

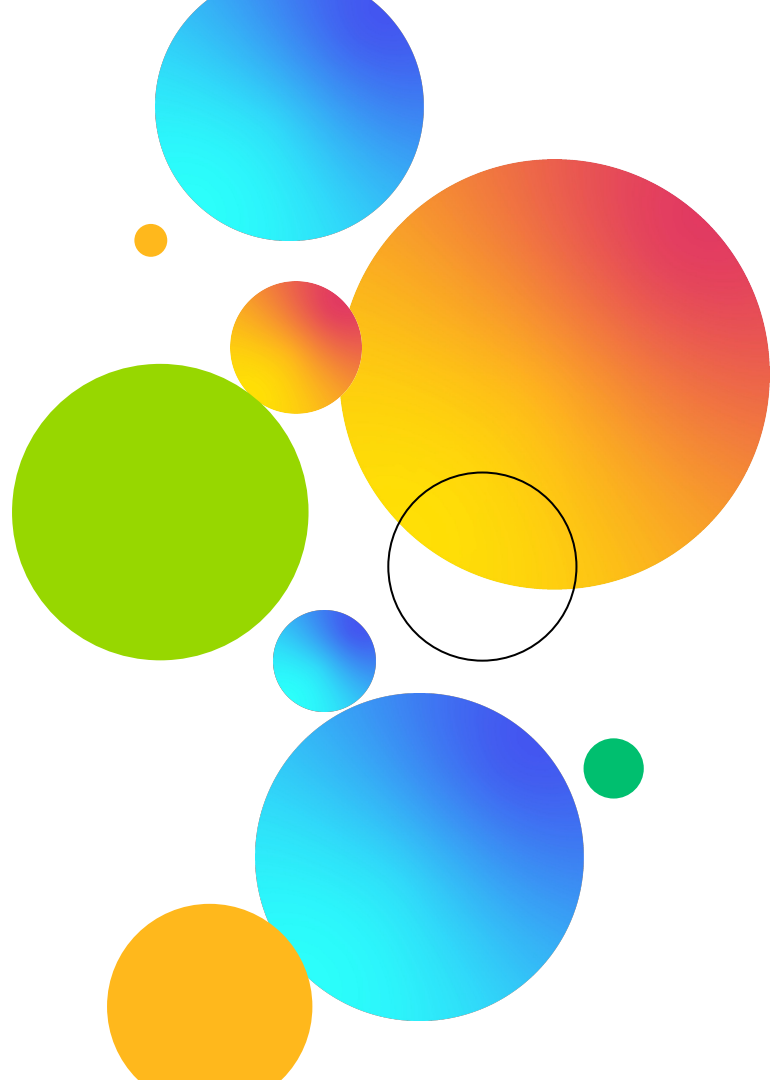
First Quarter FY 2025

Ended June 30, 2024

August 7, 2024

8x8

One platform.
Every communications experience.



Forward looking statements

This presentation includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 and Section 21E of the Securities Exchange Act of 1934. Any statements that are not statements of historical fact may be deemed to be forward-looking statements. For example, words such as "may," "will," "should," "estimates," "predicts," "potential," "continue," "strategy," "believes," "anticipates," "plans," "expects," "intends," and similar expressions are intended to identify forward-looking statements. These forward-looking statements, include but are not limited to: changing industry trends; the size of our market opportunity; the potential success and impact of our investments in AI; our strategic framework; our ability to increase profitability and cash flow to leverage our balance sheet and fund investment in innovation; whether we can increase customer retention; whether our UC and CC traffic will increase; whether we can sustain an increasing pace of innovation; the success of our go to market engine; our ability to improve G&A synergies; our ability to enhance shareholder value; and our financial outlook, revenue growth, and profitability, including whether we will achieve sustainable growth and profitability. These forward-looking statements are predictions only, and actual events or results may differ materially from such statements depending on a variety of factors. These factors include, but are not limited to:

- Customer adoption and demand for our products may be lower than we anticipate.
- A reduction in our total costs as a percentage of revenue may negatively impact our revenues and our business.
- Impact of economic downturns and political instability on us and our customers, including from the COVID-19 pandemic, the war in Ukraine and in the Middle East, rising interest rates and other inflationary pressures.
- Risks related to our new delayed draw term loan due 2027 and convertible senior notes due 2028, including the impact of variable interest expense and timing of any future repayments or refinancing on our stock price;
- We may not achieve our target service revenue or total revenue growth rates, or the revenue and other amounts we forecast in our guidance, for a particular quarter or for the full fiscal year.
- Competitive dynamics of the UCaaS, CCaaS, CPaaS, video and other markets in which we compete may change in ways we are not anticipating.
- Our customer churn rate may be higher than we anticipate.
- Third parties may assert ownership rights in our IP, which may limit or prevent our continued use of the core technologies behind our solutions.
- Impact of acquisitions, including Fuze, Inc., on future financial performance.
- Investments we make in marketing, channel and value-added resellers (VARs), e-commerce, and new products may not result in revenue growth.

For a discussion of such risks and uncertainties, which could cause actual results to differ from those contained in the forward-looking statements, see "Risk Factors" in the Forms 10-K and 10-Q filed by 8x8, Inc. with the Securities and Exchange Commission. All forward-looking statements are qualified in their entirety by this cautionary statement, and 8x8, Inc. undertakes no obligation to update publicly any forward-looking statement for any reason, except as required by law, even as new information becomes available or other events occur in the future.

See Appendix for Non-GAAP reconciliation and disclaimers.

Today's Speaker

Watch the video of CEO Sam Wilson discussing fiscal Q1'25 on the [investor relations playlist](#) on our YouTube channel



Samuel Wilson

8x8 Chief Executive Officer

Overview



8x8 Q1 Fiscal 2025

\$178M

Total Revenue

14

Consecutive quarters of non-GAAP profitability¹ and positive cash flow

3M+

Paid business licenses

35%

YoY increase in New Logo pipeline

400K+

8x8 Voice for Teams User licenses

40%

YoY Growth in new Products YoY

Integrated platform



AI-powered modern architecture for CCaaS, UCaaS and CPaaS

Global Presence



Full PSTN replacement in 59 countries, with users in 186 Countries

Continuous Innovation



Recent innovations:
8x8 Engage
8x8 Operator Connect for Microsoft Teams
Proactive Outreach
AI-powered automation and analytics

1. See Appendix for reconciliation of non-GAAP measures to nearest GAAP measure.

Recent product innovation highlights

- Embedded [new AI capabilities](#) spanning the entire 8x8 cloud contact center and unified communications platform, including:
 - Deployed a more powerful large language engine, improving transcription accuracy and expanding language support, at no additional cost to customers. All interaction analytics services have been seamlessly updated to the latest model.
 - AI-based interaction summaries can be seamlessly integrated into an organization's CRM of choice, such as Salesforce or Zoho. Contact center agents on active calls can easily access summarizations of previous interactions through Agent Workspace, providing more context about the customer to deliver a more personalized experience.
 - New capability allows organizations to “bring-their-own” AI (LLM) with 8x8 Contact Center. Businesses can leverage an existing AI provider for summarizations, allowing supervisors to gain quick access to interaction summaries from third-party AI solutions within Supervisor Workspace for valuable insights.
 - 8x8 meetings now support AI-powered in-meeting catch-up summaries and post-meeting summary emails for easier follow-ups.
- Announced [8x8 Ballot It!](#), an AI-powered self-service solution that empowered UK citizens with the latest and most relevant election information, and helped boost voter turnout in regional and national elections.
- Launched [8x8 Intelligent Customer Assistant Support for Voice](#), a powerful conversational AI solution that enables businesses to create engaging self-service experiences. Now supports human-like voice as well as digital interactions across multiple regions and languages to deliver automation and personalized experiences at scale.
- Launched [Interact for Proactive Outreach](#), enabling direct communication with customers at scale via SMS and WhatsApp messaging channels, with inbound messages seamlessly routed to the contact center for agents or bots to handle.
- Announced that [Regal.io joined the 8x8 Technology Partner Ecosystem](#) as part of the exclusive SellWith8 tier. The partnership combines Regal.io's sophisticated sales dialing capabilities with the 8x8 cloud contact center and unified communications platform, enhancing outbound communication services, such as calls and SMS capabilities, to facilitate better employee and customer experiences.

Industry Recognition

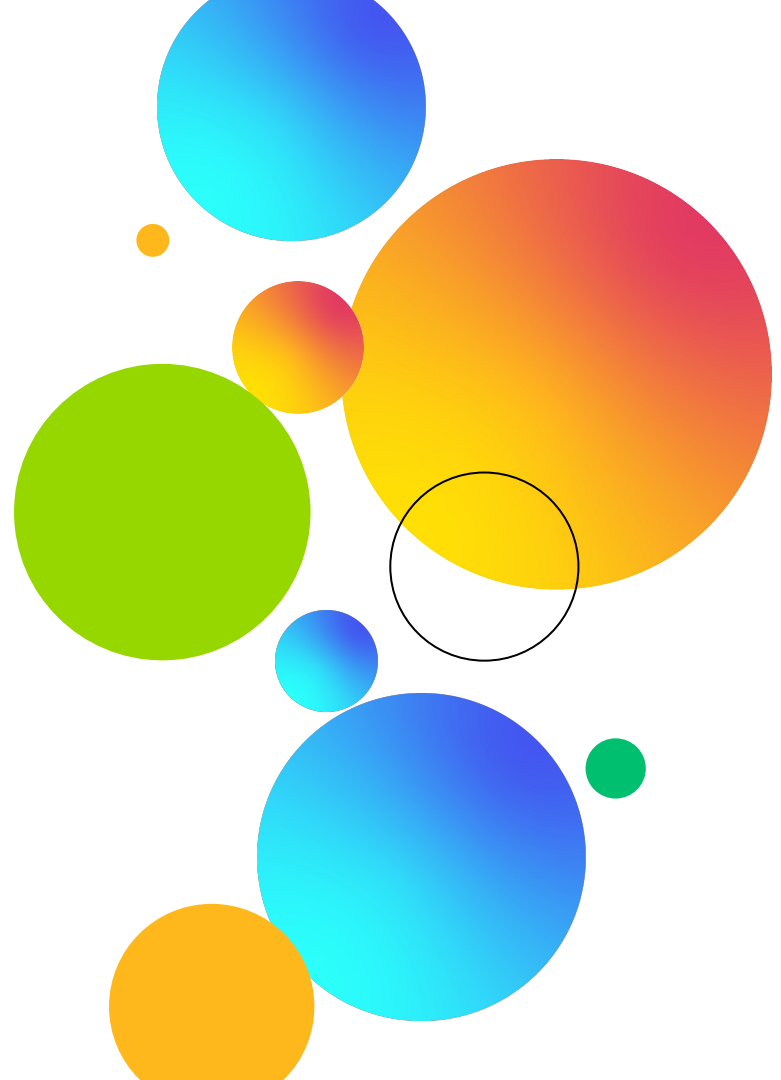
- Won two 2024 ChannelVision Visionary Spotlight Awards (VSA); Business Technology Award for 8x8 Contact Center and Overall Excellence Award for the 8x8 Elevate partner program.
- Recognized as a leader in TrustRadius' Unified Communications as a Service (UCaaS) and Contact Center software categories.



Q1'25 Customer Stories

8x8

One platform.
Every communications experience.





[Great Places Housing Group](#) exists to improve the lives of the people living in their 25,000 homes across the North West and Yorkshire in the UK providing general needs rented homes and tenancy services as well as accommodation and services that promote independence and wellbeing for some of society's most vulnerable people.

8x8 Solutions

8x8 UCaaS & CCaaS with Intelligent Customer Assistant, Verint Monet WFM and SecurePay for more than 960 employees

Why 8x8?

- 8x8 SecurePay provides PCI-DSS Compliant Payments via their existing payment gateway, AllPay
- 8x8's position in the Social Housing Sector, providing a 'safe pair of hands'
- One platform UC & CC solution tailored to housing
- Omnichannel conversational AI self-service with integrations
- Graphical reporting of customer journey, quality management, and general and AI analytics





ATRIO Health Plans was established by Oregon physicians in 2004 and has since grown to serve thousands of members. ATRIO Health Plans fosters a culture of compassion, capability, and customer service. Their mission is to deliver high quality health insurance at a reasonable price, leverage the talents of our people, and foster deeper community connections.

8x8 Solutions

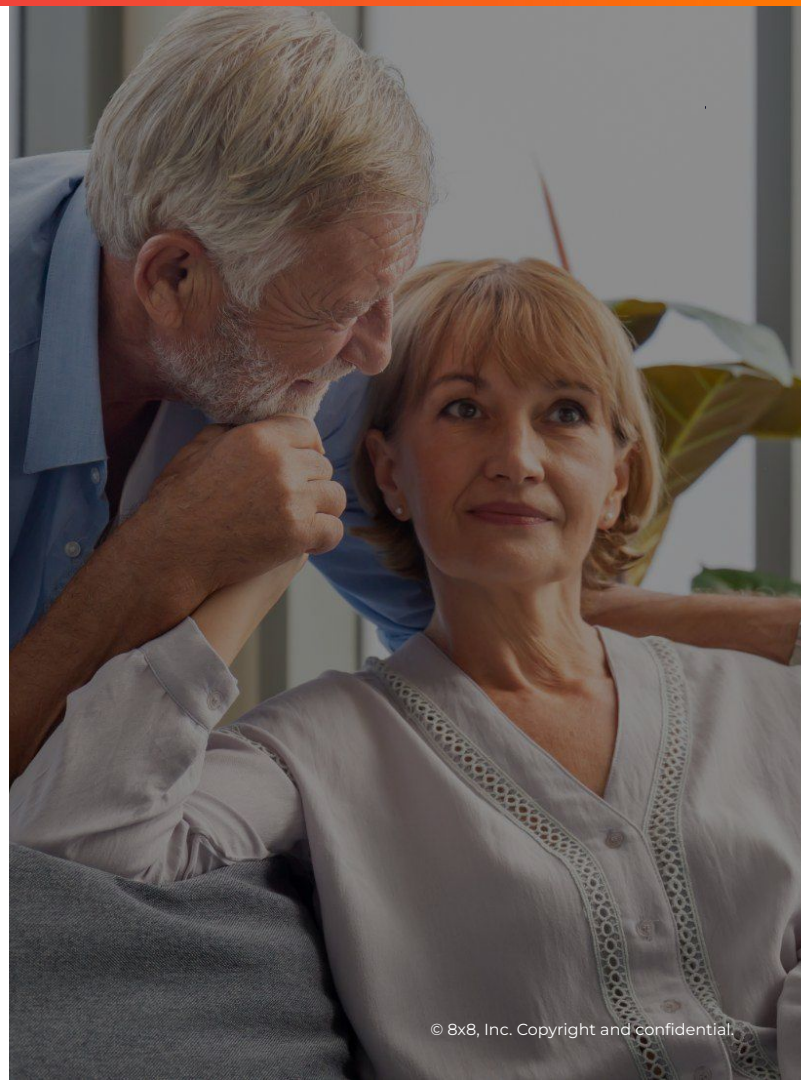
8x8 UCaaS & CCaaS with Voice for Microsoft Teams, Intelligent Customer Assistant and SecurePay

Why 8x8?

- HIPAA compliant contact center
- Voice conversational AI-powered secure payment system
- Strong partnership with CIO
- Future upgrade opportunities
- Call recording storage capabilities

Channel Partner:

Ingram Micro





“The implementation of ICA Voice has allowed us to eliminate the need for a dedicated switchboard operator, **saved £40,000 annually** and **improved our call handling success rate to over 80%**. Our multi-skilled agents can now manage calls seamlessly alongside their other tasks, **reducing idle time and improving overall operational efficiency**. Next steps are to investigate which **other contact center services can benefit from ICA’s technology** to improve efficiency and the customer experience”



Christie Jones
Project Lead

Leading Home Furnishings Retailer

A rapidly growing lifestyle retailer of premium home furnishings with showrooms and design centers across the United States, complimentary in-home design services and online & ecommerce capabilities.

8x8 Solutions

8x8 Contact Center with Voice for Microsoft Teams, Verint WFM, SecurePay and Awaken.io to support over 2000 employees

Why 8x8?

- Move to cloud Mitel displacement
Modern single integrated UC & CC platform vs MQ Leader CCaaS pureplays
- Teams integration, reporting capabilities, robust analytics & AI-enabled agent assistance
- Deployment speed
- Strong technology ecosystem partners





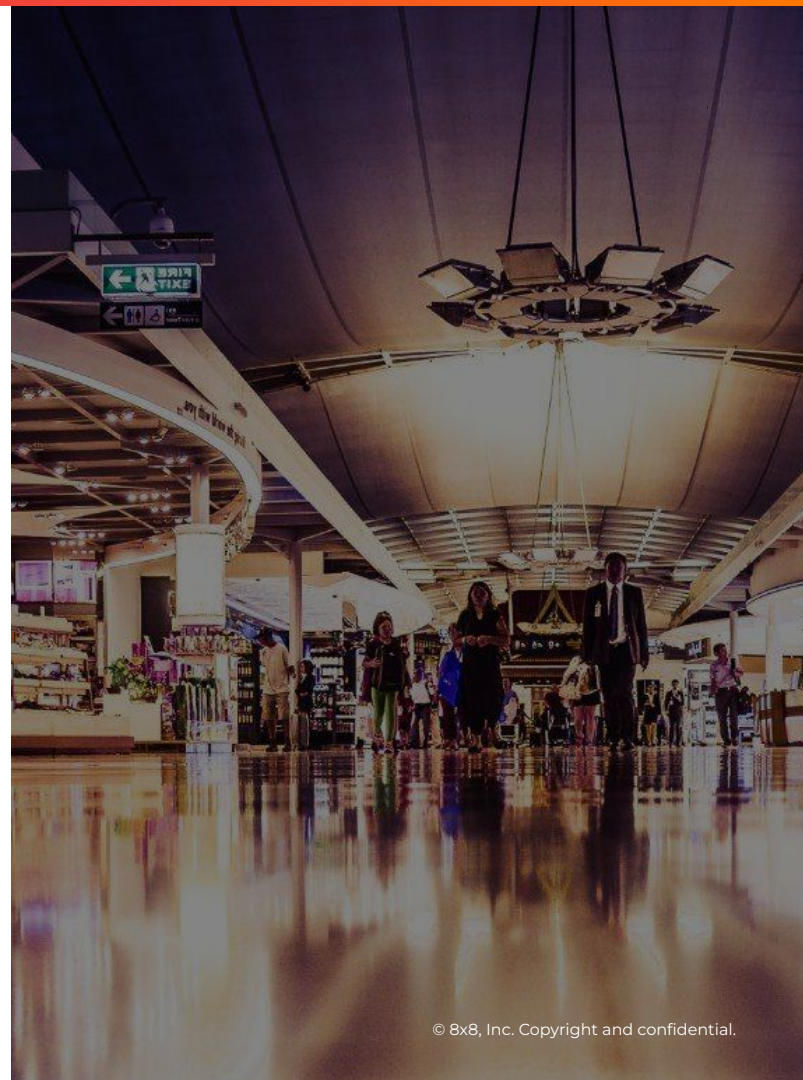
The King Power Corporation, established in 1989 and headquartered in Bangkok, Thailand, has emerged as a leading retail business group in the travel retail industry, driving the business towards new global dimensions.

8x8 Solutions

8x8 SMS API to manage communications with over 850,000 customers

Why 8x8?

- Powerful yet affordable SMS marketing option for new eCommerce site
- 24/7 in-country support and local market expertise
- Over 200,000 SMS messages are sent annually
- Operating costs reduced by a massive 30%



Fiscal Year Q1'25 Performance



Financial Strength

As of 6/30/24

KEY FINANCIAL STATS

\$131M

Cash, restricted cash and equivalents¹

14

Consecutive quarters of non-GAAP Operating Profit³ and positive cash flow from operations

\$88M

TTM non-GAAP Operating Profit^{2,3}

+12%

YoY increase in TTM non-GAAP Operating Profit^{2,3}

\$71M

TTM Cash Flow from Operations²

+2%

YoY increase in TTM Cash Flow from Operations²

KEY BUSINESS STATS

>3.0M

Paid business licenses

>57,000

Customers

>\$110M

TTM investment in research and development (non-GAAP)^{2,3}

Q1 2025 Financial Highlights

- Service revenue of \$172.8M and total revenue of \$178.1M
- 14th consecutive quarter of non-GAAP operating profit¹ and positive operating cash flow
 - Non-GAAP operating margin of 11.3%¹
 - Cash flow generated by operations of \$18.1M
- \$131M cash, equivalents and restricted cash at quarter-end
- \$780M in remaining performance obligations

1. See Appendix for a reconciliation of Non-GAAP metrics to the nearest GAAP metric. Reconciliation not available for forward looking metrics.

Q1 2025 Results vs. Guidance

	Q1 F2025	
	Guidance <i>As of 5/8/24</i>	Results
\$ millions		
Service Revenue	\$170 – 174M	\$172.8m
% Growth Y/Y	(3) - (1)%	(1%)
Total Revenue	\$176 – 181M	\$178.1m
% Growth Y/Y	(4) – (1)%	(3%)
Non-GAAP Operating Margin¹	11-12%	11.3%¹

1. See Appendix for a reconciliation of Non-GAAP metrics to the nearest GAAP metric.

Q1 2025 Financial Metrics

		Q1'25		
		\$ Millions	% of Total Revenue	YoY
Revenue	Service Revenue ¹	\$172.8	97%	-1%
	Other Revenue ²	\$5.3	4%	-34%
	Total Revenue	\$178.1	100%	-3%
Non-GAAP Metrics ³	Gross Profit	\$125.7	70.6%	-2.4 pts
	Operating Income	\$20.1	11.3%	-3.1 pts
	Adjusted EBITDA	\$25.8	14.5%	-4.0 pts
	Interest Expense ⁴	\$8.9	5.0%	+0.1 pts
Other	Stock-based Comp ⁵	\$13.6	7.6%	-31%

Amounts may not sum to total due to rounding.

1. Service revenue consists of subscriptions and platform usage revenue.
2. Other Revenue is primarily comprised of product revenue from the sale of pre-configured phones and equipment, phone rentals, and professional services.
3. See appendix for reconciliation of non-GAAP metrics to nearest comparable GAAP metric.
4. Non-GAAP Interest expense excludes amortization of discount and issuance costs. See Appendix for additional detail.
5. Stock based compensation includes related employer payroll taxes.

Q1 2025 Financial Metrics *continued*

			Q1'24	Q1'25	
			\$ Millions	\$ Millions	YoY
Cash Metrics	Cash & Investments ¹	\$139.2M	\$131.2M	(7.9M)	
	Operating Cash Flow	\$26.5M	\$18.1M	(8.3M)	
	Cap Ex + Cap SW	(\$3.7M)	(\$3.4M)	(0.3M)	
TTM Cash Flow Metrics	TTM Operating Cash Flow	\$69.4M	\$70.7M	+1.3M	
	TTM Cap Ex + Cap SW	(\$15.3M)	(\$16.7)	+3.4M	
Balance Sheet Metrics	Accounts Receivable	\$65.0M	\$59.2M	(5.7M)	
	Total Debt O/S ²	\$490M	\$427M	(63M)	
	Net Debt	\$350.8	295.8	(55M)	
Other Metrics	Remaining Performance Obligations	\$790M	\$780M	(\$10M)	

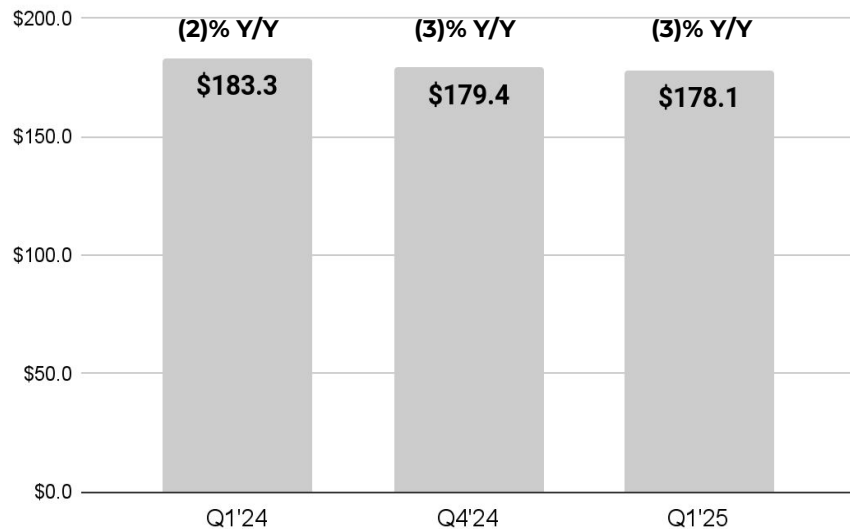
YoY decrease in ending cash reflects redemption of remaining 2024 notes

1. Includes Cash, cash equivalents and restricted cash in Q1'25. Includes Cash, cash equivalents, restricted cash and short term investments in Q1'24.
2. Debt outstanding includes \$201.9M in 2028 Notes and \$225M Term Loan.

Revenue Growth

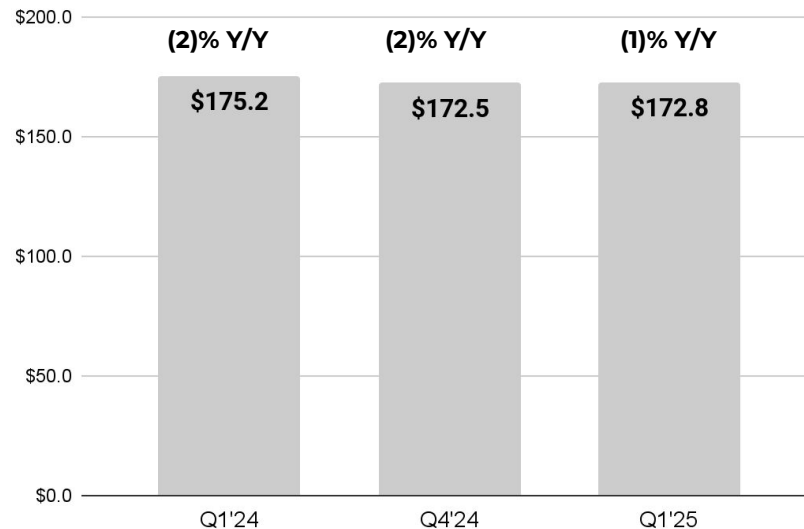
Fiscal Q1 Total Revenue

(\$ in millions)



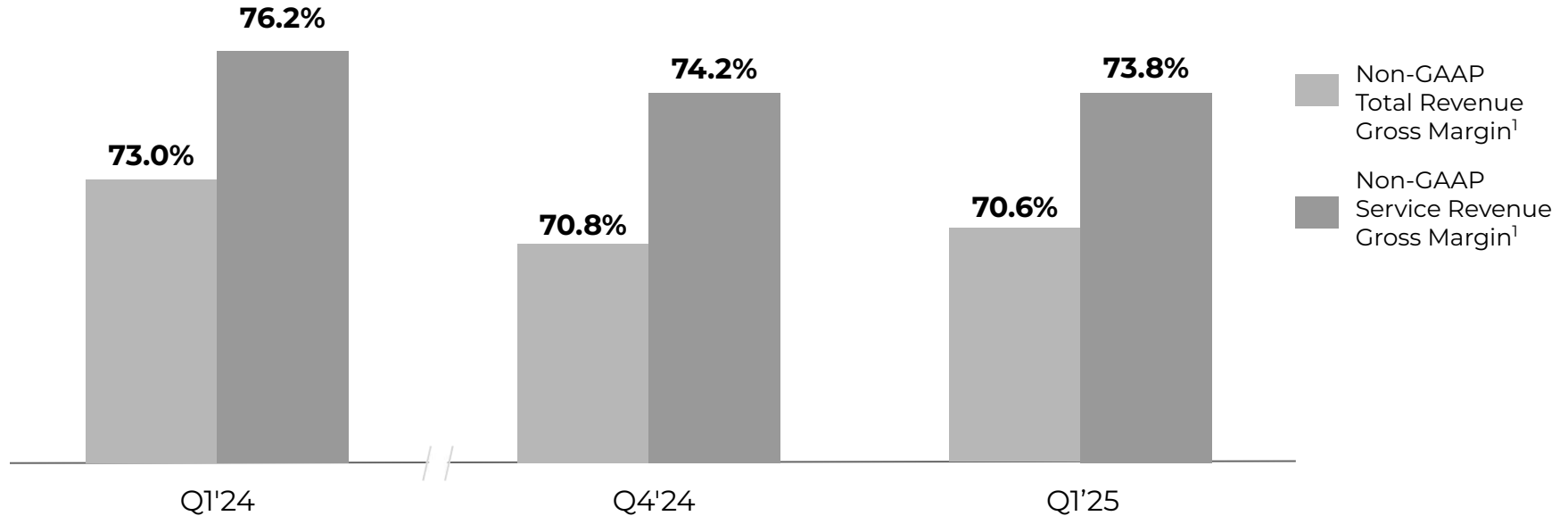
Fiscal Q1 Service Revenue

(\$ in millions)



Non-GAAP Gross Margins¹

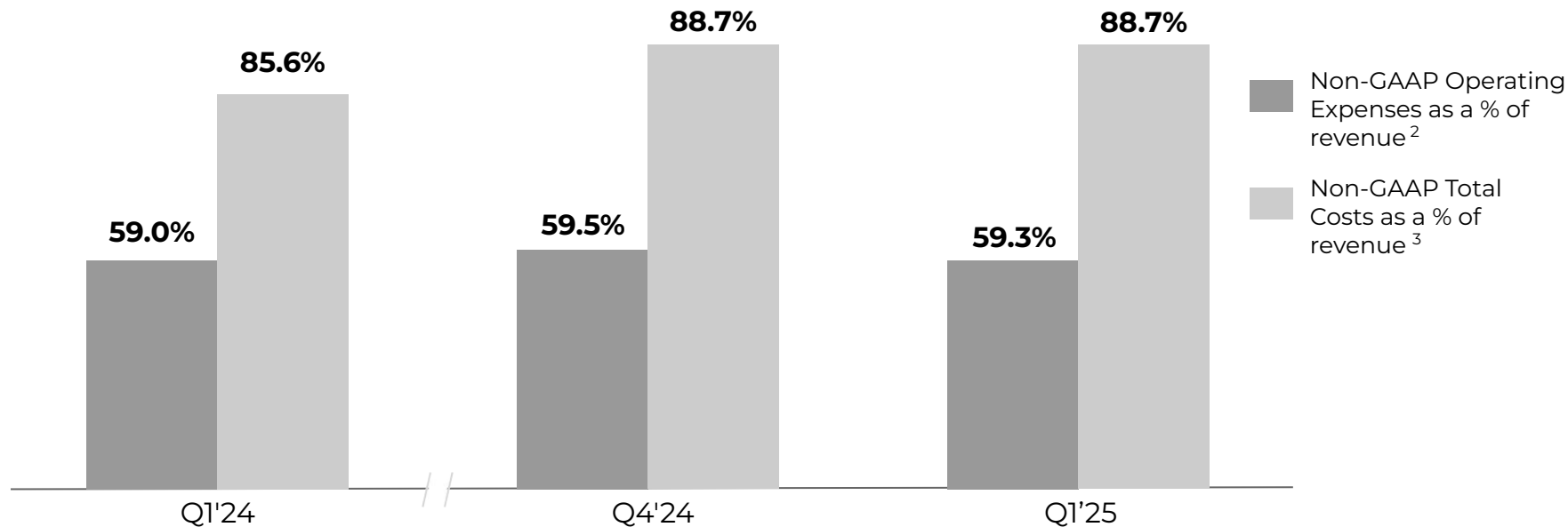
Non-GAAP Total and Service Revenue Gross Margins as a % of Revenue



1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

Non-GAAP Operating Expenses and Total Costs¹

As a % of Total Revenue



1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

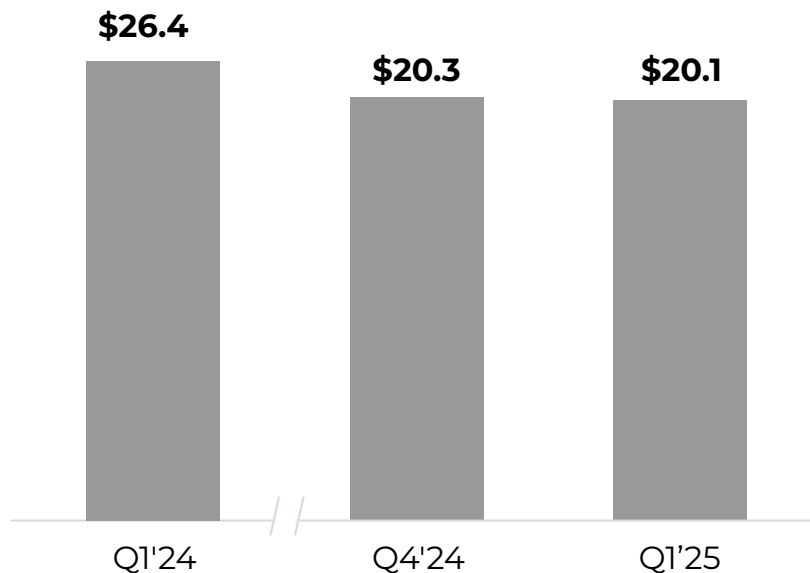
2. Non-GAAP Operating Expenses include non-GAAP R&D, Sales and Marketing, and G&A expenses, but do not include non-GAAP Cost of Total Revenue ("COGS").

3. Non-GAAP Total Costs is defined as Non-GAAP Operating Expenses plus Non-GAAP Cost of Total Revenue ("COGS").

Non-GAAP Operating Income and Margin¹

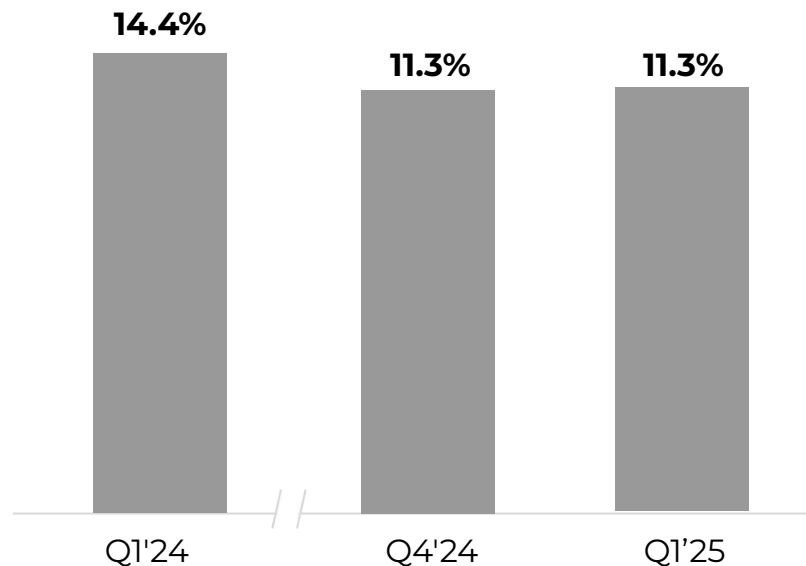
Fiscal Q1 Operating Income

(\$ in millions)



Fiscal Q1 Operating Margin

(% of revenue)

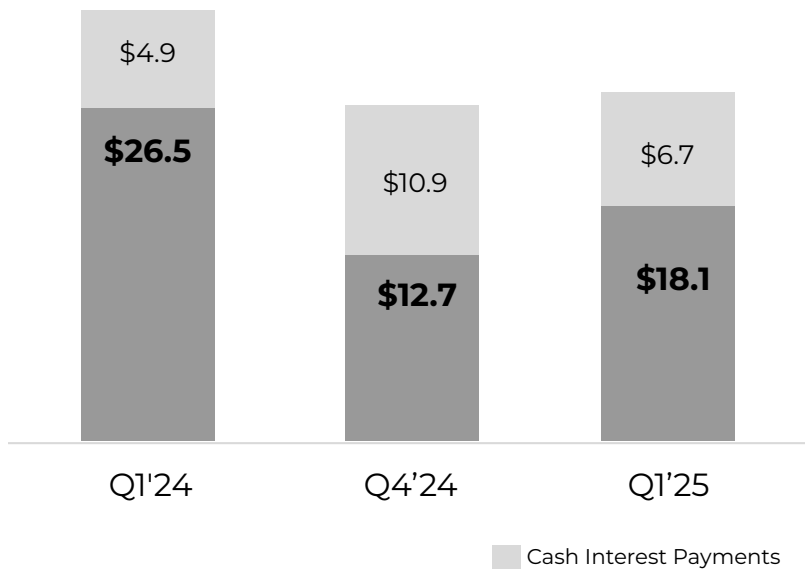


1. See Appendix for reconciliation of Non-GAAP metrics to nearest GAAP metric.

Cash Flow from Operations and Cash Interest Paid

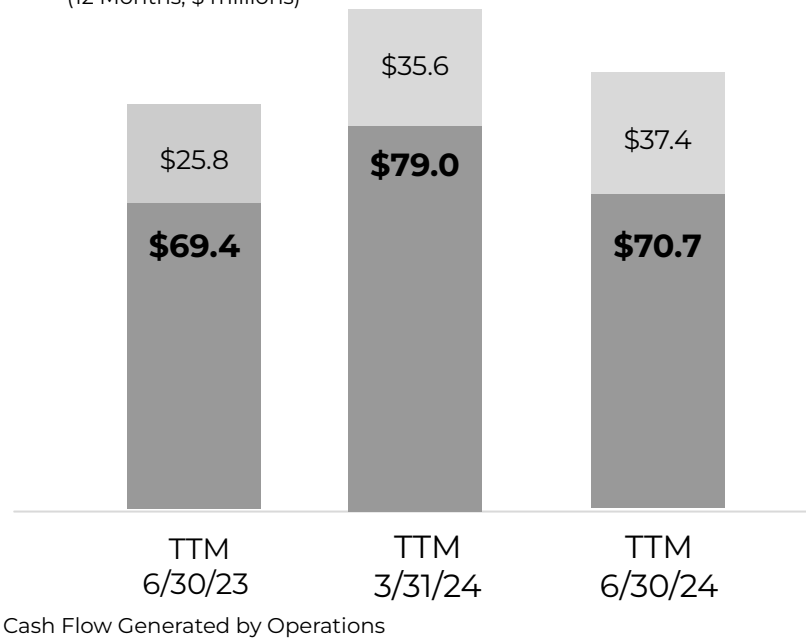
Fiscal Q1 Cash Flow from Operations and Cash Interest Paid

(3 months, \$ millions)



TTM Cash Flow from Operations and Cash Interest Paid

(12 Months, \$ millions)



Light Gray: Cash Interest Payments

Dark Gray: Cash Flow Generated by Operations

Q2 FY 2025 Guidance¹

	Q2 FY 2025 as of August 7, 2024
Service Revenue	\$170 – 174M
% Growth Y/Y	(4) - (2)%
Total Revenue	\$175 – 181M
% Growth Y/Y	(5) – (2)%
Non-GAAP Operating Margin¹	10-11%

1. Reconciliation to nearest GAAP metric not available for forward looking Non-GAAP Operating Margin. Refer to Forward Looking Statements for a discussion of factors that could cause actual results to differ from guidance and refer to 8x8's Fourth Quarter Fiscal Year 2024 earnings release for a discussion of reasons why 8x8 does not reconcile non-GAAP operating margin guidance.

Updated FY 2025 Guidance¹

	FY 2025	
	as of May 8 2024 ¹	Updated August 7, 2024 ¹
Service Revenue	\$693 - 707M	\$685 - 707M
% Growth Y/Y	(1) - 1%	(2) - 1%
Total Revenue	\$720 - 738M	\$710 - 732M
% Growth Y/Y	(1) - 1%	(3) - 0%
Non-GAAP Operating Margin¹	11.5 - 13.0%	10.0 - 11.0%
Non-GAAP Net Income per Share - Diluted	\$0.37 - \$0.45	\$0.32 - \$0.35
Weighted Average Shares - Diluted	~133M	~131.5M

1. Reconciliation to nearest GAAP metric not available for forward looking Non-GAAP metrics. Refer to Forward Looking Statements for a discussion of factors that could cause actual results to differ from guidance and refer to 8x8's First Quarter Fiscal Year 2025 earnings release for a discussion of reasons why 8x8 does not reconcile non-GAAP guidance metrics.

Additional Financial Model Commentary

<i>As of 5/8/24</i>	Q1'25A	Q2'25	FY'25	FY'26 and Beyond
Non-GAAP Interest Expense	~\$8.9M	~\$7.2M	\$28-29M	
Cash Interest Paid	~\$6.7M	~9.2M	\$28-29M	
Cash Flow from Operations	\$18.1M Paid \$5.6M of \$10M in Fuze indirect tax liabilities (expense booked in Q4'24)	Less than Q1 due to timing of cash interest paid on converts, fees associated with new bank loan, and other cash expenses	\$59-64M No change from prior commentary; \$15-20M less in FY'25 compared to FY'24 due to lower beginning receivables balance, lower operating margin, partially offset by lower interest expense	\$80-85M in FY'26 (achieve 20% CAGR over 3 year period)
Wtd Avg Share Count - Diluted	~127.4M		~133M	
Debt Repayment		\$25M (net) Repaid \$225M Term Loan with new \$200M bank loan + \$25M from cash	Commitment to return \$250M to investors primarily through debt repayment FY'24 - FY'26	

Appendix

Supplemental Details on Other (Expense) Income, Net

SUPPLEMENTAL DETAILS - OTHER EXPENSE, NET

(Unaudited, in thousands)

	Three Months Ended June 30,	
	2024	2023
Interest expense	\$ (8,894)	\$ (8,970)
Amortization of debt discount and issuance costs	(1,062)	(1,108)
Gain (loss) on warrants remeasurement	1,747	(250)
Loss on debt extinguishment	—	(1,766)
Loss on foreign exchange	(982)	(804)
Other income	951	425
Other expenses, net	\$ (8,240)	\$ (12,473)

Outstanding Debt as of 6/30/24

The following table summarizes the net carrying value of outstanding convertible senior notes and term loan outstanding at the end of the period.

	As of June 30, 2024				As of March 31, 2024			
	2024 Notes	2028 Notes	2027 Term Loan	Total	2024 Notes	2028 Notes	2027 Term Loan	Total
Principal	\$ -	\$ 201,914	\$ 225,000	\$ 426,914	\$ -	\$ 201,914	\$ 225,000	\$ 426,914
Unamortized debt discount and issuance costs	-	(3,881)	(12,282)	\$ (16,163)	-	(4,118)	(13,106)	\$ (17,224)
Net carrying amount	\$ -	\$ 198,033	\$ 212,718	\$ 410,751	\$ -	\$ 197,796	\$ 211,894	\$ 409,690
Contractual interest rate	0.50%	4.00%	SOFR + 6.6%					
Effective interest rate (including amortization)	1.20%	6.10%						

On August 11, 2022, the Company issued approximately \$201.9 million aggregate principal amount of its 4.00% convertible senior notes due 2028 (the "2028 Notes"). The Company used the proceeds from the issuance of the 2028 Notes, together with approximately \$181.8 million in cash consideration from borrowing of the Term Loan, in exchange for approximately \$403.8 million aggregate principal amount of the Company's outstanding 0.5% convertible senior notes due 2024 Notes (the "2024 Notes") pursuant to privately negotiated agreements (the "Exchange Agreements") with a limited number of existing holders of the 2024 Notes (such exchange transactions, the "Exchange Transaction"). In connection with the Exchange Transaction, the Company purchased an aggregate of approximately \$60 million of the Company's common stock in privately negotiated transactions from existing holders of the 2024 Notes who participated in the Exchange Transaction.

The Exchange Transaction was treated as a debt extinguishment. The difference between the consideration used to extinguish the 2024 Notes and the carrying value of the 2024 Notes (including unamortized debt discount and issuance cost) subject to the Exchange Transaction resulted in an extinguishment gain of \$16.1 million recorded through Other income (expense), net on the Company's condensed consolidated statement of operations.

In addition to the Exchange Transaction, the Company completed three repurchases of the 2024 Notes in the second, third and fourth quarters of fiscal 2023 for a total of approximately \$32.8 million in aggregate principal amount. In the second quarter, on September 28, 2022, the Company repurchased an aggregate principal amount of \$6.0 million of the 2024 Notes through a privately negotiated transaction with one of the remaining 2024 Notes holders for an aggregate purchase price of \$5.3 million. The aggregate purchase price was paid in cash and only partially settled the outstanding 2024 Notes with the holder; accordingly, the repurchase consideration was accounted for as a debt modification with no extinguishment gain or loss. In the third fiscal quarter, on December 9, 2022, the Company repurchased an aggregate principal amount of \$21.8 million of the 2024 Notes through privately negotiated transactions with two of the remaining 2024 Notes holders for an aggregate purchase price of \$20.1 million in cash. The repurchase consideration was accounted for as a debt extinguishment, resulting in a \$2.1 million gain. In the fourth quarter, on February 23, 2023, the Company repurchased an aggregate principal amount of \$5.0 million of the 2024 Notes through privately negotiated transactions with one of the remaining 2024 Notes holders for an aggregate purchase price of \$4.7 million in cash. The repurchase consideration was accounted for as a debt extinguishment, resulting in a \$0.3 million gain.

On May 9, 2023, the Company voluntarily prepaid \$25.0 million of principal amount outstanding and \$0.2 million of accrued interest on the Term Loan. This payment had no impact on the Company's compliance with the Term Loan covenants.

The Company redeemed \$63.3 million aggregate principal outstanding 2024 Notes on February 1, 2024.

Interest Expense Detail - Senior Notes & Term Loan

The following table summarizes the interest expense and amortization of net discount and issuance costs recorded to Other income (expense):

	Three Months Ended June 30							
	2024				2023			
	2024 Notes	2028 Notes	2027 Term Loan	Total	2024 Notes	2028 Notes	2027 Term Loan	Total
Contractual interest expense	\$ -	\$ 2,039	\$ 6,855	\$ 8,894	\$ 79	\$ 2,014	\$ 6,879	\$ 8,970
Amortization of debt discount & issuance costs	-	238	824	\$ 1,062	107	227	775	\$ 1,108
Total interest expense recorded to Other income (expense), net	\$ -	\$ 2,277	\$ 7,679	\$ 9,956	\$ 186	\$ 2,241	\$ 7,654	\$ 10,078
Cash Interest paid				\$ 6,707				\$ 4,919

Contractual interest expense from quarterly press releases and quarterly and annual SEC filings ; Interest is paid quarterly on the 2027 Term Loan and semi-annually on the 2024 and 2028 Notes in February and August. Cash interest paid is derived from Quarterly Statement of Cash Flows.

The Company redeemed \$63.3 million aggregate principal outstanding 2024 Notes on February 1, 2024.

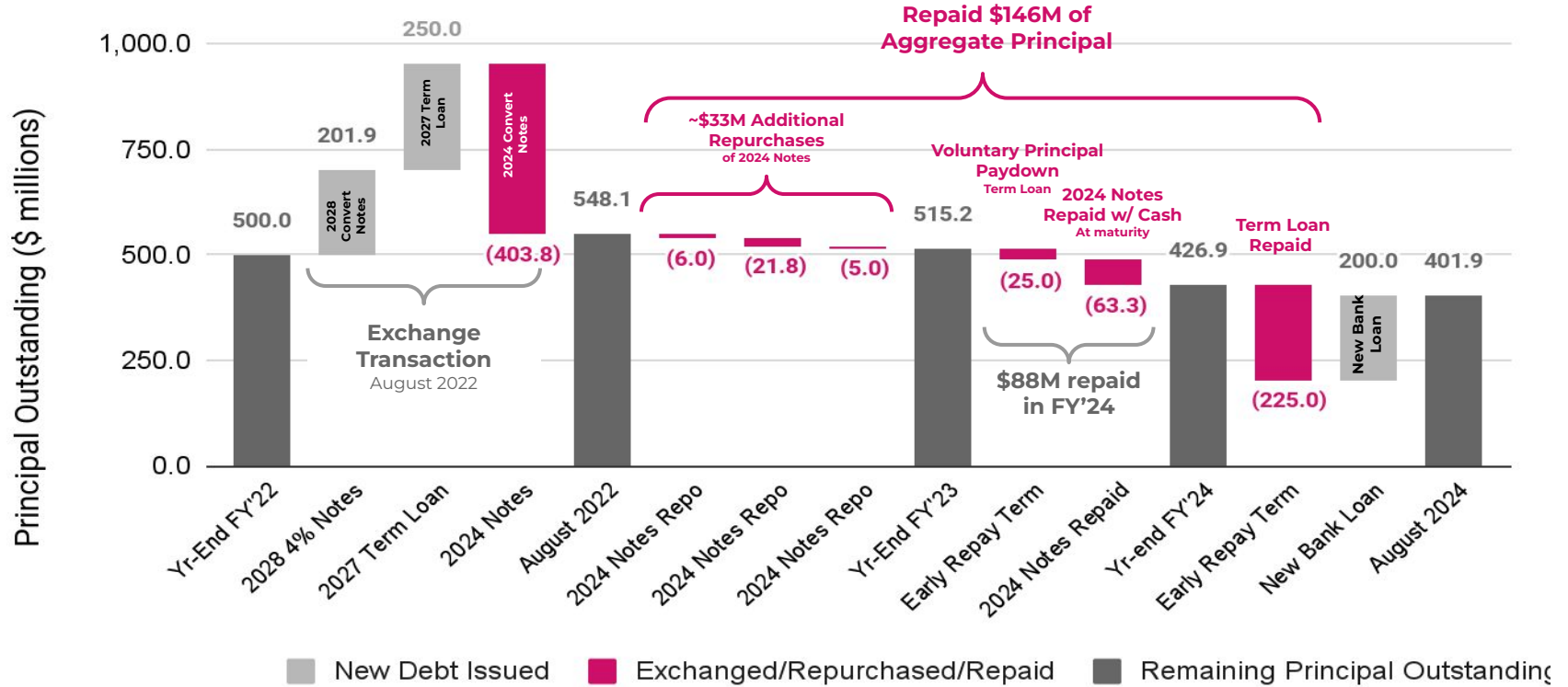
Amounts may not sum to total due to rounding.

For more detailed disclosures on the terms of the Company's convertible senior notes, term loan and detachable warrants, see the Company's most recent 10K filing.

History of Debt Repayments

Reduced Principal Amount of Debt by \$146M since August 2022.

45% completion against goal of repaying \$250M from FY'24 thru FY'26



For more detailed disclosures on the terms of the Company's convertible senior notes and term loan, see the Company's most recent SEC filings.

GAAP to Non-GAAP Reconciliations

Non-GAAP Measures and Guidance

Non-GAAP Measures

This presentation contains certain financial information that has not been prepared in accordance with Generally Accepted Accounting Principles (GAAP). Management uses these non-GAAP financial measures internally in analyzing the Company's financial results and believes they are useful to investors, as a supplement to GAAP measures, in evaluating the Company's ongoing operational performance. This information should not be considered a substitute for any measures derived in accordance with GAAP.

Non-GAAP Guidance

The Company does not reconcile its forward-looking estimates of non-GAAP operating margins to the corresponding GAAP measures of GAAP operating margin due to the significant variability of, and difficulty in making accurate forecasts and projections with regards to, the various expenses it excludes. For example, future hiring and employee turnover may not be reasonably predictable, stock-based compensation expense depends on variables that are largely not within the control of nor predictable by management, such as the market price of 8x8 common stock, and may also be significantly impacted by events like acquisitions, the timing and nature of which are difficult to predict with accuracy. The actual amounts of these excluded items could have a significant impact on the Company's GAAP operating margins. Accordingly, management believes that reconciliations of this forward-looking non-GAAP financial measure to the corresponding GAAP measure are not available without unreasonable effort. All projections are on a non-GAAP basis.

8x8 Inc.
Reconciliation of Non-GAAP to GAAP Metrics

	FY23				FY24				FY25	Fiscal Years		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	2022	2023	2024
	Jun 30, 2022	Sep 30, 2022	Dec 31, 2022	Mar 31, 2023	Jun 30, 2023	Sep 30, 2023	Dec 31, 2023	Mar 31, 2024	Jun 30, 2024	Mar 31, 2022	Mar 31, 2023	Mar 31, 2024
Cost of Revenue:												
GAAP cost of service revenue (as a percentage of service revenue)	\$ 53,547	\$ 51,038	\$ 47,335	\$ 46,951	\$ 46,276	\$ 49,144	\$ 48,983	\$ 48,557	\$ 49,496	\$ 195,909	\$ 198,871	\$ 192,960
Amortization of acquired intangible assets	(2,369)	(2,140)	(2,125)	(2,118)	(2,118)	(2,118)	(2,118)	(2,115)	(2,117)	(5,127)	(8,752)	(8,469)
Stock-based compensation expense and related employer payroll taxes	(2,696)	(2,457)	(2,148)	(2,031)	(2,224)	(1,743)	(1,694)	(1,767)	(1,608)	(9,163)	(9,332)	(7,428)
Acquisition and integration costs	—	—	—	—	—	—	—	—	—	—	—	—
Legal and regulatory costs	—	—	(85)	—	—	—	—	—	—	—	(85)	—
Severance, transition and contract exit costs	(897)	(281)	(348)	736	(206)	(82)	(444)	(180)	(522)	(1,611)	(790)	(912)
Non-GAAP cost of service revenue (as a percentage of service revenue)	\$ 47,585	\$ 46,160	\$ 42,629	\$ 43,538	\$ 41,728	\$ 45,201	\$ 44,727	\$ 44,495	\$ 45,249	\$ 180,008	\$ 179,912	\$ 176,151
GAAP service revenue margin (as a percentage of service revenue)	\$ 125,614	\$ 127,518	\$ 128,430	\$ 129,611	\$ 128,962	\$ 128,638	\$ 128,086	\$ 123,933	\$ 123,305	\$ 406,448	\$ 511,173	\$ 507,619
Non-GAAP service revenue margin (as a percentage of service revenue)	\$ 131,676	\$ 132,396	\$ 133,136	\$ 133,024	\$ 133,610	\$ 132,581	\$ 130,342	\$ 127,995	\$ 127,552	\$ 422,349	\$ 530,132	\$ 524,428
GAAP cost of other revenue (as a percentage of other revenue)	\$ 13,126	\$ 11,000	\$ 10,176	\$ 8,302	\$ 8,398	\$ 7,958	\$ 7,177	\$ 8,412	\$ 7,691	\$ 51,649	\$ 42,604	\$ 31,945
Stock-based compensation expense and related employer payroll taxes	(1,147)	(937)	(902)	(634)	(661)	(468)	(459)	(442)	(419)	(5,046)	(3,620)	(2,020)
Acquisition and integration costs	—	—	—	—	—	—	—	—	—	—	—	—
Legal and regulatory costs	—	—	—	—	—	—	—	—	—	—	—	—
Severance, transition and contract exit costs	(533)	(244)	(517)	(389)	(22)	(28)	(74)	(31)	(100)	(998)	(1,683)	(155)
Non-GAAP cost of other revenue (as a percentage of other revenue)	\$ 11,446	\$ 9,819	\$ 8,757	\$ 7,279	\$ 7,725	\$ 7,462	\$ 6,644	\$ 7,939	\$ 7,172	\$ 45,605	\$ 37,301	\$ 29,770
GAAP other revenue margin (as a percentage of other revenue)	\$ (4,667)	\$ (2,167)	\$ (1,541)	\$ (335)	\$ (349)	\$ (741)	\$ (1,240)	\$ (1,489)	\$ (2,345)	\$ (15,876)	\$ (8,710)	\$ (3,819)
Non-GAAP other revenue margin (as a percentage of other revenue)	\$ (2,987)	\$ (986)	\$ (122)	\$ 688	\$ 324	\$ (245)	\$ (707)	\$ (1,016)	\$ (1,826)	\$ (9,832)	\$ (3,407)	\$ (1,644)
GAAP gross margin (as a percentage of total revenue)	\$ 120,947	\$ 125,351	\$ 128,889	\$ 129,276	\$ 128,613	\$ 127,897	\$ 124,846	\$ 122,444	\$ 120,960	\$ 390,572	\$ 502,463	\$ 503,800
Non-GAAP gross margin (as a percentage of total revenue)	\$ 128,589	\$ 131,410	\$ 133,014	\$ 133,712	\$ 133,834	\$ 132,336	\$ 129,635	\$ 126,979	\$ 125,726	\$ 412,517	\$ 526,725	\$ 522,784

8x8 Inc.
Reconciliation of Non-GAAP to GAAP Metrics


	FY23				FY24				FY25	Fiscal Years		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	2022	2023	2024
	Jun 30, 2022	Sep 30, 2022	Dec 31, 2022	Mar 31, 2023	Jun 30, 2023	Sep 30, 2023	Dec 31, 2023	Mar 31, 2024	Jun 30, 2024	Mar 31, 2022	Mar 31, 2023	Mar 31, 2024
Operating Expenses:												
GAAP research and development (as a percentage of total revenue)	\$ 34,955	\$ 36,019	\$ 35,062	\$ 36,455	\$ 35,292	\$ 34,207	\$ 32,787	\$ 33,930	\$ 32,137	\$ 112,387	\$ 142,491	\$ 136,216
Stock-based compensation expense and related employer payroll taxes	(8,193)	(7,773)	(7,183)	(6,789)	(7,438)	(5,345)	(5,190)	(5,469)	(4,657)	(34,113)	(29,938)	(23,442)
Acquisition and integration costs	—	—	—	—	(213)	115	—	—	—	—	—	(98)
Legal and regulatory costs	—	—	—	—	—	—	—	—	—	—	—	—
Severance, transition and contract exit costs	(37)	(107)	(1,167)	(1,310)	(311)	(902)	(585)	(313)	(39)	(1,054)	(2,621)	(2,111)
Non-GAAP research and development (as a percentage of total revenue)	\$ 26,725	\$ 28,139	\$ 26,712	\$ 28,356	\$ 27,330	\$ 28,075	\$ 27,012	\$ 28,148	\$ 27,441	\$ 77,220	\$ 109,932	\$ 110,565
GAAP sales and marketing (as a percentage of total revenue)	\$ 83,527	\$ 80,487	\$ 79,021	\$ 68,848	\$ 68,505	\$ 68,687	\$ 66,997	\$ 67,755	\$ 67,108	\$ 314,223	\$ 311,883	\$ 271,944
Amortization of acquired intangible assets	(3,106)	(3,107)	(3,106)	(3,007)	(2,982)	(2,982)	(2,982)	(2,980)	(2,981)	(3,190)	(12,326)	(11,926)
Stock-based compensation expense and related employer payroll taxes	(8,280)	(6,883)	(6,653)	(3,536)	(5,254)	(4,176)	(3,894)	(3,400)	(3,258)	(49,060)	(25,352)	(16,724)
Acquisition and integration costs	—	—	—	1,105	—	—	—	—	—	—	1,105	—
Legal and regulatory cost	—	—	—	—	—	—	—	—	—	—	—	—
Severance, transition and contract exit costs	(391)	(330)	(2,351)	(3,974)	(169)	(234)	(342)	(1,720)	(125)	(3,315)	(7,048)	(2,465)
Non-GAAP sales and marketing (as a percentage of total revenue)	\$ 71,750	\$ 70,167	\$ 66,911	\$ 59,436	\$ 60,100	\$ 61,295	\$ 59,779	\$ 59,655	\$ 60,742	\$ 258,658	\$ 268,264	\$ 240,829
GAAP general and administrative (as a percentage of total revenue)	\$ 29,219	\$ 31,411	\$ 27,158	\$ 20,213	\$ 26,226	\$ 27,586	\$ 23,419	\$ 34,978	\$ 23,091	\$ 118,103	\$ 108,001	\$ 112,209
Stock-based compensation expense and related employer payroll taxes	(7,923)	(6,763)	(4,354)	(3,352)	(4,108)	(3,695)	(3,653)	(4,787)	(3,651)	(40,844)	(22,392)	(16,243)
Acquisition and integration costs	(624)	(1,554)	(555)	6,181	(130)	(422)	(102)	(145)	(123)	(9,717)	3,448	(799)
Legal and regulatory cost	62	207	(57)	(898)	(1,468)	(3,879)	(98)	(10,072)	(548)	2,722	(686)	(15,517)
Severance, transition and related exit costs	(755)	730	(1,130)	(1,044)	(546)	(388)	(978)	(1,074)	(1,335)	(4,213)	(2,199)	(2,966)
Non-GAAP general and administrative (as a percentage of total revenue)	\$ 19,979	\$ 24,031	\$ 21,062	\$ 21,100	\$ 19,974	\$ 19,202	\$ 18,588	\$ 18,900	\$ 17,434	\$ 66,051	\$ 88,172	\$ 76,664
GAAP Operating Expenses (as a percentage of total revenue)	\$ 147,701	\$ 147,917	\$ 141,241	\$ 125,516	\$ 130,023	\$ 130,480	\$ 123,203	\$ 136,663	\$ 122,334	\$ 544,713	\$ 562,375	\$ 520,369
Amortization of acquired intangible assets	(3,106)	(3,107)	(3,106)	(3,007)	(2,982)	(2,982)	(2,982)	(2,980)	(2,981)	(3,190)	(12,326)	(11,926)
Stock-based compensation expense and related employer payroll taxes	(24,396)	(21,419)	(18,190)	(13,677)	(16,800)	(13,216)	(12,737)	(13,656)	(11,566)	(124,017)	(77,682)	(56,409)
Acquisition and integration costs	(624)	(1,554)	(555)	7,286	(343)	(307)	(102)	(145)	(123)	(9,717)	4,553	(897)
Legal and regulatory cost	62	207	(57)	(898)	(1,468)	(3,879)	(98)	(10,072)	(548)	2,722	(686)	(15,517)
Severance, transition and contract exit costs	(1,183)	293	(4,648)	(6,328)	(1,026)	(1,524)	(1,905)	(3,107)	(1,499)	(8,582)	(11,866)	(7,562)
Non-GAAP Operating Expenses (as a percentage of total revenue)	\$ 118,454	\$ 122,337	\$ 114,685	\$ 108,892	\$ 107,404	\$ 108,572	\$ 105,379	\$ 106,703	\$ 105,617	\$ 401,929	\$ 464,368	\$ 428,058

8x8 Inc.
Reconciliation of Non-GAAP to GAAP Metrics

	FY23				FY24				FY25	Fiscal Years		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	2022	2023	2024
	Jun 30, 2022	Sep 30, 2022	Dec 31, 2022	Mar 31, 2023	Jun 30, 2023	Sep 30, 2023	Dec 31, 2023	Mar 31, 2024	Jun 30, 2024	Mar 31, 2022	Mar 31, 2023	Mar 31, 2024
Operating Profit (Loss):												
GAAP loss from operations (as a percentage of total revenue)	\$ (26,754)	\$ (24,990)	\$ (18,081)	\$ 3,533	\$ (14,10)	\$ (2,583)	\$ (9,391)	\$ (14,219)	\$ (1,374)	\$ (154,141)	\$ (66,292)	\$ (27,803)
Amortization of acquired intangible assets	5,475	5,247	5,231	5,125	5,100	5,100	5,100	5,095	5,098	8,317	21,078	20,395
Stock-based compensation expense and related employer payroll taxes	28,239	24,813	21,240	16,342	19,675	15,427	14,890	15,865	13,593	138,226	90,634	65,857
Acquisition and integration costs	624	1,554	555	(7,298)	343	307	102	145	123	9,717	(4,553)	897
Legal and regulatory costs	(62)	(207)	142	896	1,468	3,879	98	10,072	548	(2,722)	771	15,517
Severance, transition and contract exit costs	2,613	232	5,513	5,981	1,254	1,834	2,423	3,318	2,121	11,191	14,339	8,629
Impairment of long-lived assets	—	2,424	3,729	227	—	—	11,034	—	—	—	6,380	11,034
Non-GAAP operating profit (as a percentage of total revenue)	\$ 10,135	\$ 9,073	\$ 16,329	\$ 24,820	\$ 26,430	\$ 23,764	\$ 24,256	\$ 20,276	\$ 20,109	\$ 10,588	\$ 62,357	\$ 94,726
Other income (Expenses):												
GAAP other income (expense), net (as a percentage of total revenue)	\$ 1,116	\$ 13,950	\$ (7,912)	\$ (11,198)	\$ (12,473)	\$ (5,258)	\$ (11,310)	\$ (7,308)	\$ (8,240)	\$ (21,629)	\$ (4,044)	\$ (36,347)
Legal and regulatory costs	—	—	—	—	—	—	—	—	(550)	—	—	(550)
Amortization of debt discount and issuance cost	831	1,169	1,136	1,118	1,108	1,132	1,157	1,075	1,082	20,404	4,254	4,472
(Gain) loss on debt extinguishment	—	(18,106)	(2,144)	(295)	1,768	—	—	—	—	—	(18,545)	1,766
(Gain) loss on warrants remeasurement	—	(1,293)	771	105	250	(2,781)	1,297	(942)	(1,747)	—	(417)	(2,176)
(Loss) gain on sale of assets	—	—	(1,757)	5	—	—	—	179	—	—	(1,821)	179
Other income	(116)	(116)	(116)	(116)	(117)	(117)	(120)	(110)	(116)	(387)	(464)	(464)
Non-GAAP other income and expense (as a percentage of total revenue)	\$ 1,831	\$ (2,396)	\$ (10,022)	\$ (10,381)	\$ (9,466)	\$ (7,024)	\$ (8,976)	\$ (7,654)	\$ (9,041)	\$ (1,612)	\$ (21,037)	\$ (33,120)
Net income (Loss):												
GAAP net loss (as a percentage of total revenue)	\$ (26,043)	\$ (11,639)	\$ (26,030)	\$ (9,431)	\$ (15,327)	\$ (7,452)	\$ (21,222)	\$ (23,591)	\$ (10,290)	\$ (175,383)	\$ (73,143)	\$ (67,592)
Amortization of acquired intangible assets	5,475	5,247	5,231	5,125	5,100	5,100	5,100	5,095	5,099	8,317	21,078	20,395
Stock-based compensation expense and related employer payroll taxes	28,239	24,813	21,240	16,342	19,675	15,427	14,890	15,865	13,593	138,226	90,634	65,857
Acquisition and integration costs	624	1,554	555	(7,298)	343	307	102	145	123	9,717	(4,553)	897
Legal and regulatory costs	(62)	(207)	142	896	1,468	3,879	98	9,522	548	(2,722)	771	14,967
Severance, transition and contract exit costs	2,613	232	5,513	5,981	1,254	1,834	2,423	3,318	2,121	11,191	14,339	8,629
Impairment of long-lived assets	—	2,424	3,729	227	—	—	11,034	—	—	—	6,380	11,034
Amortization of debt discount and issuance cost	831	1,169	1,136	1,118	1,108	1,132	1,157	1,075	1,082	20,404	4,254	4,472
(Gain) loss on debt extinguishment	—	(18,106)	(2,144)	(295)	1,768	—	—	—	—	—	(18,545)	1,766
(Gain) loss on warrants remeasurement	—	(1,293)	771	105	250	(2,781)	1,297	(942)	(1,747)	—	(417)	(2,176)
(Loss) gain on sale of assets	—	—	(1,757)	5	—	—	—	179	—	—	(1,821)	179
Other income	(116)	(116)	(116)	(116)	(117)	(117)	(120)	(110)	(116)	(387)	(464)	(464)
Income tax expense effects, net	—	—	—	—	—	—	—	—	—	—	—	—
Non-GAAP net income (as a percentage of total revenue)	\$ 11,561	\$ 6,078	\$ 8,270	\$ 12,673	\$ 15,520	\$ 17,129	\$ 14,759	\$ 10,556	\$ 10,393	\$ 9,363	\$ 36,513	\$ 57,964
Interest expense	625	4,883	7,607	9,906	8,970	8,929	8,878	8,575	8,894	2,271	23,020	35,352
Provision for income taxes	405	599	37	1,786	1,444	(389)	521	2,066	676	(387)	2,807	3,642
Depreciation	2,789	2,634	2,432	2,409	2,126	1,964	2,043	2,168	1,908	11,374	10,464	8,301
Amortization of capitalized internal-use software costs	5,964	5,529	4,904	4,341	5,282	4,779	4,358	4,067	3,758	28,863	20,739	18,486
Other expense (income), net	(2,458)	(2,487)	2,415	477	496	(1,905)	98	(1,471)	147	(782)	(1,983)	(2,782)
Adjusted EBITDA (as a percentage of total revenue)	\$ 18,888	\$ 17,436	\$ 25,665	\$ 31,572	\$ 33,838	\$ 30,507	\$ 30,657	\$ 25,961	\$ 25,776	\$ 50,757	\$ 93,560	\$ 120,963
Shares used in computing net loss per share amounts:												
Basic	119,721	116,013	113,201	114,924	116,777	120,757	122,596	124,324	125,999	113,354	115,959	121,106
Diluted	121,756	116,186	113,711	117,442	118,445	122,624	124,253	125,982	127,433	116,982	117,443	122,580
GAAP net loss per share - Basic and Diluted	(0.22)	(0.10)	(0.23)	(0.08)	(0.13)	(0.06)	(0.17)	(0.19)	(0.08)	(1.55)	(0.63)	(0.56)
Non-GAAP net income per share - Basic	0.10	0.05	0.07	0.11	0.13	0.14	0.12	0.08	0.08	0.08	0.33	0.48
Non-GAAP net income per share - Diluted	0.09	0.05	0.07	0.11	0.13	0.14	0.12	0.08	0.08	0.08	0.33	0.47



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