



# Q3 2025 Earnings Results

October 30, 2025

# Legal Disclaimer

This presentation and the accompanying conference call contain forward-looking statements within the meaning of the federal securities laws, including statements about our future performance and goals. These statements involve substantial risks and uncertainties as further described in the Appendix, as well as in our most recent periodic reports filed with the SEC, including our Annual Report on Form 10-K and subsequent Quarterly Reports on Form 10-Q, which are available on our website and at sec.gov.

This presentation and the accompanying conference call also contain operating metrics, including Active Customer Accounts and Dollar-Based Net Expansion Rate. We rely on assumptions to calculate these metrics, they are calculated using internal company data that has not been independently verified, and they are not based on any standardized industry methodology. More information about these operating metrics can be found in the Appendix.

This presentation and the accompanying conference call also contain non-GAAP financial measures. The non-GAAP financial measures, including non-GAAP gross profit, non-GAAP gross margin, non-GAAP income (loss) from operations, non-GAAP operating margin, non-GAAP net income (loss) per share attributable to common stockholders, diluted (which we refer to as non-GAAP diluted earnings per share), organic revenue, organic revenue growth, free cash flow and free cash flow margin, are presented for supplemental informational purposes only and should not be considered a substitute for financial information presented in accordance with GAAP. More information about and definitions of these non-GAAP financial measures, and reconciliations to their most directly comparable GAAP measures, can be found in the Appendix.



# Financial Overview

# Company Results

## Q3 2025

**\$1,300M**

Reported Revenue

**15% / 13%**

Reported / Organic Revenue Growth Y/Y

**\$652M**

Non-GAAP Gross Profit

**50.1%**

Non-GAAP Gross Margin

**\$235M**

Non-GAAP Income from Operations

**\$248M**

Free Cash Flow

**109%**

Dollar-Based Net Expansion Rate

**392,000+**

Active Customer Accounts

Note: Organic revenue growth, non-GAAP gross profit, non-GAAP gross margin, non-GAAP income from operations, and free cash flow are non-GAAP financial measures. See Appendix for non-GAAP definitions and reconciliations.

Note: Numbers are rounded to the nearest million (other than percentages and Active Customer Accounts).

# Q4 2025 & Full Year 2025 Guidance

## Q4 2025 Guidance:

- Reported revenue: \$1.310 billion to \$1.320 billion, up 9.5% to 10.5% year-over-year
- Organic revenue growth: 8% to 9% year-over-year
- Non-GAAP income from operations: \$230 million to \$240 million
- Non-GAAP diluted earnings per share<sup>1</sup>: \$1.17 - \$1.22
- Non-GAAP weighted average diluted shares outstanding: 157 million

## Full Year 2025 Guidance:

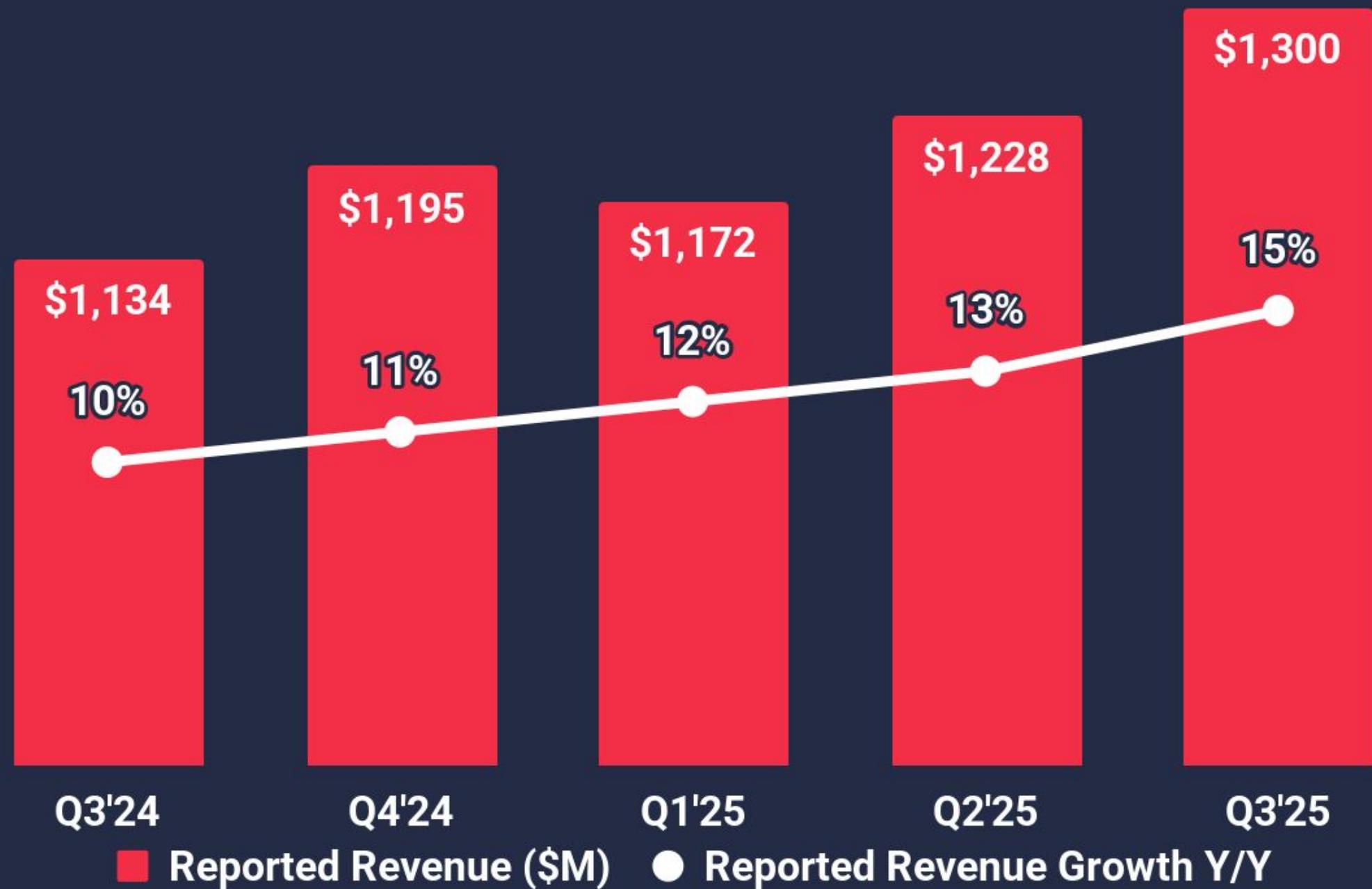
- Reported revenue growth: 12.4% to 12.6% year-over-year, up from 10% to 11% previously
- Organic revenue growth: 11.3% to 11.5% year-over-year, up from 9% to 10% previously
- Non-GAAP income from operations: \$900 million to \$910 million, up from \$850 million to \$875 million previously
- Free cash flow: \$920 million to \$930 million, up from \$875 million to \$900 million previously

<sup>1</sup> Non-GAAP diluted earnings per share guidance assumes no impact from volatility of foreign exchange rates.

Note: Raising full year 2025 guidance ranges for reported and organic revenue growth, non-GAAP income from operations and free cash flow as previously provided on August 7, 2025.

Note: Organic revenue growth, non-GAAP income from operations, non-GAAP diluted earnings per share and free cash flow are non-GAAP financial measures. See Appendix for non-GAAP definitions.

# Quarterly Revenue

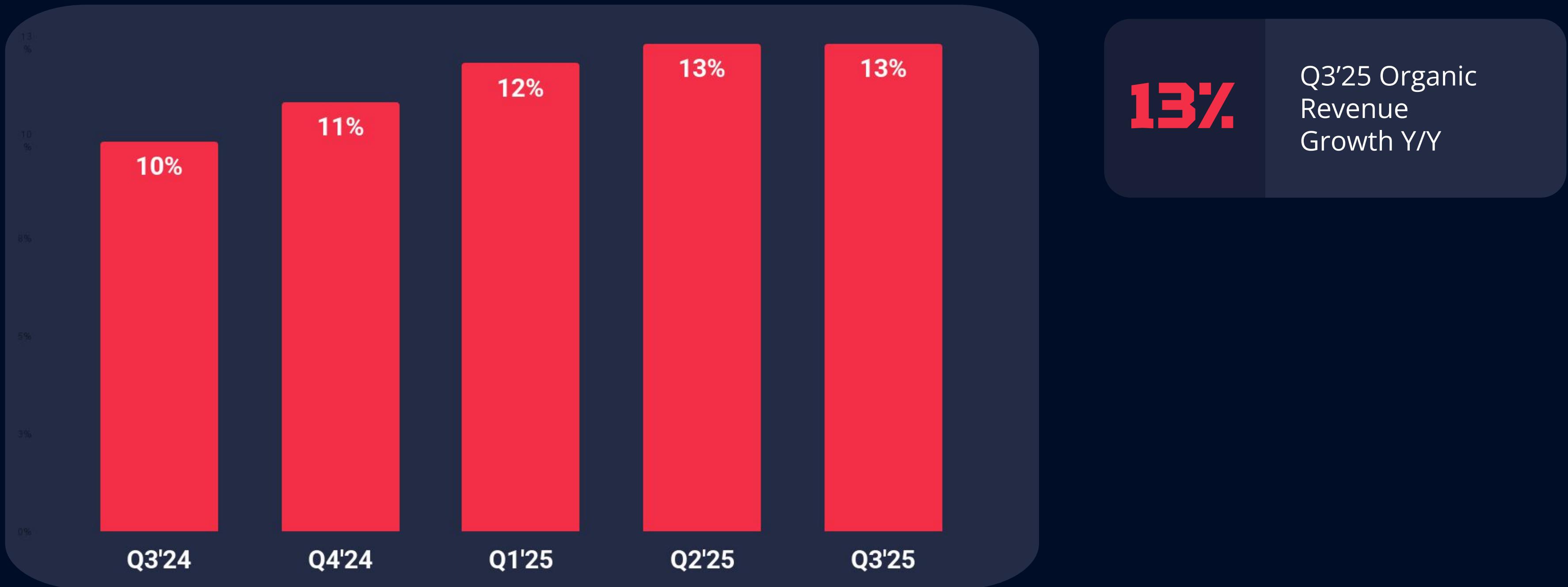


**15%**

Q3'25 Reported  
Revenue  
Growth Y/Y

Note: Numbers are rounded to the nearest million (other than percentages).

# Quarterly Organic Revenue Growth



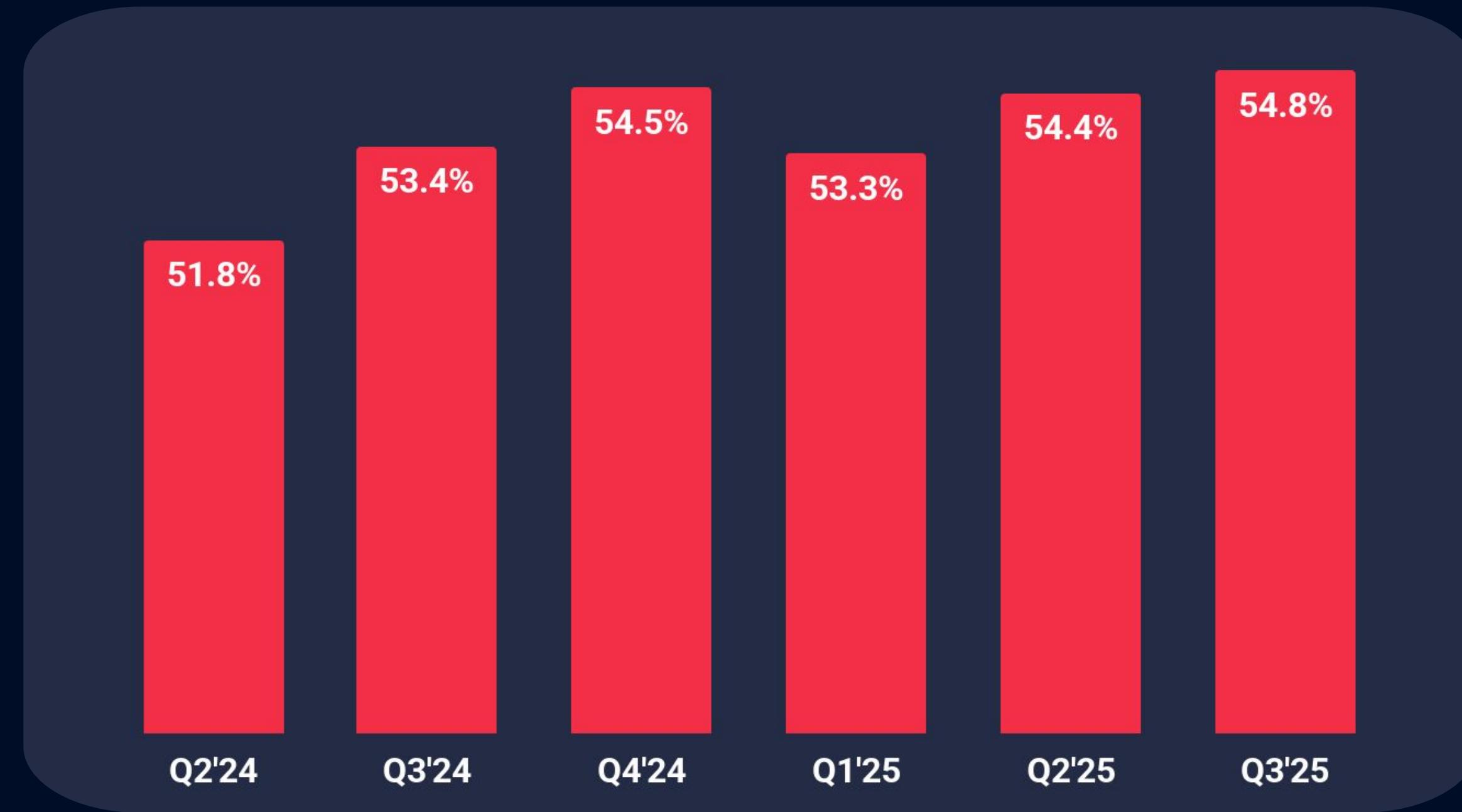
Note: Organic revenue growth is a non-GAAP financial measure. See Appendix for non-GAAP definitions and reconciliations.

# Dollar-Based Net Expansion Rate



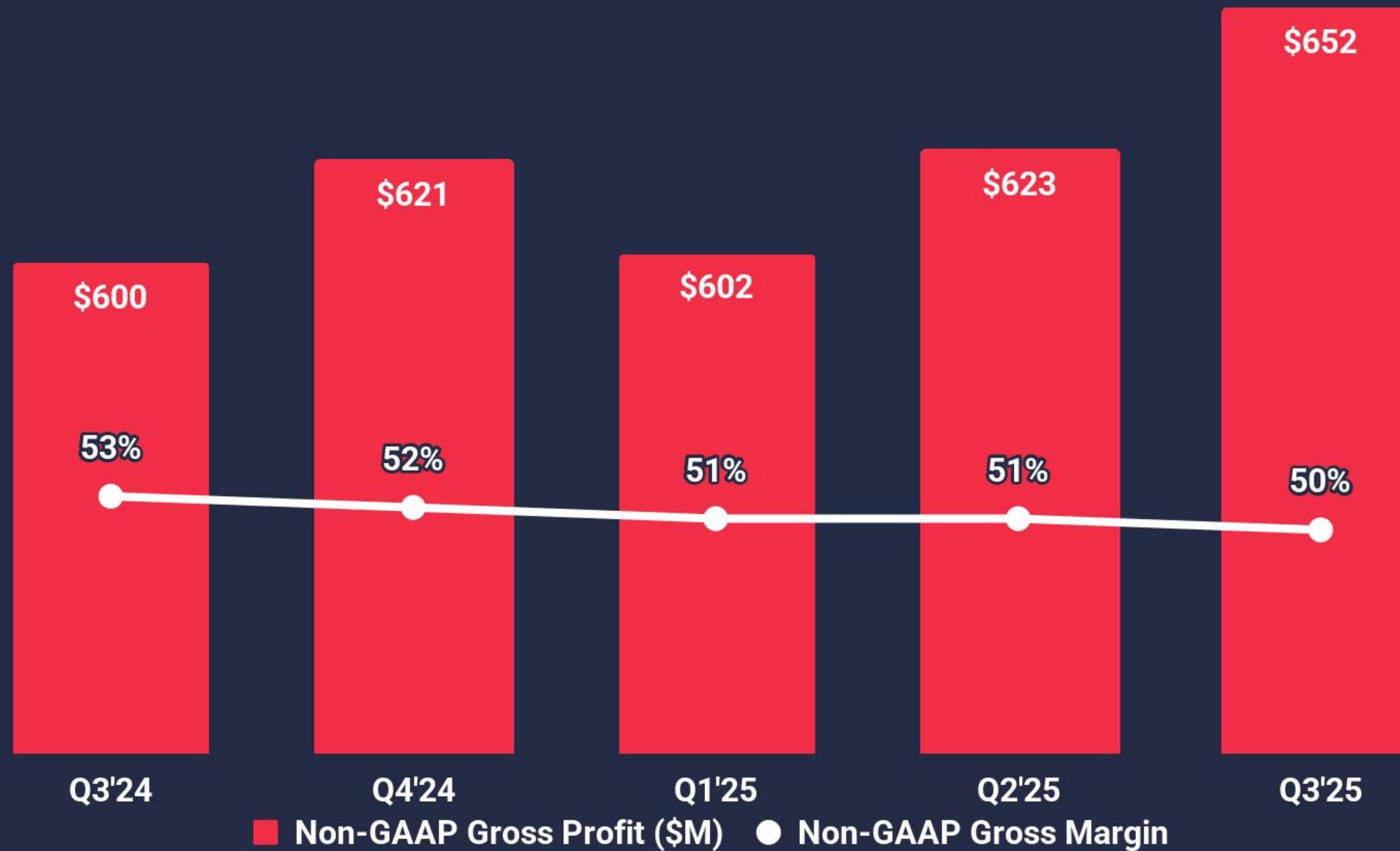
Note: See Appendix for our definition of Dollar-Based Net Expansion Rate.

# Messaging Revenue Mix %



Note: Messaging Revenue Mix % refers to Messaging revenue as a percentage of revenue.

# Non-GAAP Gross Profit



50%

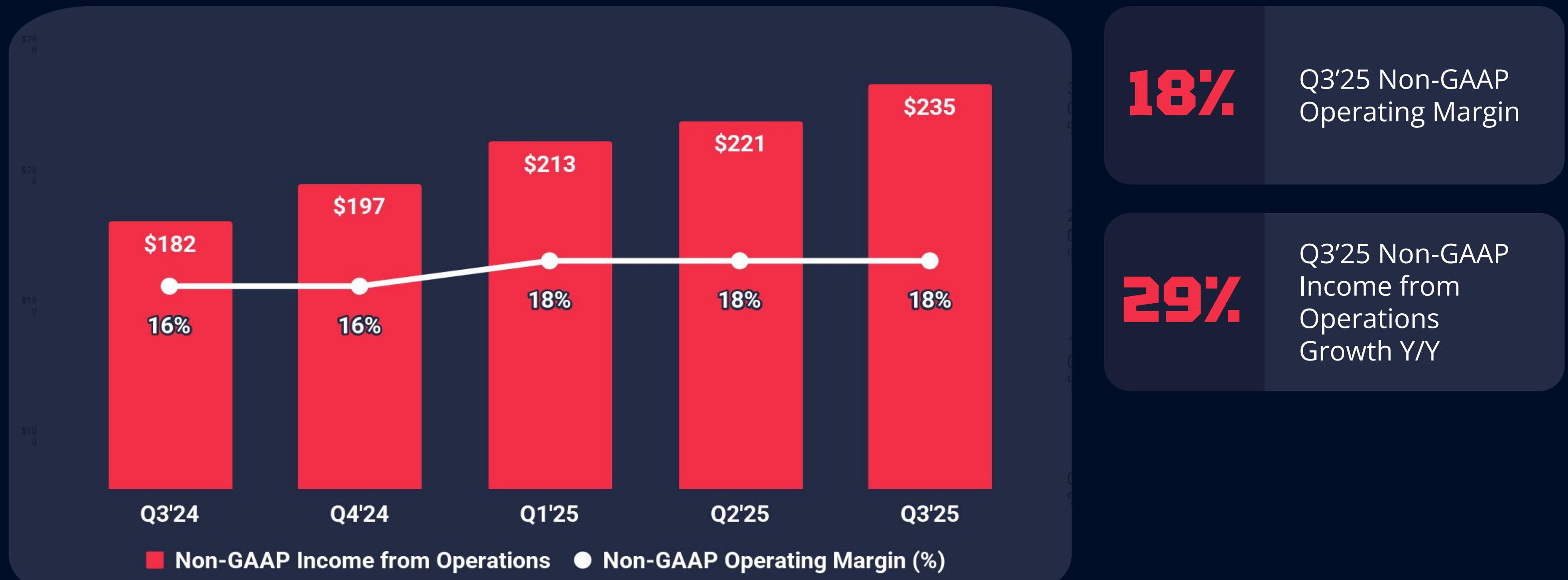
Q3'25 Non-GAAP  
Gross Margin

9%

Q3'25 Non-GAAP  
Gross Profit  
Growth Y/Y

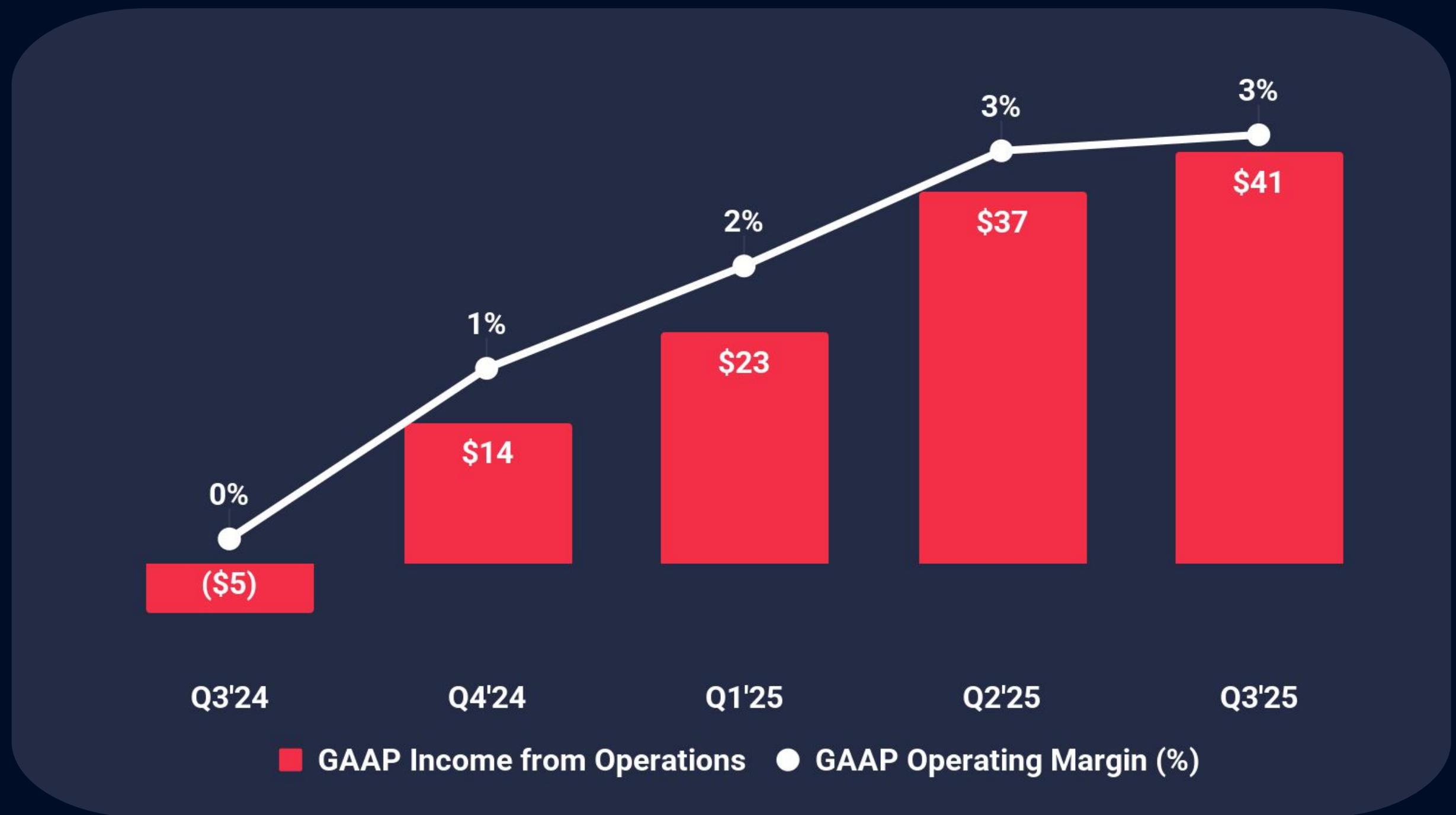
Note: Non-GAAP gross profit and non-GAAP gross margin are non-GAAP financial measures. See Appendix for non-GAAP definitions and reconciliations.

# Non-GAAP Income from Operations



Note: Non-GAAP income from operations and non-GAAP operating margin are non-GAAP financial measures. See Appendix for non-GAAP definitions and reconciliations.

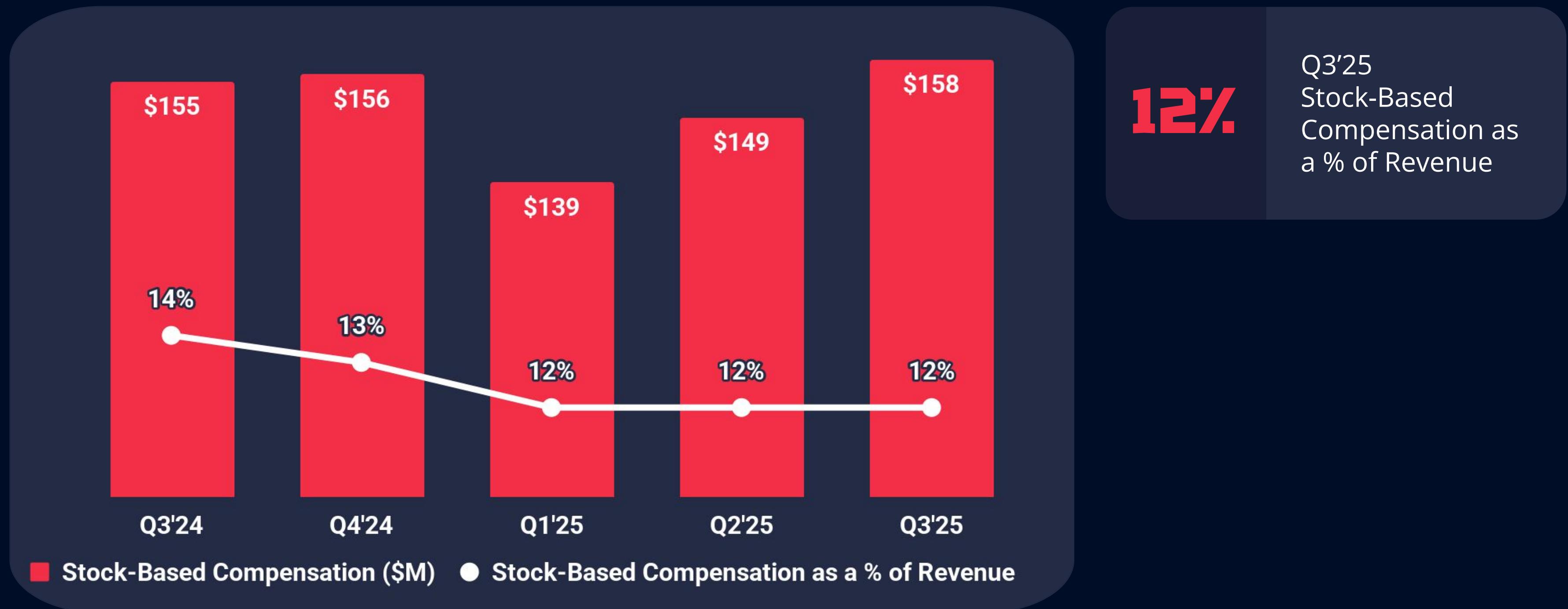
# GAAP Income from Operations



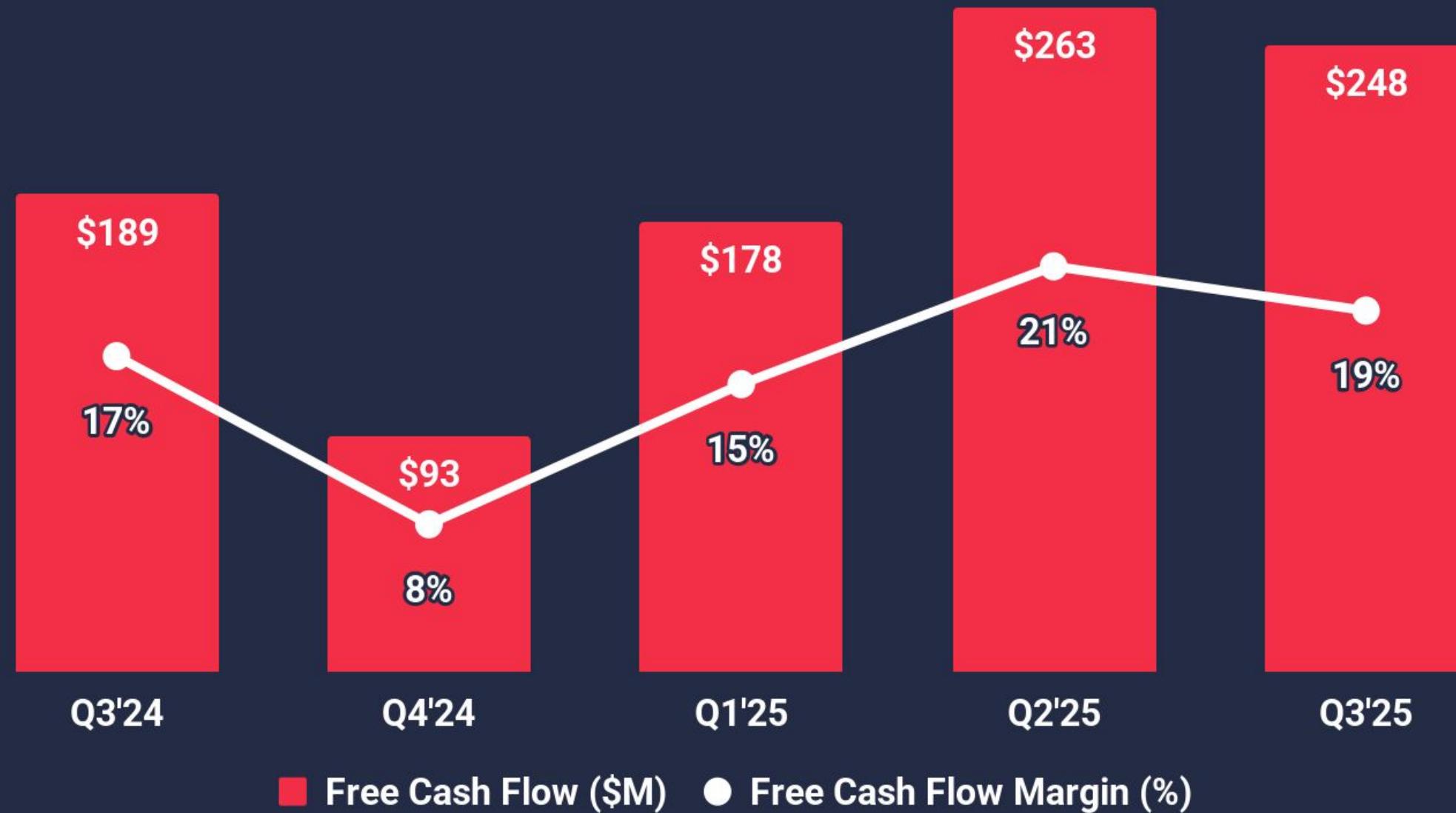
3%

Q3'25 GAAP  
Operating Margin

# Stock-Based Compensation Expense



# Free Cash Flow



**19%**

Q3'25 Free Cash Flow Margin

**31%**

Q3'25 Free Cash Flow Growth Y/Y

Note: Free cash flow and free cash flow margin are non-GAAP financial measures. See Appendix for non-GAAP definitions and reconciliations.



# Q3 2025: Representative Customer Wins

# Top Customer Wins from the Quarter

- Twilio signed a nine-figure renewal deal spanning Messaging, Voice, and Software Add-ons with a leading cloud provider, the largest deal in our company's history.
- Genspark AI, an AI Agent company, signed a Voice deal and launched within a week to power their automated "call for me", which allows their Super Agent platform to make phone calls to businesses, services, or individuals on the user's behalf. Additionally, Genspark signed an Email deal for marketing communications.
- Twilio signed an Agent Productivity deal with Inhabit, a leading property management software company, to implement Flex as the omnichannel contact center integrating Voice, SMS, Email, and Chat into a unified platform. Additionally, ConversationRelay will power their virtual leasing agent to automate inbound leads.
- GoGoGrandparent, an on-demand service for seniors, signed a deal to expand their Twilio Voice and Messaging usage that powers their concierge style service to help seniors use gig economy apps.
- Twilio signed a cross sell deal with Paychex, a HR platform company, to implement Verify and its advanced risk assessment and fraud prevention capabilities.
- A leading enterprise management platform signed a seven figure deal to use Messaging in their platform with SMS, WhatsApp, RCS, in addition to Engagement Suite running over the top.

# Top Customer Wins from the Quarter (cont.)

- Twilio signed a new seven figure deal with a large bank in Argentina to implement Twilio's WhatsApp API to conduct their marketing messages and customer conversations. With Twilio, they can leverage real-time analytics, delivery metrics, and onboarding support to improve delivery rates and cost per message delivered.
- Twilio signed an eight figure deal with a leading real estate technology platform to implement SMS, RCS, Voice, and several Software Add-ons into their platform. They will adopt ConversationRelay and Conversational Intelligence to enhance their existing AI solutions, and will deploy Verify for two-factor authentication.
- Twilio signed a new deal with a Voice AI company for mortgages to leverage Programmable Voice and SMS to facilitate communications from lenders to consumers.
- A Voice AI company for healthcare signed a deal securing Voice as a core part of their infrastructure while they continue to grow and scale.
- A leading AI model company started as a self-serve customer using Email for account creation notifications. In under a year, they've scaled into a six-figure, multi-product customer, now using Twilio's Voice stack to power their AI agent for outbound and inbound calling at scale.

# Top Customer Wins from the Quarter (cont.)

- Twilio signed a new Flex deal with an electric vehicle manufacturer. Flex will displace their existing solution, allowing the customer to re-imagine their customer and agent experience.
- A leading athletic apparel company signed an Email expansion deal which is a core channel to reach their consumers for transaction notifications, one-time passwords, and marketing communications.
- A leading fintech platform signed a seven-figure, competitive takeout deal to leverage Twilio Verify as their scalable, reliable two-factor authentication solution after experiencing an outage with a competitor. Additionally, Twilio signed an eight-figure Segment deal with this customer to continue powering their unified customer engagement strategy across various product lines.
- Twilio signed a multi-year deal with a leading toy company that leverages AI-driven personalization from Segment to orchestrate customer journeys across all touchpoints, ensuring every interaction is relevant, timely, and powered by a unified profile.
- A leading AI model company signed an expansion deal to leverage Segment's data capabilities to manage their real-time data flow between systems.



# THANK YOU

# Appendix

# Forward-Looking Statements

This presentation and the accompanying conference call contain forward-looking statements within the meaning of the federal securities laws. Forward-looking statements generally relate to future events or our future financial or operating performance. In some cases, you can identify forward-looking statements because they contain words such as "may," "can," "will," "would," "should," "expects," "plans," "anticipates," "could," "intends," "target," "projects," "contemplates," "believes," "estimates," "predicts," "forecasts," "potential" or "continue" or the negative of these words or other similar terms or expressions that concern our expectations, strategy, plans or intentions. Forward-looking statements contained in this presentation and the accompanying conference call include, but are not limited to, statements about: our future financial and operating performance, including our expected financial and operating results, guidance and targets, including the assumptions underlying such guidance and targets; our anticipated strategies and business plans and our ability to successfully execute them; our ability to drive growth, profitability and free cash flow; our ability to maintain cost discipline; the timing of future investments or expenses; the timing, completion and expected benefits of the proposed acquisition of Stytch, Inc.; our expectations regarding carrier fees and the impact of such fees on our financial and operating results; our expectations regarding our gross margin, including regarding price actions, investments in efficiency, product mix and growth in higher-margin products; our expectations regarding capital returns to shareholders, including share repurchases; our expectations regarding revenue from ISVs and self-serve customers; our expectations regarding our cross-sell, upsell and solution selling efforts; our pipeline of new business; the benefits our customers derive from our products; our ability to expand into new and existing markets; the development, release and adoption of our products (and the timing thereof), including related to AI and machine learning; the effects of our go-to-market efforts to drive profitable growth and capture market share; our ability to deliver on our product roadmap; our expectations regarding seasonal impacts; and our expectations regarding the macroeconomic environment. You should not rely upon forward-looking statements as predictions of future events.

The outcome of the events described in these forward-looking statements is subject to known and unknown risks, uncertainties, and other factors that may cause our actual results, performance, or achievements to differ materially from those described in the forward-looking statements, including, among other things: the impact of global economic and political conditions and uncertainties; the accuracy of our forecasts and metrics; fluctuations in our results of operations and the levels of our customers' usage of our platform; our ability to attract and retain customers and expand their usage of our platform; our ability to develop new products and integrate our products with third-party products effectively; our ability to manage our growth and strategic changes to our business; our ability to compete effectively in intensely competitive markets; the occurrence of and our ability to manage cybersecurity breaches and other incidents impacting our networks and systems or those of our third-party service providers; our ability to manage changes in network service provider fees and optimize our network service provider coverage and connectivity; and our compliance with industry standards, laws and regulations.

The forward-looking statements contained in this presentation and the accompanying conference call are also subject to additional risks, uncertainties, and factors, including those more fully described in our most recent filings with the Securities and Exchange Commission, including our Annual Report on Form 10-K and subsequent Quarterly Reports on Form 10-Q. Should any of these risks materialize, or should our assumptions prove to be incorrect, actual financial results could differ materially from our projections or those implied by these forward-looking statements. Moreover, we operate in a very competitive and rapidly changing environment, and new risks and uncertainties may emerge that could have an impact on the forward-looking statements contained in this presentation and the accompanying conference call. All forward-looking statements contained in this presentation and the accompanying conference call represent our management's beliefs and assumptions only as of the date such statements are made and we do not assume any obligation to update any forward-looking statements to reflect events or circumstances occurring after the date on which the statements were made, or to reflect new information or the occurrence of unanticipated events, except as required by law.

# Operating Metrics

We review a number of operational and financial metrics, including Active Customer Accounts and Dollar-Based Net Expansion Rate, to evaluate our business, measure our performance, identify trends affecting our business, formulate business plans and make strategic decisions. These metrics are not based on any standardized industry methodology and are not necessarily calculated in the same manner or comparable to similarly titled measures presented by other companies. Similarly, these metrics may differ from estimates published by third parties or from similarly titled metrics of our competitors due to differences in methodology. The numbers that we use to calculate Active Customer Accounts and Dollar-Based Net Expansion Rate are based on internal data. While these numbers are based on what we believe to be reasonable judgments and estimates for the applicable period of measurement, there are inherent challenges in measuring usage. We regularly review and may adjust our processes for calculating our internal metrics to improve their accuracy. If investors or analysts do not perceive our metrics to be accurate representations of our business, or if we discover material inaccuracies in our metrics, our reputation, business, results of operations, and financial condition would be harmed.

**Active Customer Accounts.** We define an Active Customer Account at the end of any period as an individual account, as identified by a unique account identifier, for which we have recognized at least \$5 of revenue in the last month of the period. A single organization may constitute multiple unique Active Customer Accounts if it has multiple account identifiers, each of which is treated as a separate Active Customer Account. Active Customer Accounts excludes customer accounts from Zipwhip, Inc. ("Zipwhip"). The number of Active Customer Accounts is rounded down to the nearest thousand.

Our business and customer relationships have grown since we began reporting the number of Active Customer Accounts using the above definition, which is anchored to a minimum \$5 monthly revenue figure. We have a large number of Active Customer Accounts with relatively low individual spend that in the aggregate do not drive a significant portion of our revenue. Due to this dynamic, we believe that the number of Active Customer Accounts, as currently defined, is less informative now as an indicator of the growth of our business and future revenue trends than it has been in prior periods.

# Operating Metrics

**Dollar-Based Net Expansion Rate.** Our Dollar-Based Net Expansion Rate compares the total revenue from all Active Customer Accounts and customer accounts from Zipwhip in a quarter to the same quarter in the prior year. To calculate the Dollar-Based Net Expansion Rate, we first identify the cohort of Active Customer Accounts and customer accounts from Zipwhip that were Active Customer Accounts or customer accounts from Zipwhip in the same quarter of the prior year. The Dollar-Based Net Expansion Rate is the quotient 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. When we calculate Dollar-Based Net Expansion Rate for periods longer than one quarter, we use the average of the applicable quarterly Dollar-Based Net Expansion Rates for each of the quarters in such period. Revenue from acquisitions does not impact the Dollar-Based Net Expansion Rate calculation until the quarter following the one-year anniversary of the applicable acquisition, unless the acquisition closing date is the first day of a quarter. Revenue from divestitures does not impact the Dollar-Based Net Expansion Rate calculation beginning in the quarter the divestiture closed, unless the divestiture closing date is the last day of a quarter.

We believe that measuring Dollar-Based Net Expansion Rate provides an important indication of the performance of our efforts to increase revenue from existing customers. Our ability to drive growth and generate incremental revenue depends, in part, on our ability to maintain and grow our relationships with existing Active Customer Accounts and to increase their use of the platform. An important way in which we have historically tracked performance in this area is by measuring the Dollar-Based Net Expansion Rate for Active Customer Accounts. Our Dollar-Based Net Expansion Rate increases when such Active Customer Accounts increase their usage of a product, extend their usage of a product to new applications or adopt a new product. Our Dollar-Based Net Expansion Rate decreases when such Active Customer Accounts cease or reduce their usage of a product or when we lower usage prices on a product. As our customers grow their businesses and extend the use of our platform, they sometimes create multiple customer accounts with us for operational or other reasons. As such, when we identify a significant customer organization (defined as a single customer organization generating more than 1% of revenue in a quarterly reporting period) that has created a new Active Customer Account, this new Active Customer Account is tied to, and revenue from this new Active Customer Account is included with, the original Active Customer Account for the purposes of calculating this metric.

# Non-GAAP Financial Measures

In addition to financial information presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation and the accompanying conference call include certain non-GAAP financial measures, including non-GAAP gross profit, non-GAAP gross margin, non-GAAP operating margin, non-GAAP net income (loss) per share attributable to common stockholders, diluted (which we refer to as "non-GAAP diluted earnings per share"), non-GAAP income (loss) from operations, organic revenue and organic revenue growth, free cash flow and free cash flow margin. We use these non-GAAP financial measures to evaluate our ongoing operations and for internal planning and forecasting purposes. We believe that these non-GAAP financial measures may be helpful to investors because they provide consistency and comparability with past financial performance, facilitate period-to-period comparisons of results of operations and assist in comparisons with other companies, many of which use similar non-GAAP financial measures to supplement their GAAP results. We believe organic revenue and organic revenue growth are useful in understanding the ongoing results of our operations. We believe free cash flow and free cash flow margin provide useful supplemental information to help investors understand underlying trends in our business and our liquidity. These non-GAAP financial measures are presented for supplemental informational purposes only, should not be considered substitutes for financial information presented in accordance with GAAP, and may be different from similarly-titled non-GAAP measures used by other companies. A reconciliation of these measures to the most directly comparable GAAP measures is included in the appendix. We have not provided the forward-looking GAAP equivalents for certain forward-looking non-GAAP measures presented in this presentation or the accompanying conference call, or a GAAP reconciliation, as a result of the uncertainty regarding, and the potential variability of, reconciling items such as stock-based compensation expense. Accordingly, a reconciliation of these non-GAAP guidance metrics to their corresponding forward-looking GAAP equivalents is not available without unreasonable effort. However, it is important to note that material changes to reconciling items could have a significant effect on future GAAP results.

**Non-GAAP Gross Profit and Non-GAAP Gross Margin.** For the periods presented, we define non-GAAP gross profit and non-GAAP gross margin as GAAP gross profit and GAAP gross margin, respectively, adjusted to exclude stock-based compensation, amortization of acquired intangibles and payroll taxes related to stock-based compensation.

**Non-GAAP Income (Loss) from Operations and Non-GAAP Operating Margin.** For the periods presented, we define non-GAAP income (loss) from operations and non-GAAP operating margin as GAAP income (loss) from operations and GAAP operating margin, respectively, adjusted to exclude, as applicable, stock-based compensation, amortization of acquired intangibles, loss on net assets divested, acquisition and divestiture related expenses, payroll taxes related to stock-based compensation, charitable contributions, restructuring costs, and impairment of long-lived assets.

# Non-GAAP Financial Measures

**Non-GAAP Net Income Attributable to Common Stockholders** and **Non-GAAP Net Income Per Share Attributable to Common Stockholders**. For the periods presented, we define non-GAAP net income attributable to common stockholders and non-GAAP net income per share attributable to common stockholders, diluted (which we refer to as “non-GAAP diluted earnings per share”) as GAAP net income (loss) attributable to common stockholders and GAAP net income (loss) per share attributable to common stockholders, diluted, respectively, adjusted to exclude, as applicable, stock-based compensation, amortization of acquired intangibles, loss on net assets divested, acquisition and divestiture related expenses, losses on impairment of strategic investments, payroll taxes related to stock-based compensation, accretion of debt discount and issuance costs, provision of income tax effects related to non-GAAP adjustments, income tax benefit related to acquisitions, charitable contributions, share of losses from equity method investment, restructuring costs, impairment of long-lived assets and gains on or impairment of strategic investments.

**Organic Revenue**. For the periods presented, we define organic revenue as GAAP revenue, excluding (i) revenue from each acquired business and revenue from incremental increases to application-to-person (“A2P”) fees imposed by major U.S. carriers on our core messaging business, in each case until the beginning of the first full quarter following the one-year anniversary of the closing date of such acquisition or the initial date such fees were charged and (ii) revenue from each divested business beginning in the quarter of the closing date of such divestiture; provided that (a) if an acquisition closes or such fees are initially charged on the first day of a quarter, such revenue will be included in organic revenue beginning on the one-year anniversary of the closing date of such acquisition or the initial date such fees were charged and (b) if a divestiture closes on the last day of a quarter, such revenue will be included in organic revenue for that quarter. As used in this definition, A2P fees refers to fees imposed by U.S. mobile carriers for A2P messages delivered to their subscribers, and we pass these fees to our messaging customers at cost.

**Organic Revenue Growth**. For the periods presented, we calculate organic revenue growth by dividing (i) organic revenue for the period presented less organic revenue in the comparative period by (ii) organic revenue in the comparative period. If revenue from certain acquisitions, divestitures or A2P fees is included or excluded in organic revenue in the period presented, then revenue from the same acquisitions, divestitures and A2P fees is included or excluded in organic revenue in the comparative period for purposes of the organic revenue growth calculation. As a result, organic revenue used in this calculation for the comparative period will not always equal organic revenue reported for the comparative period.

**Free Cash Flow** and **Free Cash Flow Margin**. For the periods presented, we define free cash flow as net cash provided by operating activities, excluding capitalized software development costs and purchases of long-lived and intangible assets, and we define free cash flow margin as free cash flow divided by revenue.

# Non-GAAP Financial Measures Reconciliation

(Dollars in thousands, unaudited)



|  | Three Months Ended    |                      |                   |                   |                       |
|--|-----------------------|----------------------|-------------------|-------------------|-----------------------|
|  | September 30,<br>2024 | December 31,<br>2024 | March 31,<br>2025 | June 30,<br>2025  | September 30,<br>2025 |
| <b>Non-GAAP gross profit and Non-GAAP gross margin</b> |                       |                      |                   |                   |                       |
| Revenue  | \$ 1,133,649          | \$ 1,194,835         | \$ 1,172,463      | \$ 1,228,425      | \$ 1,300,402          |
| GAAP gross profit                                      | \$ 578,629            | \$ 599,697           | \$ 581,567        | \$ 602,740        | \$ 632,077            |
| GAAP gross profit growth (Y/Y)                         |                       |                      |                   |                   | 9 %                   |
| GAAP gross margin                                      | 51.0 %                | 50.2 %               | 49.6 %            | 49.1 %            | 48.6 %                |
| Non-GAAP adjustments:                                  |                       |                      |                   |                   |                       |
| Stock-based compensation                               | 5,436                 | 5,171                | 4,271             | 4,087             | 4,305                 |
| Amortization of acquired intangibles                   | 15,682                | 15,682               | 15,682            | 15,594            | 15,446                |
| Payroll taxes related to stock-based compensation      | 257                   | 248                  | 482               | 481               | 269                   |
| <b>Non-GAAP gross profit</b>                           | <u>\$ 600,004</u>     | <u>\$ 620,798</u>    | <u>\$ 602,002</u> | <u>\$ 622,902</u> | <u>\$ 652,097</u>     |
| Non-GAAP gross profit growth (Y/Y)                     |                       |                      |                   |                   | 9 %                   |
| Non-GAAP gross margin                                  | 52.9 %                | 52.0 %               | 51.3 %            | 50.7 %            | 50.1 %                |

# Non-GAAP Financial Measures Reconciliation

(Dollars in thousands, unaudited)



|  | Three Months Ended    |                      |                   |                   |                       |
|--|-----------------------|----------------------|-------------------|-------------------|-----------------------|
|  | September 30,<br>2024 | December 31,<br>2024 | March 31,<br>2025 | June 30,<br>2025  | September 30,<br>2025 |
| <b>Non-GAAP income from operations and Non-GAAP operating margin</b> |                       |                      |                   |                   |                       |
| Revenue  | \$ 1,133,649          | \$ 1,194,835         | \$ 1,172,463      | \$ 1,228,425      | \$ 1,300,402          |
| GAAP gross profit  | \$ 578,629            | \$ 599,697           | \$ 581,567        | \$ 602,740        | \$ 632,077            |
| Non-GAAP adjustments:  |                       |                      |                   |                   |                       |
| Stock-based compensation   | 5,436                 | 5,171                | 4,271             | 4,087             | 4,305                 |
| Amortization of acquired intangibles                                 | 15,682                | 15,682               | 15,682            | 15,594            | 15,446                |
| Payroll taxes related to stock-based compensation                    | 257                   | 248                  | 482               | 481               | 269                   |
| Non-GAAP gross profit  | \$ 600,004            | \$ 620,798           | \$ 602,002        | \$ 622,902        | \$ 652,097            |
| GAAP operating expenses  | \$ 583,523            | \$ 585,970           | \$ 558,485        | \$ 565,751        | \$ 591,129            |
| Non-GAAP adjustments:  |                       |                      |                   |                   |                       |
| Stock-based compensation   | (148,395)             | (150,612)            | (133,249)         | (145,164)         | (153,864)             |
| Amortization of acquired intangibles                                 | (11,755)              | (11,609)             | (11,457)          | (11,411)          | (11,412)              |
| Payroll taxes related to stock-based compensation                    | (792)                 | 1,941                | (10,718)          | (4,440)           | (3,160)               |
| Charitable contributions   | (1,301)               | (1,996)              | (2,776)           | (2,237)           | (5,104)               |
| Restructuring costs  | (3,694)               | 57                   | (11,691)          | (140)             | —                     |
| Non-GAAP operating expenses  | \$ 417,586            | \$ 423,751           | \$ 388,594        | \$ 402,359        | \$ 417,589            |
| GAAP (loss) income from operations                                   | \$ (4,894)            | \$ 13,727            | \$ 23,082         | \$ 36,989         | \$ 40,948             |
| GAAP income from operations growth (Y/Y)                             |                       |                      |                   |                   | 937%                  |
| GAAP operating margin  | (0.4)%                | 1.1%                 | 2.0%              | 3.0%              | 3.1%                  |
| Non-GAAP adjustments:  |                       |                      |                   |                   |                       |
| Stock-based compensation   | 153,831               | 155,783              | 137,520           | 149,251           | 158,169               |
| Amortization of acquired intangibles                                 | 27,437                | 27,291               | 27,139            | 27,005            | 26,858                |
| Payroll taxes related to stock-based compensation                    | 1,049                 | (1,693)              | 11,200            | 4,921             | 3,429                 |
| Charitable contributions   | 1,301                 | 1,996                | 2,776             | 2,237             | 5,104                 |
| Restructuring costs  | 3,694                 | (57)                 | 11,691            | 140               | —                     |
| <b>Non-GAAP income from operations</b>                               | <b>\$ 182,418</b>     | <b>\$ 197,047</b>    | <b>\$ 213,408</b> | <b>\$ 220,543</b> | <b>\$ 234,508</b>     |
| <b>Non-GAAP income from operations growth (Y/Y)</b>                  |                       |                      |                   |                   | 29%                   |
| <b>Non-GAAP operating margin</b>                                     | 16.1%                 | 16.5%                | 18.2%             | 18.0%             | 18.0%                 |

# Non-GAAP Financial Measures Reconciliation

(Dollars in thousands, unaudited)



|                        | Three Months Ended    |                      |                     |                     |                       |
|------------------------|-----------------------|----------------------|---------------------|---------------------|-----------------------|
|                        | September 30,<br>2024 | December 31,<br>2024 | March 31,<br>2025   | June 30,<br>2025    | September 30,<br>2025 |
| <b>Organic revenue</b> |                       |                      |                     |                     |                       |
| Total revenue          | \$ 1,133,649          | \$ 1,194,835         | \$ 1,172,463        | \$ 1,228,425        | \$ 1,300,402          |
| A2P revenue            | —                     | —                    | —                   | (6,161)             | (20,235)              |
| <b>Organic revenue</b> | <b>\$ 1,133,649</b>   | <b>\$ 1,194,835</b>  | <b>\$ 1,172,463</b> | <b>\$ 1,222,264</b> | <b>\$ 1,280,167</b>   |
| <b>Revenue growth</b>  |                       |                      |                     |                     |                       |
| Organic revenue growth | 10 %                  | 11 %                 | 12 %                | 13 %                | 15 %                  |
|                        | 10% <sup>1</sup>      | 11% <sup>2</sup>     | 12% <sup>3</sup>    | 13% <sup>4</sup>    | 13% <sup>5</sup>      |

<sup>1</sup> Q3'23 organic revenue, as used in the calculation of Q3'24 organic revenue growth, is equal to reported revenue. Q3'23 revenue was \$1,034 million.

<sup>2</sup> Q4'23 organic revenue, as used in the calculation of Q4'24 organic revenue growth, is equal to reported revenue. Q4'23 revenue was \$1,076 million.

<sup>3</sup> Q1'24 organic revenue, as used in the calculation of Q1'25 organic revenue growth, is equal to reported revenue. Q1'24 revenue was \$1,047 million.

<sup>4</sup> Q2'24 organic revenue, as used in the calculation of Q2'25 organic revenue growth, is equal to reported revenue. Q2'24 revenue was \$1,083 million.

<sup>5</sup> Q3'24 organic revenue, as used in the calculation of Q3'25 organic revenue growth, is equal to reported revenue.

# Non-GAAP Financial Measures Reconciliation

(Dollars in thousands, unaudited)



|  | Three Months Ended    |                      |                   |                   |                       |
|--|-----------------------|----------------------|-------------------|-------------------|-----------------------|
|  | September 30,<br>2024 | December 31,<br>2024 | March 31,<br>2025 | June 30,<br>2025  | September 30,<br>2025 |
| <b>Free cash flow and free cash flow margin</b>        |                       |                      |                   |                   |                       |
| Net cash provided by operating activities              | \$ 204,329            | \$ 108,446           | \$ 191,042        | \$ 277,084        | \$ 263,563            |
| Net cash provided by operating activities growth (Y/Y) |                       |                      |                   |                   | 29.0%                 |
| Operating cash flow margin                             | 18.0%                 | 9.1%                 | 16.3%             | 22.6%             | 20.3%                 |
| Non-GAAP adjustments:                                  |                       |                      |                   |                   |                       |
| Capitalized software development costs                 | (14,424)              | (11,549)             | (11,564)          | (12,588)          | (13,812)              |
| Purchases of long-lived and intangible assets          | (792)                 | (3,430)              | (1,163)           | (1,004)           | (2,235)               |
| <b>Free cash flow</b>                                  | <u>\$ 189,113</u>     | <u>\$ 93,467</u>     | <u>\$ 178,315</u> | <u>\$ 263,492</u> | <u>\$ 247,516</u>     |
| <b>Free cash flow growth (Y/Y)</b>                     |                       |                      |                   |                   | 30.9%                 |
| <b>Free cash flow margin</b>                           | 16.7%                 | 7.8%                 | 15.2%             | 21.4%             | 19.0%                 |
| Net cash provided by (used in) investing activities    | \$ 267,355            | \$ 129,098           | \$ (19,140)       | \$ 402,019        | \$ (161,502)          |
| Net cash used in financing activities                  | \$ (642,780)          | \$ (407,770)         | \$ (125,794)      | \$ (175,914)      | \$ (347,952)          |