

# Zoom Communications

# **Q1 FY27 Earnings**

May 21, 2026

**zoom**

# 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, 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 second 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 continuing growth in scale, complexity and scope, 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 annual report on Form 10-K for the fiscal year ended January 31, 2026. 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.

# Elevating Workplace with AI

## zoom Workplace zoom Phone

- **15/20** top wins included Workplace or Phone
- Zoom Phone ARR grew **mid-teens** YoY

Q1 win & boomerang:



Government  
Contractor

## zoom AI Companion

AIC licensed MAUs  
**+184%** YoY

## My Notes

My Notes licensed MAUs  
surpassed **1.5 million**

# Driving growth of new AI products

## Custom AI Companion

### Q1 wins

RAYMOND JAMES

 MongoDB

 Figma

HubSpot



### Ongoing AI Innovation

ZVA Receptionist  
for Zoom Phone

Zoom  
AI Services

Seer  
by Workvivo

# Scaling AI-first customer experience



ZCX ARR continued to **accelerate** in **high-double-digit** YoY growth

**9/10** top ZCX deals involved paid AI

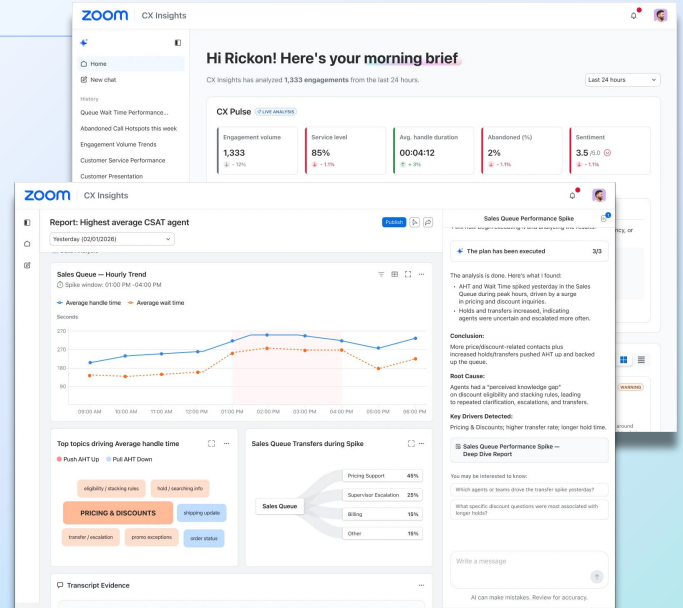
**Launched** CX Insights in March

**Q1** AI-driven ZCX wins

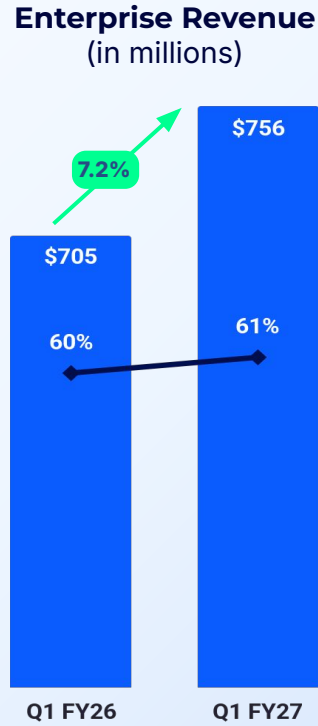


**CALIBER**

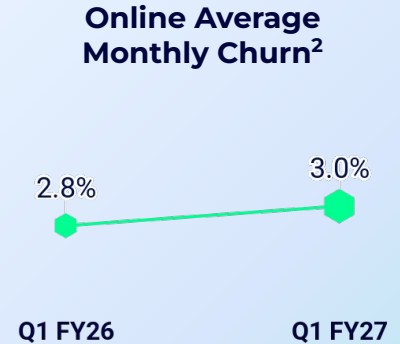
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# Revenue acceleration in Q1

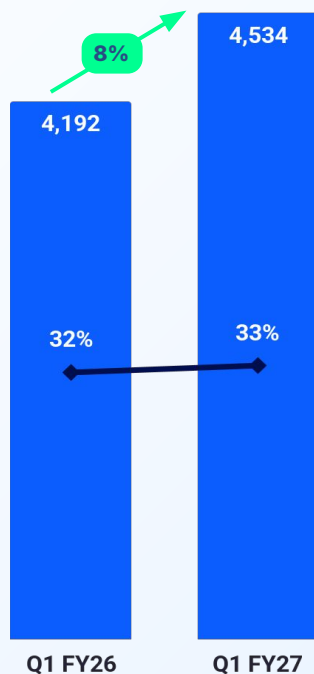


◆ Enterprise Revenue Share



# Continued growth in the up-market and internationally

## # of Customers Contributing >\$100k in TTM Revenue



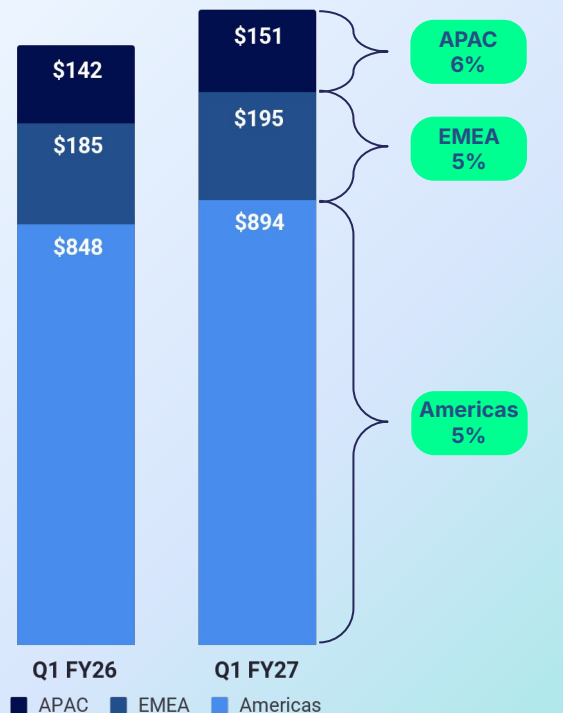
◆ Share of Total Revenue

# 99%

TTM Net Dollar Expansion Rate for Enterprise Customers<sup>1</sup>

+1 pt YoY

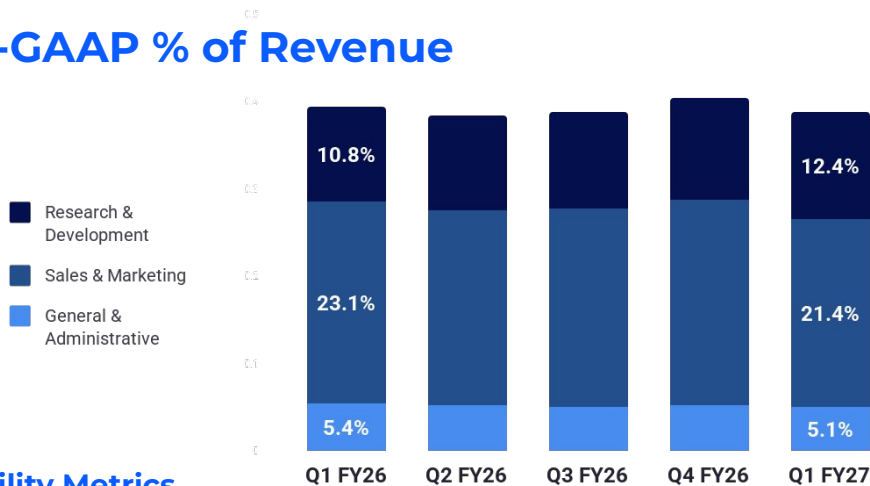
## Revenue by Region<sup>2</sup> (in millions)



■ APAC ■ EMEA ■ Americas

# Strong, improved profitability

## Non-GAAP % of Revenue



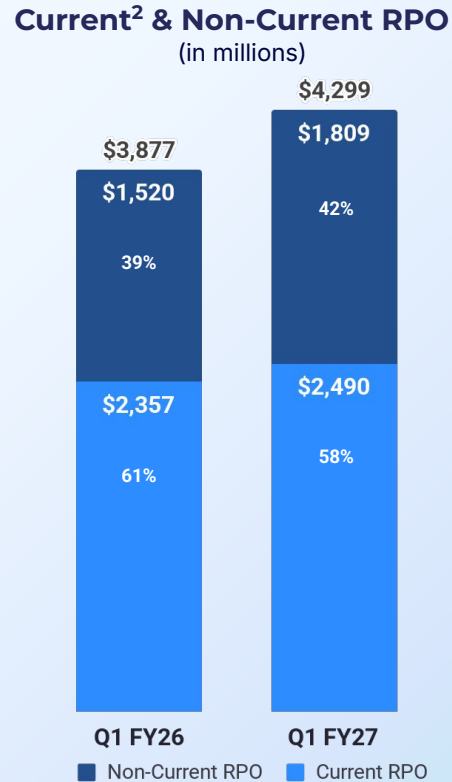
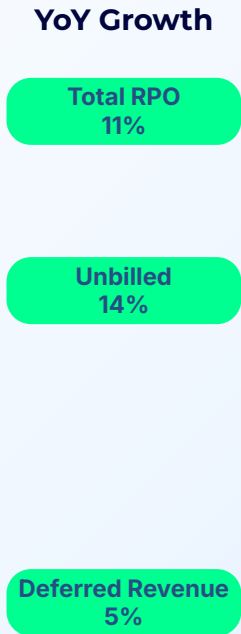
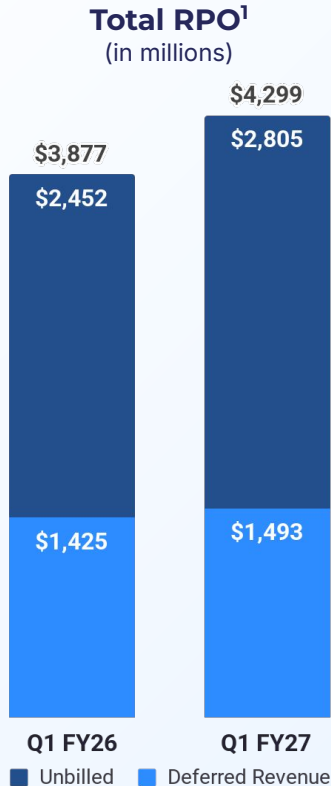
**+450 bps**  
GAAP  
Operating Margin  
YoY

**+130 bps**  
Non-GAAP<sup>1</sup>  
Operating Margin  
YoY

### Profitability Metrics

GAAP Gross Margin	76.3%	77.6%	77.9%	76.3%	77.9%
Non-GAAP Gross Margin	79.2%	79.8%	80.0%	79.8%	79.9%
GAAP Operating Margin	20.6%	26.4%	25.2%	20.0%	25.1%
Non-GAAP Operating Margin	39.8%	41.3%	41.2%	39.3%	41.1%
GAAP EPS - Diluted	\$0.81	\$1.16	\$2.01	\$2.22	\$1.42
Non-GAAP EPS - Diluted	\$1.43	\$1.53	\$1.52	\$1.44	\$1.55

# Growth in deferred revenue and RPO



For endnote descriptions, see final slide

Strong cash flow, ~\$7.7B cash balance<sup>1</sup>,  
continued execution of share buyback in Q1

**Operating Cash Flow**  
*OCF Margin*

**\$522M**  
42.1%  
+50 bps YoY

**Free Cash Flow<sup>2</sup>**  
*FCF Margin*

**\$500M**  
40.4%  
+100 bps YoY

**Share Repurchases (\$)**  
Under pre-existing \$3.7B authorization



**40.4M**

# of shares repurchased  
since Q1 FY25

## Q2 & raised fiscal year 2027 outlook

Outlook <sup>1</sup>	Q2 FY27	FY27
Revenue	\$1,265 - \$1,270 million	\$5,080 - \$5,090 million
Revenue (Constant Currency)	\$1,262 - \$1,267 million	\$5,062 - \$5,072 million
Non-GAAP Operating Income	\$508 - \$513 million	\$2,065 - \$2,075 million
Weighted Average Share Count	304 million	304 million
Non-GAAP EPS	\$1.45 - \$1.47	\$5.96 - \$6.00
Free Cash Flow <sup>2</sup>	--	\$1,700 - \$1,740 million

**\$625 million authorized share repurchase remaining as of 4/30/26;  
Incremental \$1 billion share repurchase authorized after 4/30/26;  
(both not reflected in Share Count and EPS projections)**



Thank you

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# Appendix

# GAAP to Non-GAAP Reconciliation

(\$ in Thousands)

	Q1 FY26	Q1 FY27
<b>Gross Profit</b>		
Total Revenue	\$1,174,715	\$1,239,006
GAAP Gross Profit	\$896,313	\$964,719
(+) Stock-based compensation expense and related payroll taxes	\$31,988	\$23,603
(+) Acquisition-related expense	\$1,783	\$1,886
Non-GAAP Gross Profit	\$930,084	\$990,208
GAAP Gross Margin	76.3%	77.9%
Non-GAAP Gross Margin	79.2%	79.9%
<b>R&amp;D Expenses</b>		
GAAP R&D	\$205,416	\$227,926
(-) Stock-based compensation expense and related payroll taxes	\$(75,986)	\$(73,372)
(-) Acquisition-related expense	\$(2,351)	\$(1,442)
Non-GAAP R&D	\$127,079	\$153,112
<b>S&amp;M Expenses</b>		
GAAP S&M	\$346,970	\$330,050
(-) Stock-based compensation expense and related payroll taxes	\$(73,591)	\$(61,870)
(-) Acquisition-related expenses	\$(1,580)	\$(2,940)
Non-GAAP S&M	\$271,799	\$265,240
<b>G&amp;A Expenses</b>		
GAAP G&A	\$102,335	\$96,270
(-) Stock-based compensation expense and related payroll taxes	\$(35,165)	\$(30,327)
(-) Acquisition-related expense	\$(3,290)	\$(2,806)
Non-GAAP G&A	\$63,880	\$63,137

# GAAP to Non-GAAP Reconciliation

(\$ in Thousands except EPS)

	Q1 FY26	Q1 FY27
<b>Income from Operations</b>		
Total Revenue	\$1,174,715	\$1,239,006
GAAP Income from operations	\$241,592	\$310,473
(+) Stock-based compensation expense and related payroll taxes	\$216,730	\$189,172
(+) Acquisition-related expense	\$9,004	\$9,074
Non-GAAP Income from operations	\$467,326	\$508,719
GAAP Operating Margin	20.6%	25.1%
Non-GAAP Operating Margin	39.8%	41.1%
<b>Net Income</b>		
GAAP net income attributable to common stockholders	\$254,603	\$425,677
(+) Stock-based compensation expense and related payroll taxes	\$216,730	\$189,172
(+) Acquisition-related expenses	\$9,004	\$9,074
(+) Losses (gains) on strategic investments	\$13,619	\$(152,297)
(-) Tax effects on non-GAAP adjustments	\$(45,663)	\$(6,586)
Non-GAAP net income	\$448,293	\$465,040
<b>Earnings Per Share</b>		
GAAP net income per share –diluted	\$0.81	\$1.42
Non-GAAP net income per share –diluted	\$1.43	\$1.55
<b>Weighted Average Shares</b>		
GAAP and Non-GAAP weighted-average –diluted	312,783,861	300,233,667

# GAAP to Non-GAAP Reconciliation

(\$ in Thousands)	Q1 FY26	Q1 FY27
<b>Free Cash Flow</b>		
Cash Flow from Operations	\$489,261	\$521,610
(-) Purchases of PPE	\$(25,910)	\$(21,113)
Free Cash Flow	\$463,351	\$500,497
Operating Cash Flow Margin	41.6%	42.1%
Free Cash Flow Margin	39.4%	40.4%
Net cash used in investing activities	\$(125,130)	\$(480,716)
Net cash used in financing activities	\$(490,530)	\$(394,110)

(\$ in Thousands)	Q1 FY27	Y/Y growth
<b>Revenue in Constant Currency</b>		
GAAP revenue	\$1,239,006	5.5%
(-) Constant currency impact	\$(10,185)	-0.9%
Revenue in constant currency (non-GAAP)	\$1,228,821	4.6%

# Historic Metrics

(\$ in millions)

	Q2 FY25	Q3 FY25	Q4 FY25	Q1 FY26	Q2 FY26	Q3 FY26	Q4 FY26	Q1 FY27
<b>Revenue</b>	\$1,162.5	\$1,177.5	\$1,184.1	\$1,174.7	\$1,217.2	\$1,229.8	\$1,247.0	\$1,239.0
<i>Y/Y growth</i>	2.1%	3.6%	3.3%	2.9%	4.7%	4.4%	5.3%	5.5%
<b>GAAP Income (loss) from operations</b>	\$202.4	\$182.8	\$225.1	\$241.6	\$321.7	\$310.4	\$249.9	\$310.5
Stock-based compensation and related payroll taxes, acquisition-related expenses, impairment of assets, charitable donation of common stock, and litigation settlements, net	\$253.2	\$275.0	\$242.9	\$225.7	\$181.5	\$196.5	\$239.8	\$198.2
<b>Non-GAAP income from operations</b>	\$455.5	\$457.8	\$468.0	\$467.3	\$503.2	\$507.0	\$489.7	\$508.7
<b>Operating Cash Flow</b>	\$449.3	\$483.2	\$424.6	\$489.3	\$515.9	\$629.3	\$354.5	\$521.6
Capital Expenditures	\$(84.2)	\$(25.5)	\$(8.3)	\$(25.9)	\$(8.0)	\$(15.0)	\$(16.1)	\$(21.1)
<b>Free Cash Flow</b>	\$365.1	\$457.7	\$416.2	\$463.4	\$508.0	\$614.3	\$338.4	\$500.5
<b>Deferred Revenue</b>	\$1,406.7	\$1,379.0	\$1,353.7	\$1,425.4	\$1,479.3	\$1,444.5	\$1,424.3	\$1,493.4
Unbilled Accounts Receivable	\$119.9	\$122.6	\$118.5	\$108.1	\$85.2	\$90.8	\$84.9	\$87.8
<b>RPO</b>	\$3,778.3	\$3,740.7	\$3,801.9	\$3,877.3	\$3,976.1	\$4,022.3	\$4,185.0	\$4,298.6
<i>Y/Y growth</i>	8%	5%	6%	6%	5%	8%	10%	11%
<b>Customers &gt;\$100K TTM Revenue</b>	3,933	3,995	4,088	4,192	4,274	4,363	4,468	4,534
<i>Y/Y growth</i>	7%	7%	7%	8%	9%	9%	9%	8%
<b>Revenue % from Customers &gt;\$100K TTM Revenue</b>	31%	31%	31%	32%	32%	32%	33%	33%
<b>Revenue % from Enterprise Customers</b>	59%	59%	60%	60%	60%	60%	61%	61%
<b>TTM Net \$ Expansion Rate for Enterprise Customers</b>	98%	98%	98%	98%	98%	98%	98%	99%
<b>Online Average Monthly Churn</b>	2.9%	2.7%	2.8%	2.8%	2.9%	2.7%	2.9%	3.0%

# Endnotes

## Revenue acceleration in Q1

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.

## Continued 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-month 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, improved profitability

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-month period.

## Strong cash flow, ~\$7.7B cash balance, continued execution of share buyback in Q1

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.

## Q2 & raised fiscal year 2027 outlook

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.