



Corporate Investor Presentation

September 2024

Safe Harbor and Non-GAAP Measures

This presentation includes forward-looking statements within the meaning of the federal securities laws. These statements relate to, among other things, our business strategy and goals, growth of the market for our services, our future financial and operating results, including our GAAP and non-GAAP guidance, the assumptions underlying our guidance, plans to reduce expenses and share-based compensation, leverage targets, and expected contributions from new products.

Although we believe the assumptions upon which these forward-looking statements are based are reasonable, any of these assumptions could prove to be inaccurate and the forward-looking statements based on these assumptions could be incorrect. Our operations involve risks and uncertainties, many of which are outside our control, and any one of which, or a combination of which, could materially affect our results of operations and whether the forward-looking statements ultimately prove to be correct.

Actual results and trends in the future may differ materially from those suggested or implied by the forward-looking statements depending on a variety of factors including those that are described in greater detail in our most recent Form 10-K filed with the Securities and Exchange Commission, and in our other filings with the Securities and Exchange Commission from time to time. All future written and oral forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their entirety by the previous statements. We undertake no obligation to update any forward-looking statements that may be made to reflect events or circumstances that occur, or that we become aware of, after the date of this presentation.

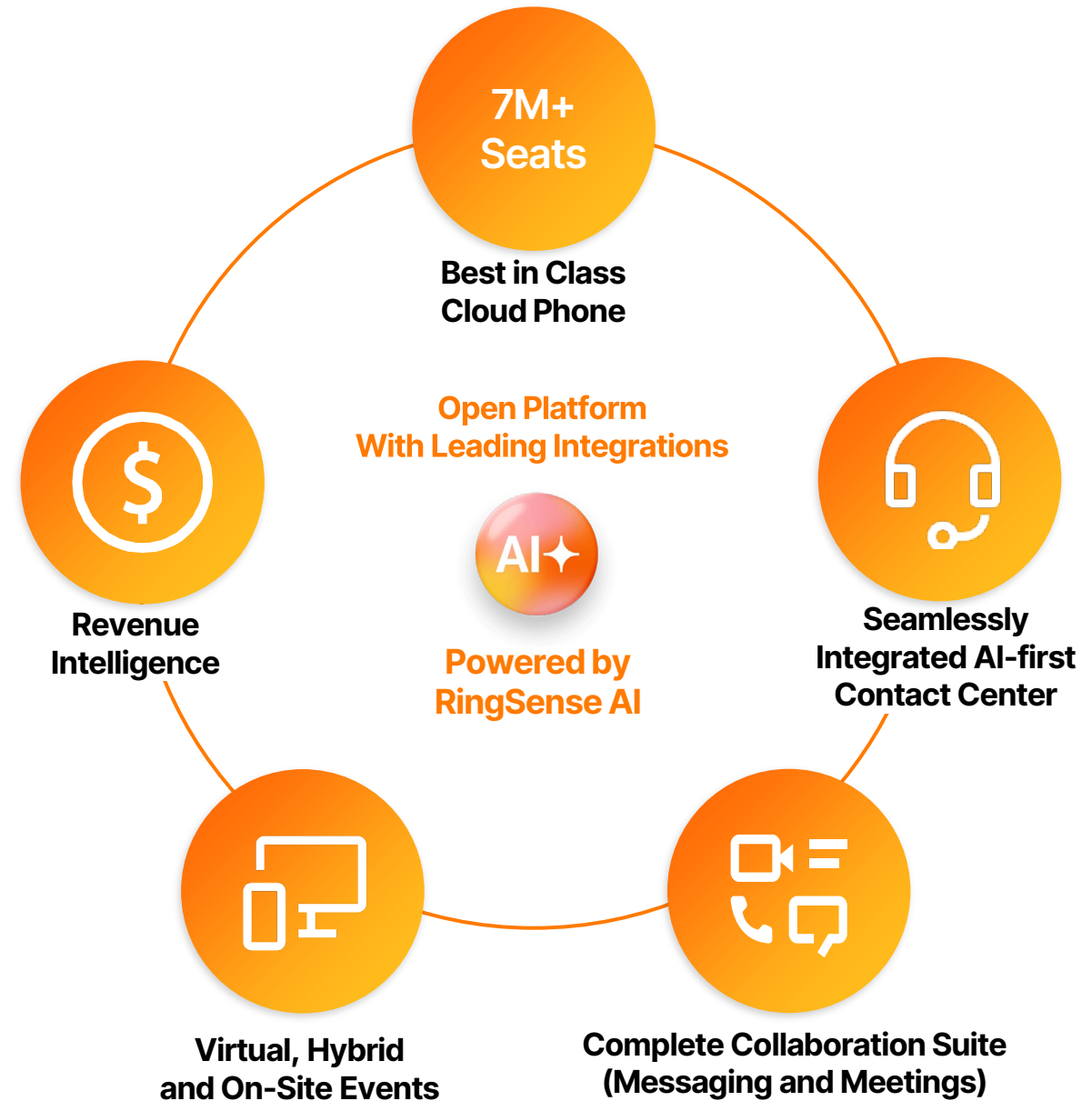
In this presentation, we provide certain historical non-GAAP financial measures, which are reconciled to their directly comparable GAAP financial measures. These reconciliations are presented in the Reconciliation slides found in the Q2 2024 Earnings Presentation found on our investor relations website at ir.ringcentral.com. We also provide other measures such as software subscriptions annualized exit monthly recurring subscriptions (ARR).

In this presentation, we provide guidance on forecasted non-GAAP operating margin, free cash flow and free cash flow margin. Reconciliations of our forecasted non-GAAP operating margin to the most directly comparable GAAP financial measure is presented in the Reconciliation slides found in the Q2 2024 Earnings Presentation found on our investor relations website at ir.ringcentral.com.

We have not reconciled free cash flow or free cash flow margin guidance to net cash provided by (used in) operating activities because we do not provide guidance on the reconciling items between net cash provided by (used in) operating activities and free cash flow due to the uncertainty regarding, and the potential variability of, these items. Accordingly, a reconciliation of net cash provided by (used in) operating activities to free cash flow or free cash flow margin guidance is not available without unreasonable effort.



**Leader in Trusted AI
Business Communications**



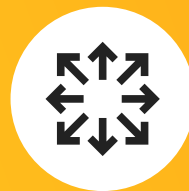
Driving Growth and Value



Expand Leadership in Unified Communications as a Service (“UCaaS”)



Increase Wallet Share and Retention with AI-powered New Products



Leverage and Expand Reach with Differentiated GTM: Direct, Service Providers, and Channel



Drive FCF and FCF / Share Improvements through Growth, Operational Efficiency, and SBC Reductions

What We're Solving

1

Legacy Systems

Disparate, antiquated legacy on-prem systems that don't scale.

2

Siloed Modes

Fragmented modes of communications, that are now all-in-one place.

3

Downtime

Lack of reliability, security, and high availability with competing offerings.

4

Inefficient Workflows

Inability to integrate systems and workflows and improve efficiency.

Why We Win

Trust

Built on world-class security, privacy,
and 24 quarters of 99.999% reliability

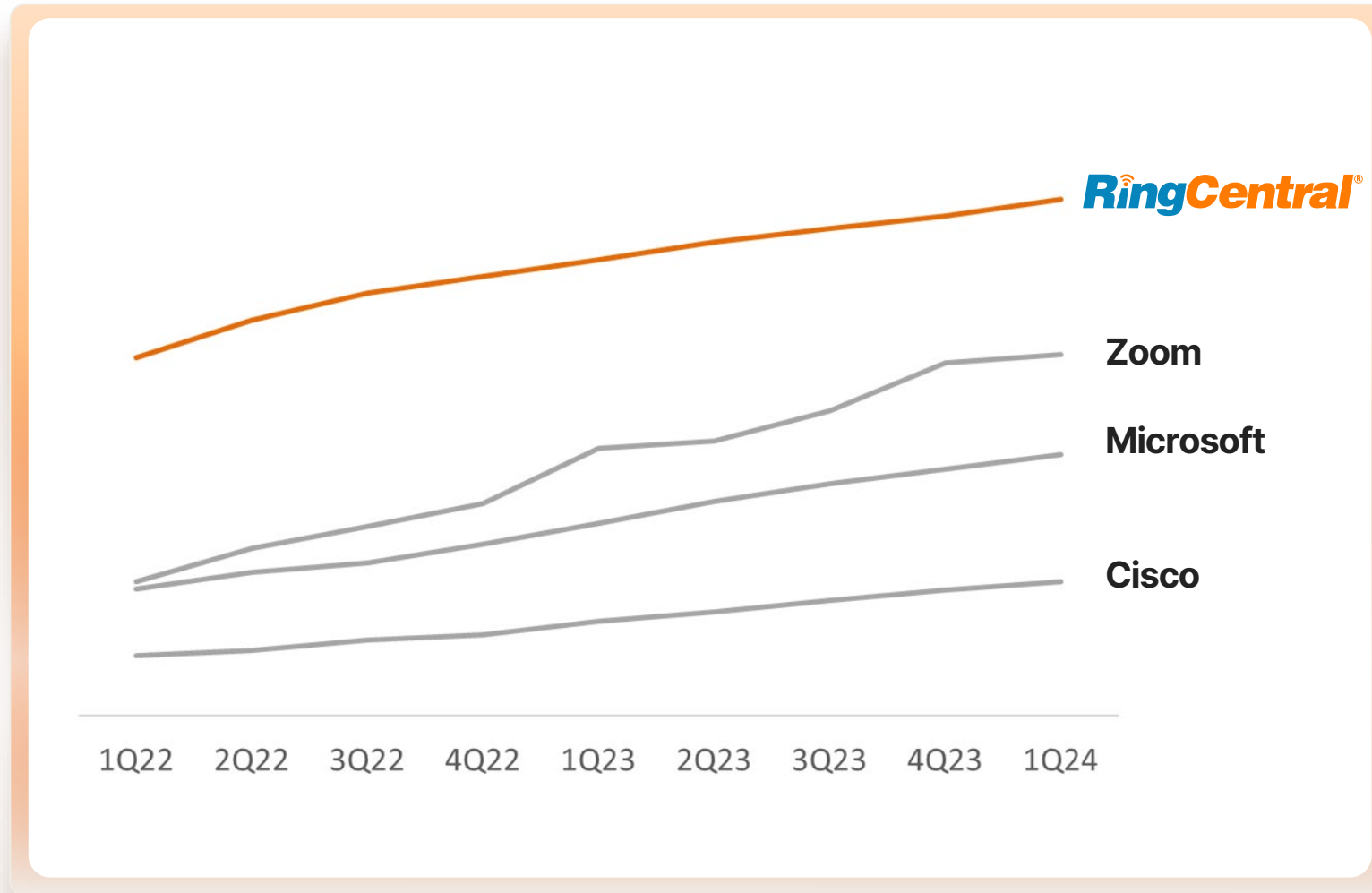
Innovation

Leading Innovation in UCaaS + CCaaS +
AI + Events + Open Platform

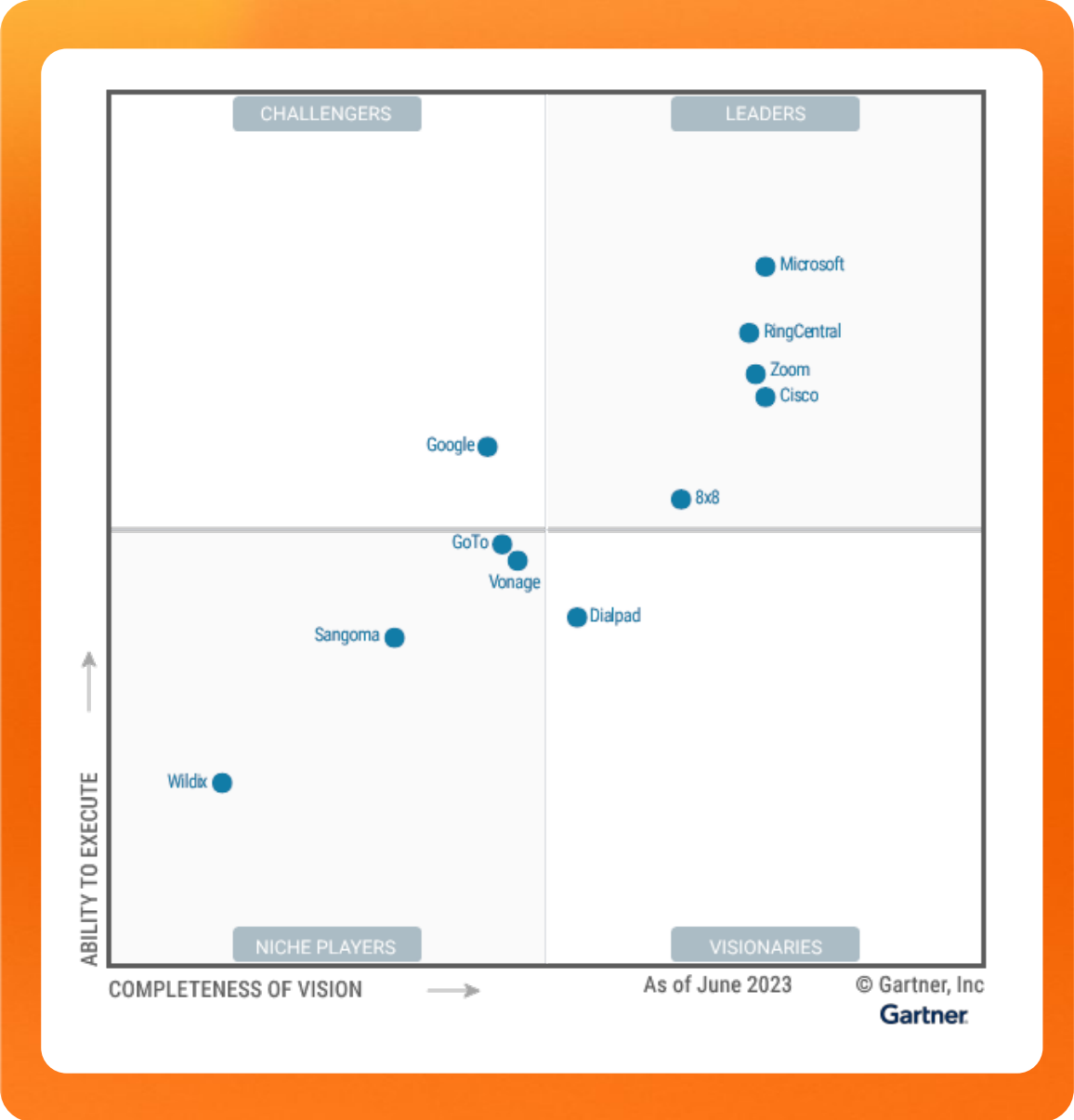
Partnerships

With Customers, Partners,
and Developers

#1 Market Share in UCaaS



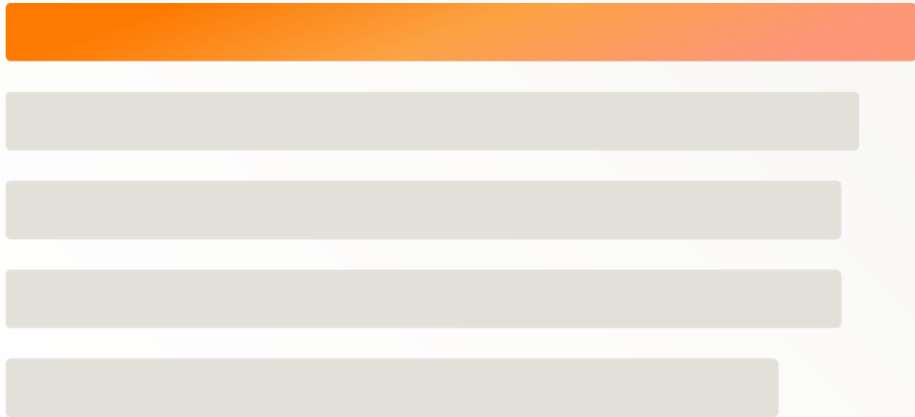
RingCentral is Named a Leader in the 2023 Gartner® Magic Quadrant™ for UCaaS worldwide.



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RingCentral Ranks #1 in 3 Positions In Gartner Critical Capabilities

RingCentral[®]



According to **The 2023 Gartner Critical Capabilities for UCaaS** report

#1

UC with Integrated Contact Center Use Case

#1

Midsized Enterprise Use Case

#1

Telephony Centric/Heavy Organizations Use Case

World Class Reliability

Q3'18

Q4'18

Q1'19

Q2'19

Q3'19

Q4'19

Q1'20

Q2'20

99.999%

Q3'20

Q4'20

Q1'21

Q2'21

Q3'21

Q4'21

Q1'22

Q2'22

**less than 6 mins of annual downtime
for 24 straight quarters**

Q3'22

Q4'22

Q1'23

Q2'23

Q3'23

Q4'23

Q1'24

Q2'24

Open Platform and Deep Integrations into Leading Applications

Seamless integration with commonly used customer workflows is a key differentiator

150+ Integrations for Productivity



Microsoft Teams



110+ Integrations for CRMs



40+ Integrations for Financial Services



THETA LAKE



voyc



callcabinet

20+ Integrations for Healthcare



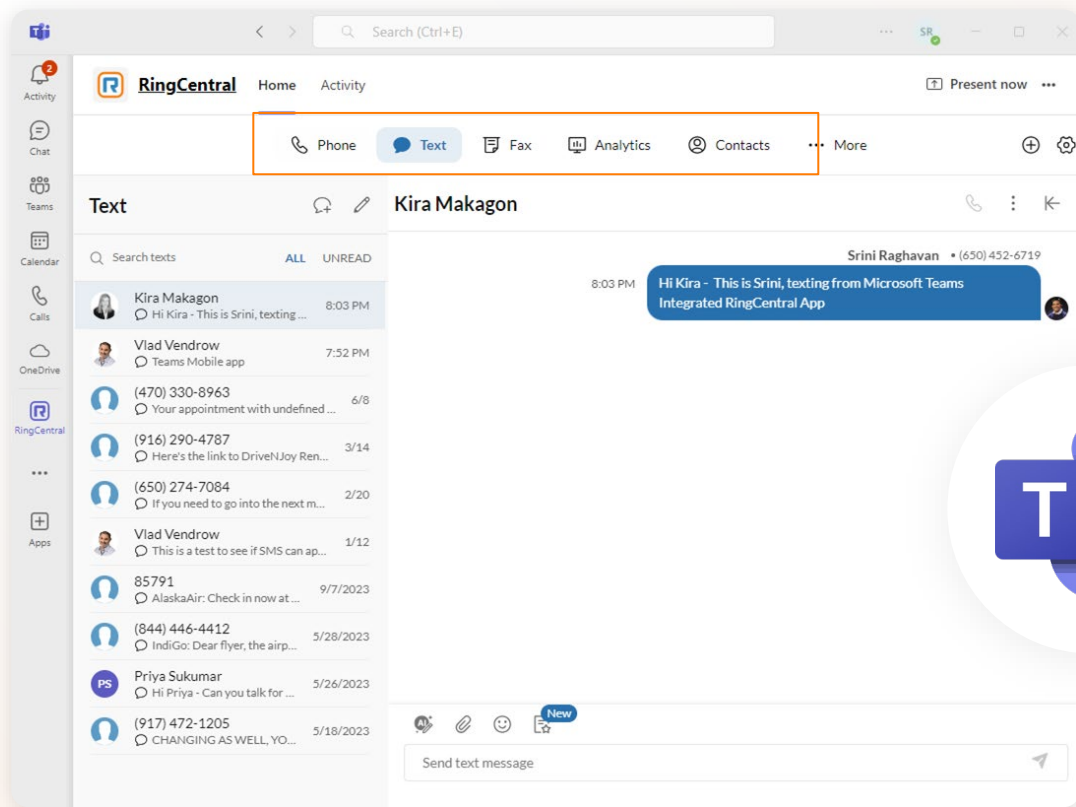
Cerner



ChronicCareIQ



Strong Microsoft Teams Integration



Mission critical service reliability

Advanced call controls & queue mgmt

Native SMS & Fax

Advanced voice analytics

Wider global footprint



AI-first New Products RingCX, RingCentral Events, and RingSense for Sales are Growth Drivers

Multi-product portfolio benefits:

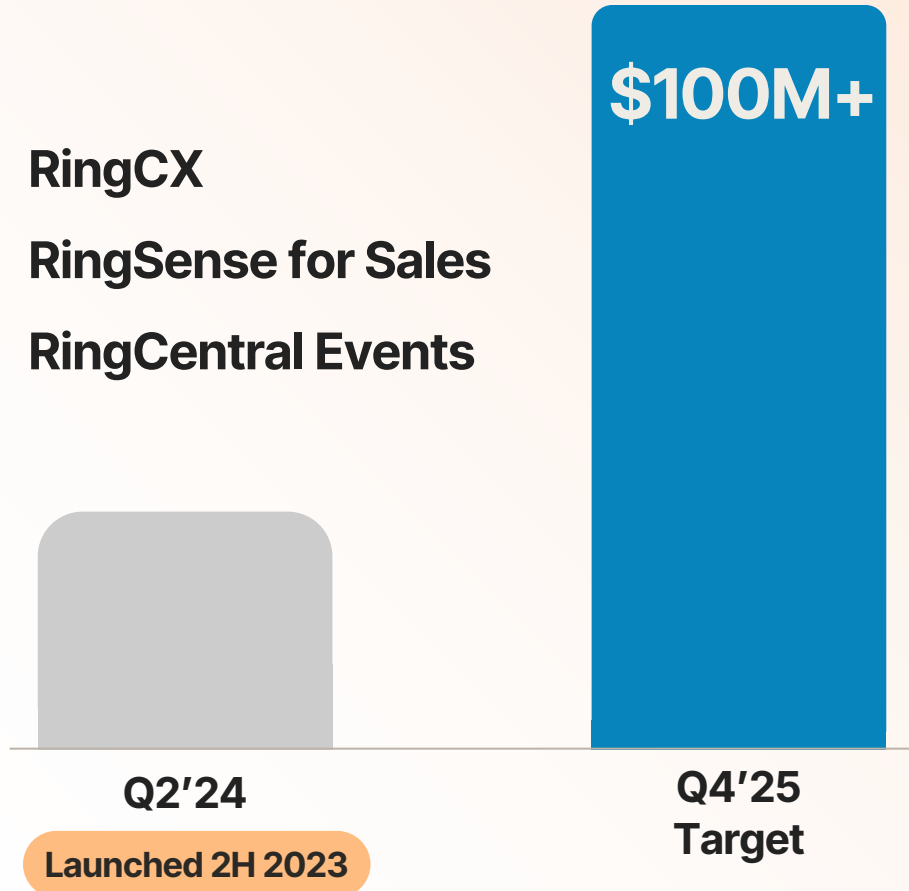
1 Attract new customers

2 Increase wallet share with existing customers

3 Increase retention

New products include RingCX, RingSense for Sales and RingCentral Events

Annualized Recurring Revenue



For illustrative purposes only. Not to scale.

Contact Center Portfolio Meets Diverse Needs Across Business of all Sizes, Use Cases, and Budgets

RingCentral Contact Center

Complex Use Cases

Integrated WEM

Customer Journey Analytics

Unique Integration Between Leading UCaaS & CCaaS

RingEX

Global Leader in Enterprise Cloud Voice



Tightly Integrated Across CCaaS Offerings

RingCentral RingCX

Native

AI-First Omnichannel CC

Easy to Use & Deploy

Disruptive Pricing

RingCX Demonstrating Strong Early Traction

The Aragon Research Globe™ for the Intelligent Contact Center SMB, 2024

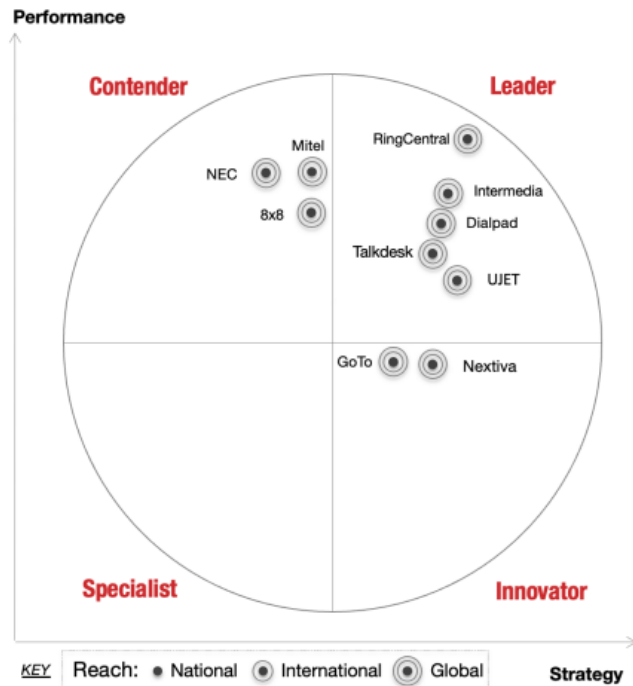
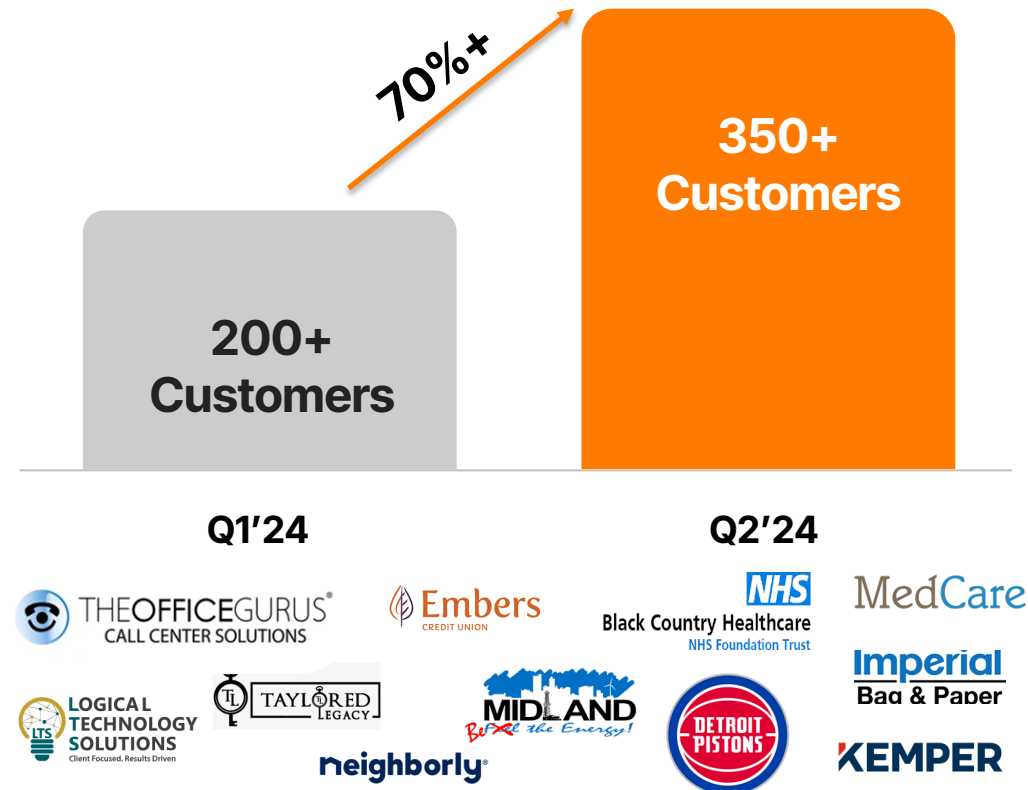


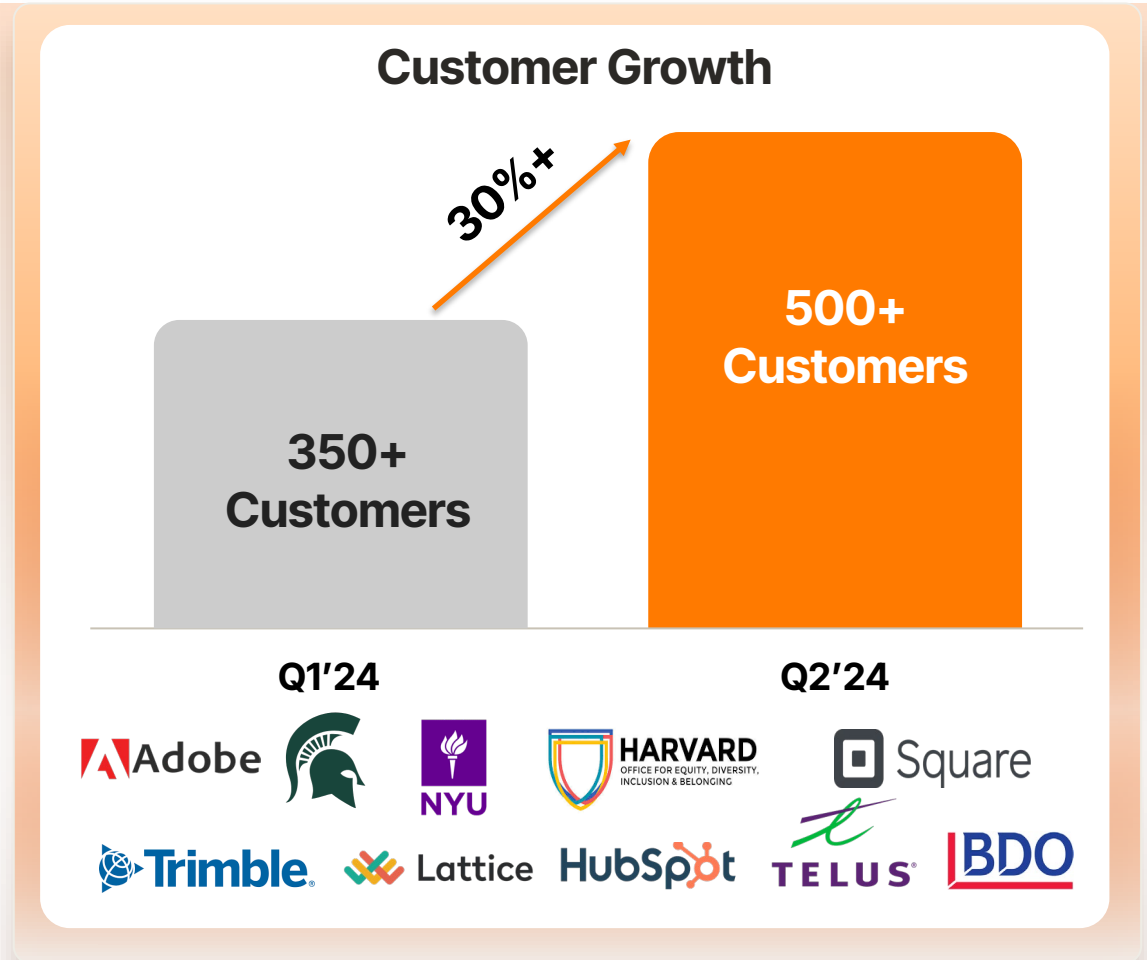
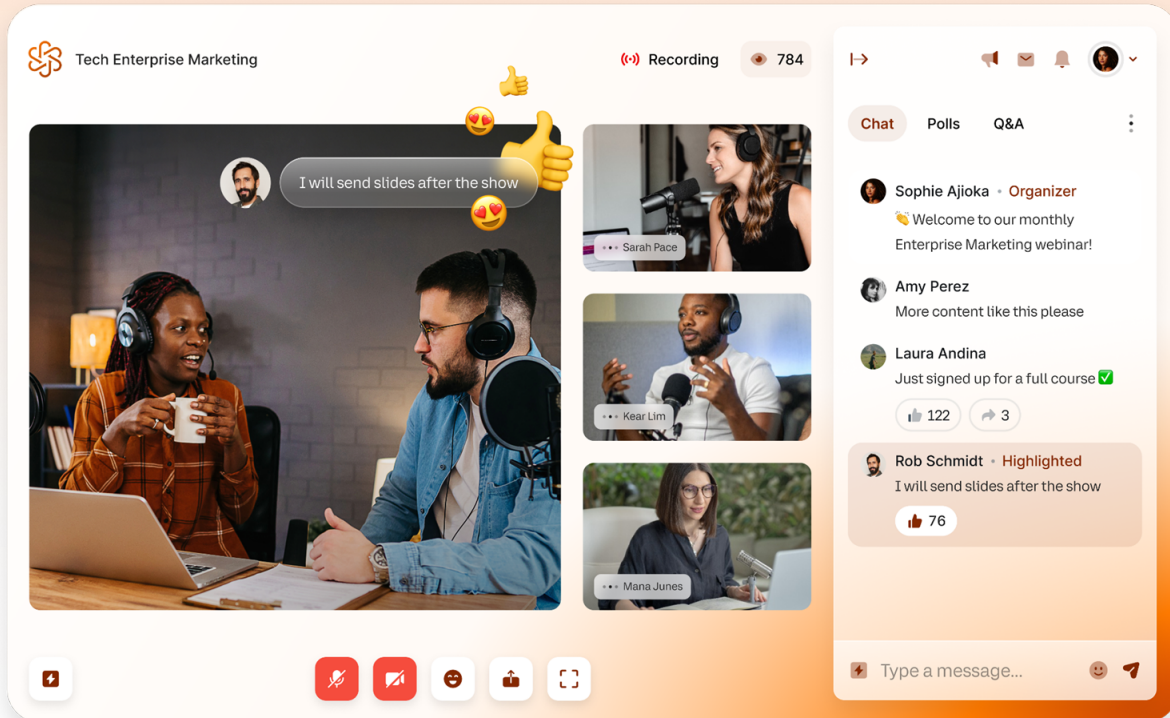
Figure 4: The Aragon Research Globe for Intelligent Contact Center SMB, 2024.

Customer Growth



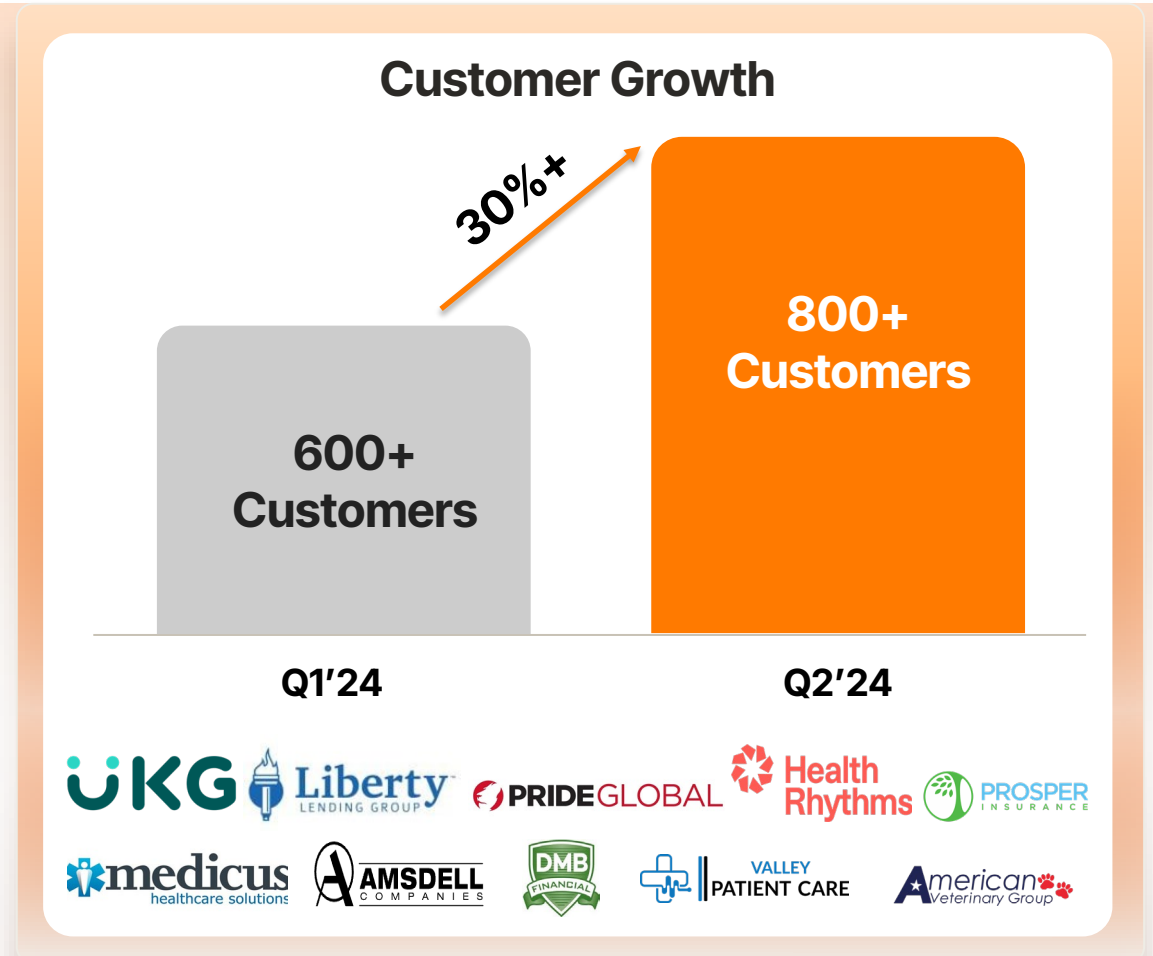
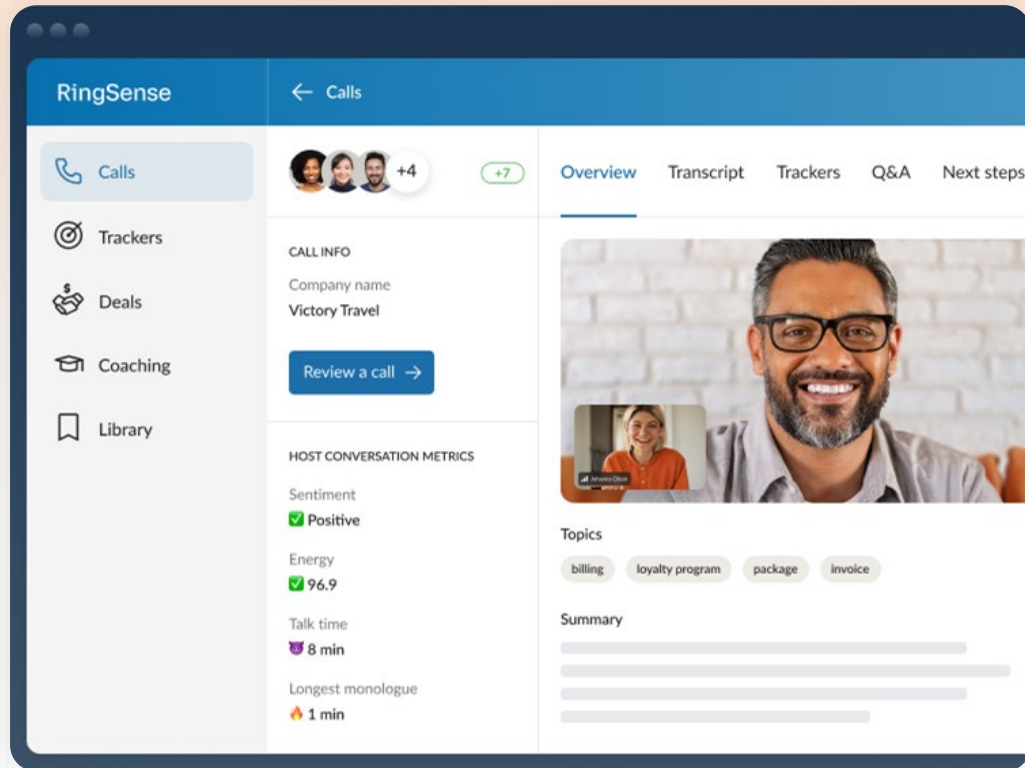
Natively Integrated with RingEX | AI-First Omnichannel CC | Easy to Use and Deploy | Disruptive Pricing

RingCentral Events Growth Led by Marquee Customers



Virtual, Hybrid and Onsite | Highly Personalized | AI-Powered | Disruptive Pricing

RingSense for Sales Customer Growth Up Solidly



AI-Powered Coaching | Natively Integrated with RingEX | Deep Integrations with CRMs | Disruptive Pricing

RingSense AI Platform Monetization Strategy

Category	Product Name	Pricing	Customer Traction
Quality Management	RingSense for RingCX	\$30/user/month	60%+ of 2Q24 \$1M+ TCV deals included Quality Management
Revenue Intelligence	RingSense for Sales	\$60/user/month	800+ Customers
Personal Assistant	RingSense for RingEX	Improve retention	Closed Beta

Strong & Differentiated GTM

Large Direct Salesforce

RingCentral[®]

Resold by Many Top Service Providers



Now selling RingCX

Larger Partner and Reseller Network

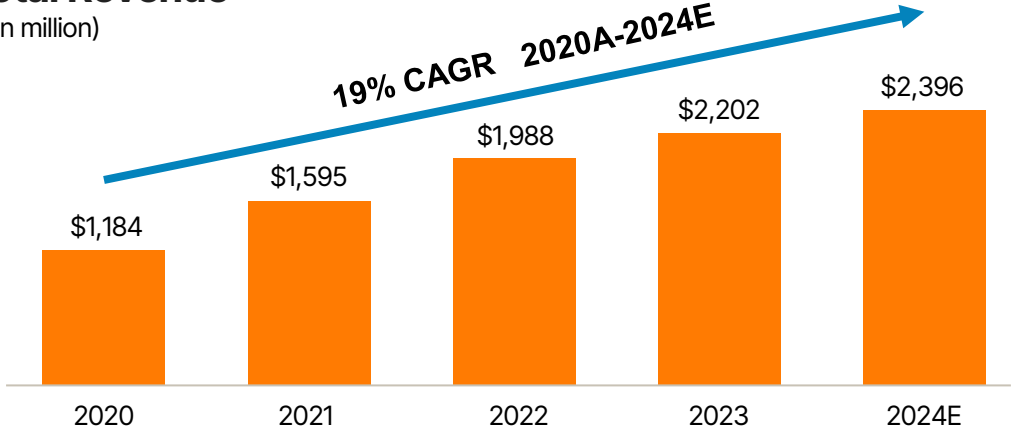


Financial Highlights

Strong Financial Profile⁽¹⁾

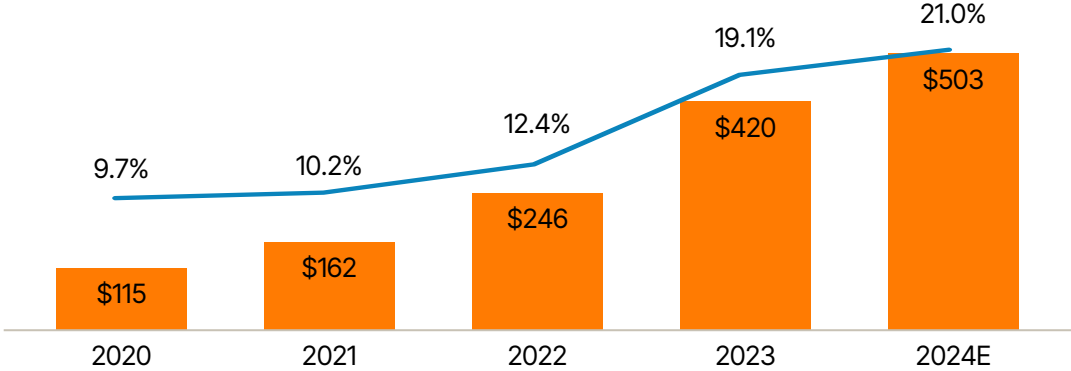
Total Revenue

(\$ in million)



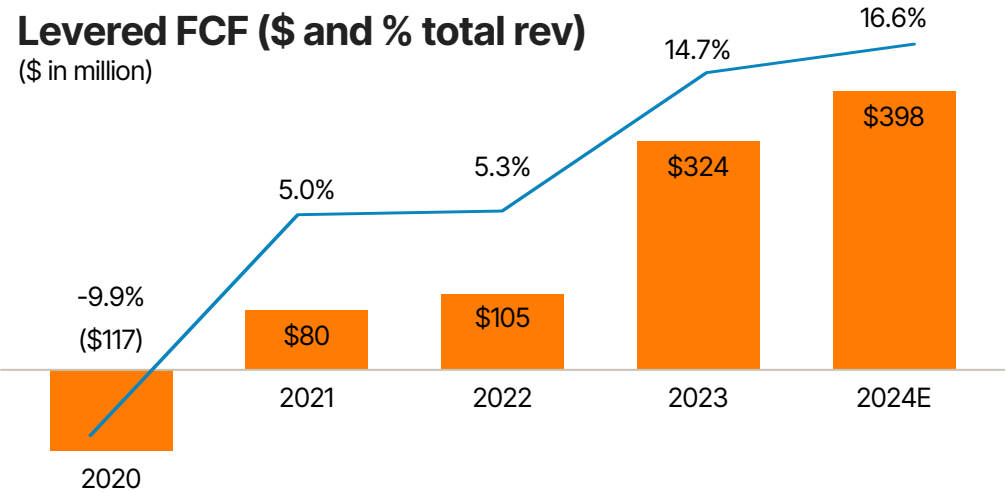
Operating Profit (\$ and % total rev)

(\$ in million)

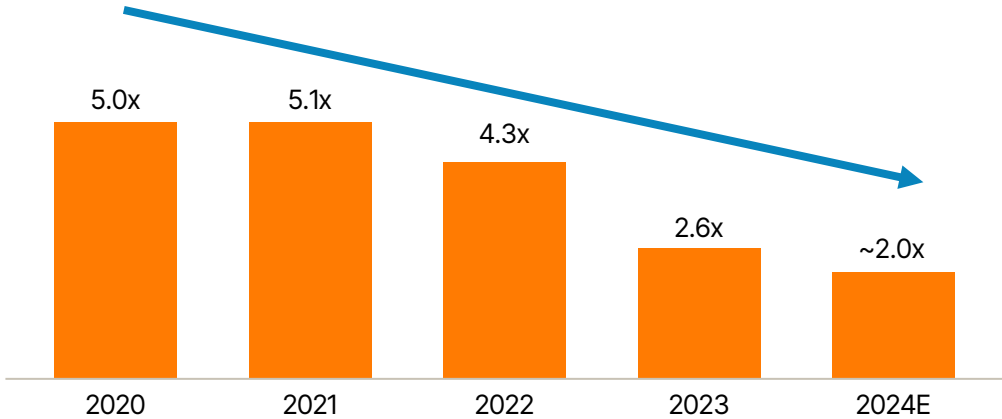


Levered FCF (\$ and % total rev)

(\$ in million)



Net Debt to Adj. EBITDA

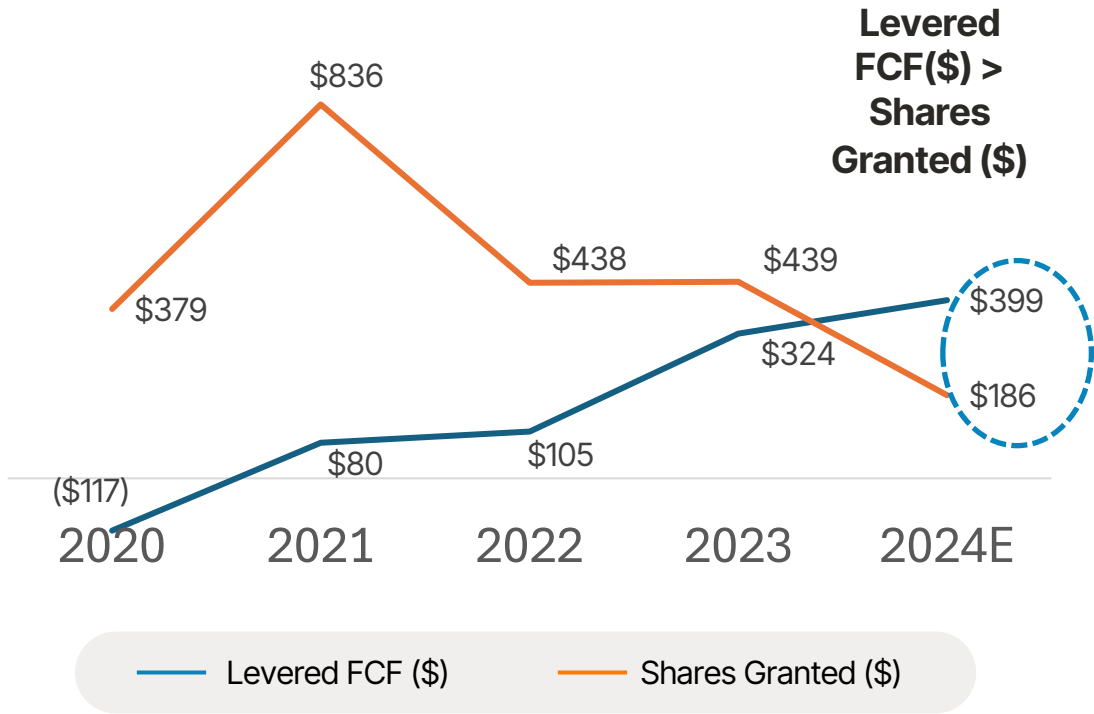


(1) 2024E represents midpoint of guidance for total revenue, operating profit and levered free cash flow as of September 3, 2024.

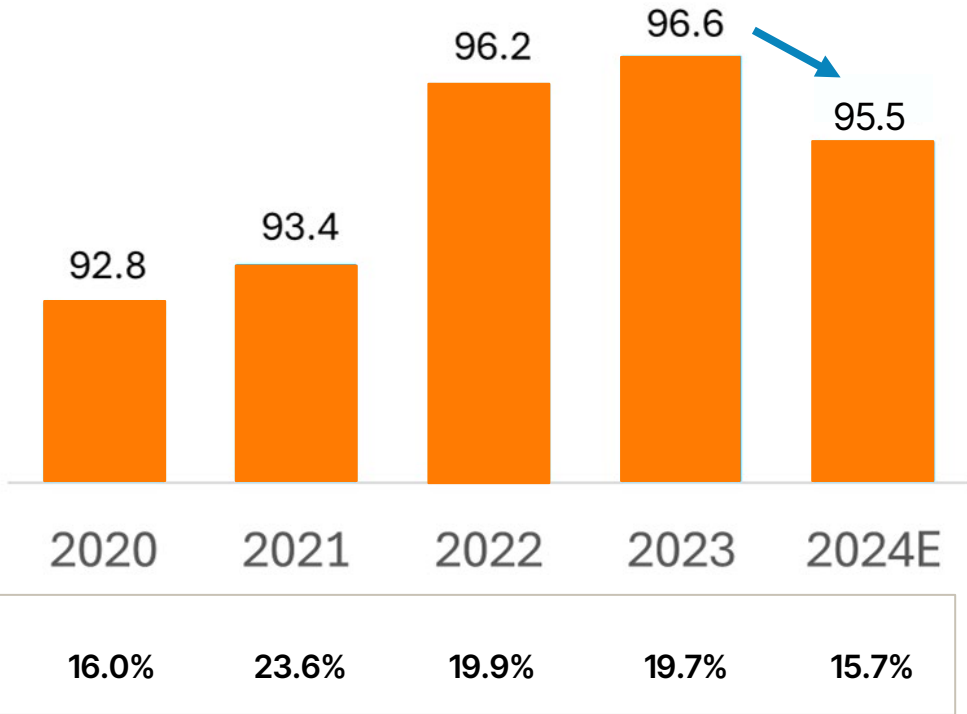
Expanding FCF While Reducing SBC and Share Count

Levered FCF vs. Shares Granted (\$)¹

(\$ in million)



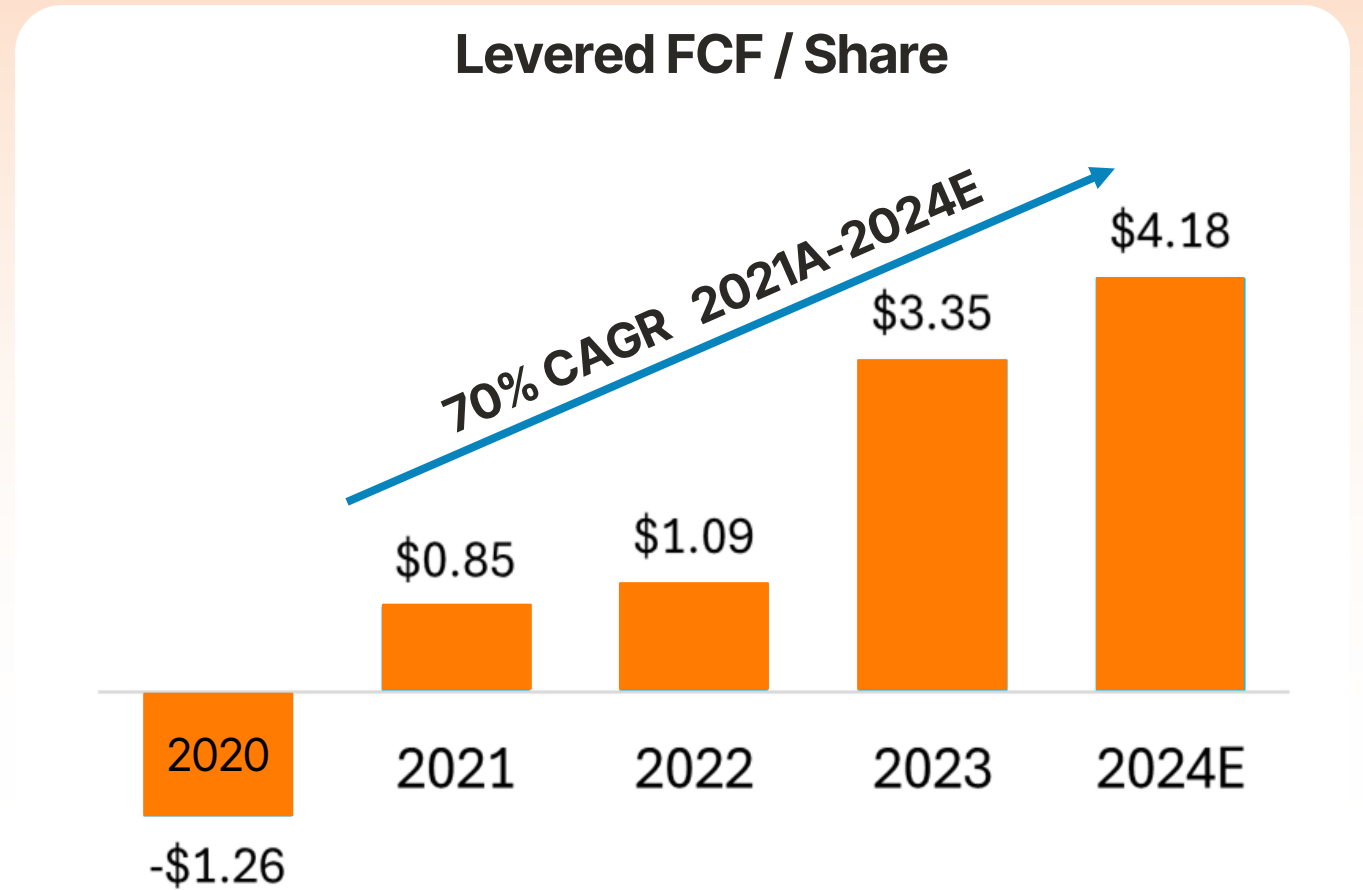
Fully Diluted Share Count¹



(1) 2024E represents midpoint of guidance for levered free cash flow, stock-based compensation (SBC) as % of total revenue and fully diluted share count, as of September 3, 2024. Shares Granted (\$) represents actual as of June 30, 2024, calculated as Number of RSU/PSUs granted multiplied by the Weighted Average Grant Date Fair Value Per Share. Note grant refresh cycle takes place in 1H24.

Strong Position in a Large Market with Improving FCF/Share

- ✓ RNG is a Leader in Unified Communications as a Service (UCaaS)
- ✓ UCaaS Opportunity Remains Large
- ✓ New Products Expand TAM & Drive Growth
- ✓ Growth and Efficiency Driving Significant FCF/Share Expansion



2024E based on midpoint of Levered Free Cash Flow and Fully Diluted Share Count guidance as of September 3, 2024.