



# Fourth Quarter 2025

Earnings Call Supplemental Slides

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# Disclaimer

This presentation as well as the associated earnings release and earnings call contain and will contain forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended and Section 21E of the Securities Exchange Act of 1934, as amended. You can generally identify forward-looking statements by our use of forward-looking terminology such as “anticipate,” “believe,” “continue,” “could,” “estimate,” “expect,” “goal,” “intend,” “may,” “might,” “plan,” “potential,” “predict,” “seek,” “should,” “vision” or the negative thereof or other variations thereon or comparable terminology. These forward-looking statements involve risks, uncertainties and other factors that could cause actual results to differ materially from those projected. Please refer to our filings with the Securities and Exchange Commission, particularly the “Risk Factors” included in our Annual Report on Form 10-K and our Quarterly Reports on Form 10-Q, for factors that could cause actual results to materially differ from those we project. The forward-looking statements contained in this presentation, our earnings release and our earnings call are made as of the date hereof or thereof, and LivePerson, Inc. (the “Company”) assumes no obligation to update such statements.

This presentation includes adjusted EBITDA, a non-GAAP financial measure, which supplements the Company’s financial measures prepared in accordance with GAAP. This non-GAAP financial measure is not intended to supersede or replace the Company’s GAAP results. Net Income, the most directly comparable GAAP financial measure, and a detailed reconciliation between Net Income and Adjusted EBITDA for the fourth quarter of 2025 are included in the Appendix to this presentation.

This presentation also contains the forward-looking non-GAAP financial guidance measures adjusted EBITDA and adjusted EBITDA margin for the first quarter and full year 2026. The Company does not present a quantitative reconciliation of the forward-looking non-GAAP financial measures adjusted EBITDA and adjusted EBITDA margin to the most directly comparable GAAP financial measures (or otherwise present such forward-looking GAAP measures) because it is impractical to forecast certain items without unreasonable efforts due to the uncertainty and inherent difficulty of predicting, within a reasonable range, the occurrence and financial impact of and the periods in which such items may be recognized. In particular, these non-GAAP financial measures exclude certain items, including interest expense, interest income, provision for income taxes, depreciation and amortization, amortization of purchased intangibles and finance leases, litigation, consulting and other employee costs, restructuring costs, stock-based compensation expense, change in fair value of warrants, impairment of goodwill, impairment of intangibles and other assets, and other income net, which depend on future events that the Company is unable to predict. Depending on the size of these items, they could have a significant impact on the Company’s GAAP financial results.

# Fourth Quarter Business Highlights



## Financial Update

- 4Q25 Revenue of \$59.3M, above the high-end of our guidance range of \$50.5M to \$55.5M
- Adjusted EBITDA<sup>1</sup> of \$10.8M, above the high-end of our guidance range of \$(0.3)M to \$4.7M
- Recurring Revenue<sup>2</sup> was \$52.9M, or 89% of Total Revenue



## Go-to-market Update

- Total deal count of 40 in 4Q25 including:
  - 36 expansion deals
  - 4 new logo wins
- Renewed multiple large accounts including seven major financial services institutions, three leading telecom and internet service providers, and a major healthcare provider
- Closed multi-million dollar renewal and upsell with a major European telco provider through Google Cloud Marketplace



## Product Update

- Launched Syntrix, a simulation and evaluation platform designed to help enterprises deploy customer-facing AI with confidence and unlock AI value across customer interactions with AI agents and live agents
- On track to complete multi-year platform modernization in 1H26 to enable support for significantly higher GenAI traffic
- Launched LivePerson Sync, an event-driven orchestration engine that bridges the gap between disconnected tech stacks—like Salesforce, Microsoft, and ServiceNow—to unify data and workflows into a single, cohesive agent workspace

**Note 1:** For a reconciliation between GAAP and non-GAAP financial measures, please see the Appendix to this presentation or our Press Release issued on March 12, 2026.

**Note 2:** Recurring Revenue = recurring software revenue and recurring professional services revenue.

# Notable Wins of the Quarter



## Major European Telecommunications Provider

### Products Used:

Conversational Cloud, LP GenAI, WhatsApp, Proactive Messaging

### Use cases:

Many related to digital care and upselling/cross selling. From service, billing inquiries, to product recommendations and in-channel sales.



## Leading South American Bank

### Products Used:

Conversational Cloud, Proactive Messaging, Analytics Builder, WhatsApp

### Use cases:

Using WhatsApp to empower customers to approve transactions, check balances, open new accounts, transfer funds, and more.



## Global Airline Carrier

### Products Used:

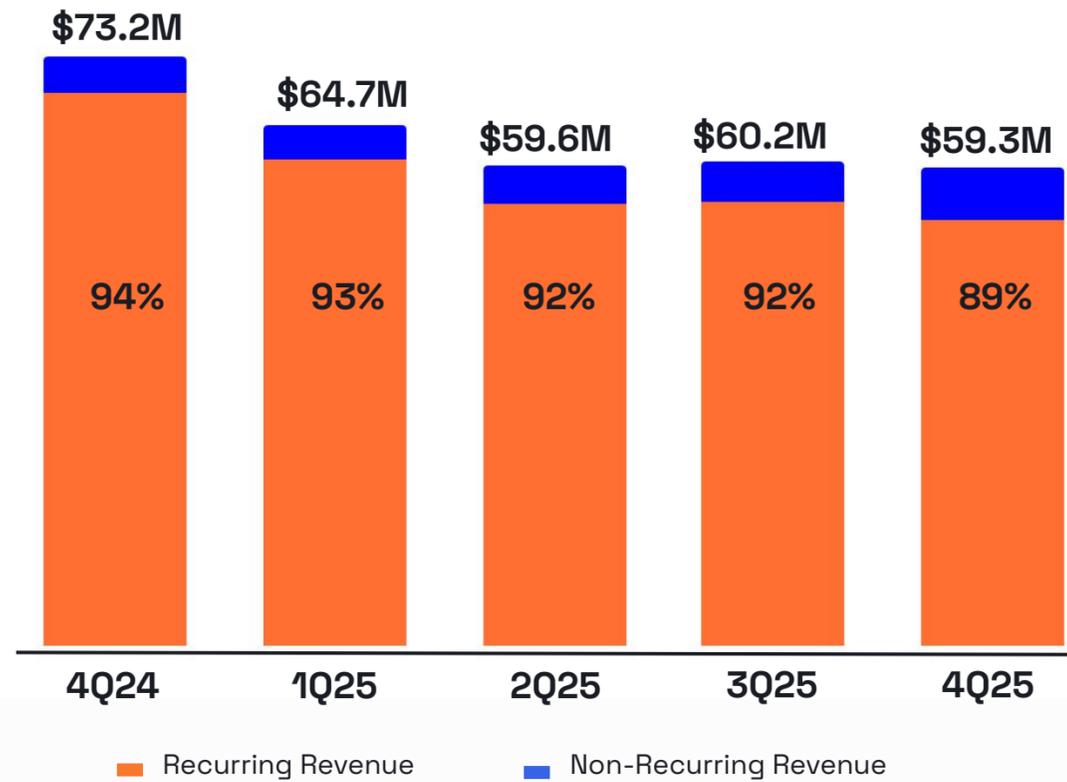
Conversational Cloud, Agent CoPilot, Apple Messages for Business

### Use cases:

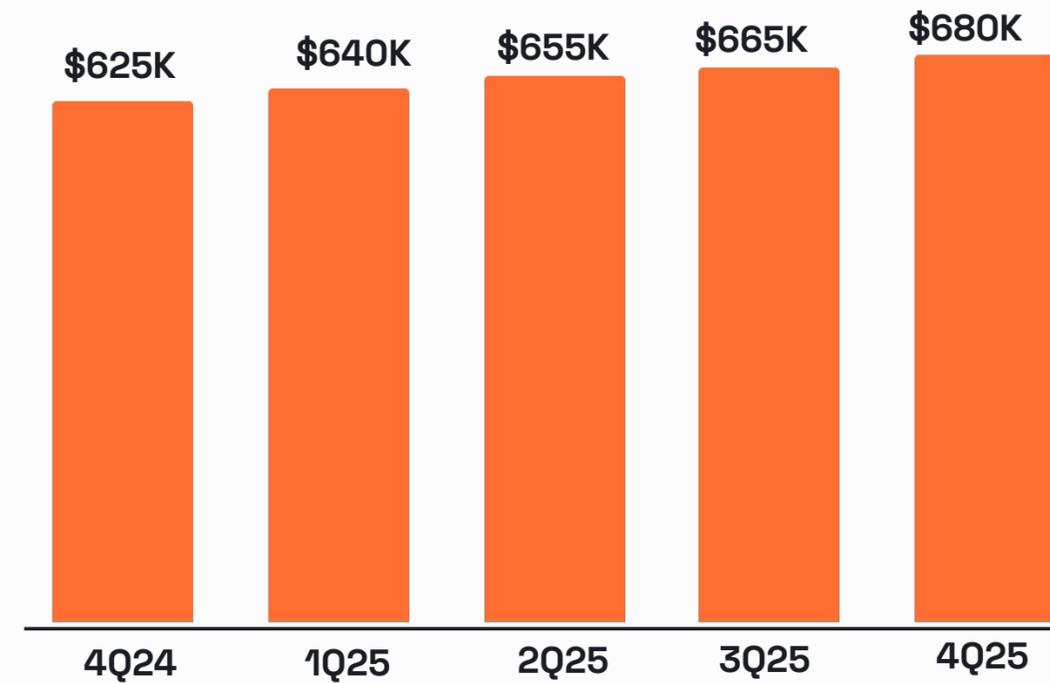
Successfully shifted approx 40% of all guest interactions to digital channels with 30% containment. Additionally, by leveraging our AI-assisted Copilot tools, increased productivity, guest CSAT, and the specialist experience.

# Fourth Quarter Financial & Operational Highlights

### Recurring Revenue<sup>1</sup> as % of Total Revenue



### Average Revenue per Customer (ARPC)<sup>2</sup>

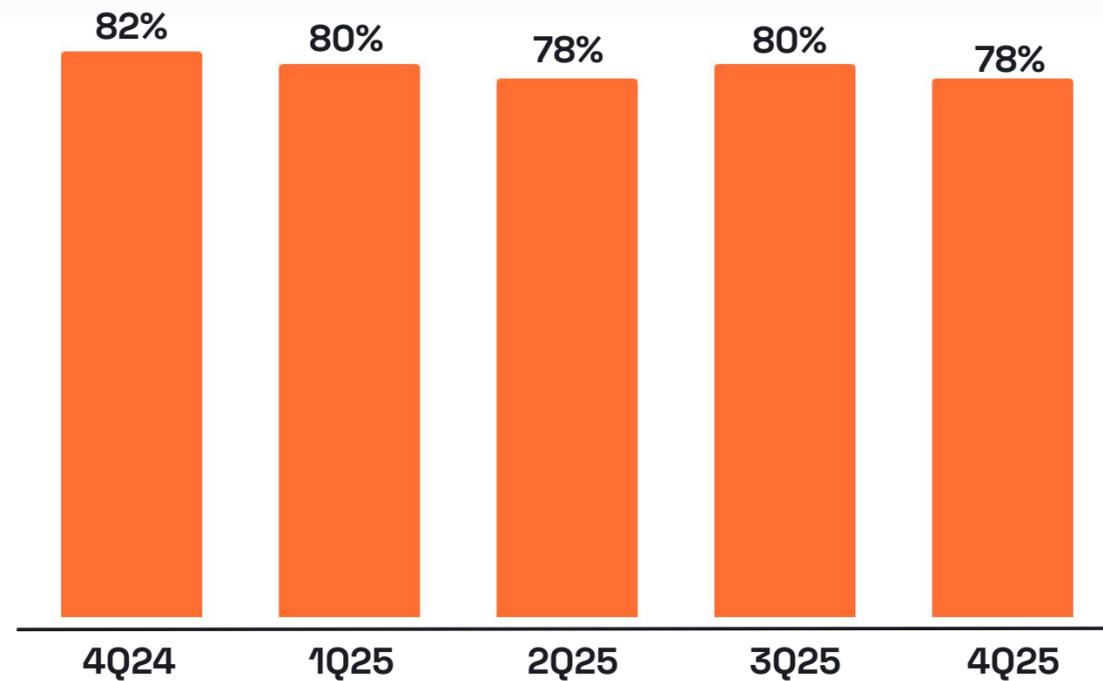


**Note 1:** Recurring Revenue = recurring software revenue and recurring professional services revenue

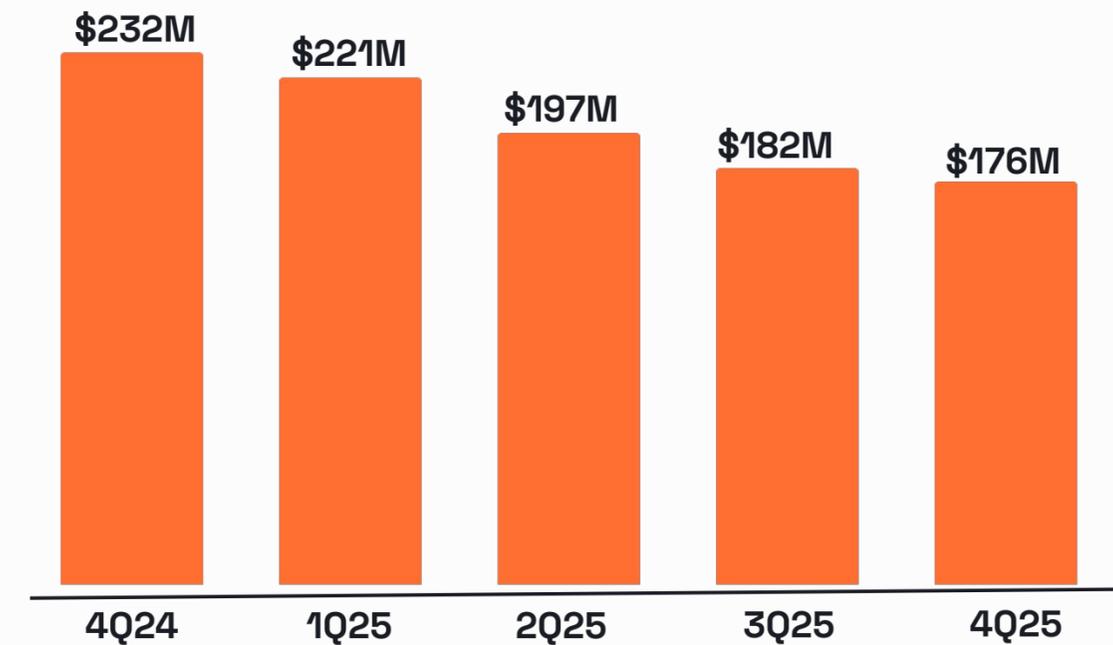
**Note 2:** ARPC is a measure of the average recurring revenue per enterprise and midmarket customer over the trailing twelve months. Both metrics use Recurring Revenue.

# Fourth Quarter Financial & Operational Highlights (cont'd)

## Net Revenue Retention Rate for Recurring Revenue<sup>1</sup>



## Remaining Performance Obligations<sup>2</sup>



**Note 1:** Revenue retention measures the percentage change in recurring revenue YOY by comparing the sum of revenue from the prior year quarter compared to the current year quarter for the same cohort of customers.

**Note 2:** YoY decline driven by customer cancellations and downsells.

# 1Q26 and FY26 Guidance

	1Q26 Guidance	FY26 Guidance
<b>Revenue</b>	\$53M - \$55M	\$195M - \$207M
<b>YoY Revenue Growth</b>	(18)% - (15)%	(20)% - (15)%
<b>Recurring Revenue % of Total Revenue</b>	92%	92%
<b>Adjusted EBITDA<sup>1</sup></b>	\$2M - \$5M	\$(4)M - \$7M
<b>Adjusted EBITDA Margin</b>	3.8% - 9.1%	(2.1)% - 3.4%
<p><b>Note 1:</b> Adjusted EBITDA is a Non-GAAP financial measure. For detailed current financial expectations, please see our Press Release issued on March 12, 2026</p>		

# Appendix

# Reconciliation of Adjusted EBITDA

	<b>4Q25</b>
GAAP net loss	\$(46,101)
Interest expense	8,073
Interest income	(594)
Provision for income taxes	3,019
Depreciation and amortization	5,342
Amortization of purchased intangibles and finance leases	180
Litigation, consulting and other employee costs	(795)
Restructuring costs	489
Stock-based compensation expense	2,652
Change in fair value of warrants	(4,444)
Impairment of goodwill	41,595
Impairment of intangibles and other assets	2,108
Other income, net	(688)
<b>Adjusted EBITDA</b>	<b>\$10,836</b>

**Note:** Dollar amounts in thousands. Certain items may not total due to rounding. Adjusted EBITDA is a Non-GAAP financial measure. Adjusted EBITDA excludes interest expense, interest income, provision for income taxes, depreciation and amortization, amortization of purchased intangibles and finance leases, litigation, consulting and other employee costs, restructuring costs, stock-based compensation expense, change in fair value of warrants, impairment of goodwill, impairment of intangibles and other assets, and other income, net.