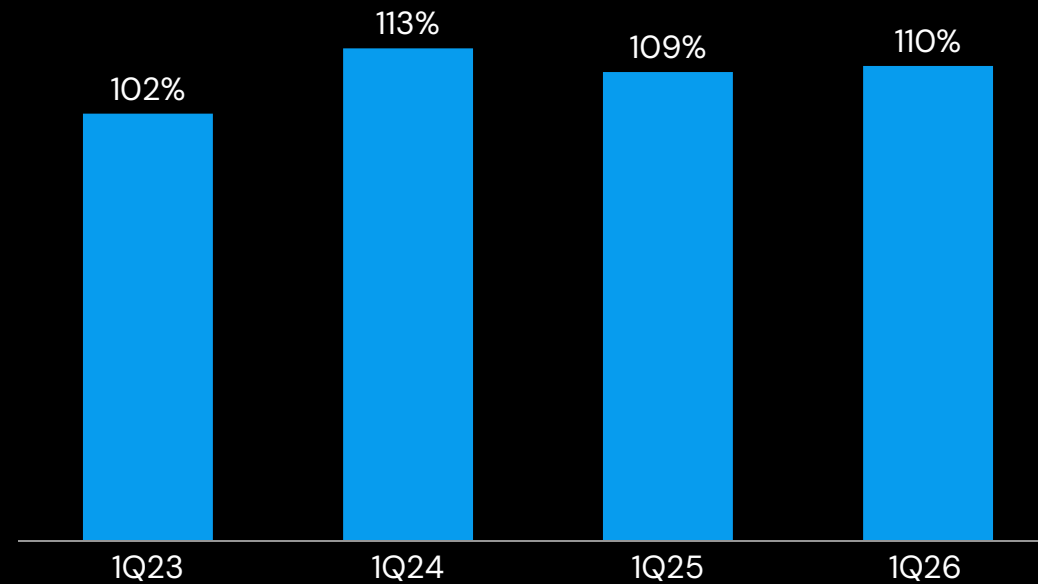
**\$244k**

Average annual customer revenue

**▲16%<sup>2</sup>**

Average annual customer revenue growth y/y

Adjusted Net Retention Rate<sup>1</sup>



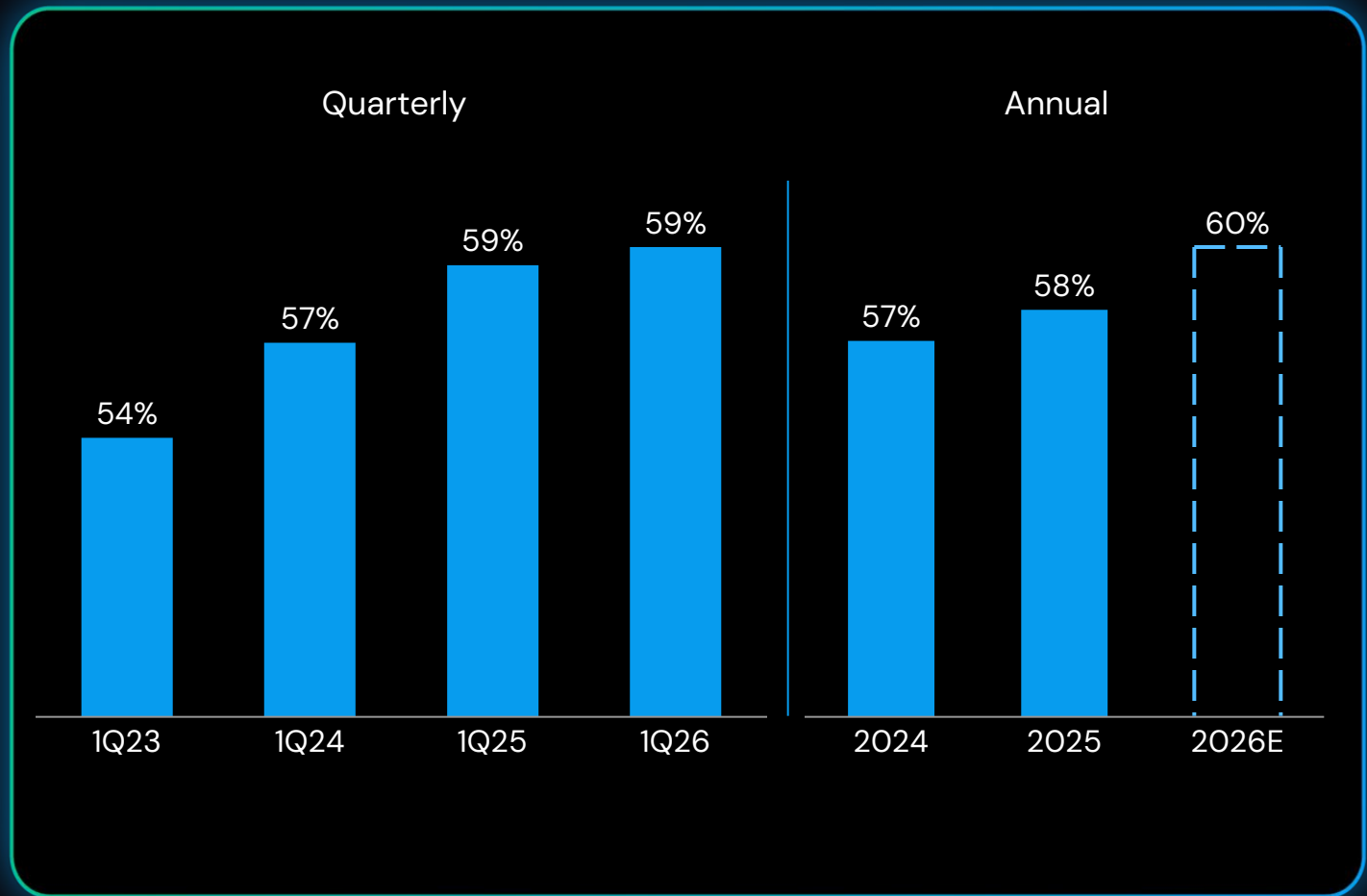
<sup>1</sup>Normalized for campaign messaging revenue of \$37m and \$54m for the TTM periods ending Q1'23, and Q1'25, respectively.

<sup>2</sup>Normalized for campaign messaging revenue of \$54m for the TTM period ending Q1'25.

# Non-GAAP Gross Margin Performance

▲14%

Gross Profit  
growth y/y



Note: We calculate non-GAAP gross margin by dividing non-GAAP gross profit by Cloud communications revenue, which is total revenue less pass-through messaging surcharge revenue.  
See Appendix for GAAP to non-GAAP reconciliation.

# Adjusted EBITDA Performance

**17%**

1Q26 Adjusted EBITDA margin<sup>1</sup>

**▲17%**

Adjusted EBITDA growth y/y



(USD Millions)

<sup>1</sup> Calculated by dividing Adjusted EBITDA by Cloud communications revenue, which is total revenue less pass-through messaging surcharge revenue.

<sup>2</sup> Represents midpoint of guidance provided in the Financial Outlook section of the April 30, 2026 earnings press release. Bandwidth has not reconciled full year 2026 guidance related to Adjusted EBITDA to GAAP Net income or loss, because stock-based compensation cannot be reasonably calculated or predicted at this time.

# Non-GAAP EPS Performance

▲ **6%**  
1Q26 Non-GAAP EPS  
growth y/y

Accelerated  
value  
creation



<sup>1</sup>Weighted average diluted share count of approximately 33.8 million in 1Q 2026 and estimated weighted average diluted share count of 35.3 million in full year 2026.

# Free Cash Flow Performance (TTM)

**12%**<sup>1</sup>

1Q26 Free cash flow margin

**▲40%**

FCF growth y/y



<sup>1</sup> Calculated by dividing Free cash flow by Cloud communications revenue, which is total revenue less pass-through messaging surcharge revenue. See appendix for GAAP to non-GAAP reconciliation.

# Balanced Capital Allocation Strategy

## 1Q26 Debt reduction

- Repurchased \$100 million of 0.5% convertible notes due 2028 at a discount
- Fully retired 0.25% convertible senior notes due 2026
- Lowered long-term debt leverage ratio to 1.23x (\$150 million outstanding / \$122 million 2026 Adjusted EBITDA mid-point)

## 1Q26 Dilution reduction

- Initiated \$80 million share repurchase program
- Opportunistically reduced dilution by ~700,000 shares using approximately \$11 million cash through balanced methods

# 2Q26 and Full Year 2026 Outlook

▲ **18%**

Total revenue  
growth y/y  
2026 guidance

▲ **31%**

Adjusted EBITDA  
growth y/y  
2026 guidance

	2Q 2026	FY 2026
Revenue	\$214m - \$220m	\$880m - \$900m
Adjusted EBITDA <sup>1</sup>	\$24m - \$27m	\$119m - \$125m
Non-GAAP EPS <sup>1,2</sup>	\$0.35 - \$0.37	\$1.77 - \$1.83

**Full year 2026 guidance is based upon the following estimates and assumptions:**

- Interest expense of \$1 - \$3m
- Depreciation of \$38 - \$42m
- Adjusted tax rate of 20% - 21%
- Average diluted share count of approximately ~35m
- Capital Expenditures of \$24 - \$26m

<sup>1</sup> Bandwidth has not reconciled its first quarter and full year 2026 guidance related to Adjusted EBITDA to GAAP net income or loss and non-GAAP net earnings or loss to GAAP net earnings or loss and non-GAAP earnings or loss per share to GAAP earnings or loss, because stock-based compensation cannot be reasonably calculated or predicted at this time. Accordingly, a reconciliation is not available without unreasonable effort

<sup>2</sup> Weighted average diluted share count of approximately 34.7 million in 2Q 2026 and estimated weighted average diluted share count of 35.3 million in full year 2026.

# 1Q26 Earnings Results Key Takeaways

## Raising Outlook on Strong Performance

Achieved record quarterly revenue of \$209 million, up 20% y/y, and Adjusted EBITDA of \$26 million, up 17% y/y.

Raised full-year 2026 outlook.

## Momentum in Large Enterprise Market

Secured multi-million-dollar deals in financial services, emphasizing our leadership in providing mission-critical, AI-driven communications to high-demand, regulated sectors.

## AI Driving Platform Expansion

Maestro orchestration platform enables seamless AI-driven interactions, positioning Bandwidth as the indispensable communications backbone for AI-first enterprises.

## Disciplined Capital Allocation

Strengthened balance sheet, including fully retiring 2026 convertible notes, repurchasing \$100 million of 2028 notes at a discount, and launching \$80 million share repurchase program.

## Expanding into CRM with Salesforce

Selected by Salesforce as the critical infrastructure partner for Agentforce Contact Center, extending our platform into CRM and strengthening our role in AI-driven customer engagement.

## Sustainable Growth and Shareholder Value

Enhanced financial outlook reflects strong execution across large enterprise engagements and robust customer retention, laying the groundwork for sustainable growth and long-term value.

# Thank you!

# Appendix

# Historical Metrics

USD millions, except for Average Annual Customer Revenue in USD thousands

	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25	4Q25	FY25	1Q26
<b>Total Revenue</b>	<b>601.1</b>	<b>171.0</b>	<b>173.6</b>	<b>193.9</b>	<b>210.0</b>	<b>748.5</b>	<b>174.2</b>	<b>180.0</b>	<b>191.9</b>	<b>207.7</b>	<b>753.8</b>	<b>208.8</b>
Cloud communications	478.9	128.5	128.4	138.8	144.1	539.8	133.5	135.9	141.8	150.3	561.4	150.2
Messaging surcharges	122.2	42.5	45.2	55.1	65.9	208.7	40.8	44.2	50.1	57.4	192.4	58.6
<b>Total Gross Profit</b>	<b>236.2</b>	<b>65.5</b>	<b>64.8</b>	<b>73.1</b>	<b>76.5</b>	<b>280.0</b>	<b>71.5</b>	<b>71.7</b>	<b>73.8</b>	<b>78.1</b>	<b>295.1</b>	<b>77.9</b>
<b>Non-GAAP Gross Profit</b>	<b>261.4</b>	<b>72.6</b>	<b>71.8</b>	<b>80.1</b>	<b>83.4</b>	<b>307.9</b>	<b>78.6</b>	<b>79.4</b>	<b>81.7</b>	<b>86.3</b>	<b>326.0</b>	<b>89.3</b>
<b>Non-GAAP Gross Margin<sup>1</sup></b>	<b>55 %</b>	<b>57 %</b>	<b>56 %</b>	<b>58 %</b>	<b>58 %</b>	<b>57 %</b>	<b>59 %</b>	<b>58 %</b>	<b>58 %</b>	<b>57 %</b>	<b>58 %</b>	<b>59 %</b>
<b>Net Income (loss)</b>	<b>(16.3)</b>	<b>(9.2)</b>	<b>4.1</b>	<b>0.4</b>	<b>(1.8)</b>	<b>(6.5)</b>	<b>(3.7)</b>	<b>(4.9)</b>	<b>(1.2)</b>	<b>(3.0)</b>	<b>(12.9)</b>	<b>4.1</b>
<b>Non-GAAP Net Income</b>	<b>22.8</b>	<b>7.8</b>	<b>8.7</b>	<b>12.8</b>	<b>11.6</b>	<b>40.9</b>	<b>11.1</b>	<b>11.8</b>	<b>11.5</b>	<b>11.5</b>	<b>45.9</b>	<b>12.5</b>
<b>Adjusted EBITDA</b>	<b>48.2</b>	<b>15.9</b>	<b>18.7</b>	<b>24.0</b>	<b>23.4</b>	<b>82.1</b>	<b>22.2</b>	<b>21.9</b>	<b>24.3</b>	<b>24.8</b>	<b>93.3</b>	<b>26.0</b>
<b>Adjusted EBITDA Margin<sup>2</sup></b>	<b>10 %</b>	<b>12 %</b>	<b>15 %</b>	<b>17 %</b>	<b>16 %</b>	<b>15 %</b>	<b>17 %</b>	<b>16 %</b>	<b>17 %</b>	<b>17 %</b>	<b>17 %</b>	<b>17 %</b>
<b>Cash and Investments<sup>3</sup></b>	<b>153.5</b>	<b>147.2</b>	<b>76.4</b>	<b>79.9</b>	<b>83.8</b>	<b>83.8</b>	<b>41.7</b>	<b>68.1</b>	<b>80.4</b>	<b>111.3</b>	<b>111.3</b>	<b>50.3</b>
<b>Net cash (used in) provided by operating activities</b>	<b>39.0</b>	<b>2.5</b>	<b>24.4</b>	<b>20.5</b>	<b>36.5</b>	<b>83.9</b>	<b>(3.1)</b>	<b>31.7</b>	<b>22.2</b>	<b>38.6</b>	<b>89.5</b>	<b>8.8</b>
<b>Net cash used in investing in capital assets<sup>4</sup></b>	<b>(19.9)</b>	<b>(6.9)</b>	<b>(6.1)</b>	<b>(6.2)</b>	<b>(6.2)</b>	<b>(25.4)</b>	<b>(10.2)</b>	<b>(6.1)</b>	<b>(9.1)</b>	<b>(7.5)</b>	<b>(32.9)</b>	<b>(9.4)</b>
<b>Free Cash Flow</b>	<b>19.1</b>	<b>(4.4)</b>	<b>18.3</b>	<b>14.2</b>	<b>30.3</b>	<b>58.5</b>	<b>(13.3)</b>	<b>25.6</b>	<b>13.1</b>	<b>31.1</b>	<b>56.6</b>	<b>(0.6)</b>
<b>Average Annual Customer Revenue</b>	<b>178</b>	<b>190</b>	<b>198</b>	<b>212</b>	<b>226</b>	<b>226</b>	<b>228</b>	<b>230</b>	<b>231</b>	<b>232</b>	<b>232</b>	<b>244</b>
<b>Net Retention Rate</b>	<b>101 %</b>	<b>107 %</b>	<b>111 %</b>	<b>117 %</b>	<b>122 %</b>	<b>122 %</b>	<b>116 %</b>	<b>112 %</b>	<b>105 %</b>	<b>98 %</b>	<b>98 %</b>	<b>102 %</b>
<b>Adjusted Net Retention Rate</b>	<b>109 %</b>	<b>113 %</b>	<b>115 %</b>	<b>115 %</b>	<b>112 %</b>	<b>112 %</b>	<b>109 %</b>	<b>107 %</b>	<b>107 %</b>	<b>107 %</b>	<b>107 %</b>	<b>110 %</b>

<sup>1</sup> Calculated by dividing non-GAAP gross profit by Cloud communications revenue.

<sup>2</sup> Calculated by dividing adjusted EBITDA by Cloud communications revenue.

<sup>3</sup> Cash and Investments excludes restricted cash.

<sup>4</sup> Represents the acquisition cost of property, plant and equipment and capitalized development costs for software for internal use.

Note: Totals may not sum due to rounding.

# GAAP to Non-GAAP Reconciliation – Net Income

USD millions, except per share amounts

	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25	4Q25	FY25	1Q26
<b>Net income (loss)</b>	<b>(16.3)</b>	<b>(9.2)</b>	<b>4.1</b>	<b>0.4</b>	<b>(1.8)</b>	<b>(6.5)</b>	<b>(3.7)</b>	<b>(4.9)</b>	<b>(1.2)</b>	<b>(3.0)</b>	<b>(12.9)</b>	<b>4.1</b>
Stock-based compensation	37.0	12.3	11.4	11.4	13.2	48.4	13.6	12.5	12.3	13.9	52.3	13.0
Amortization of acquired intangibles	17.3	4.4	4.3	4.4	4.4	17.5	4.3	4.6	4.6	4.6	18.1	7.6
Amortization of debt discount and issuance costs for convertible debt	2.0	0.5	0.4	0.3	0.3	1.5	0.3	0.3	0.3	0.3	1.1	0.2
Net cost associated with early lease terminations and leases without economic benefit	4.0	1.2	0.9	0.4	0.0	2.4	—	—	—	—	—	—
Net gain on extinguishment of debt	(12.8)	—	(10.3)	—	—	(10.3)	(1.1)	—	—	—	(1.1)	(7.3)
Gain on business interruption insurance recoveries	(4.0)	—	—	—	—	—	—	—	—	—	—	—
Non-recurring items not indicative of ongoing operations and other <sup>1</sup>	1.2	0.1	0.0	(1.0)	0.3	(0.6)	0.5	0.3	1.2	0.8	2.8	(0.4)
Estimated tax effects of adjustments	(5.5)	(1.4)	(2.1)	(3.2)	(4.8)	(11.5)	(2.7)	(0.9)	(5.7)	(5.1)	(14.5)	(4.8)
<b>Non-GAAP net income</b>	<b>22.8</b>	<b>7.8</b>	<b>8.7</b>	<b>12.8</b>	<b>11.6</b>	<b>40.9</b>	<b>11.1</b>	<b>11.8</b>	<b>11.5</b>	<b>11.5</b>	<b>45.9</b>	<b>12.5</b>
Interest expense on convertible notes <sup>2</sup>	1.3	0.3	0.3	0.3	0.3	1.1	0.3	0.2	0.2	0.2	1.0	0.2
<b>Numerator used to compute Non-GAAP diluted net income per share</b>	<b>24.0</b>	<b>8.1</b>	<b>9.0</b>	<b>13.0</b>	<b>11.8</b>	<b>42.0</b>	<b>11.4</b>	<b>12.1</b>	<b>11.7</b>	<b>11.7</b>	<b>46.9</b>	<b>12.7</b>

<sup>1</sup> Non-recurring items not indicative of ongoing operations and other include (i) \$0.4 million of expense resulting from early termination of undrawn SVB credit facility for the year ended December 31, 2023, (ii) a \$1.0 million gain on the sale of an intangible asset for the year ended December 31, 2024, (iii) \$1.3 million of foreign exchange charges primarily related to balance sheet revaluations, \$0.5 million in nonrecurring litigation expenses, and \$0.1 million of losses on sale of business for the year ended December 31, 2025, and (iv) \$0.9 million, \$0.4 million, and \$0.8 million of losses on disposals of property, plant and equipment during the years ended December 31, 2025, 2024 and 2023, respectively. For the three months ended March 31, 2026, non-recurring items not indicative of ongoing operations and other include (\$0.6 million) of foreign exchange charges primarily related to balance sheet revaluations and \$0.2 million of losses on disposals of property, plant and equipment.

<sup>2</sup> Non-GAAP net income is increased for interest expense as part of the calculation for diluted Non-GAAP earnings per share.

Note: Totals may not sum due to rounding.

# GAAP to Non-GAAP Reconciliation – Earnings Per Share

USD millions, except per share amounts

	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25	4Q25	FY25	1Q26
<b>Net income (loss) per share</b>												
Basic	(0.64)	(0.35)	0.15	0.02	(0.06)	(0.24)	(0.13)	(0.16)	(0.04)	(0.10)	(0.43)	0.13
Diluted	(0.64)	(0.35)	(0.17)	0.01	(0.06)	(0.24)	(0.13)	(0.16)	(0.04)	(0.10)	(0.43)	(0.08)
<b>Non-GAAP net income per Non-GAAP share</b>												
Basic	0.89	0.30	0.32	0.47	0.41	1.50	0.38	0.40	0.38	0.37	1.53	0.40
Diluted	0.83	0.27	0.29	0.43	0.37	1.34	0.36	0.38	0.36	0.35	1.43	0.38
<b>Weighted average number of common shares outstanding</b>												
Basic shares	25.6	26.5	27.1	27.4	27.9	27.2	29.0	29.9	30.3	30.8	30.0	31.7
Diluted shares	25.6	26.5	29.5	28.6	27.9	27.2	29.0	29.9	30.3	30.8	30.0	33.0
<b>Non-GAAP basic shares</b>	<b>25.6</b>	<b>26.5</b>	<b>27.1</b>	<b>27.4</b>	<b>27.9</b>	<b>27.2</b>	<b>29.0</b>	<b>29.9</b>	<b>30.3</b>	<b>30.8</b>	<b>30.0</b>	<b>31.7</b>
Convertible debt conversion	3.4	3.3	2.4	1.8	1.8	2.3	1.7	1.5	1.5	1.5	1.5	1.3
Nonvested RSUs and stock options issued and outstanding	0.0	0.8	1.3	1.2	2.0	1.9	0.8	0.0	0.5	1.4	1.3	0.9
<b>Non-GAAP diluted shares</b>	<b>29.1</b>	<b>30.6</b>	<b>30.8</b>	<b>30.4</b>	<b>31.6</b>	<b>31.4</b>	<b>31.4</b>	<b>31.4</b>	<b>32.3</b>	<b>33.7</b>	<b>32.9</b>	<b>33.8</b>

Note: Totals may not sum due to rounding.

# GAAP to Non-GAAP Reconciliation – Gross Profit, Adjusted EBITDA, Free Cash Flow

USD millions, except per share amounts

	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25	4Q25	FY25	1Q26
<b>Gross Profit</b>	<b>236.2</b>	<b>65.5</b>	<b>64.8</b>	<b>73.1</b>	<b>76.5</b>	<b>280.0</b>	<b>71.5</b>	<b>71.7</b>	<b>73.8</b>	<b>78.1</b>	<b>295.1</b>	<b>77.9</b>
<b>Gross Margin %</b>	<b>39 %</b>	<b>38 %</b>	<b>37 %</b>	<b>38 %</b>	<b>36 %</b>	<b>37 %</b>	<b>41 %</b>	<b>40 %</b>	<b>38 %</b>	<b>38 %</b>	<b>39 %</b>	<b>37 %</b>
Depreciation	16.3	4.8	4.7	4.7	4.4	18.5	4.7	5.2	5.3	5.5	20.7	5.8
Amortization of acquired intangible assets	7.8	2.0	1.9	2.0	1.9	7.8	1.9	2.0	2.1	2.1	8.1	5.1
Stock-based compensation	1.1	0.4	0.4	0.4	0.5	1.6	0.5	0.5	0.5	0.6	2.2	0.5
<b>Non-GAAP Gross Profit</b>	<b>261.4</b>	<b>72.6</b>	<b>71.8</b>	<b>80.1</b>	<b>83.4</b>	<b>307.9</b>	<b>78.6</b>	<b>79.4</b>	<b>81.7</b>	<b>86.3</b>	<b>326.0</b>	<b>89.3</b>
<b>Non-GAAP Gross Margin %<sup>1</sup></b>	<b>55 %</b>	<b>57 %</b>	<b>56 %</b>	<b>58 %</b>	<b>58 %</b>	<b>57 %</b>	<b>59 %</b>	<b>58 %</b>	<b>58 %</b>	<b>57 %</b>	<b>58 %</b>	<b>59 %</b>
<b>Net Income (loss)</b>	<b>(16.3)</b>	<b>(9.2)</b>	<b>4.1</b>	<b>0.4</b>	<b>(1.8)</b>	<b>(6.5)</b>	<b>(3.7)</b>	<b>(4.9)</b>	<b>(1.2)</b>	<b>(3.0)</b>	<b>(12.9)</b>	<b>4.1</b>
Income tax (benefit) provision	(3.0)	(0.2)	(0.3)	(0.7)	(1.2)	(2.4)	(0.1)	0.1	(2.3)	(1.5)	(3.7)	(1.5)
Interest expense (income), net	0.8	(0.6)	0.7	1.0	0.8	1.9	0.5	0.5	0.5	0.5	2.0	0.7
Depreciation	24.4	8.1	8.0	8.0	7.7	31.7	8.2	8.8	9.2	9.5	35.7	9.8
Amortization	17.3	4.4	4.3	4.4	4.4	17.5	4.3	4.6	4.6	4.6	18.1	7.6
Stock-based compensation	37.0	12.3	11.4	11.4	13.2	48.4	13.6	12.5	12.3	13.9	52.3	13.0
Net cost associated with early lease terminations and leases without economic benefit	4.0	1.2	0.9	0.4	0.0	2.4	—	—	—	—	—	—
Net gain on extinguishment of debt	(12.8)	—	(10.3)	—	—	(10.3)	(1.1)	—	—	—	(1.1)	(7.3)
Gain on business interruption insurance recoveries	(4.0)	—	—	—	—	—	—	—	—	—	—	—
Non-recurring items not indicative of ongoing operations and other <sup>2</sup>	0.8	0.1	0.0	(1.0)	0.3	(0.6)	0.5	0.3	1.2	0.8	2.8	(0.4)
<b>Adjusted EBITDA</b>	<b>48.2</b>	<b>15.9</b>	<b>18.7</b>	<b>24.0</b>	<b>23.4</b>	<b>82.1</b>	<b>22.2</b>	<b>21.9</b>	<b>24.3</b>	<b>24.8</b>	<b>93.3</b>	<b>26.0</b>
Net cash (used in) provided by operating activities	39.0	2.5	24.4	20.5	36.5	83.9	(3.1)	31.7	22.2	38.6	89.5	8.8
Net cash used in investing in capital assets <sup>3</sup>	(19.9)	(6.9)	(6.1)	(6.2)	(6.2)	(25.4)	(10.2)	(6.1)	(9.1)	(7.5)	(32.9)	(9.4)
<b>Free cash flow</b>	<b>19.1</b>	<b>(4.4)</b>	<b>18.3</b>	<b>14.2</b>	<b>30.3</b>	<b>58.5</b>	<b>(13.3)</b>	<b>25.6</b>	<b>13.1</b>	<b>31.1</b>	<b>56.6</b>	<b>(0.6)</b>

<sup>1</sup> Calculated by dividing Non-GAAP gross profit by revenue less pass-through surcharges of \$122.2M in FY23, \$42.5M in 1Q24, \$45.2M in 2Q24, \$55.1M in 3Q24, \$65.9M in 4Q24, \$40.8M in 1Q25, \$44.2M in 2Q25, \$50.1M in 3Q25, \$57.4M in 4Q25, and \$58.6M in 1Q26.

<sup>2</sup> Non-recurring items not indicative of ongoing operations and other include (i) a \$1.0 million gain on the sale of an intangible asset for the year ended December 31, 2024, and (iii) \$0.9 million, \$0.4 million, and \$0.8 million of losses on disposals of property, plant and equipment during the years ended December 31, 2025, 2024, and 2023, respectively. For the three months ended March 31, 2026, non-recurring items not indicative of ongoing operations and other include (\$0.6 million) of foreign exchange charges primarily related to balance sheet revaluations and \$0.2 million of losses on disposals of property, plant and equipment.

<sup>3</sup> Represents the acquisition cost of property, plant and equipment and capitalized development costs for software for internal use.

Note: Totals may not sum due to rounding.

# Definitions

**Adjusted EBITDA:** Net income or losses from continuing operations, adjusted to reflect the addition or elimination of certain statement of operations items including, but not limited to: income tax (benefit) provision, interest (income) expense, net, depreciation and amortization expense, acquisition related expenses, stock-based compensation expense, impairment of intangible assets, (gain) loss on sale of business, net cost associated with early lease terminations and leases without economic benefit, net (gain) loss on extinguishment of debt, gain on business interruption insurance recoveries, and non-recurring items not indicative of ongoing operations and other.

**Adjusted EBITDA margin:** Adjusted EBITDA margin is calculated by dividing adjusted EBITDA by cloud communications revenue, which excludes pass-through messaging surcharge revenue.

**Average annual customer revenue:** Average annual customer revenue is the trailing twelve month revenue divided by the average number of active customers from the current quarter and number of active customers from the same quarter of the prior year.

**Cloud communications revenue:** Total revenue less pass-through messaging surcharge revenue.

**Customer name retention rate:** Customer name retention rate (CNRR) is defined as the percentage of customers with \$100k or greater revenue in the prior twelve month period that remain customers in the current twelve month period.

**Free cash flow:** Free cash flow represents net cash provided by or used in operating activities less net cash used in the acquisition of property, plant and equipment and capitalized development costs of software for internal use.

**Free cash flow margin:** Free cash flow margin is calculated by dividing free cash flow by cloud communications revenue, which excludes pass-through messaging surcharge revenue.

**Messaging surcharge revenue:** Revenue derived from fees imposed by certain carriers within the messaging ecosystem, which are subsequently invoiced and passed through to customers.

**Net Retention Rate ("NRR"):** To calculate the net retention rate, we first identify the cohort of customers that generated revenue in the same quarter of the prior year. The net retention rate is obtained by dividing the revenue generated from that cohort in a quarter, by the revenue generated from that same cohort in the corresponding quarter in the prior year. The net retention rate reported in a quarter is then obtained by averaging the result from that quarter by the corresponding results from each of the prior three quarters. Customers of acquired businesses are included in the subsequent year's calendar quarter of acquisition.

**Non-GAAP Gross Profit:** Gross profit after adding back the following items: depreciation and amortization; amortization of acquired intangible assets related to acquisitions; and stock-based compensation.

**Non-GAAP Gross Margin:** Non-GAAP Gross Margin is calculated by dividing non-GAAP gross profit by cloud communications revenue, which excludes pass-through messaging surcharge revenue.

**Non-GAAP Net Income:** Net income or loss adjusted for certain items affecting period to period comparability. Non-GAAP net income excludes stock-based compensation, amortization of acquired intangible assets related to acquisitions, amortization of debt discount and issuance costs for convertible debt, acquisition related expenses, impairment charges of intangibles assets, if any, net cost associated with early lease terminations and leases without economic benefit, (gain) loss on sale of business, net (gain) loss on extinguishment of debt, gain on business interruption insurance recoveries, non-recurring items not indicative of ongoing operations and other, and estimated tax impact of above adjustments, net of valuation allowances.