

Q1 2024 Supplemental Financial Information

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#### **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

|   | Three Months Ended |             |    |             |    |             |    |             |    |             |    |             |    |             |    |             |
|---|--------------------|-------------|----|-------------|----|-------------|----|-------------|----|-------------|----|-------------|----|-------------|----|-------------|
|   |                    | Q2'22       |    | Q3'22       |    | Q4'22       |    | Q1'23       |    | Q2'23       |    | Q3'23       |    | Q4'23       |    | Q1'24       |
| Revenue:  |                    |             |    |             |    |             |    |             |    |             |    |             |    |             |    |             |
| Subscription  | \$                 | 127,018     | \$ | 138,730     | \$ | 155,341     | \$ | 160,567     | \$ | 176,488     | \$ | 189,270     | \$ | 202,787     | \$ | 206,902     |
| Services  |                    | 12,389      |    | 13,002      |    | 13,325      |    | 13,735      |    | 12,797      |    | 10,911      |    | 10,397      |    | 10,335      |
| Total revenue   |                    | 139,407     |    | 151,732     |    | 168,666     |    | 174,302     |    | 189,285     |    | 200,181     |    | 213,184     |    | 217,237     |
| Cost of revenue:  |                    |             |    |             |    |             |    |             |    |             |    |             |    |             |    |             |
| Subscription  |                    | 35,608      |    | 38,417      |    | 38,696      |    | 42,905      |    | 44,188      |    | 44,104      |    | 44,807      |    | 48,355      |
| Services  |                    | 13,901      |    | 14,763      |    | 15,253      |    | 15,239      |    | 13,732      |    | 12,445      |    | 12,250      |    | 12,866      |
| Total cost of revenue   |                    | 49,509      |    | 53,180      |    | 53,949      |    | 58,144      |    | 57,920      |    | 56,549      |    | 57,057      |    | 61,221      |
| Gross profit  |                    | 89,898      |    | 98,552      |    | 114,717     |    | 116,158     |    | 131,365     |    | 143,632     |    | 156,127     |    | 156,016     |
| Subscription  |                    | 72.0%       |    | 72.3%       |    | 75.1%       |    | 73.3%       |    | 75.0%       |    | 76.7%       |    | 77.9%       |    | 76.6%       |
| Services  |                    | (12.2%)     |    | (13.5%)     |    | (14.5%)     |    | (11.0%)     |    | (7.3%)      |    | (14.1%)     |    | (17.8%)     |    | (24.5%)     |
| Total gross margin  |                    | 64.5%       |    | 65.0%       |    | 68.0%       |    | 66.6%       |    | 69.4%       |    | 71.8%       |    | 73.2%       |    | 71.8%       |
| Operating expenses:   |                    |             |    |             |    |             |    |             |    |             |    |             |    |             |    |             |
| Research and development  |                    | 64,472      |    | 70,099      |    | 71,809      |    | 84,890      |    | 85,677      |    | 91,237      |    | 86,948      |    | 97,571      |
| Sales and marketing   |                    | 112,754     |    | 114,312     |    | 122,684     |    | 128,624     |    | 127,770     |    | 128,624     |    | 119,911     |    | 131,352     |
| General and administrative  |                    | 29,979      |    | 33,041      |    | 35,209      |    | 35,355      |    | 36,343      |    | 31,874      |    | 33,948      |    | 38,444      |
| Restructuring and other related   |                    |             |    |             |    |             |    |             |    |             |    |             |    |             |    |             |
| charges   |                    |             | _  |             | _  | -           |    | 33,382      | _  | 943         |    | 529         | _  | -           |    | -           |
| Total operating expenses  |                    | 207,205     |    | 217,452     |    | 229,702     |    | 282,251     |    | 250,733     |    | 252,264     | _  | 240,807     |    | 267,367     |
| Operating loss  |                    | (117,307)   |    | (118,900)   |    | (114,985)   |    | (166,093)   |    | (119,368)   |    | (108,632)   |    | (84,680)    |    | (111,351)   |
| Other income, net   |                    | 1,186       | _  | 4,719       |    | 11,327      |    | 15,185      |    | 17,610      |    | 17,529      | _  | 21,775      |    | 20,850      |
| Loss before income taxes  |                    | (116,121)   |    | (114,181)   |    | (103,658)   |    | (150,908)   |    | (101,758)   |    | (91,103)    |    | (62,905)    |    | (90,501)    |
| Provision for income taxes  |                    | 1,510       |    | 1,868       |    | 2,226       |    | 1,647       |    | 1,667       |    | 1,567       | _  | 31,191      |    | 2,466       |
| Net loss  | \$                 | (117,631)   | \$ | (116,049)   | \$ | (105,884)   | \$ | (152,555)   | \$ | (103,425)   | \$ | (92,670)    | \$ | (94,096)    | \$ | (92,967)    |
| Net loss per share, basic and diluted   | \$                 | (0.42)      | \$ | (0.41)      | \$ | (0.37)      | \$ | (0.52)      | \$ | (0.35)      | \$ | (0.30)      | \$ | (0.30)      | \$ | (0.30)      |
| Weighted-average shares used to<br>compute net loss per share, basic and<br>diluted |                    | 278,268,980 |    | 282,267,230 |    | 286,732,756 |    | 291,864,975 |    | 297,827,200 |    | 303,896,632 |    | 309,101,119 |    | 314,203,181 |
| unuteu  | _                  | 210,200,900 | _  | 202,207,230 | -  | 200,732,730 | _  | 291,004,973 | -  | 291,021,200 | _  | 303,690,032 | _  | 309,101,119 | _  | 314,203,181 |

# Confluent, Inc. Condensed Consolidated Balance Sheets (in thousands)

(in thousands) (unaudited)

|  | ,  | March 31,<br>2024                       | ]  | December 31,<br>2023 |
|--|----|---|----|----------------------|
| ASSETS   |    | ·                                       |    |                      |
| Current assets:                                  |    |   |    |                      |
| Cash and cash equivalents                        | \$ | 336,373                                 | \$ | 349,761              |
| Marketable securities                            |    | 1,570,586                               |    | 1,551,009            |
| Accounts receivable, net                         |    | 199,842                                 |    | 229,962              |
| Deferred contract acquisition costs              |    | 43,214                                  |    | 43,937               |
| Prepaid expenses and other current assets        |    | 76,102                                  |    | 76,986               |
| Total current assets                             |    | 2,226,117                               |    | 2,251,655            |
| Property and equipment, net                      |    | 61,627                                  |    | 54,012               |
| Operating lease right-of-use assets              |    | 9,176                                   |    | 10,061               |
| Goodwill and intangible assets, net              |    | 54,988                                  |    | 55,490               |
| Deferred contract acquisition costs, non-current |    | 73,508                                  |    | 75,815               |
| Other assets, non-current                        |    | 14,213                                  |    | 13,776               |
| Total assets                                     | \$ | 2,439,629                               | \$ | 2,460,809            |
| LIABILITIES AND STOCKHOLDERS' EQUITY             |    |   |    |                      |
| Current liabilities:                             |    |   |    |                      |
| Accounts payable                                 | \$ | 1,882                                   | \$ | 6,714                |
| Accrued expenses and other liabilities           |    | 96,739                                  |    | 141,847              |
| Operating lease liabilities                      |    | 10,061                                  |    | 7,890                |
| Deferred revenue                                 |    | 330,516                                 |    | 330,570              |
| Total current liabilities                        |    | 439,198                                 |    | 487,021              |
| Operating lease liabilities, non-current         |    | 13,284                                  |    | 17,391               |
| Deferred revenue, non-current                    |    | 17,145                                  |    | 22,436               |
| Convertible senior notes, net                    |    | 1,089,266                               |    | 1,088,313            |
| Other liabilities, non-current                   |    | 35,519                                  |    | 35,233               |
| Total liabilities                                |    | 1,594,412                               |    | 1,650,394            |
| Stockholders' equity:                            |    | , |    | , ,                  |
| Preferred stock                                  |    | -                                       |    | -                    |
| Class A common stock                             |    | 2                                       |    | 2                    |
| Class B common stock                             |    | 1                                       |    | 1                    |
| Additional paid-in capital                       |    | 2,584,665                               |    | 2,453,293            |
| Accumulated other comprehensive (loss) income    |    | (2,333)                                 |    | 1,270                |
| Accumulated deficit                              |    | (1,737,118)                             |    | (1,644,151)          |
| Total stockholders' equity                       |    | 845,217                                 |    | 810,415              |
| Total liabilities and stockholders' equity       | \$ | 2,439,629                               | \$ | 2,460,809            |

## Confluent, Inc. Condensed Consolidated Statements of Cash Flows - Fiscal Quarters (in thousands)

(unaudited)

|   |                                     |            |               |    |           |          | Three Mo   | nths Er  | nded      |          |           |             |           |          |           |
|---|-------------------------------------|------------|---------------|----|-----------|----------|------------|----------|-----------|----------|-----------|-------------|-----------|----------|-----------|
|   | Q2'22                               | Q3'2       | 2             |    | Q4'22     |          | Q1'23      |          | Q2'23     |          | Q3'23     |             | Q4'23     |          | Q1'24     |
| CASH FLOWS FROM OPERATING ACTIVITIES  |                                     |            | ,             |    |           |          |            |          |           |          |           |             |           |          |           |
| Net loss  | \$ (117,631)                        | \$ (1      | 16,049)       | \$ | (105,884) | \$       | (152,555)  | \$       | (103,425) | \$       | (92,670)  | \$          | (94,096)  | \$       | (92,967)  |
| Adjustments to reconcile net loss to cash (used in) provided by operating activities:         |                                     |            |               |    |           |          |            |          |           |          |           |             |           |          |           |
| Depreciation and amortization   | 1,810                               |            | 2,075         |    | 2,485     |          | 3,122      |          | 3,256     |          | 3,609     |             | 3,923     |          | 4,311     |
| Net accretion of discounts on marketable securities   | (469)                               |            | (3,105)       |    | (6,022)   |          | (9,133)    |          | (10,588)  |          | (11,300)  |             | (11,484)  |          | (10,396)  |
| Amortization of debt issuance costs   | 947                                 |            | 958           |    | 959       |          | 939        |          | 950       |          | 961       |             | 963       |          | 953       |
| Amortization of deferred contract acquisition costs   | 8,925                               |            | 9,658         |    | 10,286    |          | 10,484     |          | 11,053    |          | 11,923    |             | 12,428    |          | 12,762    |
| Non-cash operating lease costs  | 2,200                               |            | 2,142         |    | 1,991     |          | 1,207      |          | 977       |          | 934       |             | 874       |          | 885       |
| Lease abandonment charges   | -                                   |            | -             |    | -         |          | 15,667     |          | -         |          | -         |             | -         |          | -         |
| Stock-based compensation, net of amounts capitalized  | 68,866                              |            | 75,393        |    | 76,028    |          | 79,289     |          | 92,159    |          | 89,514    |             | 88,871    |          | 95,322    |
| Deferred income taxes   | 30                                  |            | 20            |    | (283)     |          | 5          |          | 5         |          | 15        |             | 1,864     |          | 615       |
| Other   | 355                                 |            | 321           |    | 504       |          | 279        |          | 572       |          | 2,263     |             | (756)     |          | 849       |
| Changes in operating assets and liabilities, net of effects of business combinations:         |                                     |            |               |    |           |          |            |          |           |          |           |             |           |          |           |
| Accounts receivable   | (25,244)                            |            | 6,047         |    | (35,665)  |          | 8,068      |          | (19,361)  |          | 5,153     |             | (47,453)  |          | 29,360    |
| Deferred contract acquisition costs   | (10,643)                            | (          | 19,354)       |    | (20,724)  |          | (10,160)   |          | (13,806)  |          | (15,607)  |             | (21,781)  |          | (9,732)   |
| Prepaid expenses and other assets   | (12,136)                            |            | (977)         |    | 3,248     |          | 3,141      |          | (9,198)   |          | (7,768)   |             | 3,438     |          | (1,929)   |
| Accounts payable  | 7,275                               |            | (1,004)       |    | 7,132     |          | (11,325)   |          | (7,395)   |          | (488)     |             | 4,756     |          | (4,932)   |
| Accrued expenses and other liabilities  | 24,609                              |            | (35)          |    | 8,226     |          | (16,557)   |          | 24,109    |          | 10,413    |             | 43,368    |          | (43,752)  |
| Operating lease liabilities   | (2,413)                             |            | (2,029)       |    | (2,270)   |          | (1,998)    |          | (1,756)   |          | (1,808)   |             | (1,917)   |          | (1,935)   |
| Deferred revenue  | 20,047                              |            | 4,187         |    | 32,911    |          | 1,755      |          | 3,388     |          | (4,204)   |             | 29,237    |          | (5,368)   |
| Net cash (used in) provided by operating activities   | (33,472)                            | (          | 41,752)       |    | (27,078)  |          | (77,772)   |          | (29,060)  |          | (9,060)   |             | 12,235    |          | (25,954)  |
| CASH FLOWS FROM INVESTING ACTIVITIES  |                                     |            |               |    |           |          |            |          |           |          |           |             |           |          |           |
| Capitalization of internal-use software costs   | (2,256)                             |            | (2,788)       |    | (2,781)   |          | (4,556)    |          | (5,330)   |          | (3,660)   |             | (4,299)   |          | (5,539)   |
| Purchases of marketable securities  | (763,479)                           | (3         | 55,886)       |    | (528,660) |          | (453, 356) |          | (546,408) |          | (235,824) |             | (351,105) |          | (443,307) |
| Maturities of marketable securities   | 275,114                             | 3          | 47,000        |    | 482,899   |          | 451,777    |          | 523,606   |          | 228,328   |             | 374,612   |          | 432,267   |
| Purchases of property and equipment   | (1,184)                             |            | (1,044)       |    | (1,006)   |          | (546)      |          | (809)     |          | (363)     |             | (1,116)   |          | (186)     |
| Cash paid for business combinations, net of cash acquired                                     | -                                   |            | -             |    | -         |          | (45,802)   |          | -         |          | -         |             | (10,000)  |          | -         |
| Net cash (used in) provided by investing activities   | (491,805)                           | (          | 12,718)       |    | (49,548)  |          | (52,483)   |          | (28,941)  |          | (11,519)  |             | 8,092     |          | (16,765)  |
| CASH FLOWS FROM FINANCING ACTIVITIES  |                                     |            |               |    |           |          |            |          |           |          |           |             |           |          |           |
| Proceeds from issuance of common stock upon exercise of vested options                        | 7,947                               |            | 9,749         |    | 8,329     |          | 20,780     |          | 27,492    |          | 14,673    |             | 10,974    |          | 14,401    |
| Proceeds from issuance of common stock upon early exercise of unvested options                | 71                                  |            | -             |    | · -       |          | -          |          | -         |          | -         |             | -         |          | -         |
| Repurchases of unvested common stock and options  | (683)                               |            | (14)          |    | (80)      |          | (223)      |          | -         |          | (32)      |             | _         |          | -         |
| Proceeds from issuance of common stock under employee stock purchase plan                     | ` <u>-</u>                          |            | 18,454        |    | ` -       |          | 17,172     |          | -         |          | 11,536    |             | -         |          | 15,603    |
| Net cash provided by financing activities   | 7,335                               |            | 28,189        |    | 8.249     |          | 37.729     |          | 27.492    |          | 26.177    |             | 10.974    |          | 30.004    |
| Effect of exchange rate changes on cash, cash equivalents, and restricted cash                | 20                                  |            | 20            |    | 2         |          | 205        |          | (308)     |          | (1,198)   |             | 1.417     |          | (673)     |
| Net (decrease) increase in cash, cash equivalents, and restricted cash                        | (517,922)                           | - (        | 26,261)       |    | (68,375)  | _        | (92,321)   |          | (30,817)  |          | 4.400     |             | 32.718    |          | (13,388)  |
| Cash, cash equivalents, and restricted cash at beginning of period                            | 1,048,339                           |            | 30,417        |    | 504,156   | _        | 435,781    |          | 343,460   | _        | 312,643   |             | 317,043   | _        | 349,761   |
| Cash, cash equivalents, and restricted cash at organism of period                             | \$ 530.417                          |            | 04.156        | \$ | 435,781   | \$       | 343,460    | \$       | 312,643   | \$       | 317,043   | \$          | 349.761   | \$       | 336,373   |
| Reconciliation of cash, cash equivalents, and restricted cash within the consolidated balance |                                     |            |               | Ψ  | 755,761   | Ψ        | 5-15,-100  | <u> </u> | 312,013   | Ψ        | 317,043   | <u> </u>    | 545,701   | <u> </u> | 550,515   |
| Cash and cash equivalents   | s sheets to the amour<br>\$ 529,667 |            | ve:<br>03,406 | S  | 435,781   | S        | 343,460    | S        | 312.643   | S        | 317.043   | s           | 349.761   | \$       | 336,373   |
| Restricted cash included in other assets, current   | \$ 529,667<br>750                   | <b>a</b> 3 | 750           | Ф  | 433,/81   | Þ        | 343,400    | 3        | 312,043   | Ф        | 317,043   | Þ           | 349,/01   | Ф        | 330,373   |
| Total cash, cash equivalents, and restricted cash   | \$ 530,417                          | e =        | 04,156        | ¢  | 435,781   | •        | 343,460    | •        | 312,643   | •        | 317,043   | -           | 349,761   | 6        | 336,373   |
| rotai casii, casii equivalents, and restricted casii  | a 330,41/                           | 3 3        | 04,130        | Þ  | 433,/81   | <b>3</b> | 343,400    | 3        | 312,043   | <b>3</b> | 317,043   | <u>&gt;</u> | 349,/01   | <u> </u> | 330,3/3   |

### Confluent, Inc. Reconciliation of GAAP to Non-GAAP Measures - Fiscal Quarters

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

|                                       |                     |          | (in thousar     | ıds,  | except percer | _    |          | per  | share data)                             |    |          |    |         |               |
|---------------------------------------|---------------------|----------|-----------------|-------|---------------|------|----------|------|---|----|----------|----|---------|---------------|
|                                       |                     |          |                 |       | (un           | audi | ,        |      |   |    |          |    |         |               |
|                                       | Q2'22               |          | O3'22           |       | O4'22         |      | Three Mo | nths | Ended<br>O2'23                          |    | O3'23    |    | Q4'23   | <br>Q1'24     |
| Reconciliation of GAAP total gross pr |                     | total    |                 |       | Q+ 22         | _    | Q1 23    | _    | Q2 23                                   | _  | Q3 23    | _  | Q+ 23   | Q1 24         |
| Total gross profit on a GAAP basis    |                     | \$       | 98,552          | \$    | 114,717       | \$   | 116,158  | \$   | 131,365                                 | \$ | 143,632  | \$ | 156,127 | \$<br>156,016 |
| Total gross margin on a GAAP          | ,,                  |          | ,.              |       | ,             |      | .,       |      | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, |    | -,       |    | ,       |               |
| basis                                 | 64.5%               |          | 65.0%           |       | 68.0%         |      | 66.6%    |      | 69.4%                                   |    | 71.8%    |    | 73.2%   | 71.8%         |
| Add: Stock-based compensation-        |                     |          |                 |       |               |      |          |      |   |    |          |    |         |               |
| related charges <sup>(1)</sup>        | 8,496               |          | 9,141           |       | 8,340         |      | 9,516    |      | 10,432                                  |    | 9,095    |    | 8,932   | 10,623        |
| Add: Amortization of acquired         |                     |          |                 |       |               |      |          |      |   |    |          |    |         |               |
| intangibles                           | -                   |          | -               | •     | -             | Φ.   | 113      | _    | 127                                     |    | 129      | Φ. | 195     | <br>502       |
| Non-GAAP total gross profit           | \$ 98,394           | <u> </u> | 107,693         | \$    | 123,057       | \$   | 125,787  | \$   | 141,924                                 | \$ | 152,856  | \$ | 165,254 | \$<br>167,141 |
| Non-GAAP total gross margin           | 70.6%               |          | 71.0%           |       | 73.0%         |      | 72.2%    |      | 75.0%                                   |    | 76.4%    |    | 77.5%   | 76.9%         |
| Reconciliation of GAAP subscription   | grass profit to non | CAA      | Dsubsavintion   | anocc | nnofit.       |      |          |      |   |    |          |    |         |               |
| Subscription gross profit on a GAAP   | gross prome to non  | -GAA     | ar subscription | gross | s pront.      |      |          |      |   |    |          |    |         |               |
| basis                                 | \$ 91,410           | \$       | 100,313         | \$    | 116,645       | \$   | 117,662  | \$   | 132,300                                 | \$ | 145,166  | \$ | 157,980 | \$<br>158,547 |
| Subscription gross margin on a        |                     | -        |                 | _     | ,             | _    | ,        | Ť    | ,                                       | Ť  | - 10,100 | -  | ,,      | 300,01,       |
| GAAP basis                            | 72.0%               |          | 72.3%           |       | 75.1%         |      | 73.3%    |      | 75.0%                                   |    | 76.7%    |    | 77.9%   | 76.6%         |
| Add: Stock-based compensation-        |                     |          |                 |       |               |      |          |      |   |    |          |    |         |               |
| related charges <sup>(1)</sup>        | 6,088               |          | 6,395           |       | 5,576         |      | 6,649    |      | 7,179                                   |    | 6,350    |    | 6,309   | 7,905         |
| Add: Amortization of acquired         |                     |          |                 |       |               |      |          |      |   |    |          |    |         |               |
| intangibles                           | <del>-</del>        |          | -               |       | -             |      | 113      |      | 127                                     |    | 129      |    | 195     | <br>502       |
| Non-GAAP subscription gross profit    | \$ 97,498           | \$       | 106,708         | \$    | 122,221       | \$   | 124,424  | \$   | 139,606                                 | \$ | 151,645  | \$ | 164,484 | \$<br>166,954 |
| Non-GAAP subscription gross           |                     |          |                 |       |               |      |          |      |   |    |          |    |         |               |
| margin                                | 76.8%               |          | 76.9%           |       | 78.7%         |      | 77.5%    |      | 79.1%                                   |    | 80.1%    |    | 81.1%   | 80.7%         |

|   | Three Months Ended |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
|---|--------------------|---|-----------|----------|----|---------|----|---------|----|---------|----|---------|----------|---------|----|---------|
|   | Q2'22              |   | Q         | 3'22     |    | Q4'22   |    | Q1'23   |    | Q2'23   |    | Q3'23   |          | Q4'23   |    | Q1'24   |
| Reconciliation of GAAP operating expe                 | enses to non-G     | AAP op                                  | erating e | xpenses: |    |         |    |         |    |         |    |         |          |         |    |         |
| Research and development operating                    |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| expense on a GAAP basis                               | \$ 64              | 1,472                                   | \$        | 70,099   | \$ | 71,809  | \$ | 84,890  | \$ | 85,677  | \$ | 91,237  | \$       | 86,948  | \$ | 97,571  |
| Research and development                              |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| operating expense as a                                |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| percentage of total revenue on a<br>GAAP basis        |                    | 6.2%                                    |           | 46.2%    |    | 12 (0/  |    | 48.7%   |    | 45.20/  |    | 45.6%   |          | 40.8%   |    | 44.9%   |
| Less: Stock-based                                     | 4                  | 0.2%                                    |           | 40.2%    |    | 42.6%   |    | 48./%   |    | 45.3%   |    | 45.0%   |          | 40.8%   |    | 44.9%   |
| compensation-related charges <sup>(1)</sup>           | 25                 | 5,679                                   |           | 28,188   |    | 29,140  |    | 31.684  |    | 36,726  |    | 38,464  |          | 36,972  |    | 41,424  |
| Less: Acquisition-related                             | 2.                 | ,079                                    |           | 20,100   |    | 29,140  |    | 31,064  |    | 30,720  |    | 30,404  |          | 30,972  |    | 41,424  |
| expenses  |                    | _                                       |           | _        |    | _       |    | 7,680   |    | 3,841   |    | 3,841   |          | 3,841   |    | 4,362   |
| Non-GAAP research and                                 | -                  |   | _         |          |    |         | _  | 7,000   | _  | 3,041   | _  | 3,041   | _        | 3,041   | _  | 4,302   |
| development operating expense                         | \$ 35              | 3,793                                   | \$        | 41,911   | \$ | 42,669  | \$ | 45,526  | \$ | 45,110  | \$ | 48,932  | \$       | 46,135  | \$ | 51,785  |
| Non-GAAP research and                                 | <u> </u>           | ,,,,,,                                  | <u> </u>  | 11,711   | =  | 12,007  | -  | 15,520  | Ψ_ | 15,110  | =  | 10,752  | <u> </u> | 10,155  | =  | 31,703  |
| development operating expense as                      |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| a percentage of total revenue                         | 2                  | 7.8%                                    |           | 27.6%    |    | 25.3%   |    | 26.1%   |    | 23.8%   |    | 24.4%   |          | 21.6%   |    | 23.8%   |
| u percentage of total revenue                         | 2                  | 7.070                                   |           | 27.070   |    | 23.370  |    | 20.170  |    | 23.070  |    | 27.7/0  |          | 21.070  |    | 25.070  |
| Sales and marketing operating expense                 |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| on a GAAP basis                                       | <b>\$</b> 112      | 2,754                                   | \$        | 114,312  | \$ | 122,684 | \$ | 128,624 | \$ | 127,770 | \$ | 128,624 | \$       | 119,911 | \$ | 131,352 |
| Sales and marketing operating                         |                    | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | *         | ,        | -  | ,       | *  | ,       | -  | ,,,,    | *  | ,       | *        | ,       | *  | 101,000 |
| expense as a percentage of total                      | l                  |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| revenue on a GAAP basis                               |                    | 0.9%                                    |           | 75.3%    |    | 72.7%   |    | 73.8%   |    | 67.5%   |    | 64.3%   |          | 56.2%   |    | 60.5%   |
| Less: Stock-based                                     |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| compensation-related charges(1)                       | 25                 | 5,794                                   |           | 27,292   |    | 27,023  |    | 29,570  |    | 34,377  |    | 33,095  |          | 31,406  |    | 35,780  |
| Less: Acquisition-related                             |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| expenses  | _                  |   |           | -        |    |         |    | 1,076   |    | 1,076   |    | 1,076   |          | 1,076   |    |         |
| Non-GAAP sales and marketing                          |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| operating expense                                     | \$ 86              | 5,960                                   | \$        | 87,020   | \$ | 95,661  | \$ | 97,978  | \$ | 92,317  | \$ | 94,453  | \$       | 87,429  | \$ | 95,572  |
| Non-GAAP sales and marketing                          |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| operating expense as a percentage                     |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| of total revenue                                      | 6.                 | 2.4%                                    |           | 57.4%    |    | 56.7%   |    | 56.2%   |    | 48.8%   |    | 47.2%   |          | 41.0%   |    | 44.0%   |
|   |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| General and administrative operating                  |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| expense on a GAAP basis                               | \$ 29              | 9,979                                   | \$        | 33,041   | \$ | 35,209  | \$ | 35,355  | \$ | 36,343  | \$ | 31,874  | \$       | 33,948  | \$ | 38,444  |
| General and administrative                            |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| operating expense as a                                |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| percentage of total revenue on a<br>GAAP basis        |                    | 1.5%                                    |           | 21.8%    |    | 20.9%   |    | 20.3%   |    | 19.2%   |    | 15.9%   |          | 15.9%   |    | 17.7%   |
| Less: Stock-based                                     | 2.                 | 1.5%                                    |           | 21.8%    |    | 20.9%   |    | 20.3%   |    | 19.2%   |    | 13.9%   |          | 13.9%   |    | 17.7%   |
| compensation-related charges <sup>(1)</sup>           | 10                 | ),567                                   |           | 12,141   |    | 13,057  |    | 12,182  |    | 14,223  |    | 11,333  |          | 12,857  |    | 15,158  |
| Less: Acquisition-related                             | 10                 | ,,507                                   |           | 12,141   |    | 15,057  |    | 12,102  |    | 14,223  |    | 11,333  |          | 14,037  |    | 13,138  |
| expenses  |                    | _                                       |           | _        |    | 1,104   |    | 561     |    | 281     |    | 148     |          | 650     |    | 225     |
| Non-GAAP general and                                  |                    |   |           |          |    | 1,104   |    | 301     |    | 201     |    | 1-70    |          | 030     |    | 223     |
| administrative operating expense                      | \$ 10              | 0,412                                   | \$        | 20,900   | \$ | 21,048  | \$ | 22,612  | \$ | 21,839  | \$ | 20,393  | \$       | 20,441  | \$ | 23,061  |
| Non-GAAP general and                                  | Ψ 1,               | ,,,,,,                                  | Ψ         | 20,700   | Ψ  | 21,070  | Ψ  | 22,012  | Ψ  | 21,037  | Ψ  | 20,373  | Ψ        | 20,771  | Ψ  | 23,001  |
| non-GAAP general and administrative operating expense |                    |   |           |          |    |         |    |         |    |         |    |         |          |         |    |         |
| as a percentage of total revenue                      | 1                  | 3.9%                                    |           | 13.8%    |    | 12.5%   |    | 13.0%   |    | 11.5%   |    | 10.2%   |          | 9.6%    |    | 10.6%   |
| as a percentage of total revenue                      | 1.                 | 5.7/0                                   |           | 13.070   |    | 14.5/0  |    | 13.070  |    | 11.5/0  |    | 10.2/0  |          | 2.070   |    | 10.070  |

|                                       |              |                     |              | Three Mon    | nths Ended    |             |   |              |
|---------------------------------------|--------------|---------------------|--------------|--------------|---------------|-------------|---|--------------|
|                                       | Q2'22        | Q3'22               | Q4'22        | Q1'23        | Q2'23         | Q3'23       | Q4'23   | Q1'24        |
| Reconciliation of GAAP operating los  |              |                     |              |              |               |             |   |              |
| Operating loss on a GAAP basis        | \$ (117,307) |                     | . ( ) /      | \$ (166,093) | \$ (119,368)  | , , , , ,   | . ( )   | \$ (111,351) |
| GAAP operating margin                 | (84.1%)      | (78.4%)             | (68.2%)      | (95.3%)      | (63.1%)       | (54.3%)     | (39.7%)   | (51.3%)      |
| Add: Stock-based compensation-        |              |                     |              |              |               |             |   |              |
| related charges <sup>(1)</sup>        | 70,536       | 76,762              | 77,560       | 82,952       | 95,758        | 91,987      | 90,167  | 102,985      |
| Add: Amortization of acquired         |              |                     |              |              |               |             |   |              |
| intangibles                           | -            | -                   | -            | 113          | 127           | 129         | 195   | 502          |
| Add: Acquisition-related              |              |                     |              |              |               |             |   |              |
| expenses                              | -            | -                   | 1,104        | 9,317        | 5,198         | 5,065       | 5,567   | 4,587        |
| Add: Restructuring and other          |              |                     |              |              |               |             |   |              |
| related charges                       |              | <u>-</u>            | <del>-</del> | 33,382       | 943           | 529         | <del></del> _                                     | -            |
| Non-GAAP operating (loss) income      | \$ (46,771)  | \$ (42,138)         | \$ (36,321)  | \$ (40,329)  | \$ (17,342)   | \$ (10,922) | \$ 11,249   | \$ (3,277)   |
| Non-GAAP operating margin             | (33.5%)      | (27.8%)             | (21.5%)      | (23.1%)      | (9.2%)        | (5.5%)      | 5.3%  | (1.5%)       |
|                                       |              |                     |              |              |               |             |   |              |
| Reconciliation of GAAP net loss to no | ( /          |                     |              |              |               |             |   |              |
|                                       | \$ (117,631) | \$ (116,049)        | \$ (105,884) | \$ (152,555) | \$ (103,425)  | \$ (92,670) | \$ (94,096)                                       | \$ (92,967)  |
| Add: Stock-based compensation-        |              |                     |              |              |               |             |   |              |
| related charges(1)                    | 70,536       | 76,762              | 77,560       | 82,952       | 95,758        | 91,987      | 90,167  | 102,985      |
| Add: Amortization of acquired         |              |                     |              |              |               |             |   |              |
| intangibles                           | -            | -                   | -            | 113          | 127           | 129         | 195   | 502          |
| Add: Acquisition-related              |              |                     |              |              |               |             |   |              |
| expenses                              | -            | -                   | 1,104        | 9,317        | 5,198         | 5,065       | 5,567   | 4,587        |
| Add: Restructuring and other          |              |                     |              |              |               |             |   |              |
| related charges                       | -            | -                   | -            | 33,382       | 943           | 529         | -   | -            |
| Add: Amortization of debt             |              |                     |              |              |               |             |   |              |
| issuance costs                        | 946          | 958                 | 959          | 939          | 950           | 961         | 963   | 953          |
| Add: Income tax effects and           |              |                     |              |              |               | •••         |   | (* 60)       |
| adjustments <sup>(2)</sup>            | 669          | 293                 | 656          | 362          | 507           | 328         | 29,373  | (260)        |
| Non-GAAP net (loss) income            | \$ (45,480)  | \$ (38,036)         | \$ (25,605)  | \$ (25,490)  | \$ 58         | \$ 6,329    | \$ 32,169   | \$ 15,800    |
| Non-GAAP net (loss) income per        |              |                     |              |              |               |             |   |              |
| share, basic                          | \$ (0.16)    | \$ (0.13)           | \$ (0.09)    | \$ (0.09)    | \$ 0.00       | \$ 0.02     | \$ 0.10   | \$ 0.05      |
| Non-GAAP net (loss) income per        |              |                     |              |              |               |             |   |              |
| share, diluted                        | \$ (0.16)    | \$ (0.13)           | \$ (0.09)    | \$ (0.09)    | \$ 0.00       | \$ 0.02     | \$ 0.09   | \$ 0.05      |
| Weighted-average shares used to       | <u> </u>     | <del>*</del> (****) | (1111)       | , (111)      | - <del></del> | <u> </u>    | <del>, , , , , , , , , , , , , , , , , , , </del> | •            |
| compute non-GAAP net (loss) income    |              |                     |              |              |               |             |   |              |
| per share, basic                      | 278,268,980  | 282,267,230         | 286,732,756  | 291,864,975  | 297,827,200   | 303,896,632 | 309,101,119                                       | 314,203,181  |
| Weighted-average shares used to       | 270,200,700  | 202,207,230         | 200,732,730  | 271,004,713  | 277,027,200   | 303,070,032 | 307,101,117                                       | 511,205,101  |
| compute non-GAAP net (loss) income    |              |                     |              |              |               |             |   |              |
| per share, diluted                    | 278,268,980  | 282,267,230         | 286,732,756  | 291,864,975  | 339,296,142   | 346,974,638 | 342,370,878                                       | 350,195,868  |
| per snare, unuteu                     | 270,200,980  | 202,207,230         | 200,732,730  | 271,004,973  | 339,490,144   | 340,774,038 | 342,370,078                                       | 330,133,008  |

<sup>(1)</sup> Represents stock-based compensation expense, employer taxes on employee stock transactions, and amortization of stock-based compensation capitalized in internal-use software. We began excluding amortization of stock-based compensation capitalized in internal-use software from our non-GAAP measures starting with the quarter ended March 31, 2024. The amounts of amortization of stock-based compensation capitalized in internal-use software were immaterial in both current and prior periods.

<sup>(2)</sup> Income tax effects and adjustments for the three months ended December 31, 2023 primarily consists of income tax expense related to an intra-group transfer of acquired intellectual property.

|   |    | Three Months Ended |    |          |    |          |    |          |    |          |    |          |    |         |                |
|---|----|--------------------|----|----------|----|----------|----|----------|----|----------|----|----------|----|---------|----------------|
|   |    | Q2'22              |    | Q3'22    |    | Q4'22    |    | Q1'23    |    | Q2'23    |    | Q3'23    |    | Q4'23   | Q1'24          |
| Net cash (used in) provided by operating activities | \$ | (33,472)           | \$ | (41,752) | \$ | (27,078) | \$ | (77,772) | \$ | (29,060) | \$ | (9,060)  | \$ | 12,235  | \$<br>(25,954) |
| Capitalized internal-use software cost              | S  | (2,256)            |    | (2,788)  |    | (2,781)  |    | (4,556)  |    | (5,330)  |    | (3,660)  |    | (4,299) | (5,539)        |
| Capital expenditures                                |    | (1,184)            |    | (1,044)  |    | (1,006)  |    | (546)    |    | (809)    |    | (363)    |    | (1,116) | (186)          |
| Free cash flow                                      | \$ | (36,912)           | \$ | (45,584) | \$ | (30,865) | \$ | (82,874) | \$ | (35,199) | \$ | (13,083) | \$ | 6,820   | \$<br>(31,679) |
| Free cash flow margin                               |    | (26.5%)            |    | (30.0%)  |    | (18.3%)  |    | (47.5%)  |    | (18.6%)  |    | (6.5%)   |    | 3.2%    | (14.6%)        |
| Net cash (used in) provided by investing activities | \$ | (491,805)          | \$ | (12,718) | \$ | (49,548) | \$ | (52,483) | \$ | (28,941) | \$ | (11,519) | \$ | 8,092   | \$<br>(16,765) |
| Net cash provided by financing activities           | \$ | 7,335              | \$ | 28,189   | \$ | 8,249    | \$ | 37,729   | \$ | 27,492   | \$ | 26,177   | \$ | 10,974  | \$<br>30,004   |

### Remaining Performance Obligations ("RPO")

RPO represent the amount of contracted future revenue that has not yet been recognized as of the end of each period, including both deferred revenue that has been invoiced and non-cancelable committed amounts that will be invoiced and recognized as revenue in future periods. RPO exclude pay-as-you-go arrangements. As of March 31, 2024, the Company's RPO was \$840.2 million, approximately 68% of which is expected to be recognized as revenue over the next 12 months and the substantial majority of the remainder in the next 13 to 36 months. Actual amounts or timing of revenue recognized may differ due to subsequent contract modifications.