

Zoom Communications

Q4 FY26 Earnings

February 25, 2026



Use of non-GAAP financial measures

In addition to the financials presented in accordance with U.S. generally accepted accounting principles ("GAAP"), this presentation includes the following non-GAAP metrics: Revenue in Constant Currency, non-GAAP gross profit, non-GAAP gross margin, non-GAAP R&D expense, non-GAAP S&M expense, non-GAAP G&A expense, non-GAAP operating margin, non-GAAP income from operations, non-GAAP net income per share or EPS, free cash flow and free cash flow margin. Non-GAAP metrics have limitations as analytical tools and you should not consider them in isolation or as a substitute for or superior to the most directly comparable financial measures prepared in accordance with U.S. GAAP. There are a number of limitations related to the use of non-GAAP metrics versus their nearest GAAP equivalents. Other companies, including companies in our industry, may calculate non-GAAP metrics differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP metrics as tools for comparison. We urge you to review the reconciliation of Zoom's non-GAAP metrics to the most directly comparable GAAP financial measures, and not to rely on any single financial measure to evaluate our business. See the Appendix for reconciliation between each non-GAAP metric and the most comparable GAAP measure.

Safe Harbor Statement

This presentation and the accompanying oral presentation contain express and implied “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including statements regarding Zoom's financial outlook for the first quarter of fiscal year 2027 and full fiscal year 2027; Zoom's expectations regarding financial and business trends, as well as impacts from macroeconomic developments; Zoom's market position, stock repurchase program, opportunities, go-to-market initiatives, growth strategy and business aspirations; and product initiatives, including future product and feature releases, and the expected benefits of such initiatives, pace of development, adoption, or performance of our AI capabilities. In some cases, you can identify forward-looking statements by terms such as “anticipate,” “believe,” “estimate,” “expect,” “intend,” “may,” “might,” “plan,” “project,” “will,” “would,” “should,” “could,” “can,” “predict,” “potential,” “target,” “explore,” “continue,” or the negative of these terms, and similar expressions intended to identify forward-looking statements. By their nature, these statements are subject to numerous uncertainties and risks, including factors beyond our control, that could cause actual results, performance or achievement to differ materially and adversely from those anticipated or implied in the statements, including: declines in new customers, renewals or upgrades, or decline in demand for our platform, difficulties in evaluating our prospects and future results of operations given our limited operating history, competition from other providers of communications platforms, the effect of macroeconomic conditions on our business, including tariffs and trade tensions, inflationary pressures and market volatility, lengthening sales cycles with large organizations, delays or outages in services from our co-located data centers, failures in internet infrastructure or interference with broadband access, compromised security measures, including ours and those of the third parties upon which we rely, and global security concerns and their potential impact on regional and global economies and supply chains.

Additional risks and uncertainties that could cause actual outcomes and results to differ materially from those contemplated by the forward-looking statements are included under the caption “Risk Factors” and elsewhere in our most recent filings with the Securities and Exchange Commission (the “SEC”), including our quarterly report on Form 10-Q for the fiscal quarter ended October 31, 2025. Forward-looking statements speak only as of the date the statements are made and are based on information available to Zoom at the time those statements are made and/or management's good faith belief as of that time with respect to future events. Zoom assumes no obligation to update forward-looking statements to reflect events or circumstances after the date they were made, except as required by law.

The system of action for modern work

Work with the World

Contact Center | Virtual Agent | Revenue Accelerator
Webinars & Events | BrightHire

Preparation



Conversation



Action



Completion

CONTEXT & UNDERSTANDING POWERED BY
Zoom AI Companion

ACTION POWERED BY
Zoom AI Companion + Ecosystem

Work Inside the Organization

Workplace, Meetings, Phone & Rooms | Workvivo

Scaling AI-first customer experience



ZCX ARR grew **high double digits** YoY in Q4

- **10/10** top ZCX deals involved paid AI
- **4/10** involved ZVA Voice
- **7/10** were displacements of leading CCaaS players

ZCX Q4 Wins:

ZVA

Leading U.S.
Retailer

ZVA + ZCC



Major U.S.
Insurance Co.

ZVA + ZCC Elite



OPENLANE

Aeroflow  Health

Driving growth of new AI products

Vertical AI

zoom Revenue Accelerator

of ZRA customers grew 50% YoY



BrightHire
by **zoom**

Acquisition closed in Q4, adding conversational AI to recruiting and hiring

Horizontal AI

Custom AI Companion
Q4 wall-to-wall wins:



GRAND VALLEY
STATE UNIVERSITY

harmonic

Elevating Workplace with AI

- **Launched** AI Companion 3.0, advancing Zoom Workplace as a **system of action**
- # of AIC MAUs grew **>3x** YoY
- # of Phone MAUs using AI grew **+35%** QoQ

Workplace/Phone

Major Q4 wins & displacements:

Fortune 10

2 Major Financial Institutions

Leading Global Bank

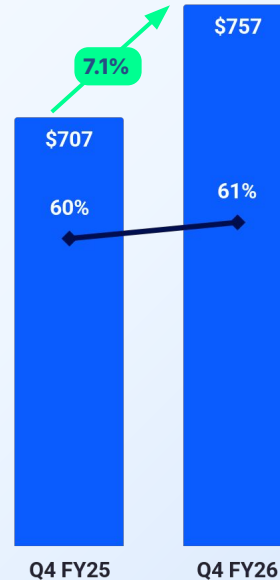
Zoom Phone ARR grew **mid-teens** YoY

Revenue acceleration in Q4; Online churn near all-time lows

Total Revenue¹
(in millions)



Enterprise Revenue
(in millions)



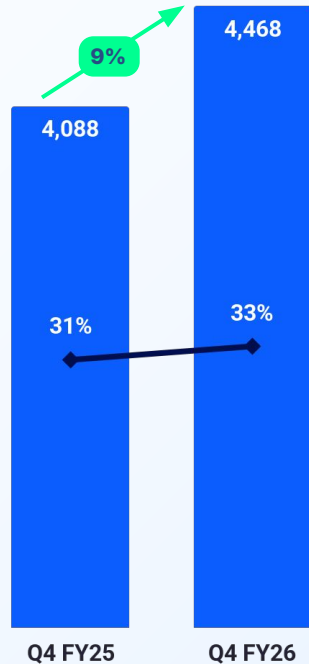
◆ Enterprise Revenue Share

**Online Average
Monthly Churn²**



Strong growth in the up-market and internationally

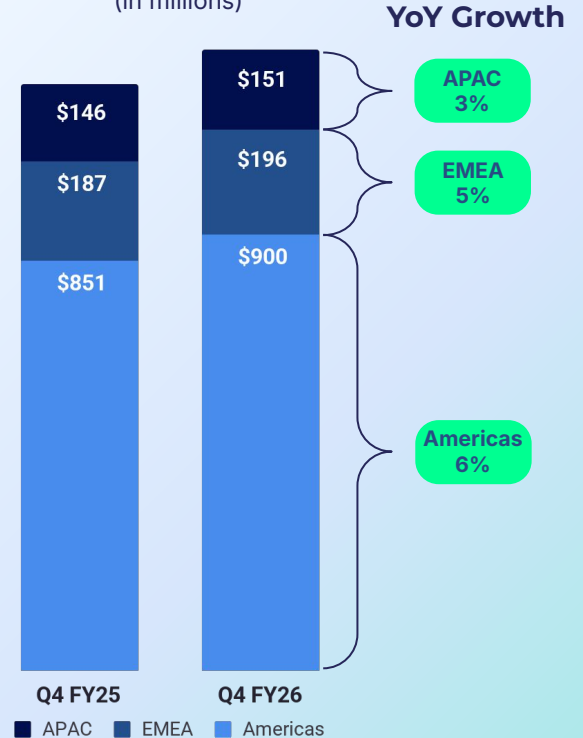
of Customers Contributing >\$100k in TTM Revenue



◆ Share of Total Revenue

98%
TTM Net Dollar
Expansion Rate for
Enterprise Customers¹

Revenue by Region² (in millions)

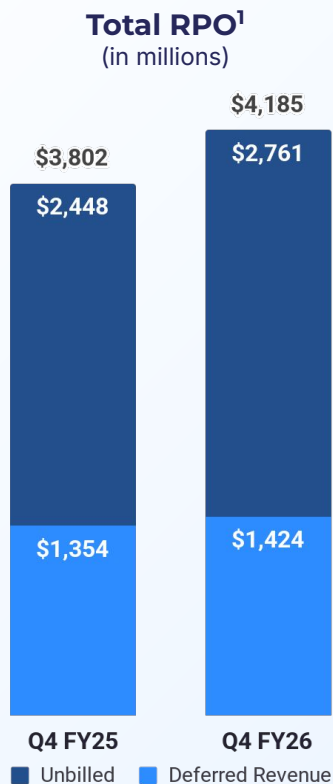


For endnote descriptions, see final slide

Strong profitability in Q4 FY26

		GAAP Results	Yr/Yr	Non-GAAP ¹ Results	Yr/Yr
Revenue		\$1,247 million	5.3%	\$1,247 million	5.3%
As a % of Revenue	Gross Profit	76.3%	+55 bps	79.8%	+98 bps
	R&D Expense	17.9%	(46 bps)	11.8%	+59 bps
	S&M Expense	28.8%	(148 bps)	23.4%	+3 bps
	G&A Expense	9.5%	+146 bps	5.3%	+61 bps
	Operating Income	20.0%	+103 bps	39.3%	(25 bps)
Effective Tax Rate		21.9%	+364 bps	23.5%	+580 bps
EPS - Diluted		\$2.22	91%	\$1.44	2%

Growth in Deferred Revenue and RPO



YoY Growth

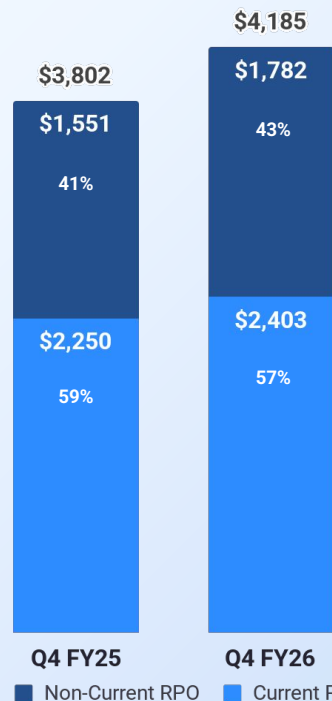
Total RPO
10%

Unbilled
13%

Deferred Revenue
5%

Current² & Non-Current RPO

(in millions)



YoY Growth

Total RPO
10%

Non-Current RPO
15%

Current RPO
7%

Strong Cash Flow, ~\$7.8B cash balance¹, continued buyback in Q4

Operating Cash Flow
OCF Margin

\$355M
28.4%

Free Cash Flow²
FCF Margin

\$338M
27.1%

Share Repurchases (\$)

Under \$3.7B authorization



36.3M

of shares repurchased
since Q1 FY25

Full FY26 results demonstrate across-the-board progress driving value for shareholders

Accelerating Top-line

- Total Revenue up **4.4%**, +130 bps
- Enterprise Revenue up **6.5%**, +130 bps

Optimizing Margins

- Non-GAAP Gross Margin¹ of **79.7%**, +80 bps
- Non-GAAP Operating Margin¹ of **40.4%**, +100 bps

Growing Free Cash Flow

- FCF² grew **6.4%** to **\$1.9 billion**

Improving SBC & Dilution

- Reduced SBC expense **18%**
- Reduced diluted WASC **2.5%**

Guiding to surpass \$5B in revenue & continued best-in-class profitability in FY27

Outlook ¹	Q1 FY27	FY27
Revenue	\$1,220 - \$1,225 million	\$5,065 - \$5,075 million
Revenue (Constant Currency)	\$1,212 - \$1,217 million	\$5,054 - \$5,064 million
Non-GAAP Operating Income	\$487 - \$492 million	\$2,050 - \$2,060 million
Weighted Average Share Count	304 million	308 million
Non-GAAP EPS	\$1.40 - \$1.42	\$5.77 - \$5.81
Free Cash Flow ²	--	\$1,700 - \$1,740 million

\$1.0 billion authorized share repurchase remaining as of 1/31/26
(not reflected in Share Count and EPS projections)



Thank you

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Appendix

GAAP to Non-GAAP Reconciliation

(\$ in Thousands)

	Q4 FY25	Q4 FY26	FY25	FY26
Gross Profit				
Total Revenue	\$1,184,138	\$1,246,992	\$4,665,433	\$4,868,769
GAAP Gross Profit	\$896,783	\$951,293	\$3,535,806	\$3,749,733
(+) Stock-based compensation expense and related payroll taxes	\$34,879	\$24,094	\$137,406	\$107,780
(+) Acquisition-related expense	\$1,833	\$1,615	\$7,305	\$5,759
(+) Impairment of assets	-	\$18,245	-	\$18,245
Non-GAAP Gross Profit	\$933,495	\$995,247	\$3,680,517	\$3,881,517
GAAP Gross Margin	75.7%	76.3%	75.8%	77.0%
Non-GAAP Gross Margin	78.8%	79.8%	78.9%	79.7%
R&D Expenses				
GAAP R&D	\$217,121	\$222,915	\$852,415	\$844,875
(-) Stock-based compensation expense and related payroll taxes	\$(81,577)	\$(74,300)	\$(340,324)	\$(294,449)
(-) Acquisition-related expense	\$(2,511)	\$(1,180)	\$(11,914)	\$(5,125)
Non-GAAP R&D	\$133,033	\$147,435	\$500,177	\$545,301
S&M Expenses				
GAAP S&M	\$358,903	\$359,518	\$1,427,384	\$1,388,297
(-) Stock-based compensation expense and related payroll taxes	\$(80,450)	\$(65,024)	\$(330,183)	\$(267,450)
(-) Acquisition-related expenses	\$(1,646)	\$(2,585)	\$(6,907)	\$(7,415)
Non-GAAP S&M	\$276,807	\$291,909	\$1,090,294	\$1,113,432
G&A Expenses				
GAAP G&A	\$95,696	\$118,968	\$442,712	\$392,928
(-) Stock-based compensation expense and related payroll taxes	\$(36,077)	\$(28,775)	\$(158,818)	\$(127,491)
(-) Litigation settlements, net	-	-	\$(16,250)	\$18,000
(-) Acquisition-related expense	\$(3,926)	\$(3,074)	\$(15,492)	\$(6,939)
(-) Charitable donation of common stock	-	\$(20,904)	-	\$(20,904)
Non-GAAP G&A	\$55,693	\$66,215	\$252,152	\$255,594

GAAP to Non-GAAP Reconciliation

(\$ in Thousands except EPS)

	Q4 FY25	Q4 FY26	FY25	FY26
Income from Operations				
Total Revenue	\$1,184,138	\$1,246,992	\$4,665,433	\$4,868,769
GAAP income from operations	\$225,063	\$249,892	\$813,295	\$1,123,633
(+) Stock-based compensation expense and related payroll taxes	\$232,983	\$192,193	\$966,732	\$797,170
(+) Litigation settlements, net	-	-	\$16,250	\$(18,000)
(+) Acquisition-related expense	\$9,916	\$8,454	\$41,618	\$25,238
(+) Impairment of assets	-	\$18,245	-	\$18,245
(+) Charitable donation of common stock	-	\$20,904	-	\$20,904
Non-GAAP income from operations	\$467,962	\$489,688	\$1,837,895	\$1,967,190
GAAP Operating Margin	19.0%	20.0%	17.4%	23.1%
Non-GAAP Operating Margin	39.5%	39.3%	39.4%	40.4%
Net Income				
GAAP net income attributable to common stockholders	\$367,865	\$674,080	\$1,010,238	\$1,900,148
(+) Stock-based compensation expense and related payroll taxes	\$232,983	\$192,193	\$966,732	\$797,170
(+) Litigation settlements, net	-	-	\$16,250	\$(18,000)
(+) Acquisition-related expenses	\$9,916	\$8,454	\$41,618	\$25,238
(+) Impairment of assets	-	\$18,245	-	\$18,245
(+) Charitable donation of common stock	-	\$20,904	-	\$20,904
(-) Income tax benefits from discrete activities	-	\$(21,987)	-	\$(21,987)
(+) (Gains) losses on strategic investments	\$(150,357)	\$(532,325)	\$(177,142)	\$(969,822)
(-) Tax effects on non-GAAP adjustments	\$(13,461)	\$77,548	\$(112,945)	\$67,656
Non-GAAP net income	\$446,946	\$437,112	\$1,744,751	\$1,819,552
Earnings Per Share				
GAAP net income per share –diluted	\$1.16	\$2.22	\$3.21	\$6.18
Non-GAAP net income per share –diluted	\$1.41	\$1.44	\$5.54	\$5.92
Weighted Average Shares				
GAAP and Non-GAAP weighted-average –diluted	316,693,346	303,087,489	315,069,582	307,333,185

GAAP to Non-GAAP Reconciliation

(\$ in Thousands)

	Q4 FY25	Q4 FY26	FY25	FY26
Free Cash Flow				
Cash Flow from Operations	\$424,566	\$354,521	\$1,945,308	\$1,989,048
(-) Purchases of PPE	\$(8,334)	\$(16,076)	\$(136,560)	\$(64,961)
Free Cash Flow	\$416,232	\$338,445	\$1,808,748	\$1,924,087
Operating Cash Flow Margin	35.9%	28.4%	41.7%	40.9%
Free Cash Flow Margin	35.2%	27.1%	38.8%	39.5%
Net cash (used in) provided by investing activities	\$(4,886)	\$51,273	\$(1,106,024)	\$(278,898)
Net cash used in financing activities	\$(328,971)	\$(353,911)	\$(1,028,077)	\$(1,805,358)

(\$ in Thousands)

	Q4 FY26	Y/Y growth	FY26	Y/Y growth
Revenue in Constant Currency				
GAAP revenue	\$1,246,992	5.3%	\$4,868,769	4.4%
(+) Constant currency impact	\$(5,801)	-0.5%	\$(7,091)	-0.2%
Revenue in constant currency (non-GAAP)	\$1,241,191	4.8%	\$4,861,678	4.2%

Historic Metrics

(\$ in millions)

	Q1 FY25	Q2 FY25	Q3 FY25	Q4 FY25	Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26
Revenue	\$1,141.2	\$1,162.5	\$1,177.5	\$1,184.1	\$1,174.7	\$1,217.2	\$1,229.8	\$1,247.0
<i>Y/Y growth</i>	3.2%	2.1%	3.6%	3.3%	2.9%	4.7%	4.4%	5.3%
GAAP Income (loss) from operations	\$203.0	\$202.4	\$182.8	\$225.1	\$241.6	\$321.7	\$310.4	\$249.9
Stock-based compensation and related payroll taxes, acquisition-related expenses, restructuring expenses, and litigation settlements, net	\$253.6	\$253.2	\$275.0	\$242.9	\$225.7	\$181.5	\$196.5	\$239.8
Non-GAAP income from operations	\$456.6	\$455.5	\$457.8	\$468.0	\$467.3	\$503.2	\$507.0	\$489.7
Operating Cash Flow	\$588.2	\$449.3	\$483.2	\$424.6	\$489.3	\$515.9	\$629.3	\$354.5
Capital Expenditures	\$(18.5)	\$(84.2)	\$(25.5)	\$(8.3)	\$(25.9)	\$(8.0)	\$(15.0)	\$(16.1)
Free Cash Flow	\$569.7	\$365.1	\$457.7	\$416.2	\$463.4	\$508.0	\$614.3	\$338.4
Deferred Revenue	\$1,352.2	\$1,406.7	\$1,379.0	\$1,353.7	\$1,425.4	\$1,479.3	\$1,444.5	\$1,424.3
Unbilled Accounts Receivable	\$137.7	\$119.9	\$122.6	\$118.5	\$108.1	\$85.2	\$90.8	\$84.9
RPO	\$3,665.7	\$3,778.3	\$3,740.7	\$3,801.9	\$3,877.3	\$3,976.1	\$4,022.3	\$4,185.0
<i>Y/Y growth</i>	5%	8%	5%	6%	6%	5%	8%	10%
Customers >\$100K TTM Revenue	3,883	3,933	3,995	4,088	4,192	4,274	4,363	4,468
<i>Y/Y growth</i>	8%	7%	7%	7%	8%	9%	9%	9%
Revenue % from Customers >\$100K TTM Revenue	30%	31%	31%	31%	32%	32%	32%	33%
Revenue % from Enterprise Customers	58%	59%	59%	60%	60%	60%	60%	61%
TTM Net \$ Expansion Rate for Enterprise Customers	99%	98%	98%	98%	98%	98%	98%	98%
Online Average Monthly Churn	3.2%	2.9%	2.7%	2.8%	2.8%	2.9%	2.7%	2.9%
Previous Metrics								
Enterprise Customers¹	191,000	191,600	192,400	192,600	182,600	184,000	185,100	186,400
Enterprise Customers Migrated to Online in Quarter	26,800				11,400			

Endnotes

Revenue acceleration in Q4; Online churn near all-time lows

1. Not drawn to scale. Zoom defines revenue in constant currency as GAAP revenue adjusted for revenue reported in currencies other than United States dollars as if they were converted into United States dollars using the average exchange rates from the comparative period rather than the actual exchange rates in effect during the respective periods.
2. Zoom calculates online average monthly churn by starting with the Online customer MRR as of the beginning of the applicable quarter ("Entry MRR"). Zoom defines Entry MRR as the recurring revenue run-rate of subscription agreements from all Online customers except for subscriptions that Zoom recorded as churn in a previous quarter based on the customers' earlier indication to us of their intention to cancel that subscription. Zoom then determines the MRR related to customers who canceled or downgraded their subscription or notified us of that intention during the applicable quarter ("Applicable Quarter MRR Churn") and divides the Applicable Quarter MRR Churn by the applicable quarter Entry MRR to arrive at the MRR churn rate for Online Customers for the applicable quarter. Zoom then divides that amount by three to calculate the online average monthly churn.

Strong growth in the up-market and internationally

1. Zoom calculates net dollar expansion rate as of a period end by starting with the annual recurring revenue ("ARR") from Enterprise customers as of 12 months prior ("Prior Period ARR"). Zoom defines ARR as the annualized revenue run rate of subscription agreements from all customers at a point in time. Zoom calculates ARR by taking the monthly recurring revenue ("MRR") and multiplying it by 12. MRR is defined as the recurring revenue run-rate of subscription agreements from all Enterprise customers for the last month of the period, including revenue from monthly subscribers who have not provided any indication that they intend to cancel their subscriptions. Zoom then calculates the ARR from these Enterprise customers as of the current period end ("Current Period ARR"), which includes any upsells, contraction, and attrition. Zoom divides the Current Period ARR by the Prior Period ARR to arrive at the net dollar expansion rate. For the trailing 12 months calculation, Zoom takes an average of the net dollar expansion rate over the trailing 12 months.
2. Subtotals revenue and revenue percent have been rounded.

Strong profitability in Q4 FY26

1. See appendix for a reconciliation of non-GAAP to GAAP financial measures.

Growth in Deferred Revenue and RPO

1. Remaining performance Obligations (RPO) consists of both billed considerations and unbilled considerations that we expect to recognize as revenue. Subtotals have been rounded.
2. Current RPO refers to the portion of total RPO which we expect to recognize as revenue over the following 12 months period.

Strong Cash Flow, ~\$7.8B cash balance, continued buyback in Q4

1. Cash balance refers to cash, cash equivalents and marketable securities, excluding restricted cash at the end of the period.
2. See appendix for a reconciliation of non-GAAP to GAAP financial measures. Zoom defines free cash flow as net cash provided by operating activities less purchases of property and equipment.

Full FY26 results demonstrate across-the-board progress driving value for shareholders

1. See appendix for a reconciliation of non-GAAP to GAAP financial measures.
2. See appendix for a reconciliation of non-GAAP to GAAP financial measures. Zoom defines free cash flow as net cash provided by operating activities less purchases of property and equipment.

Guiding to surpass \$5B in revenue & continued best-in-class profitability in FY27

1. A reconciliation of non-GAAP guidance measures to corresponding GAAP measures is not available on a forward-looking basis without unreasonable effort due to the uncertainty of expenses that may be incurred in the future, although it is important to note that these factors could be material to Zoom's results computed in accordance with GAAP.
2. Free cash flow is a non-GAAP financial metric. Zoom defines free cash flow as net cash provided by operating activities less purchases of property and equipment.

Historic Metrics

1. Enterprise Customers are rounded down to the nearest hundred. In order to enhance customer experience and improve efficiency, in Q1 FY25 we transitioned approximately 26,800 Enterprise customers and in Q1 FY26 we transitioned approximately 11,400 Enterprise customers with lower MRR away from working with direct sales teams, resellers, or strategic partners to our Online channel. The impact of these transitions did not have a material impact on the percent of revenue from Enterprise and Online customers, net dollar expansion rate, or Online average monthly churn.