



Fourth Quarter FY2025 Results

May 22, 2025



Disclaimer

General

All references in this presentation to the “Company”, “Lightspeed”, “us” or “we” are to Lightspeed Commerce Inc. All references in this presentation to dollars, “\$” or “US\$” are to United States dollars, and all references to Canadian dollars and “C\$” are to Canadian dollars.

Cautionary Note Regarding Forward-Looking Information

This presentation contains “forward-looking information” and “forward-looking statements” (collectively, “forward-looking information”) within the meaning of applicable securities laws. Forward-looking information may relate to our financial outlook (including revenue, gross profit and Adjusted EBITDA) and anticipated events or results and may include information regarding our financial position, business strategy, growth strategies, addressable markets, budgets, operations, financial results, taxes, dividend policy, plans and objectives. Particularly, information regarding: our expectations of future results, performance, achievements, prospects or opportunities or the markets in which we operate; macroeconomic conditions such as inflationary pressures, interest rates, the international trade environment and related restrictions or disputes, and global economic uncertainty; our expectations regarding the costs, timing and impact of reorganizations and cost reduction initiatives and personnel changes; our expectations regarding our growth strategy focused on retail customers in North America and hospitality customers in Europe and our strategies for customers in other geographies and verticals, our expectations regarding capital expenditures and capital allocation strategies; geopolitical instability, terrorism, war and other global conflicts such as the Russian invasion of Ukraine and the Israel-Hamas war; and expectations regarding industry and consumer spending trends, our growth rates, the achievement of advances in and expansion of our platform, our focus on complex, high GTV customers, our revenue and the revenue generation potential of our payment-related and other solutions, the impact of our decision to sell our POS and payments solutions as one unified platform, our pricing and packaging initiatives, our gross margins and future profitability, acquisition, investment or divestiture outcomes and synergies, the impact of pending and threatened litigation, the impact of foreign currency fluctuations and the use of hedging on our results of operations, our business plans and strategies and our competitive position in our industry, is forward-looking information.

This forward-looking information and other forward-looking information is based on our opinions, estimates and assumptions in light of our experience and perception of historical trends, current conditions and expected future developments, as well as other factors that we currently believe are appropriate and reasonable in the circumstances. Despite a careful process to prepare and review the forward-looking information, there can be no assurance that the underlying opinions, estimates and assumptions will prove to be correct.

Forward-looking information is necessarily based on a number of opinions, estimates and assumptions that we considered appropriate and reasonable as of the date of such forward-looking information. Forward-looking information is subject to known and unknown risks, uncertainties, assumptions and other factors that may cause the actual results, level of activity, performance or achievements to be materially different from those expressed or implied by such forward-looking information, including but not limited to the risk factors identified in our most recent Management’s Discussion and Analysis of Financial Condition and Results of Operation, under “Risk Factors” in our most recent Annual Information Form, and in our other filings with the Canadian securities regulatory authorities and the U.S. Securities and Exchange Commission, all of which are available under our profiles on SEDAR+ at www.sedarplus.com and on EDGAR at www.sec.gov. If any of these risks or uncertainties materialize, or if the opinions, estimates or assumptions underlying the forward-looking information prove to be incorrect, actual results or future events might vary materially from those anticipated in the forward-looking information.

The forward-looking information contained in this presentation represents our expectations as of the date of this presentation (or as of the date they are otherwise stated to be made), and are subject to change after such date. However, we disclaim any intention or obligation or undertaking to update or revise any forward-looking information whether as a result of new information, future events or otherwise, except as required under applicable securities laws.

Non-IFRS Measures and Industry Metrics

This presentation makes reference to certain non-IFRS measures and key performance indicators, which do not have a standardized meaning prescribed by IFRS and are therefore unlikely to be comparable to similar measures presented by other companies. Refer to “Appendix B” for more details on such non-IFRS measures, the definition of “Adjusted EBITDA” and a reconciliation of such non-IFRS measures to the most directly comparable IFRS measure. In addition, the terms “Average Revenue Per User” or “ARPU”, “Customer Locations”, “Gross Payment Volume” or “GPV”, and “Gross Transaction Volume” or “GTV” are key performance indicators. See “Appendix A” of this presentation for the definition of each such industry metric.




At-a-glance - Q4'2025

\$253.4
million
Q4'25 revenue

\$7.9⁽¹⁾
billion
Q4'25 Gross Payment
Volume ("GPV")



13%⁽²⁾
growth
in ARPU to ~\$489⁽¹⁾⁽³⁾
(Excluding Ecwid)⁽⁴⁾



\$20.6⁽¹⁾⁽⁵⁾
billion
Q4'25 Gross Transaction
Volume ("GTV")




10%⁽⁶⁾
growth
in revenue



19%⁽⁶⁾
growth
in Gross Payment
Volume



~97%
recurring or reoccurring
subscription and
transaction-based revenue
(Q4'25)



38%⁽⁵⁾⁽⁷⁾
GPV as a %
of GTV

(1) Key Performance Indicator. See Appendix A.

(2) As at March 31, 2025 vs as at March 31, 2024.

(3) As at March 31, 2025.

(4) Excluding Ecwid means excluding Customer Locations attributable to the Ecwid eCommerce standalone product.

(5) GTV does not represent revenue generated by Lightspeed.


(6) Three months ended March 31, 2025 vs March 31, 2024.


(7) For the three months ended March 31, 2025.



Big picture

 ARPU of ~\$489⁽¹⁾ grew 13% YoY⁽²⁾

 Gross margin improved to 44%⁽³⁾

 Repurchased ~18.7 million shares, or ~12% of total shares outstanding, for total consideration of ~\$219 million in last 12 months⁽⁴⁾

(1) As at March 31, 2025 and excluding Customer Locations attributable to the Ecwid eCommerce standalone product.

(2) As at March 31, 2025 vs as at March 31, 2024.

(3) For the three months ended March 31, 2025.

(4) Total shares outstanding as of April 1, 2024, the beginning of our fiscal year and prior to any share repurchases. These share repurchases include those made between May 2024 and April 2025.



Quarterly and full-year results and outlook

Results

Q4'2025

\$253.4 million revenue
\$(575.9) million net loss ⁽¹⁾
\$12.9 million Adjusted EBITDA ⁽²⁾

Fiscal 2025

\$1,076.8 million revenue
\$(667.2) million net loss ⁽¹⁾
\$53.7 million Adjusted EBITDA ⁽²⁾

Outlook ⁽³⁾

Q1'2026

Approximately **\$285 - 290 million** revenue
Approximately **13%** gross profit growth
Approximately **\$14 - 16 million** Adjusted EBITDA ⁽²⁾

Fiscal 2026

Approximately **10% - 12%** revenue growth
Approximately **14%** gross profit growth
Approximately **\$68 - 72 million** Adjusted EBITDA ⁽²⁾

(1) Q4'25 and Fiscal 2025 net loss includes a non-cash goodwill impairment charge of \$556.4 million.

(2) This is a non-IFRS measure. Please see Appendix B for Non-IFRS Measures definition and the reconciliation to the most directly comparable IFRS measure.

(3) The financial outlook is fully qualified and based on a number of assumptions and subject to a number of risks. Refer to Appendix C for the financial outlook assumptions and risks and "Disclaimer - Cautionary Note Regarding Forward-Looking Information."



Customer spotlight - Q4'2025

Éclore

Lightspeed Restaurant

We were proud to add **Groupe Éclore**, operator of eight renowned restaurants in Paris. Remarkably, each of the eight restaurants is Michelin recommended, with an impressive six stars across them. After years of running on legacy systems, this innovative restaurant group chose to upgrade to a unified solution. Thanks to our quick implementation, seven of the restaurants were able to switch to Lightspeed Restaurant on the same day.



Lightspeed Retail

Runners Roost in Colorado is an apparel and footwear retailer that has been in business since 1977. This running shop with seven locations chose Lightspeed Retail after being referred to us from multiple retailers in their industry. With our integrated payments offering, we were able to help them save on payments processing while improving their inventory management and ordering.

BURGER & SAUCE

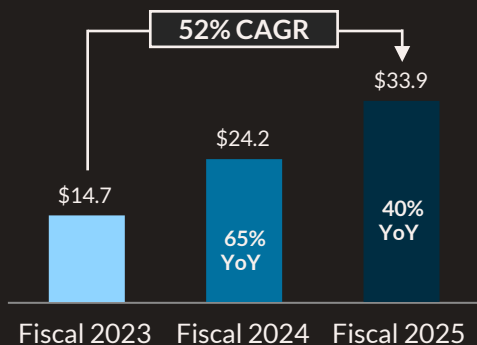
Lightspeed Restaurant

Burger&Sauce with 18 locations across the UK came to Lightspeed Restaurant after suffering a poor experience with support and limited functionality with another cloud based POS. With plans to continue expanding, they chose Lightspeed Restaurant as our flagship product offers them the flexibility to make changes independently to each restaurant and operate effectively through our integrations.

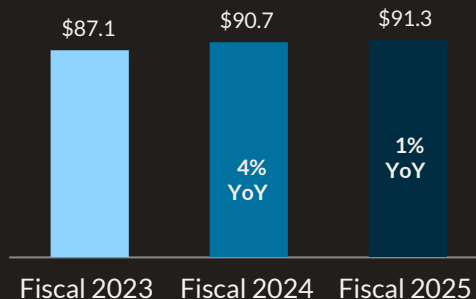


Payments opportunity and transaction volume

Gross Payment Volume (in \$B)



Gross Transaction Volume (in \$B) ⁽¹⁾



Total Revenue as a % of GTV



Currently processed through our payments solutions

\$7.9B
Q4'25 GPV

\$20.6B
Q4'25 GTV

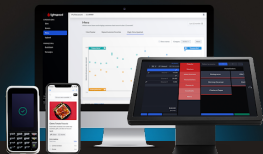
Long-Term
GTV Opportunity

Expanding ARPU through growth engine focus



Lightspeed Retail

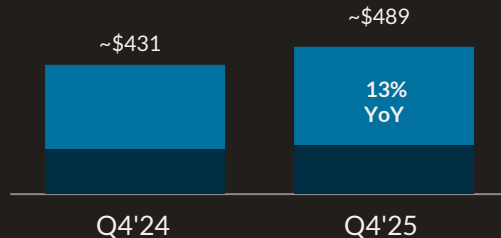
- One-stop commerce platform for complex retailers with embedded payments & Lightspeed NuORDER
- Growth focus primarily on **North America**
- Market leader in **Bike, Golf, Home & Garden, Apparel**



Lightspeed Restaurant

- Foundational software suite for restaurants with embedded payments & integrations with local partners
- Growth focus primarily in **Europe**
- Market leader in **Germany, France, Switzerland, Benelux**

ARPU⁽¹⁾



■ Subscription
■ Transaction-based

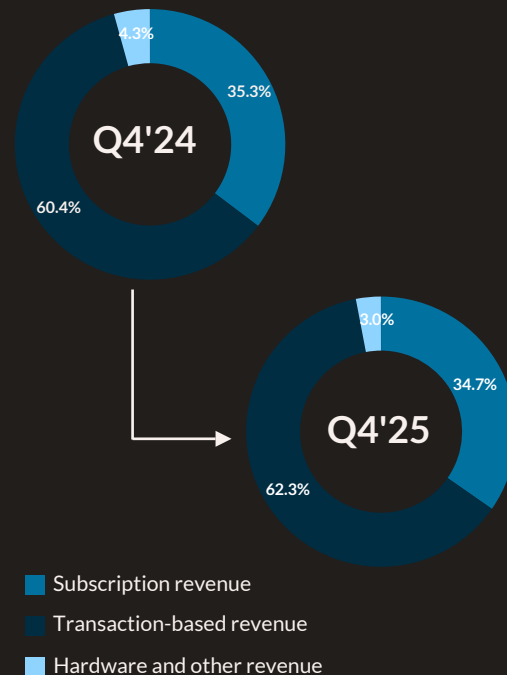


Focused on driving ARPU growth in subscription and payments



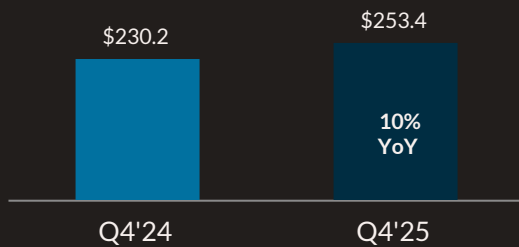
Clear strategy to improve gross profit with a focus on software

Sales Mix

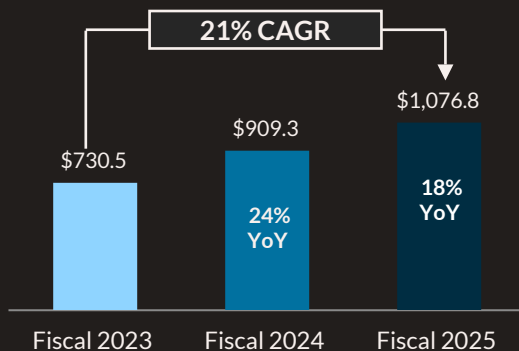


Focusing on disciplined growth

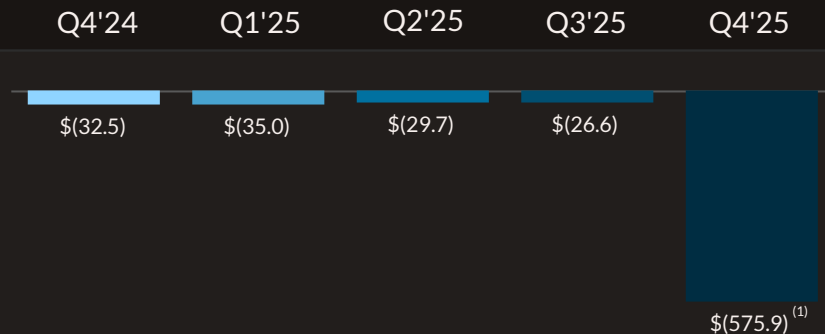
Total Revenue (in \$M)



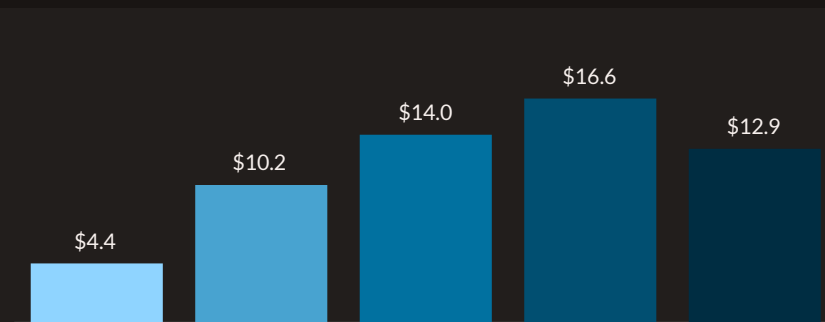
21% CAGR



Net Loss
(in \$M)



Adjusted
EBITDA⁽²⁾
(in \$M)



Appendix A



Appendix A - Industry metrics

We monitor the following key performance indicators to help us evaluate our business, measure our performance, identify trends affecting our business, formulate business plans and make strategic decisions. These key performance indicators are also used to provide investors with supplemental measures of our operating performance and thus highlight trends in our core business that may not otherwise be apparent when relying solely on IFRS measures and ratios. We also believe that securities analysts, investors and other interested parties frequently use industry metrics in the evaluation of issuers. Our key performance indicators may be calculated in a manner different than similar key performance indicators used by other companies.

“Average Revenue per User” or “ARPU” represents the total subscription revenue and transaction-based revenue of the Company in the period divided by the number of Customer Locations of the Company in the period. We use this measure as we believe it provides a helpful supplemental indicator of our progress in growing the revenue that we derive from our customer base. For greater clarity, the number of Customer Locations of the Company in the period is calculated by taking the average number of Customer Locations throughout the period.

“Customer Location” means a billing merchant location for which the term of services has not ended, or with which we are negotiating a renewal contract, and, in the case of NuORDER, a brand with a direct or indirect paid subscription for which the term of services has not ended or in respect of which we are negotiating a subscription renewal. A single unique customer can have multiple Customer Locations including physical and eCommerce sites (this has changed prospectively as detailed below) and in the case of NuORDER, multiple subscriptions. We use this measure as we believe that our ability to increase the number of Customer Locations with a high GTV per year and the number of retail Customer Locations in North America and hospitality Customer Locations in Europe served by our platform is an indicator of our success in terms of market penetration and growth of our business. A Customer Location's GTV per year is calculated by annualizing the GTV for the months in which the Customer Location was actively processing in the last twelve months. As our POS and eCommerce solutions are packaged as a single omnichannel product, we believe the distinction between physical sites and eCommerce sites has become less meaningful. As such, in respect of periods ending after March 31, 2025, Customer Locations will no longer be calculated to include eCommerce sites and the definition of Customer Locations will be updated as follows: Customer Location means a billing merchant location for which the term of services has not ended, or in respect of which we are negotiating a renewal contract, and, in the case of NuORDER, a brand with a direct or indirect paid subscription for which the term of services has not ended or in respect of which we are negotiating a subscription renewal. A single unique customer can only have multiple Customer Locations if it has multiple physical sites and in the case of NuORDER, multiple subscriptions. Subscription revenue and transaction-based revenue attributable to standalone eCommerce sites is excluded from ARPU. See Appendix D for additional details.

“Gross Transaction Volume” or “GTV” means the total dollar value of transactions processed through our cloud-based software-as-a-service platform, excluding amounts processed through the NuORDER solution, in the period, net of refunds, inclusive of shipping and handling, duty and value-added taxes. We use this measure as we believe GTV is an indicator of the success of our customers and the strength of our platform. GTV does not represent revenue earned by us. We have excluded amounts processed through the NuORDER solution from our GTV because they represent business-to-business volume rather than business-to-consumer volume and we do not currently have a robust payments solution for business-to-business volume. Some of our brands can accept certain payments from retailers in certain of our geographies, and we may in the future include such volume in GTV once we have further developed our payments solution for business-to-business volume.

“Gross Payment Volume” or “GPV” means the total dollar value of transactions processed, excluding amounts processed through the NuORDER solution, in the period through our payments solutions in respect of which we act as the principal in the arrangement with the customer, net of refunds, inclusive of shipping and handling, duty and value-added taxes. We use this measure as we believe that growth in our GPV demonstrates the extent to which we have scaled our payments solutions. As the number of Customer Locations using our payments solutions grows, particularly those with a high GTV, we will generate more GPV and see higher transaction-based revenue. We have excluded amounts processed through the NuORDER solution from our GPV because they represent business-to-business volume rather than business-to-consumer volume and we do not currently have a robust payments solution for business-to-business volume. Some of our brands can accept certain payments from retailers in certain of our geographies, and we may in the future include such volume in GPV once we have further developed our payments solution for business-to-business volume.



Appendix B



Appendix B - Non-IFRS measures

The information presented within this presentation includes certain non-IFRS financial measures such as “Adjusted EBITDA”. These measures are not recognized measures under IFRS and do not have a standardized meaning prescribed by IFRS and are therefore unlikely to be comparable to similar measures presented by other companies. Rather, these measures are provided as additional information to complement those IFRS measures by providing further understanding of our results of operations from management's perspective. Accordingly, these measures should not be considered in isolation nor as a substitute for analysis of our financial information reported under IFRS. These non-IFRS measures are used to provide investors with supplemental measures of our operating performance and liquidity and thus highlight trends in our core business that may not otherwise be apparent when relying solely on IFRS measures. We also believe that securities analysts, investors and other interested parties frequently use non-IFRS measures in the evaluation of issuers. Our management also uses non-IFRS measures in order to facilitate operating performance comparisons from period to period, to prepare operating budgets and forecasts and to determine components of management compensation.

Adjusted EBITDA is defined as net loss excluding interest, taxes, depreciation and amortization, or EBITDA, as adjusted for share-based compensation and related payroll taxes, compensation expenses relating to acquisitions completed, foreign exchange gains and losses, transaction-related costs, restructuring, litigation provisions and goodwill impairment. We believe that Adjusted EBITDA provides a useful supplemental measure of the Company's operating performance, as it helps illustrate underlying trends in our business that could otherwise be masked by the effect of the income or expenses that are not indicative of the core operating performance of our business.



Appendix B - Non-IFRS measures

The following table reconciles net loss to Adjusted EBITDA for the periods indicated:

(In thousands of US dollars)

	Three months ended					Fiscal year ended	
	Mar. 31, 2025	Dec. 31, 2024	Sept. 30, 2024	Jun. 30, 2024	Mar. 31, 2024	Mar. 31, 2025	Mar. 31, 2024
	\$	\$	\$	\$	\$	\$	\$
Net Loss	(575,943)	(26,586)	(29,655)	(35,012)	(32,540)	(667,196)	(163,964)
Share-based compensation and related payroll taxes ⁽¹⁾	11,812	13,565	19,527	11,674	8,112	56,578	73,785
Depreciation and amortization ⁽²⁾	23,681	25,214	25,834	26,262	27,090	100,991	109,628
Foreign exchange loss (gain) ⁽³⁾	(668)	2,514	(1,337)	85	501	594	882
Net interest income ⁽²⁾	(8,401)	(8,388)	(9,543)	(10,166)	(10,524)	(36,498)	(42,531)
Acquisition-related compensation ⁽⁴⁾	157	157	52	—	—	366	3,105
Transaction-related costs ⁽⁵⁾	38	2,717	1,727	685	1,766	5,167	2,208
Restructuring ⁽⁶⁾	1,430	6,368	164	9,541	5,422	17,503	7,206
Goodwill impairment ⁽⁷⁾	556,440	—	—	—	—	556,440	—
Litigation provisions ⁽⁸⁾	98	38	5,866	6,053	2,782	12,055	7,470
Income tax expense	4,290	976	1,320	1,101	1,782	7,687	3,476
Adjusted EBITDA	12,934	16,575	13,955	10,223	4,391	53,687	1,265



Appendix B - Non-IFRS measures

- (1) These expenses represent non-cash expenditures recognized in connection with issued stock options and other awards under our equity incentive plans to our employees and directors, and cash related payroll taxes given that they are directly attributable to share-based compensation; they can include estimates and are therefore subject to change. For the three months and fiscal year ended March 31, 2025, share-based compensation expense was \$12,622 and \$55,605, respectively (March 2024 - expense of \$10,415 and \$72,918 excluding \$1,995 of share-based compensation expense acceleration that was classified as restructuring), and related payroll taxes were a recovery of \$810 and an expense of \$973, respectively (March 2024 - recovery of \$2,303 and an expense of \$867). These amounts are included in direct cost of revenues, general and administrative expenses, research and development expenses and sales and marketing expenses (see note 8 of the audited annual consolidated financial statements for additional details). These expenses exclude share-based compensation classified as restructuring, which has been included in the restructuring expense.
- (2) In connection with the accounting standard IFRS 16 - Leases, for the three months ended March 31, 2025, net loss includes depreciation of \$1,239 related to right-of-use assets, interest expense of \$280 on lease liabilities, and excludes an amount of \$2,128 relating to rent expense (\$2,418, \$314, and \$1,844, respectively, for the three months ended March 31, 2024). For Fiscal 2025, net loss includes depreciation of \$5,220 related to right-of-use assets, interest expense of \$1,306 on lease liabilities, and excludes an amount of \$8,509 relating to rent expense (\$7,946, \$1,211 and \$7,814, respectively, for Fiscal 2024).
- (3) These non-cash gains and losses relate to foreign exchange translation.
- (4) These costs represent a portion of the consideration paid to acquired businesses that is contingent upon the ongoing employment obligations for certain key personnel of such acquired businesses, and/or on certain performance criteria being achieved.
- (5) These expenses relate to professional, legal, consulting, accounting, advisory, and other fees relating to our public offerings and acquisitions that would otherwise not have been incurred. These costs are included in general and administrative expenses.
- (6) Certain functions and the associated management structure were reorganized to realize synergies and ensure organizational agility. During Fiscal 2025, we announced and implemented reorganizations aimed at streamlining the Company's operating model and aligning the organization with its profitable growth strategy. The expenses associated with reorganization initiatives were recorded as a restructuring charge (see note 24 of the audited annual consolidated financial statements for additional details).
- (7) This amount represents a non-cash goodwill impairment charge in the three months ended March 31, 2025 (see note 16 of the audited annual consolidated financial statements for additional details).
- (8) These amounts represent provisions taken, settlement amounts and other costs, such as legal fees, incurred in respect of certain litigation matters, net of amounts covered by insurance and indemnifications. These amounts are included in general and administrative expenses (see note 24 of the audited annual consolidated financial statements for additional details).

The above footnotes are related to the three months and fiscal years ended March 31, 2025 and 2024. For the footnotes related to the quarter ended December 31, 2024, the quarter ended September 30, 2024, and the quarter ended June 30, 2024, refer to the section entitled "Non-IFRS Measures and Ratios and Reconciliation of Non-IFRS Measures and Ratios" within Management's Discussion and Analysis of Financial Condition and Results of Operation for each of these respective quarters available on SEDAR+ at www.sedarplus.com and on EDGAR at www.sec.gov.



Appendix C



Appendix C - Financial outlook assumptions

When calculating the Adjusted EBITDA included in our financial outlook for the quarter ending June 30, 2025 and the full year ending March 31, 2026, we considered IFRS measures including revenues, direct cost of revenues, and operating expenses. Our financial outlook is based on a number of assumptions, including assumptions related to inflation, tariffs, changes in interest rates, consumer spending, foreign exchange rates and other macroeconomic conditions; that the jurisdictions in which Lightspeed has significant operations do not impose strict measures like those put in place in response to pandemics like the COVID-19 pandemic or other health crises; requests for subscription pauses and churn rates owing to business failures remain in line with planned levels; our Customer Location count remaining in line with our planned levels (particularly in higher GTV cohorts and among retail customers in North America and hospitality customers in Europe); quarterly subscription revenue growth in line with our expectations; revenue streams resulting from certain partner referrals remaining in line with our expectations (particularly in light of our decision to unify our POS and payments solutions, which payments solutions have in the past and may in the future, in some instances, be perceived by certain referral partners to be competing with their own solutions); customers adopting our payments solutions having an average GTV at our planned levels; continued uptake of our payments solutions in line with our expectations in connection with our ongoing efforts to sell our POS and payments solutions as one unified platform; our ability to price our payments solutions in line with our expectations and to achieve suitable margins and to execute on more optimized pricing structures; continued uptake of our merchant cash advance solutions in line with our expectations; our ability to manage default risks of our merchant cash advances in line with our expectations; seasonal trends of our key verticals being in line with our expectations and the resulting impact on our GTV and transaction-based revenues; continued success in module adoption expansion throughout our customer base; our ability to selectively pursue strategic opportunities and derive the benefits we expect from the acquisitions we have completed including expected synergies resulting from the prioritization of our flagship Lightspeed Retail and Lightspeed Restaurant offerings; market acceptance and adoption of our flagship offerings; our ability to attract and retain key personnel required to achieve our plans, including outbound and field sales personnel in our key markets; our ability to execute our succession planning; our expectations regarding the costs, timing and impact of our reorganizations and other cost reduction initiatives; our expectations regarding our growth strategy focused on retail customers in North America and hospitality customers in Europe and our strategies for customers in other geographies and verticals; our ability to manage customer churn; and our ability to manage customer discount requests. Our financial outlook does not give effect to the potential impact of acquisitions, divestitures or other strategic transactions that may be announced or closed after the date hereof. Our financial outlook, including the various underlying assumptions, constitutes forward-looking information and should be read in conjunction with "Disclaimer - Cautionary Note Regarding Forward-Looking Information". Many factors may cause our actual results, level of activity, performance or achievements to differ materially from those expressed or implied by such forward-looking information, including the risks and uncertainties related to: macroeconomic factors affecting small and medium-sized businesses, including inflation, tariffs, changes in interest rates and consumer spending trends; instability in the banking sector; exchange rate fluctuations and the use of hedging; any pandemic or global health crisis; the Russian invasion of Ukraine and reactions thereto; the Israel-Hamas war and reactions thereto; uncertainty and changes as a result of elections and changes in administrations in the U.S., Canada and Europe (including the impacts of tariffs, other trade conditions or protective government actions); certain natural disasters; our inability to attract and retain customers, including among high GTV customers and among retail customers in North America and hospitality customers in Europe; our inability to increase customer sales; our inability to implement our growth strategy; our inability to continue to increase adoption of our payments solutions, including our initiative to sell our POS and payments solutions as one unified platform; our ability to successfully execute our pricing and packaging initiatives; risks relating to our merchant cash advance program; our ability to continue offering merchant cash advances and scaling our merchant cash advance program in line with our expectations; our reliance on a small number of cloud service suppliers and suppliers for parts of the technology in our payments solutions; our ability to manage and maintain integrations between our platform and certain third-party platforms; our ability to maintain sufficient levels of hardware inventory; our inability to improve and enhance the functionality, performance, reliability, design, security and scalability of our platform; our ability to prevent and manage information security breaches or other cyber-security threats; our ability to compete against competitors; strategic relations with third parties; our reliance on integration of third-party payment processing solutions; compatibility of our solutions with third-party applications and systems; changes to technologies on which our platform is reliant; our ability to effectively incorporate artificial intelligence solutions into our business and operations; our ability to obtain, maintain and protect our intellectual property; risks relating to international operations, sales and use of our platform in various countries; our liquidity and capital resources; pending and threatened litigation and regulatory compliance; any external stakeholder activism; changes in tax laws and their application; our ability to expand our sales, marketing and support capability and capacity; our ability to execute on our reorganizations and cost reduction initiatives; our ability to execute on our growth strategy focused on retail customers in North America and hospitality customers in Europe and our strategies for customers in other geographies and verticals; our ability to successfully make future investments in our business through capital expenditures; our ability to successfully execute our capital allocation strategies; our ability to execute on our business and operational strategy; and maintaining our customer service levels and reputation. The purpose of the forward-looking information is to provide the reader with a description of management's expectations regarding our financial performance and may not be appropriate for other purposes.



Appendix D



Appendix D - Customer Locations Reconciliation

	Previous definition ⁽¹⁾		Revised definition ⁽²⁾	
	As at March 31,		As at March 31,	
	2025	2024	2025	2024
Average Revenue Per User	~\$489	~\$431	~\$545	~\$482
Customer Locations	~162,000	~165,000	~144,000	~146,000

⁽¹⁾ When excluding Customer Locations attributable to the Ecwid eCommerce standalone product, which Customer Locations carry a lower ARPU, the monthly ARPU of our Customer Locations increased by 13% to approximately \$489 per Customer Location as at March 31, 2025 compared to approximately \$431 per Customer Location as at March 31, 2024. For greater clarity, the number of Customer Locations of the Company in the period is calculated by taking the average number of Customer Locations throughout the period. Customer Location means a billing merchant location for which the term of services has not ended, or with which we are negotiating a renewal contract, and, in the case of NuORDER, a brand with a direct or indirect paid subscription for which the term of services has not ended or in respect of which we are negotiating a subscription renewal. A single unique customer can have multiple Customer Locations including physical and eCommerce sites (this has changed prospectively as detailed below) and in the case of NuORDER, multiple subscriptions. We use this measure as we believe that our ability to increase the number of Customer Locations with a high GTV per year and the number of retail Customer Locations in North America and hospitality Customer Locations in Europe served by our platform is an indicator of our success in terms of market penetration and growth of our business. Excluding Customer Locations attributable to the Ecwid eCommerce standalone product, our Customer Locations decreased from approximately 165,000 as at March 31, 2024 to approximately 162,000 as at March 31, 2025 as we focus on retail Customer Locations in North America and hospitality Customer Locations in Europe as opposed to total Customer Locations.

⁽²⁾ As our POS and eCommerce solutions are packaged as a single omnichannel product, we believe the distinction between physical sites and eCommerce sites has become less meaningful. As such, in respect of periods ending after March 31, 2025, Customer Locations will no longer be calculated to include eCommerce sites and the definition of Customer Locations will be updated as follows: Customer Location means a billing merchant location for which the term of services has not ended, or in respect of which we are negotiating a renewal contract, and, in the case of NuORDER, a brand with a direct or indirect paid subscription for which the term of services has not ended or in respect of which we are negotiating a subscription renewal. A single unique customer can only have multiple Customer Locations if it has multiple physical sites and in the case of NuORDER, multiple subscriptions. Subscription revenue and transaction-based revenue attributable to standalone eCommerce sites is excluded from ARPU. Under this new definition, Customer Locations as at March 31, 2025 were approximately 144,000 compared to approximately 146,000 as at March 31, 2024 and the monthly ARPU of our Customer Locations increased by 13% to approximately \$545 as at March 31, 2025 compared to approximately \$482 per Customer Location as at March 31, 2024.



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