Q3 2023 Supplemental Financial Information

## Table of Contents

Non-GAAP Financial Measures $\quad \underline{1}$
Condensed Consolidated Statements of Operations - Fiscal Quarters $\quad \underline{2}$
Condensed Consolidated Balance Sheets $\quad \underline{3}$
Condensed Consolidated Statements of Cash Flows - Fiscal Quarters $\quad \underline{4}$
$\underline{\text { Reconciliation of GAAP to Non-GAAP Measures - Fiscal Quarters }} \underline{5}$

## Non-GAAP Financial Measures

This supplemental financial information contains financial statements that have not been prepared in accordance with generally accepted accounting principles in the United States (GAAP). We use these non-GAAP financial measures and other key metrics internally to facilitate analysis of our financial and business trends and for internal planning and forecasting purposes. We believe these non-GAAP financial measures, when taken collectively, may be helpful to investors because they provide consistency and comparability with past financial performance by excluding certain items that may not be indicative of our business, results of operations, or outlook. However, non-GAAP financial measures have limitations as an analytical tool and are presented for supplemental informational purposes only. They should not be considered in isolation from, or as a substitute for, financial information prepared in accordance with GAAP.

A reconciliation of our non-GAAP financial measures to the most directly comparable GAAP measures has been provided in the financial statement tables included in this supplemental financial information, and investors are encouraged to review these reconciliations.

## Confluent, Inc.

Condensed Consolidated Statements of Operations - Fiscal Quarters
(in thousands, except percentages, share and per share data) (unaudited)

|  | Three Months Ended |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q4'21 |  | Q1'22 |  | Q2'22 |  | Q3'22 |  | Q4'22 |  | Q1'23 |  | Q2'23 |  | Q3'23 |  |
| Revenue: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Subscription | \$ | 108,191 | \$ | 113,920 | \$ | 127,018 | \$ | 138,730 | \$ | 155,341 | \$ | 160,567 | \$ | 176,488 | \$ | 189,270 |
| Services |  | 11,737 |  | 12,219 |  | 12,389 |  | 13,002 |  | 13,325 |  | 13,735 |  | 12,797 |  | 10,911 |
| Total revenue |  | 119,928 |  | 126,139 |  | 139,407 |  | 151,732 |  | 168,666 |  | 174,302 |  | 189,285 |  | 200,181 |
| Cost of revenue: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Subscription |  | 33,322 |  | 33,603 |  | 35,608 |  | 38,417 |  | 38,696 |  | 42,905 |  | 44,188 |  | 44,104 |
| Services |  | 12,824 |  | 12,174 |  | 13,901 |  | 14,763 |  | 15,253 |  | 15,239 |  | 13,732 |  | 12,445 |
| Total cost of revenue |  | 46,146 |  | 45,777 |  | 49,509 |  | 53,180 |  | 53,949 |  | 58,144 |  | 57,920 |  | 56,549 |
| Gross profit |  | 73,782 |  | 80,362 |  | 89,898 |  | 98,552 |  | 114,717 |  | 116,158 |  | 131,365 |  | 143,632 |
| Subscription |  | 69.2\% |  | 70.5\% |  | $72.0 \%$ |  | 72.3\% |  | $75.1 \%$ |  | 73.3\% |  | 75.0\% |  | 76.7\% |
| Services |  | (9.3\%) |  | 0.4\% |  | (12.2\%) |  | (13.5\%) |  | (14.5\%) |  | (11.0\%) |  | (7.3\%) |  | (14.1\%) |
| Total gross margin |  | 61.5\% |  | 63.7\% |  | 64.5\% |  | 65.0\% |  | 68.0\% |  | 66.6\% |  | 69.4\% |  | 71.8\% |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Research and development |  | 56,686 |  | 57,661 |  | 64,472 |  | 70,099 |  | 71,809 |  | 84,890 |  | 85,677 |  | 91,237 |
| Sales and marketing |  | 100,625 |  | 106,702 |  | 112,754 |  | 114,312 |  | 122,684 |  | 128,624 |  | 127,770 |  | 128,624 |
| General and administrative |  | 30,151 |  | 27,481 |  | 29,979 |  | 33,041 |  | 35,209 |  | 35,355 |  | 36,343 |  | 31,874 |
| Restructuring and other related charges |  | - |  | - |  | - |  | - |  | - |  | 33,382 |  | 943 |  | 529 |
| Total operating expenses |  | 187,462 |  | 191,844 |  | 207,205 |  | 217,452 |  | 229,702 |  | 282,251 |  | 250,733 |  | 252,264 |
| Operating loss |  | $(113,680)$ |  | $(111,482)$ |  | $(117,307)$ |  | $(118,900)$ |  | $(114,985)$ |  | $(166,093)$ |  | $(119,368)$ |  | $(108,632)$ |
| Other (expense) income, net |  | (329) |  | (816) |  | 1,186 |  | 4,719 |  | 11,327 |  | 15,185 |  | 17,610 |  | 17,529 |
| Loss before income taxes |  | $(114,009)$ |  | $(112,298)$ |  | $(116,121)$ |  | $(114,181)$ |  | $(103,658)$ |  | $(150,908)$ |  | $(101,758)$ |  | $(91,103)$ |
| Provision for income taxes |  | 430 |  | 689 |  | 1,510 |  | 1,868 |  | 2,226 |  | 1,647 |  | 1,667 |  | 1,567 |
| Net loss | \$ | $(114,439)$ | \$ | $(112,987)$ | \$ | $(117,631)$ | \$ | $(116,049)$ | \$ | $(105,884)$ | \$ | $(152,555)$ | \$ | $(103,425)$ | \$ | $(92,670)$ |
| Net loss per share, basic and diluted | \$ | (0.43) | \$ | (0.41) | \$ | (0.42) | \$ | (0.41) | \$ | (0.37) | \$ | (0.52) | \$ | (0.35) | \$ | (0.30) |
| Weighted-average shares used to compute net loss per share, basic and diluted |  | 265,480,761 |  | 272,890,829 |  | 278,268,980 |  | 282,267,230 |  | 286,732,756 |  | 291,864,975 |  | 297,827,200 |  | 303,896,632 |

## Confluent, Inc.

## Condensed Consolidated Balance Sheets

(in thousands)
(unaudited)

|  | $\begin{gathered} \text { September 30, } \\ 2023 \end{gathered}$ |  | $\begin{gathered} \text { December 31, } \\ 2022 \\ \hline \end{gathered}$ |  |
| :---: | :---: | :---: | :---: | :---: |
| ASSETS |  |  |  |  |
| Current assets: |  |  |  |  |
| Cash and cash equivalents | \$ | 317,043 | \$ | 435,781 |
| Marketable securities |  | 1,555,749 |  | 1,491,044 |
| Accounts receivable, net |  | 183,206 |  | 178,188 |
| Deferred contract acquisition costs |  | 41,174 |  | 35,883 |
| Prepaid expenses and other current assets |  | 70,886 |  | 57,229 |
| Total current assets |  | 2,168,058 |  | 2,198,125 |
| Property and equipment, net |  | 47,950 |  | 29,089 |
| Operating lease right-of-use assets |  | 10,935 |  | 29,478 |
| Goodwill and intangible assets, net |  | 45,685 |  | - |
| Deferred contract acquisition costs, non-current |  | 69,224 |  | 68,401 |
| Other assets, non-current |  | 19,815 |  | 19,756 |
| Total assets | \$ | 2,361,667 | \$ | 2,344,849 |
| LIABILITIES AND STOCKHOLDERS' EQUITY |  |  |  |  |
| Current liabilities: |  |  |  |  |
| Accounts payable | \$ | 1,993 | \$ | 21,439 |
| Accrued expenses and other liabilities |  | 125,109 |  | 105,331 |
| Operating lease liabilities |  | 7,741 |  | 7,375 |
| Deferred revenue |  | 300,617 |  | 290,185 |
| Total current liabilities |  | 435,460 |  | 424,330 |
| Operating lease liabilities, non-current |  | 19,457 |  | 25,136 |
| Deferred revenue, non-current |  | 23,152 |  | 32,644 |
| Convertible senior notes, net |  | 1,087,350 |  | 1,084,500 |
| Other liabilities, non-current |  | 7,192 |  | 8,762 |
| Total liabilities |  | 1,572,611 |  | 1,575,372 |
| Stockholders' equity: |  |  |  |  |
| Preferred stock |  | - |  | - |
| Class A common stock |  | 2 |  | 2 |
| Class B common stock |  | 1 |  | 1 |
| Additional paid-in capital |  | 2,348,874 |  | 1,980,335 |
| Accumulated other comprehensive loss |  | $(9,766)$ |  | $(9,456)$ |
| Accumulated deficit |  | $(1,550,055)$ |  | $(1,201,405)$ |
| Total stockholders' equity |  | 789,056 |  | 769,477 |
| Total liabilities and stockholders' equity | \$ | 2,361,667 | \$ | 2,344,849 |

## Confluent, Inc.

## Condensed Consolidated Statements of Cash Flows - Fiscal Quarters

(in thousands)
(unaudited)

|  | Q4'21 |  | Q1'22 |  |  |  |  | Three Mo | S |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Q2'22 | Q3'22 |  | Q4'22 |  | Q1'23 |  | Q2'23 |  | Q3'23 |  |
| CASH FLOWS FROM OPERATING ACTIVITIES |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net loss | \$ | $(114,439)$ |  |  | \$ | $(112,987)$ | \$ | $(117,631)$ | \$ | $(116,049)$ | \$ | $(105,884)$ | \$ | $(152,555)$ | \$ | $(103,425)$ | \$ | $(92,670)$ |
| Adjustments to reconcile net loss to cash used in operating activities: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Depreciation and amortization |  | 1,192 |  | 1,250 |  | 1,810 |  | 2,075 |  | 2,485 |  | 3,122 |  | 3,256 |  | 3,609 |
| Net amortization (accretion) of premiums (discounts) on marketable securities |  | 770 |  | 705 |  | (469) |  | $(3,105)$ |  | $(6,022)$ |  | $(9,133)$ |  | $(10,588)$ |  | $(11,300)$ |
| Amortization of debt issuance costs |  | 187 |  | 936 |  | 947 |  | 958 |  | 959 |  | 939 |  | 950 |  | 961 |
| Amortization of deferred contract acquisition costs |  | 8,375 |  | 8,470 |  | 8,925 |  | 9,658 |  | 10,286 |  | 10,484 |  | 11,053 |  | 11,923 |
| Non-cash operating lease costs |  | 2,424 |  | 2,275 |  | 2,200 |  | 2,142 |  | 1,991 |  | 1,207 |  | 977 |  | 934 |
| Lease abandonment charges |  |  |  | - |  | - |  |  |  | - |  | 15,667 |  | - |  | - |
| Stock-based compensation, net of amounts capitalized |  | 58,072 |  | 57,369 |  | 68,866 |  | 75,393 |  | 76,028 |  | 79,289 |  | 92,159 |  | 89,514 |
| Deferred income taxes |  | (394) |  | (4) |  | 30 |  | 20 |  | (283) |  | 5 |  | 5 |  | 15 |
| Other |  | 157 |  | 204 |  | 355 |  | 321 |  | 504 |  | 279 |  | 572 |  | 2,263 |
| Changes in operating assets and liabilities, net of effects of a business combination: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Accounts receivable |  | $(21,642)$ |  | 12,782 |  | $(25,244)$ |  | 6,047 |  | $(35,665)$ |  | 8,068 |  | $(19,361)$ |  | 5,153 |
| Deferred contract acquisition costs |  | $(20,332)$ |  | $(12,080)$ |  | $(10,643)$ |  | $(19,354)$ |  | $(20,724)$ |  | $(10,160)$ |  | $(13,806)$ |  | $(15,607)$ |
| Prepaid expenses and other assets |  | $(14,027)$ |  | $(7,985)$ |  | $(12,136)$ |  | (977) |  | 3,248 |  | 3,141 |  | $(9,198)$ |  | $(7,768)$ |
| Accounts payable |  | 4,406 |  | 177 |  | 7,275 |  | $(1,004)$ |  | 7,132 |  | $(11,325)$ |  | $(7,395)$ |  | (488) |
| Accrued expenses and other liabilities |  | 29,642 |  | $(22,853)$ |  | 24,609 |  | (35) |  | 8,226 |  | $(16,557)$ |  | 24,109 |  | 10,413 |
| Operating lease liabilities |  | $(2,650)$ |  | $(2,497)$ |  | $(2,413)$ |  | $(2,029)$ |  | $(2,270)$ |  | $(1,998)$ |  | $(1,756)$ |  | $(1,808)$ |
| Deferred revenue |  | 44,383 |  | 19,207 |  | 20,047 |  | 4,187 |  | 32,911 |  | 1,755 |  | 3,388 |  | $(4,204)$ |
| Net cash used in operating activities |  | $(23,876)$ |  | $(55,031)$ |  | $(33,472)$ |  | $(41,752)$ |  | $(27,078)$ |  | (77,772) |  | $(29,060)$ |  | $(9,060)$ |
| CASH FLOWS FROM Investing activities |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Capitalization of internal-use software costs |  | $(1,479)$ |  | $(2,509)$ |  | $(2,256)$ |  | $(2,788)$ |  | $(2,781)$ |  | $(4,556)$ |  | $(5,330)$ |  | $(3,660)$ |
| Purchases of marketable securities |  | $(284,683)$ |  | $(403,883)$ |  | $(763,479)$ |  | $(355,886)$ |  | (528,660) |  | $(453,356)$ |  | $(546,408)$ |  | $(235,824)$ |
| Maturities of marketable securities |  | 91,275 |  | 95,545 |  | 275,114 |  | 347,000 |  | 482,899 |  | 451,777 |  | 523,606 |  | 228,328 |
| Purchases of property and equipment |  | $(1,364)$ |  | (887) |  | $(1,184)$ |  | $(1,044)$ |  | $(1,006)$ |  | (546) |  | (809) |  | (363) |
| Cash paid for a business combination, net of cash acquired |  | - |  | - |  | - |  | - |  | - |  | $(45,802)$ |  | - |  | - |
| Net cash used in investing activities |  | $(196,251)$ |  | $(311,734)$ |  | $(491,805)$ |  | $(12,718)$ |  | $(49,548)$ |  | $(52,483)$ |  | $(28,941)$ |  | (11,519) |
| CASH FLOWS FROM FINANCING ACTIVITIES |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Proceeds from issuance of common stock upon exercise of vested options |  | 22,611 |  | 16,436 |  | 7,947 |  | 9,749 |  | 8,329 |  | 20,780 |  | 27,492 |  | 14,673 |
| Proceeds from issuance of common stock upon early exercise of unvested options |  | 512 |  | 345 |  | 71 |  |  |  | - |  | - |  | - |  | - |
| Repurchases of unvested common stock |  | (107) |  | (12) |  | (683) |  | (14) |  | (80) |  | (223) |  | - |  | (32) |
| Proceeds from convertible senior notes, net of issuance costs |  | 1,081,300 |  | (786) |  | - |  | - |  | - |  | - |  | - |  | - |
| Payment for purchase of capped calls |  | $(90,970)$ |  | - |  | - |  | - |  | - |  | - |  | - |  | - |
| Proceeds from issuance of common stock under employee stock purchase plan |  | - |  | 22,485 |  | - |  | 18,454 |  | - |  | 17,172 |  | - |  | 11,536 |
| Net cash provided by financing activities |  | 1,013,346 |  | 38,468 |  | 7,335 |  | 28,189 |  | 8,249 |  | 37,729 |  | 27,492 |  | 26,177 |
| Effect of exchange rate changes on cash, cash equivalents, and restricted cash |  | 16 |  | (46) |  | 20 |  | 20 |  | 2 |  | 205 |  | (308) |  | $(1,198)$ |
| Net increase (decrease) in cash, cash equivalents, and restricted cash |  | 793,235 |  | $(328,343)$ |  | (517,922) |  | $(26,261)$ |  | $(68,375)$ |  | $(92,321)$ |  | $(30,817)$ |  | 4,400 |
| Cash, cash equivalents, and restricted cash at beginning of period |  | 583,447 |  | 1,376,682 |  | 1,048,339 |  | 530,417 |  | 504,156 |  | 435,781 |  | 343,460 |  | 312,643 |
| Cash, cash equivalents, and restricted cash at end of period | S | 1,376,682 | \$ | 1,048,339 | \$ | 530,417 | \$ | 504,156 | \$ | 435,781 | \$ | 343,460 | \$ | 312,643 | \$ | 317,043 |
| Reconciliation of cash, cash equivalents, and restricted cash within the consolidated balance sheets to the amounts shown above: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Cash and cash equivalents | \$ | 1,375,932 | \$ | 1,047,589 | \$ | 529,667 | \$ | 503,406 | \$ | 435,781 | \$ | 343,460 | \$ | 312,643 | \$ | 317,043 |
| Restricted cash included in other assets, current |  | 750 |  | 750 |  | 750 |  | 750 |  | - |  | - |  | - |  | - |
| Total cash, cash equivalents, and restricted cash | S | 1,376,682 | \$ | 1,048,339 | \$ | 530,417 | \$ | 504,156 | \$ | 435,781 | \$ | 343,460 | \$ | 312,643 | \$ | 317,043 |

## Confluent, Inc.

## Reconciliation of GAAP to Non-GAAP Measures - Fiscal Quarters

(in thousands, except percentages, share and per share data)
(unaudited)

|  | Three Months Ended |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q4'21 |  | Q1'22 |  | Q2'22 |  | Q3'22 |  | Q4'22 |  | Q1'23 |  | Q2'23 |  | Q3'23 |  |
| Reconciliation of GAAP total gross profit to non-GAAP total gross profit: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total gross profit on a GAAP basis | \$ | 73,782 | \$ | 80,362 | \$ | 89,898 | \$ | 98,552 | \$ | 114,717 | \$ | 116,158 | \$ | 131,365 | \$ | 143,632 |
| Total gross margin on a GAAP basis |  | 61.5\% |  | 63.7\% |  | 64.5\% |  | 65.0\% |  | 68.0\% |  | 66.6\% |  | 69.4\% |  | 71.8\% |
| Add: Stock-based compensation expense |  | 7,508 |  | 7,175 |  | 8,346 |  | 8,997 |  | 7,871 |  | 9,105 |  | 10,039 |  | 8,790 |
| Add: Employer taxes on employee stock transactions |  | 521 |  | 410 |  | 150 |  | 144 |  | 469 |  | 411 |  | 393 |  | 305 |
| Add: Amortization of acquired intangibles |  | - |  | - |  | - |  | - |  | - |  | 113 |  | 127 |  | 129 |
| Non-GAAP total gross profit | \$ | 81,811 | \$ | 87,947 | \$ | 98,394 | \$ | 107,693 | \$ | 123,057 | \$ | 125,787 | \$ | 141,924 | \$ | 152,856 |
| Non-GAAP total gross margin |  | 68.2\% |  | 69.7\% |  | 70.6\% |  | 71.0\% |  | 73.0\% |  | 72.2\% |  | 75.0\% |  | 76.4\% |
| Reconciliation of GAAP subscription gross profit to non-GAAP subscription gross profit: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Subscription gross profit on a GAAP basis | \$ | 74,869 | \$ | 80,317 | \$ | 91,410 | \$ | 100,313 | \$ | 116,645 | \$ | 117,662 | \$ | 132,300 | \$ | 145,166 |
| Subscription gross margin on a GAAP basis |  | 69.2\% |  | 70.5\% |  | 72.0\% |  | 72.3\% |  | 75.1\% |  | 73.3\% |  | 75.0\% |  | 76.7\% |
| Add: Stock-based compensation expense |  | 5,479 |  | 5,313 |  | 6,018 |  | 6,313 |  | 5,492 |  | 6,328 |  | 6,914 |  | 6,171 |
| Add: Employer taxes on employee stock transactions |  | 481 |  | 333 |  | 70 |  | 82 |  | 84 |  | 321 |  | 265 |  | 179 |
| Add: Amortization of acquired intangibles |  | - |  | - |  | - |  | - |  | - |  | 113 |  | 127 |  | 129 |
| Non-GAAP subscription gross profit | \$ | 80,829 | \$ | 85,963 | \$ | 97,498 | \$ | 106,708 | \$ | 122,221 | \$ | 124,424 | \$ | 139,606 | \$ | 151,645 |
| Non-GAAP subscription gross margin |  | 74.7\% |  | 75.5\% |  | 76.8\% |  | 76.9\% |  | 78.7\% |  | 77.5\% |  | 79.1\% |  | 80.1\% |


|  |  | T |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Q4'21 | Q1'22 |  | Q2'22 |  | Q3'22 |  | Q4'22 |  | Q1'23 |  | Q2'23 |  | Q3'23 |  |
| Reconciliation of GAAP operating expenses to non-GAAP operating expenses: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Research and development operating expense on a GAAP basis | \$ | 56,686 | \$ | 57,661 | \$ | 64,472 | \$ | 70,099 | \$ | 71,809 | \$ | 84,890 | \$ | 85,677 | \$ | 91,237 |
| Less: Stock-based compensation expense |  | 20,298 |  | 20,085 |  | 25,337 |  | 27,692 |  | 28,385 |  | 30,015 |  | 35,420 |  | 37,778 |
| Less: Employer taxes on employee stock transactions |  | 1,279 |  | 1,039 |  | 342 |  | 496 |  | 755 |  | 1,669 |  | 1,306 |  | 686 |
| Less: Acquisition-related expenses |  | - |  | - |  | - |  | - |  | - |  | 7,680 |  | 3,841 |  | 3,841 |
| Non-GAAP research and development operating expense | \$ | 35,109 | \$ | 36,537 | \$ | 38,793 | \$ | 41,911 | \$ | 42,669 | \$ | 45,526 | \$ | 45,110 | \$ | 48,932 |
| Non-GAAP research and development operating expense as a percentage of total revenue |  | 29.3\% |  | 29.0\% |  | 27.8\% |  | 27.6\% |  | 25.3\% |  | 26.1\% |  | 23.8\% |  | 24.4\% |
| Sales and marketing operating expense on a GAAP basis | \$ | 100,625 | \$ | 106,702 | \$ | 112,754 | \$ | 114,312 | \$ | 122,684 | \$ | 128,624 | \$ | 127,770 | \$ | 128,624 |
| Less: Stock-based compensation expense |  | 20,859 |  | 21,062 |  | 24,746 |  | 26,712 |  | 26,846 |  | 28,487 |  | 32,889 |  | 32,297 |
| Less: Employer taxes on employee stock transactions |  | 2,317 |  | 680 |  | 1,048 |  | 580 |  | 177 |  | 1,083 |  | 1,488 |  | 798 |
| Less: Acquisition-related expenses |  | - |  | - |  | - |  | - |  | - |  | 1,076 |  | 1,076 |  | 1,076 |
| Non-GAAP sales and marketing operating expense | \$ | 77,449 | \$ | 84,960 | \$ | 86,960 | \$ | 87,020 | \$ | 95,661 | \$ | 97,978 | \$ | 92,317 | \$ | 94,453 |
| Non-GAAP sales and marketing operating expense as a percentage of total revenue |  | 64.6\% |  | 67.4\% |  | 62.4\% |  | 57.4\% |  | 56.7\% |  | 56.2\% |  | 48.8\% |  | 47.2\% |
| General and administrative operating expense on a GAAP basis | \$ | 30,151 | \$ | 27,481 | \$ | 29,979 | \$ | 33,041 | \$ | 35,209 | \$ | 35,355 | \$ | 36,343 | \$ | 31,874 |
| Less: Stock-based compensation expense |  | 9,407 |  | 9,047 |  | 10,437 |  | 11,992 |  | 12,926 |  | 11,682 |  | 13,811 |  | 10,649 |
| Less: Employer taxes on employee stock transactions |  | 1,835 |  | 310 |  | 130 |  | 149 |  | 131 |  | 500 |  | 412 |  | 684 |
| Less: Acquisition-related expenses |  | - |  | - |  | - |  | - |  | 1,104 |  | 561 |  | 281 |  | 148 |
| Non-GAAP general and administrative operating expense \$ | \$ | 18,909 | \$ | 18,124 | \$ | 19,412 | \$ | 20,900 | \$ | 21,048 | \$ | 22,612 | \$ | 21,839 | \$ | 20,393 |
| Non-GAAP general and administrative operating expense as a percentage of total revenue |  | 15.8\% |  | 14.4\% |  | 13.9\% |  | 13.8\% |  | 12.5\% |  | 13.0\% |  | 11.5\% |  | 10.2\% |


|  | En |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q4'21 |  | Q1'22 |  | Q2'22 |  | Q3'22 |  | Q4'22 |  | Q1'23 |  | Q2'23 |  | Q3'23 |  |
| Reconciliation of GAAP operating loss to non-GAAP operating loss: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Operating loss on a GAAP basis | \$ | $(113,680)$ | \$ | $(111,482)$ | \$ | $(117,307)$ | \$ | $(118,900)$ | \$ | $(114,985)$ | \$ | $(166,093)$ | \$ | $(119,368)$ | \$ | $(108,632)$ |
| Add: Stock-based compensation expense |  | 58,072 |  | 57,369 |  | 68,866 |  | 75,393 |  | 76,028 |  | 79,289 |  | 92,159 |  | 89,514 |
| Add: Employer taxes on employee stock transactions |  | 5,952 |  | 2,439 |  | 1,670 |  | 1,369 |  | 1,532 |  | 3,663 |  | 3,599 |  | 2,473 |
| Add: Amortization of acquired intangibles |  | - |  | - |  | - |  | - |  | - |  | 113 |  | 127 |  | 129 |
| Add: Acquisition-related expenses |  | - |  | - |  | - |  | - |  | 1,104 |  | 9,317 |  | 5,198 |  | 5,065 |
| Add: Restructuring and other related charges |  | - |  | - |  | - |  | - |  | - |  | 33,382 |  | 943 |  | 529 |
| Non-GAAP operating loss | \$ | $(49,656)$ | \$ | $(51,674)$ | \$ | $(46,771)$ | \$ | $(42,138)$ | \$ | $(36,321)$ | \$ | $(40,329)$ | \$ | $(17,342)$ | \$ | $(10,922)$ |
| Non-GAAP operating margin |  | (41.4\%) |  | (41.0\%) |  | (33.5\%) |  | (27.8\%) |  | (21.5\%) |  | (23.1\%) |  | (9.2\%) |  | (5.5\%) |
| Reconciliation of GAAP net loss to non-GAAP net (loss) income: |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net loss on a GAAP basis | \$ | $(114,439)$ | \$ | $(112,987)$ | \$ | $(117,631)$ | \$ | $(116,049)$ | \$ | $(105,884)$ | \$ | $(152,555)$ | \$ | $(103,425)$ | \$ | $(92,670)$ |
| Add: Stock-based compensation expense |  | 58,072 |  | 57,369 |  | 68,866 |  | 75,393 |  | 76,028 |  | 79,289 |  | 92,159 |  | 89,514 |
| Add: Employer taxes on employee stock transactions |  | 5,952 |  | 2,439 |  | 1,670 |  | 1,369 |  | 1,532 |  | 3,663 |  | 3,599 |  | 2,473 |
| Add: Amortization of acquired intangibles |  | - |  | - |  | - |  | - |  | - |  | 113 |  | 127 |  | 129 |
| Add: Acquisition-related expenses |  | - |  | - |  | - |  | - |  | 1,104 |  | 9,317 |  | 5,198 |  | 5,065 |
| Add: Restructuring and other related charges |  | - |  | - |  | - |  | - |  | - |  | 33,382 |  | 943 |  | 529 |
| Add: Amortization of debt issuance costs |  | 187 |  | 936 |  | 946 |  | 958 |  | 959 |  | 939 |  | 950 |  | 961 |
| Add: Income tax effects and adjustments |  | (181) |  | 13 |  | 669 |  | 293 |  | 656 |  | 362 |  | 507 |  | 328 |
| Non-GAAP net (loss) income | \$ | $(50,409)$ | \$ | $(52,230)$ | \$ | $(45,480)$ | \$ | $(38,036)$ | \$ | $(25,605)$ | \$ | $(25,490)$ | \$ | 58 | \$ | 6,329 |
| Non-GAAP net (loss) income per share, basic | \$ | (0.19) | \$ | (0.19) | \$ | (0.16) | \$ | (0.13) | \$ | (0.09) | \$ | (0.09) | \$ | 0.00 | \$ | 0.02 |
| Non-GAAP net (loss) income per share, diluted | \$ | (0.19) | \$ | (0.19) | \$ | (0.16) | \$ | (0.13) | \$ | (0.09) | \$ | (0.09) | \$ | 0.00 | \$ | 0.02 |
| Weighted-average shares used to compute non-GAAP net (loss) income per share, basic |  | 265,480,761 |  | 2,890,829 |  | 8,268,980 |  | ,267,230 |  | ,732,756 |  | 1,864,975 |  | 7,827,200 |  | 3,896,632 |
| Weighted-average shares used to compute non-GAAP net (loss) income per share, diluted |  | 265,480,761 |  | 2,890,829 |  | 8,268,980 |  | ,267,230 |  | ,732,756 |  | 1,864,975 |  | ,296,142 |  | 6,974,638 |


|  | Three Months Ended |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Q4'21 |  | Q1'22 |  | Q2'22 |  | Q3'22 |  | Q4'22 |  | Q1'23 |  | Q2'23 |  | Q3'23 |  |
| Net cash used in operating activities | \$ | $(23,876)$ | \$ | $(55,031)$ | \$ | $(33,472)$ | \$ | $(41,752)$ | \$ | $(27,078)$ | \$ | $(77,772)$ | \$ | $(29,060)$ | \$ | $(9,060)$ |
| Capitalized internal-use software costs |  | $(1,479)$ |  | $(2,509)$ |  | $(2,256)$ |  | $(2,788)$ |  | $(2,781)$ |  | $(4,556)$ |  | $(5,330)$ |  | $(3,660)$ |
| Capital expenditures |  | $(1,364)$ |  | (887) |  | $(1,184)$ |  | $(1,044)$ |  | $(1,006)$ |  | (546) |  | (809) |  | (363) |
| Free cash flow | \$ | $(26,719)$ | \$ | $(58,427)$ | \$ | $(36,912)$ | \$ | $(45,584)$ | \$ | $(30,865)$ | \$ | $(82,874)$ | \$ | $(35,199)$ | \$ | $(13,083)$ |
| Free cash flow margin |  | (22.3\%) |  | (46.3\%) |  | (26.5\%) |  | (30.0\%) |  | (18.3\%) |  | (47.5\%) |  | (18.6\%) |  | (6.5\%) |
| Net cash used in investing activities | \$ | $(196,251)$ | \$ | $(311,734)$ | \$ | $(491,805)$ | \$ | $(12,718)$ | \$ | $(49,548)$ | \$ | $(52,483)$ | \$ | $(28,941)$ | \$ | $(11,519)$ |
| Net cash provided by financing activities | \$ | 1,013,346 | \$ | 38,468 | \$ | 7,335 | \$ | 28,189 | \$ | 8,249 | \$ | 37,729 | \$ | 27,492 | \$ | 26,177 |

