



# 3Q25 Earnings Results

October 30, 2025



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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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# We develop and deliver the power to communicate



Voice



Messaging



Emergency  
Services

# Providing Global Comms at Scale Across Three Customer Categories

## Global Voice Plans

Powering employees communicating with each other and their customers through Unified Communications and Contact Center platforms



Microsoft

Google

genesys

zoom

Five9

aws



## Enterprise Voice

Powering innovative customer experiences for the Global 2000 with composable solutions that integrate best-in-class CX and AI tools



PENNYMAC



VIKING  
RIVER CRUISES

Uber



## Programmable Messaging

Powering digital engagements and notifications with programmable text messaging solutions



# 3Q25 TTM Financial Highlights

**\$756m**

Total revenue

▲10%<sup>1</sup>

Total revenue  
y/y growth

**\$555m**

Cloud communications  
revenue<sup>2</sup>

▲8%<sup>3</sup>

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

**\$92m**

Adjusted EBITDA<sup>4</sup>

▲19%

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

**\$56m**

Free cash flow<sup>4</sup>

▲35%

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

<sup>1</sup> Normalized for political campaign revenue of \$62m in 2024 total revenue.

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

<sup>3</sup> Normalized for political campaign revenue of \$23m in 2024 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.

# Lasting Customer Loyalty

**>99%**

Name Retention  
Rate

**107%<sup>1</sup>**

Net Retention  
Rate

**12 years**

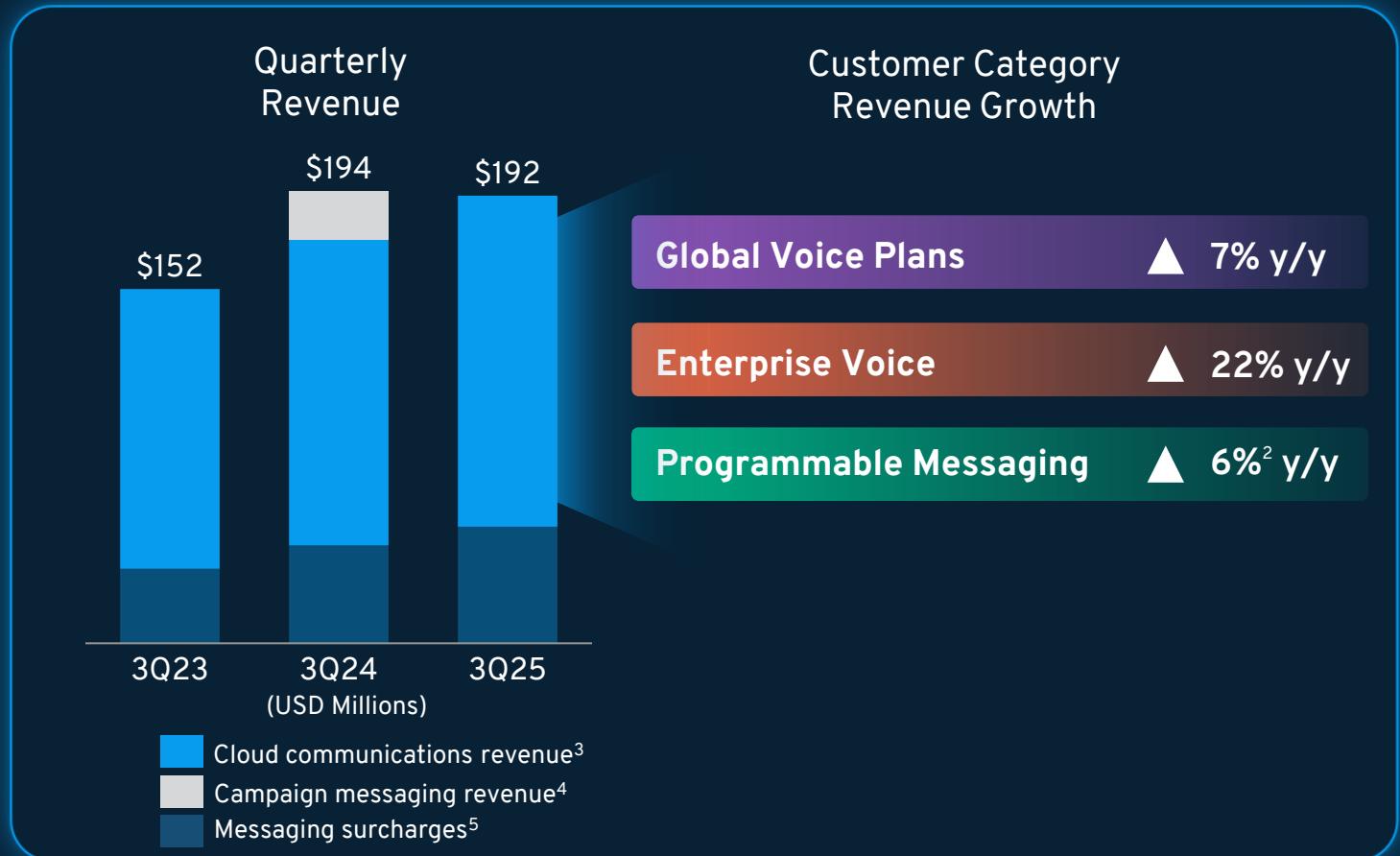
Top 20 Customer  
Median Tenure

<sup>1</sup> Net retention rate of 107% excludes the benefit of political campaign messaging revenue in 2024.  
Note: Customer metrics as of September 30, 2025. See Appendix for definitions of metrics presented on this slide.

# Revenue Performance

**▲11%<sup>1</sup>**  
3Q25 total revenue growth y/y

**▲8%<sup>2</sup>**  
3Q25 cloud communications revenue<sup>1</sup> growth y/y



<sup>1</sup> Normalized for campaign messaging revenue of \$21m in 3Q24 total revenue.

<sup>2</sup> Normalized for campaign messaging revenue of \$8m in 3Q24 cloud communications revenue.

<sup>3</sup> Cloud communications revenue is total revenue less pass-through messaging surcharge revenue.

<sup>4</sup> Campaign messaging revenue includes \$8m of usage revenue and \$13m of pass-through messaging surcharge revenue.

<sup>5</sup> Messaging surcharges is defined as pass-through messaging surcharges levied by carriers on Application to Person (A2P) text messages.

# Non-GAAP Gross Margin Performance

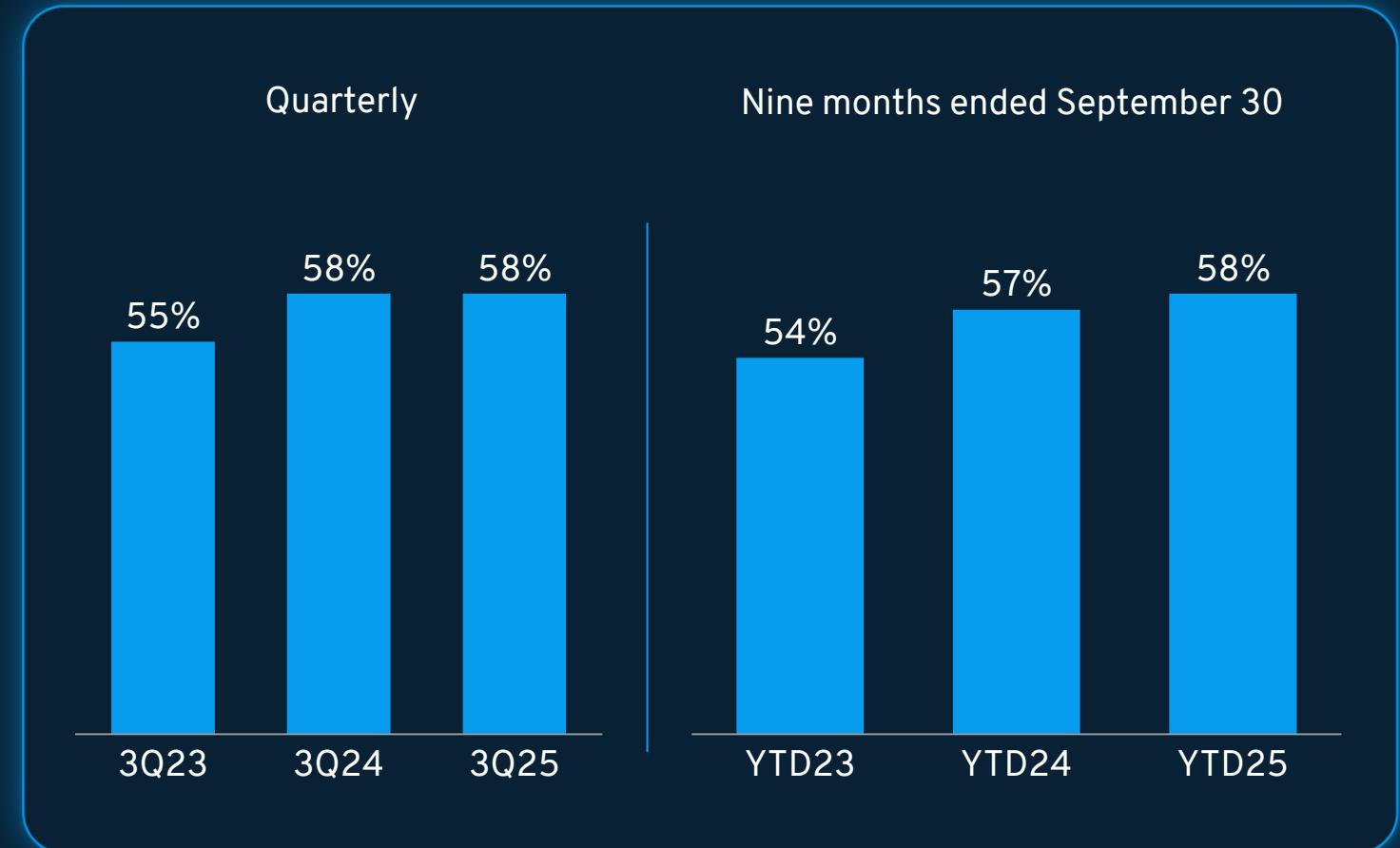
## Fueling gross margin expansion

Scale and AI adoption

Software mix

Global coverage

Operational efficiencies



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%**  
YTD25 Adjusted EBITDA  
growth

Growing  
AI and software  
profit contribution

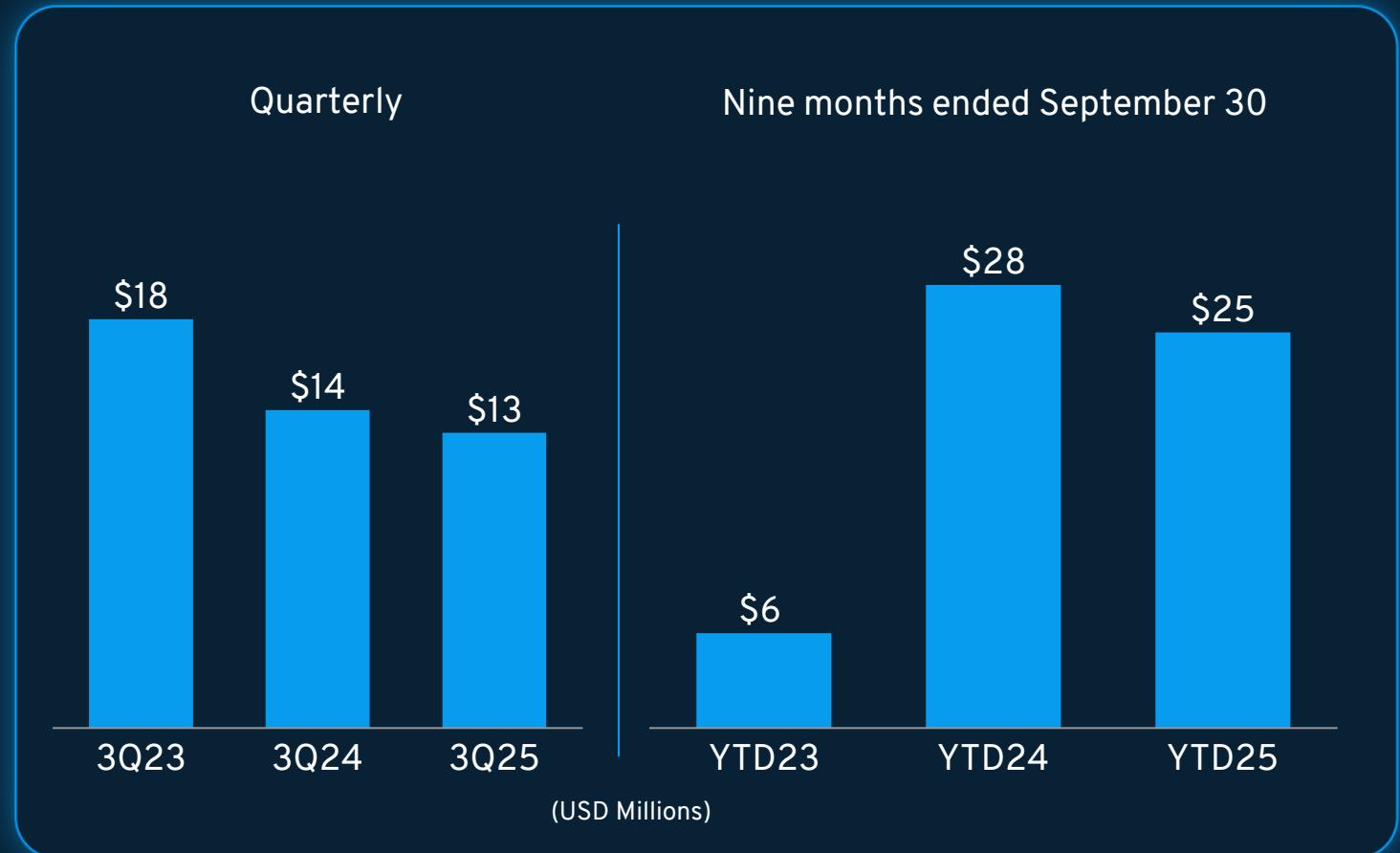


See appendix for GAAP to non-GAAP reconciliation.

# Free Cash Flow Performance

**9%**  
3Q25 Free cash flow margin<sup>1</sup>

Cash flow dynamics reflect timing and network investments



<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.

# Customer Metrics

**105%**

Net retention rate  
("NRR")

**107%**

NRR excluding  
2024 political campaign benefit

**\$231k**

Avg. annual customer revenue  
▲ 9% y/y growth

**\$224k**

Avg. annual customer revenue excluding  
2024 political campaign benefit  
▲ 11% y/y growth

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

# Full Year 2025 Outlook

Raising full year  
2025 EBITDA guidance

—  
**~10%**  
Total revenue  
growth y/y  
2025 guidance

	FY 2025
Revenue	\$747m - \$760m
Adjusted EBITDA <sup>2</sup>	\$89m - \$92m

For the full year 2025, Bandwidth's revenue guidance projects 9 percent to 11 percent year-over-year growth when adjusting for the expected cyclical reduction in political campaign messaging activity, which resulted in revenue of \$62 million in 2024.

<sup>1</sup> When normalized for political campaign revenue of \$62m in 2024 total revenue.

<sup>2</sup> Bandwidth has not reconciled its full year 2025 guidance related to Adjusted EBITDA to GAAP net income or loss, because stock-based compensation cannot be reasonably calculated or predicted at this time. Accordingly, a reconciliation is not available without unreasonable effort.

# 3Q25 Earnings Results Key Takeaways

## Solid YTD Performance

*Solid performance of 11% organic revenue<sup>1</sup> growth YTD and 17% Adjusted EBITDA growth YTD, fueled by acceleration in software-driven revenue and strength across our core voice offerings.*

## Growth Drivers

*Growth driven by broad-based demand across Global Voice Plans and Enterprise customers, supported by increasing real-world AI voice usage.*

## AI Focus

*Customer adoption of voice AI seeing strong momentum, with meaningful deployments driven by pre-built integrations, bring-your-own-AI options, native CCaaS capabilities, and public APIs.*

## Financial Health

*Bandwidth benefits from its scalable business model where AI is integrated throughout its cloud platform and services, contributing to continued Non-GAAP gross margin, Adjusted EBITDA and free cash flow expansion.*

## 2025 Outlook

*Bandwidth is accelerating voice AI innovation and growing its software revenue to drive sustained revenue growth, margin expansion, and strong cash generation. The company expects 2025 organic revenue<sup>1</sup> growth of 10%.*

<sup>1</sup> Organic revenue is total revenue normalized for 2024 cyclical political campaign revenue.

Thank you!

# Appendix

# Historical Metrics

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

	FY22	1Q23	2Q23	3Q23	4Q23	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25
<b>Total Revenue</b>	<b>573.2</b>	<b>137.8</b>	<b>145.9</b>	<b>152.0</b>	<b>165.4</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>
Cloud communications	474.6	114.4	118.4	120.2	125.8	478.9	128.5	128.4	138.8	144.1	539.8	133.5	135.9	141.8
Messaging surcharges	98.6	23.4	27.5	31.8	39.6	122.2	42.5	45.2	55.1	65.9	208.7	40.8	44.2	50.1
<b>Total Gross Profit</b>	<b>238.4</b>	<b>55.7</b>	<b>59.0</b>	<b>59.5</b>	<b>62.1</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>
Non-GAAP Gross Profit	260.0	61.3	65.3	65.7	69.0	261.4	72.6	71.8	80.1	83.4	307.9	78.6	79.4	81.7
Non-GAAP Gross Margin <sup>1</sup>	55%	54%	55%	55%	55%	55%	57%	56%	58%	58%	57%	59%	58%	58%
Net Income (loss)	19.6	3.6	(3.9)	(5.1)	(10.9)	(16.3)	(9.2)	4.1	0.4	(1.8)	(6.5)	(3.7)	(4.9)	(1.2)
Non-GAAP Net Income	15.0	1.2	4.4	6.3	10.8	22.8	7.8	8.7	12.8	11.6	40.9	11.1	11.8	11.5
Adjusted EBITDA	34.6	5.1	10.6	13.8	18.8	48.2	15.9	18.7	24.0	23.4	82.1	22.2	21.9	24.3
Adjusted EBITDA Margin <sup>2</sup>	7%	4%	9%	11%	15%	10%	12%	15%	17%	16%	15%	17%	16%	17%
Cash and Investments <sup>3</sup>	184.9	123.5	122.6	139.1	153.5	153.5	147.2	76.4	79.9	83.8	83.8	41.7	68.1	80.4
Net cash provided by (used in) operating activities	34.9	(6.4)	3.1	23.0	19.3	39.0	2.5	24.4	20.5	36.5	83.9	(3.1)	31.7	22.2
Net cash used in investing in capital assets <sup>4</sup>	(45.4)	(4.5)	(4.3)	(4.8)	(6.2)	(19.9)	(6.9)	(6.1)	(6.2)	(6.2)	(25.4)	(10.2)	(6.1)	(9.1)
Free Cash Flow	(10.5)	(10.9)	(1.2)	18.2	13.0	19.1	(4.4)	18.3	14.2	30.3	58.5	(13.3)	25.6	13.1
Average Annual Customer Revenue	171	172	176	177	178	178	190	198	212	226	226	228	230	231
Net Retention Rate	112%	109%	106%	104%	101%	101%	107%	111%	117%	122%	122%	116%	112%	105%

<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 beginning in 1Q23. Prior periods have been conformed to current definition.

<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

	FY22	1Q23	2Q23	3Q23	4Q23	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25
<b>Net income (loss)</b>	<b>19.6</b>	<b>3.6</b>	<b>(3.9)</b>	<b>(5.1)</b>	<b>(10.9)</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>
Stock-based compensation	20.7	7.4	8.0	6.9	14.7	37.0	12.3	11.4	11.4	13.2	48.4	13.6	12.5	12.3
Amortization of acquired intangibles	17.2	4.3	4.3	4.3	4.3	17.3	4.4	4.3	4.4	4.4	17.5	4.3	4.6	4.6
Amortization of debt discount and issuance costs for convertible debt	3.0	0.6	0.5	0.5	0.5	2.0	0.5	0.4	0.3	0.3	1.5	0.3	0.3	0.3
Gain on sale of business	(3.8)	-	-	-	-	-	-	-	-	-	-	-	-	-
Net cost associated with early lease terminations and leases without economic benefit	-	-	-	1.2	2.8	4.0	1.2	0.9	0.4	0.0	2.4	-	-	-
Net gain on extinguishment of debt	(40.2)	(12.8)	-	-	-	(12.8)	-	(10.3)	-	-	(10.3)	(1.1)	-	-
Gain on business interruption insurance recoveries	-	-	(4.0)	-	-	(4.0)	-	-	-	-	-	-	-	-
Non-recurring items not indicative of ongoing operations and other <sup>1</sup>	2.0	0.6	0.2	0.1	0.4	1.2	0.1	0.0	(1.0)	0.3	(0.6)	0.5	0.3	1.2
Estimated tax effects of adjustments	(3.4)	(2.4)	(0.7)	(1.5)	(0.9)	(5.5)	(1.4)	(2.1)	(3.2)	(4.8)	(11.5)	(2.7)	(0.9)	(5.7)
<b>Non-GAAP net income</b>	<b>15.0</b>	<b>1.2</b>	<b>4.4</b>	<b>6.3</b>	<b>10.8</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>
Interest expense on convertible notes <sup>2</sup>	1.7	0.3	0.3	0.3	0.3	1.3	0.3	0.3	0.3	0.3	1.1	0.3	0.2	0.2
<b>Numerator used to compute Non-GAAP diluted net income per share<sup>3</sup></b>	<b>16.7</b>	<b>1.5</b>	<b>4.7</b>	<b>6.7</b>	<b>11.1</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>

<sup>1</sup>Non-recurring items not indicative of ongoing operations and other include (i) \$0.9 million of foreign currency losses on the settlement of intercompany borrowings, which were repatriated in conjunction with the repurchase of the 2026 Convertible Notes and \$0.6 million of nonrecurring litigation expense for the year ended December 31, 2022, (ii) \$0.4 million of expense resulting from early termination of undrawn SVB credit facility for the year ended December 31, 2023, (iii) a \$1.0 million gain on the sale of an intangible asset for the year ended December 31, 2024, and (iv) \$0.4 million, \$0.8 million, and \$0.5 million of losses on disposals of property, plant and equipment during the years ended December 31, 2024, 2023, and 2022, respectively. For the nine months ended September 30, 2025, non-recurring items not indicative of ongoing operations and other include \$1.2 million of foreign exchange charges primarily related to balance sheet revaluations, \$0.5 million in nonrecurring litigation expense, \$0.2 million of losses on disposals of property, plant and equipment, and \$0.1 million of losses on sale of business.

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

# GAAP to Non-GAAP Reconciliation - Earnings Per Share

USD millions, except per share amounts

	FY22	1Q23	2Q23	3Q23	4Q23	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25
<b>Net income (loss) per share</b>														
Basic	0.77	0.14	(0.15)	(0.20)	(0.42)	(0.64)	(0.35)	0.15	0.02	(0.06)	(0.24)	(0.13)	(0.16)	(0.04)
Diluted	(0.48)	(0.28)	(0.15)	(0.20)	(0.42)	(0.64)	(0.35)	(0.17)	0.01	(0.06)	(0.24)	(0.13)	(0.16)	(0.04)
<b>Non-GAAP net income per Non-GAAP share</b>														
Basic	0.59	0.05	0.17	0.25	0.42	0.89	0.30	0.32	0.47	0.41	1.50	0.38	0.40	0.38
Diluted	0.54	0.05	0.16	0.23	0.38	0.83	0.27	0.29	0.43	0.37	1.34	0.36	0.38	0.36
<b>Weighted average number of common shares outstanding</b>														
Basic shares	25.3	25.4	25.6	25.6	25.8	25.6	26.5	27.1	27.4	27.9	27.2	29.0	29.9	30.3
Diluted shares	30.9	29.3	25.6	25.6	25.8	25.6	26.5	29.5	28.6	27.9	27.2	29.0	29.9	30.3
<b>Non-GAAP basic shares</b>	<b>25.3</b>	<b>25.4</b>	<b>25.6</b>	<b>25.6</b>	<b>25.8</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>
Convertible debt conversion	5.6	3.8	3.3	3.3	3.3	3.4	3.3	2.4	1.8	1.8	2.3	1.7	1.5	1.5
Stock options issued and outstanding	0.1	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Nonvested RSUs outstanding	-	-	-	-	-	-	0.7	1.3	1.2	2.0	1.8	0.8	-	0.5
<b>Non-GAAP diluted shares</b>	<b>31.0</b>	<b>29.4</b>	<b>28.9</b>	<b>29.0</b>	<b>29.2</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>

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

	FY22	1Q23	2Q23	3Q23	4Q23	FY23	1Q24	2Q24	3Q24	4Q24	FY24	1Q25	2Q25	3Q25
<b>Gross Profit</b>	<b>238.4</b>	<b>55.7</b>	<b>59.0</b>	<b>59.5</b>	<b>62.1</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>Gross Margin %</b>	<b>42%</b>	<b>40%</b>	<b>40%</b>	<b>39%</b>	<b>38%</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>
Depreciation	13.6	3.5	4.2	4.1	4.5	16.3	4.8	4.7	4.7	4.4	18.5	4.7	5.2	5.3
Amortization of acquired intangible assets	7.7	1.9	2.0	2.0	1.9	7.8	2.0	1.9	2.0	1.9	7.8	1.9	2.0	2.1
Stock-based compensation	0.4	0.2	0.2	0.2	0.6	1.1	0.4	0.4	0.4	0.5	1.6	0.5	0.5	0.5
<b>Non-GAAP Gross Profit</b>	<b>260.0</b>	<b>61.3</b>	<b>65.3</b>	<b>65.7</b>	<b>69.0</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>Non-GAAP Gross Margin %<sup>1</sup></b>	<b>55%</b>	<b>54%</b>	<b>55%</b>	<b>55%</b>	<b>55%</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>Net Income (loss)</b>	<b>19.6</b>	<b>3.6</b>	<b>(3.9)</b>	<b>(5.1)</b>	<b>(10.9)</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>
Income tax (benefit) provision	(2.3)	(3.1)	0.2	(0.2)	0.2	(3.0)	(0.2)	(0.3)	(0.7)	(1.2)	(2.4)	(0.1)	0.1	(2.3)
Interest expense (income), net	3.0	0.9	0.3	(0.1)	(0.4)	0.8	(0.6)	0.7	1.0	0.8	1.9	0.5	0.5	0.5
Depreciation	18.4	4.6	5.5	6.6	7.7	24.4	8.1	8.0	8.0	7.7	31.7	8.2	8.8	9.2
Amortization	17.2	4.3	4.3	4.3	4.3	17.3	4.4	4.3	4.4	4.4	17.5	4.3	4.6	4.6
Stock-based compensation	20.7	7.4	8.0	6.9	14.7	37.0	12.3	11.4	11.4	13.2	48.4	13.6	12.5	12.3
Gain on sale of business	(3.8)	-	-	-	-	-	-	-	-	-	-	-	-	-
Net cost associated with early lease terminations and leases without economic benefit	-	-	-	1.2	2.8	4.0	1.2	0.9	0.4	-	2.4	-	-	-
Net gain on extinguishment of debt	(40.2)	(12.8)	-	-	-	(12.8)	-	(10.3)	-	-	(10.3)	(1.1)	-	-
Gain on business interruption insurance recoveries	-	-	(4.0)	-	-	(4.0)	-	-	-	-	-	-	-	-
Non-recurring items not indicative of ongoing operations and other <sup>2</sup>	2.0	0.2	0.2	0.1	0.4	0.8	0.1	-	(1.0)	0.3	(0.6)	0.5	0.3	1.2
<b>Adjusted EBITDA</b>	<b>34.6</b>	<b>5.1</b>	<b>10.6</b>	<b>13.8</b>	<b>18.8</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>
Net cash provided by (used in) operating activities	34.9	(6.4)	3.1	23.0	19.3	39.0	2.5	24.4	20.5	36.5	83.9	(3.1)	31.7	22.2
Net cash used in investing in capital assets <sup>3</sup>	(45.4)	(4.5)	(4.3)	(4.8)	(6.2)	(19.9)	(6.9)	(6.1)	(6.2)	(6.2)	(25.4)	(10.2)	(6.1)	(9.1)
<b>Free cash flow</b>	<b>(10.5)</b>	<b>(10.9)</b>	<b>(1.2)</b>	<b>18.2</b>	<b>13.0</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>

<sup>1</sup> Calculated by dividing Non-GAAP gross profit by revenue less pass-through surcharges of \$98.6M in FY22, \$23.4M in 1Q23, \$27.5M in 2Q23, \$31.8M in 3Q23, \$39.6M in 4Q23, \$42.5M in 1Q24, \$45.2M in 2Q24, \$55.1M in 3Q24, \$65.9M in 4Q24, \$40.8M in 1Q25, \$44.2M in 2Q25, and \$50.1M in 3Q25.

<sup>2</sup> Non-recurring items not indicative of ongoing operations and other include (i) \$0.9 million of foreign currency losses on the settlement of intercompany borrowings, which were repatriated in conjunction with the repurchase of the 2026 Convertible Notes and \$0.6 million of nonrecurring litigation expense for the year ended December 31, 2022, (ii) a \$1.0 million gain on the sale of an intangible asset for the year ended December 31, 2024, and (iii) \$0.4 million, \$0.8 million, and \$0.5 million of losses on disposals of property, plant and equipment during the years ended December 31, 2024, 2023, and 2022, respectively. For the nine months ended September 30, 2025, non-recurring items not indicative of ongoing operations and other include \$1.2 million of foreign exchange charges primarily related to balance sheet revaluations, \$0.5 million in nonrecurring litigation expense, \$0.2 million of losses on disposals of property, plant and equipment, and \$0.1 million of losses on sale of business.

<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.