Smarter, Easier, Trusted Agreements

Q2 Fiscal 2024
Safe Harbor

This presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended, which statements involve substantial risk and uncertainties. All statements contained in this presentation other than statements of historical fact, including statements regarding our future operating results and financial position, our business strategy and plans, market growth and trends, objectives for future operations, and the impact of such assumptions on our financial condition and results of operations are forward-looking statements. Forward-looking statements in this presentation also include, among other things, statements on pages titled “FY2024 Guidance” and “Q3 FY2024 Guidance” in this presentation and any other statements about expected financial metrics, such as revenue, billings, non-GAAP gross margin, non-GAAP diluted weighted-average shares outstanding, and non-financial metrics, such as customer growth, as well as statements related to our expectations regarding our growth, and our intention to repurchase up to an additional $300 million of our common stock, including the expected timing, duration, volume and nature of such stock repurchase program. Forward-looking statements generally relate to future events or our future financial or operating performance. In some cases, you can identify forward-looking statements because they contain words such as “may,” “will,” “should,” “expects,” “plans,” “anticipates,” “could,” “intends,” “target,” “projects,” “contemplates,” “believes,” “estimates,” “predicts,” “potential,” or “continue” or the negative of these words or other similar terms or expressions that concern our expectations, strategy, plans or intentions.

Forward-looking statements contained in this presentation include, but are not limited to, statements about: our expectations regarding global macro-economic conditions, including the effects of inflation, rising and fluctuating interest rates, instability in the global banking sector, and market volatility on the global economy; our ability to estimate the size and growth of our total addressable market; our ability to successfully implement and integrate executive management transitions; uncertainties regarding the impact of general economic and market conditions, including as a result of regional and global conflicts; our ability to successfully manage and maintain new and existing information technology systems, including our ERP system; and our ability to maintain proper and effective internal controls.

Additional risks and uncertainties that could affect our financial results are included in the sections titled “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our annual report on Form 10-K for the fiscal year ended January 31, 2023 filed on March 27, 2023, our quarterly report on Form 10-Q for the quarter ended July 31, 2023, which we expect to file on September 7, 2023 with the Securities and Exchange Commission (the “SEC”), and other filings that we make from time to time with the SEC. The forward-looking statements made in this presentation relate only to events as of the date on which such statements are made. We undertake no obligation to update any forward-looking statements after the date of this presentation or to conform such statements to actual results or revised expectations, except as required by law.

the sufficiency of our cash, cash equivalents and capital resources to satisfy our liquidity needs; limitations on us due to obligations we have under our credit facility or other indebtedness; our ability to realize the anticipated benefits of our stock repurchase program; our failure or the failure of our software to comply with applicable industry standards, laws and regulations; our ability to obtain high-quality customer support; our ability to attract large organizations as users; our ability to maintain our corporate culture; our ability to successfully implement and maintain new and existing information technology systems, including our ERP system; and our ability to maintain proper and effective internal controls.
To supplement our consolidated financial statements, which are prepared and presented in accordance with GAAP, we use certain non-GAAP financial measures, as described below, to understand and evaluate our core operating performance. These non-GAAP financial measures, which may be different than similarly-titled measures used by other companies, are presented to enhance investors' overall understanding of our financial performance and should not be considered a substitute for, or superior to, the financial information prepared and presented in accordance with GAAP.

We believe that these non-GAAP financial measures provide useful information about our financial performance, enhance the overall understanding of our past performance and future prospects, and allow for greater transparency with respect to important metrics used by our management for financial and operational decision-making. We present these non-GAAP measures to assist investors in seeing our financial performance using a management view, and because we believe that these measures provide an additional tool for investors to use in comparing our core financial performance over multiple periods with other companies in our industry. However, these non-GAAP measures are not intended to be considered in isolation from, a substitute for, or superior to our GAAP results.

Non-GAAP gross profit, non-GAAP gross margin, non-GAAP operating expenses, non-GAAP income from operations, non-GAAP operating margin, non-GAAP net income and non-GAAP net income per share: We define these non-GAAP financial measures as the respective GAAP measures, excluding expenses related to stock-based compensation, employer payroll tax on employee stock transactions, amortization of acquisition-related intangibles, amortization of debt discount and issuance costs, fair value adjustments to strategic investments, executive transition costs, lease-related impairment and lease-related charges, restructuring and other related charges, as these costs are not reflective of ongoing operations and, as applicable, other special items. The amount of employer payroll tax-related items on employee stock transactions is dependent on our stock price and other factors that are beyond our control and do not correlate to the operation of the business. When evaluating the performance of our business and making operating plans, we do not consider these items (for example, when considering the impact of equity award grants, we place a greater emphasis on overall stockholder dilution rather than the accounting charges associated with such grants). We believe it is useful to exclude these expenses in order to better understand the long-term performance of our core business and to facilitate comparison of our results to those of peer companies and over multiple periods. In addition to these exclusions, we subtract an assumed provision for income taxes to calculate non-GAAP net income. We utilize a fixed long-term projected tax rate in our computation of the non-GAAP income tax provision to provide better consistency across the reporting periods. For fiscal 2023 and fiscal 2024, we have determined the projected non-GAAP tax rate to be 20%.

Free cash flow: We define free cash flow as net cash provided by operating activities less purchases of property and equipment. We believe free cash flow is an important liquidity measure of the cash that is available (if any), after purchases of property and equipment, for operational expenses, investment in our business, and to make acquisitions. Free cash flow is useful to investors as a liquidity measure because it measures our ability to generate or use cash in excess of our capital investments in property and equipment. Once our business needs and obligations are met, cash can be used to maintain a strong balance sheet and invest in future growth.

Billings: We define billings as total revenues plus the change in our contract liabilities and refund liability less contract assets and unbilled accounts receivable in a given period. Billings reflects sales to new customers plus subscription renewals and additional sales to existing customers. Only amounts invoiced to a customer in a given period are included in billings. We believe billings is a key metric to measure our periodic performance. Given that most of our customers pay in annual installments one year in advance, but we typically recognize a majority of the related revenue ratable over time, we use billings to measure and monitor our ability to provide our business with the working capital generated by upfront payments from our customers.

For a reconciliation of these non-GAAP financial measures to the most directly comparable GAAP financial measure, please see “Reconciliation of GAAP to Non-GAAP Financial Measures” below.
At a glance

Market leadership

World’s #1 e-Signature solution

Customer base

1.44M

Across all industries, segments, and geos

Large market opportunity

~$50B_TAM

Broader DocuSign opportunity
(before and after signing)

Q2 FY24³ performance

$688M
Revenue (26% Int’l)
11% Y/Y growth

$711M
Billings
10% Y/Y growth

25%
Operating Margin
(Non-GAAP)

102%
Dollar Net Retention⁴

(1) As of July 31, 2023.
(2) DocuSign estimate combining commissioned third-party research with internal customer count, pricing and spending data.
(3) For the fiscal quarter ended July 31, 2023.
(4) Compares the annual recurring revenue, or ARR, for active subscription contracts from Direct customers at two period end dates. To calculate our dollar-based net retention rate at the end of the base year (e.g., July 31, 2023), we first identify customers that were customers at the end of the prior year (e.g., July 31, 2022) and then divide the ARR attributed to those customers at the end of the base year by the ARR attributed to those same customers at the end of the prior year. The quotient obtained from this calculation is the dollar-based net retention rate. For clarity, we do not include customers serviced via our Digital channel in this metric.
Agreements are the foundation of doing business
But agreement processes are manual & disconnected

Business Process

- CRM Lead to Cash
- ERP Procure to Pay
- ERP Design to Operate
- HCM Hire to Retire

Agreement Process

- Error-prone
- Disconnected
- Time-consuming
- Manual
- Not-sustainable

AGREEMENT GAP
True transformation of the agreement process means going beyond the signature.
DocuSign unlocks the data that lives in agreements.
Redefining how the world comes together and agrees

**Smarter**
- Personalized document generation
- Dynamic agreement
- Intelligent analytics and insights

**Easier**
- Send and sign anytime, from practically anywhere
- Faster time to value, efficiency
- Extend with integrations and customization

**Trusted**
- Highest level of assurance
- Support full range of functional areas/industries
- Superior security toolset, intelligent threat detection
Industry Leading Portfolio Lineup Across the Agreement Process

**eSignature**
The world’s #1 way to sign electronically

Editions range from personal to enterprise use

**eSignature add-ons**
Enhanced options for any agreement scenario

Add-ons include support for identity verification, web forms, monitor, payments, SMS delivery, notarization, API integrations and industry and country-specific capabilities

**CLM**
Top Rated Contract Lifecycle Management, for workflows before & after the signature

Gen, CLM Essentials, CLM and CLM+

---

**Ecosystem**

ISVs / Systems Integrators / Resellers / Developers

**Platform**

Repository / Search / Object Model / AI / API / Monitor / Admin Tools
Market leader with large untapped opportunity

TAM¹

$50B

eSign Addons + CLM

$25B

Sign

$25B

¹ DocuSign estimate combining commissioned third-party research with internal customer count, pricing and spending data
Across all verticals

The world’s leading brands trust DocuSign
Why DocuSign continues to win

// Comprehensive
Most Applications
15+ applications span the entire agreement process

Most Integrations
400+ prebuilt integrations with the systems where work gets done

Award-Winning API
1,000+ customer-built integrations

// Innovative
Category Leader
e-signature pioneer, with 750+ product innovations delivered

Scaled Solutions
Designing, delivering, and supporting technologies across agreement workflows

Leading Platform Tech\(^4\)
Architected to power industry leading to over 99.9% uptime

// Trusted
1.44M Customers
and more than a billion users\(^1\).
Global leader in e-signature across 180+ countries

Security & Privacy
FedRamp, GDPR, BCR, ISO27001

Purpose-Built Security
Proactive Threat Detection; 24/7 Activity Tracking; Enhanced ID Verification

// Simple
Faster
43% completed in < 15 minutes; 78% in < 1 day\(^2\)

Net Promoter Score 67\(^3\)
Delighting our customers

High Value
Delivers immediate ROI

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(1) As of July 31, 2023
(2) In FY 2023, 78% of all Successful Transactions on our platform were completed in less than 24 hours and 43% within 15 minutes—compared to the days or weeks common to traditional methods.
(3) In-Product Net Promoter Score for FY2023, which is measured by DocuSign for customers and users of the eSignature product(s). The NPS is an index ranging from -100 to 100 that measures the willingness to recommend a company’s products or services to others.
(4) For the fiscal year ending January 31, 2023
Investing in international growth

17% y/y Int’l Revenue Growth (Q2 FY24)¹

26% of Total Revenue (Q2 FY24)¹

(¹) For the fiscal quarter ended July 31, 2023 compared to same period a year ago.

Market Prioritization & Investment

Tier 1: Market Leader
- Primary market focus for Direct GTM investment
- Fully localized digital experience
- Targeted investment in Resell partners

Tier 2: Seed and Grow
- High potential investment countries
- Seed with targeted direct investments, localized sales & support through partner and digital

Tier 3: Digital & Emerging
- Digital First strategy
- Indirect selling via key resellers

Digital - 180+ Countries
Direct - Focus 8

(1)  For the fiscal quarter ended July 31, 2023 compared to same period a year ago.
Omni-channel experience throughout the customer journey

- **Signers**: Receiving & signing documents
- **Digital customer**: From receiving to digital
- **Direct customer**: From digital to direct
- **Expand**: From single department to ELA
- **Extend**: Partner integrations from eSignature to Agreement Process

Across all GTM teams

- Accelerate value realization
- Drive ROI
- Fuel future growth
- Increase net retention
DocuSign partner ecosystem

Comprehensive network of cloud, service, and reseller partners

**ISVs**
(and 350+ more)

**Systems Integrators**
500+ certified professionals across 10+ global & regional SIs

**Resellers**
140+ resellers extend our reach, helping customers agree in 40+ countries

Logos: Salesforce, Microsoft, SAP, Google, Workday, ServiceNow, Deloitte, Simplifi, Spaulding Ridge, ATG, INDRAM, CDW, Carahsoft, Insight
Financial Review
How customers buy from us

Prepaid Model

Multi-Factor Subscription Model

Volume Capacity
Pre-Set # of Envelopes

Seat Based
Contract per user

Add-on Functionality
Multiple levels of add-on functionality

Dollar Weighted Average Contract Length¹

36% >12 month duration

18 months

64% ≤12 month duration

(¹) Rolling 4-quarter average through fiscal quarter ended July 31, 2023.
Total Revenue growth

Y/Y Growth

Q2FY23: $622 (22%)
Q3FY23: $645 (18%)
Q4FY23: $660 (14%)
Q1FY24: $661 (12%)
Q2FY24: $688 (11%)

(Fiscal quarter ended July 31, 2023.)

Revenue Contribution

Direct v. Digital

87% Web & Mobile (Digital)
13% Ent, Commercial & SMB (Direct)

Subscription Revenue growth

Y/Y Growth

23%  18%  14%  12%  11%

($m)

Q2FY23  $605  Q3FY23  $624  Q4FY23  $644  Q1FY24  $639  Q2FY24  $669

Revenue Contribution
Subscription v. Pro Serve and Other

97%
3%

Billings$^1$ growth

Rolling 4-Q Y/Y growth$^2$

(\$m) | Q2FY23 | Q3FY23 | Q4FY23 | Q1FY24 | Q2FY24
---|---|---|---|---|---
$648 | $659 | $739 | $675 | $711

(1) Billings = total revenues plus the change in contract liabilities and refund liability less contract assets and unbilled accounts receivable in a given period. Please see Appendix for non-GAAP reconciliation.

(2) Rolling 4-quarter year over year growth rate is used to smooth out the quarterly variability in the billings number.
Large and expanding customer base

<table>
<thead>
<tr>
<th>Total customers</th>
<th>Enterprise &amp; Commercial customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2FY23 1.28M</td>
<td>Q2FY23 191k</td>
</tr>
<tr>
<td>Q3FY23 1.32M</td>
<td>Q3FY23 202k</td>
</tr>
<tr>
<td>Q4FY23 1.35M</td>
<td>Q4FY23 211k</td>
</tr>
<tr>
<td>Q1FY24 1.40M</td>
<td>Q1FY24 220k</td>
</tr>
<tr>
<td>Q2FY24 1.44M</td>
<td>Q2FY24 226k</td>
</tr>
</tbody>
</table>

(1) Comprised of customers who were not acquired through our self-service channel.
Cohort and large customer base

Cohort analysis

Customers with >$300K in ACV

FY18 FY19 FY20 FY21 FY22 FY23 Q2FY24

Q2FY23 Q3FY23 Q4FY23 Q1FY24 Q2FY24

992 1,052 1,080 1,063 1,047

(1) ACV = Annualized Contract Value
Expansion rates are moderating at scale

Dollar Net Retention

Q2FY23 110%  Q3FY23 108%  Q4FY23 107%  Q1FY24 105%  Q2FY24 102%

(1) Compares the annual recurring revenue, or ARR, for active subscription contracts from Direct customers at two period end dates. To calculate our dollar-based net retention rate at the end of the base year (e.g., July 31, 2023), we first identify customers that were customers at the end of the prior year (e.g., July 31, 2022) and then divide the ARR attributed to those customers at the end of the base year by the ARR attributed to those same customers at the end of the prior year. For the full year periods, we use January 31 as the base year and compare the customer set to customers at the end of the prior year. The quotient obtained from this calculation is the dollar-based net retention rate. For clarity, we do not include customers serviced via our Digital channel in this metric.
Expenses as a % of revenue

Non-GAAP S&M\(^1\)
- Q2FY23: 41% ($257)
- Q3FY23: 39% ($250)
- Q4FY23: 37% ($244)
- Q1FY24: 35% ($230)
- Q2FY24: 35% ($238)

Non-GAAP R&D\(^1\)
- Q2FY23: 14% ($84)
- Q3FY23: 12% ($79)
- Q4FY23: 13% ($84)
- Q1FY24: 12% ($77)
- Q2FY24: 13% ($89)

Non-GAAP G&A\(^1\)
- Q2FY23: 9% ($55)
- Q3FY23: 9% ($61)
- Q4FY23: 9% ($61)
- Q1FY24: 10% ($64)
- Q2FY24: 10% ($68)

(1) $ in millions. Margins are as % of revenue.
Please see Appendix slides for non-GAAP reconciliation.
Maintaining leverage while investing in growth

Non-GAAP Gross Margin

Subscription Gross Margin

Total Gross Margin

Headcount

(1) Margins are as % of revenue.
Please see Appendix for GAAP to non-GAAP reconciliation.
(2) As of July 31, 2022 and 2023.
Operating leverage and cash flow

Non-GAAP Operating Income\(^1\)
- Q2FY23: $112
- Q3FY23: $147
- Q4FY23: $155
- Q1FY24: $176
- Q2FY24: $170

Operating Cash Flow\(^1\)
- Q2FY23: $121
- Q3FY23: $53
- Q4FY23: $137
- Q1FY24: $234
- Q2FY24: $211

Free Cash Flow\(^2\)
- Q2FY23: $105
- Q3FY23: $36
- Q4FY23: $113
- Q1FY24: $215
- Q2FY24: $184

(1) $ in millions. Margins are as % of revenue.
(2) FCF calculated as Operating Cash Flow CapEx. Please see Appendix for calculation. Please see Appendix slides for non-GAAP reconciliation.
# Q3 FY2024 Guidance

<table>
<thead>
<tr>
<th>(in millions, except percentages)</th>
<th>Q3 Fiscal 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total revenue</td>
<td>$687 – $691</td>
</tr>
<tr>
<td>Subscription revenue</td>
<td>$669 – $673</td>
</tr>
<tr>
<td>Billings</td>
<td>$668 – $678</td>
</tr>
<tr>
<td>Non-GAAP gross margin</td>
<td>$81% – 82%</td>
</tr>
<tr>
<td>Non-GAAP operating margin</td>
<td>22% – 23%</td>
</tr>
<tr>
<td>Non-GAAP diluted weighted-average shares o/s</td>
<td>207 – 212</td>
</tr>
</tbody>
</table>
## FY2024 Guidance

<table>
<thead>
<tr>
<th>(in millions, except percentages)</th>
<th>Fiscal 2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total revenue</td>
<td>$2,725 - $2,737</td>
</tr>
<tr>
<td>Subscription revenue</td>
<td>$2,649 - $2,661</td>
</tr>
<tr>
<td>Billings</td>
<td>$2,804 - $2,824</td>
</tr>
<tr>
<td>Non-GAAP gross margin</td>
<td>81% - 82%</td>
</tr>
<tr>
<td>Non-GAAP operating margin</td>
<td>23% - 24%</td>
</tr>
<tr>
<td>Non-GAAP diluted weighted-average shares o/s</td>
<td>207 - 212</td>
</tr>
</tbody>
</table>
Appendix
## GAAP to Non-GAAP Gross Profit Reconciliation

### Gross Profit (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>GAAP Gross Profit</td>
<td>542,105</td>
<td>485,480</td>
</tr>
<tr>
<td>Add: Stock-based Compensation in Cost of Revenue</td>
<td>20,367</td>
<td>19,472</td>
</tr>
<tr>
<td>Add: Amortization of Acquisition-related Intangibles in Cost of Revenue</td>
<td>2,314</td>
<td>2,403</td>
</tr>
<tr>
<td>Add: Employer Payroll Tax on Employee Stock Transactions in Cost of Revenue</td>
<td>713</td>
<td>530</td>
</tr>
<tr>
<td>Add: Lease-related Impairment and Lease Related Charges</td>
<td>292</td>
<td>265</td>
</tr>
<tr>
<td>• Non-GAAP Gross Profit</td>
<td>565,791</td>
<td>508,150</td>
</tr>
<tr>
<td>GAAP Gross Margin</td>
<td>79%</td>
<td>78%</td>
</tr>
<tr>
<td>Non-GAAP Gross Margin</td>
<td>82%</td>
<td>82%</td>
</tr>
</tbody>
</table>

### Subscription Gross Profit (in thousands)

<table>
<thead>
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<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>GAAP Subscription Revenue</td>
<td>669,367</td>
<td>605,194</td>
</tr>
<tr>
<td>Less: GAAP Subscription Cost of Revenue</td>
<td>116,185</td>
<td>107,931</td>
</tr>
<tr>
<td>• GAAP Subscription Gross Profit</td>
<td>553,182</td>
<td>497,263</td>
</tr>
<tr>
<td>Add: Stock-based Compensation in Subscription Cost of Revenue</td>
<td>13,081</td>
<td>12,994</td>
</tr>
<tr>
<td>Add: Amortization of Acquisition-related Intangibles in Subscription Cost of Revenue</td>
<td>2,314</td>
<td>2,403</td>
</tr>
<tr>
<td>Add: Employer Payroll Tax on Employee Stock Transactions in Subscription Cost of Revenue</td>
<td>713</td>
<td>530</td>
</tr>
<tr>
<td>Add: Lease-related Impairment and Lease Related Charges</td>
<td>292</td>
<td>265</td>
</tr>
<tr>
<td>• Non-GAAP Subscription Gross Profit</td>
<td>569,248</td>
<td>513,186</td>
</tr>
<tr>
<td>GAAP Subscription Gross Margin</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>Non-GAAP Subscription Gross Margin</td>
<td>85%</td>
<td>85%</td>
</tr>
</tbody>
</table>
## GAAP to Non-GAAP Operating Gain / (Loss) and Free Cash Flow Reconciliation

### Adjusted Operating Gain / (Loss) (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>GAAP Operating Income (Loss)</td>
<td>6,612</td>
<td>(41,090)</td>
</tr>
<tr>
<td>Add: Stock-based compensation</td>
<td>151,673</td>
<td>141,207</td>
</tr>
<tr>
<td>Add: Amortization of acquisition-related intangibles</td>
<td>4,944</td>
<td>5,033</td>
</tr>
<tr>
<td>Add: Employer payroll tax on employee stock transactions</td>
<td>4,046</td>
<td>3,385</td>
</tr>
<tr>
<td>Add: Restructuring and other related charges</td>
<td>811</td>
<td>—</td>
</tr>
<tr>
<td>Executive transitions costs</td>
<td>—</td>
<td>1,804</td>
</tr>
<tr>
<td>Add: Lease-related impairment and lease-related charges</td>
<td>1,784</td>
<td>1,828</td>
</tr>
<tr>
<td>• Non-GAAP Operating Income</td>
<td>169,870</td>
<td>112,167</td>
</tr>
<tr>
<td>Operating Margin (GAAP)</td>
<td>1%</td>
<td>(7)%</td>
</tr>
<tr>
<td>Operating Margin (Non-GAAP)</td>
<td>25%</td>
<td>18%</td>
</tr>
</tbody>
</table>

### Free Cash Flow (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>Net Cash Provided by Operating Activities</td>
<td>211,016</td>
<td>120,879</td>
</tr>
<tr>
<td>Less: Purchases of Property, Plant, and Equipment</td>
<td>(27,379)</td>
<td>(15,404)</td>
</tr>
<tr>
<td>• Non-GAAP Free Cash Flow</td>
<td>183,637</td>
<td>105,475</td>
</tr>
<tr>
<td>Free Cash Flow Margin</td>
<td>27%</td>
<td>17%</td>
</tr>
<tr>
<td>Net Cash Used in Investing Activities</td>
<td>(64,723)</td>
<td>(83,338)</td>
</tr>
<tr>
<td>Net Cash Used in Financing Activities</td>
<td>(69,347)</td>
<td>(35,453)</td>
</tr>
</tbody>
</table>
## GAAP to Non-GAAP Operating Expenses Reconciliation

### Sales & Marketing (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>GAAP Sales &amp; Marketing</td>
<td>294,838</td>
<td>323,582</td>
</tr>
<tr>
<td>Less: Amortization of Acquisition-related Intangibles in Sales &amp; Marketing</td>
<td>(2,630)</td>
<td>(2,630)</td>
</tr>
<tr>
<td>Less: Employer Payroll Tax on Employee Stock Transactions in Sales &amp; Marketing</td>
<td>(1,400)</td>
<td>(1,683)</td>
</tr>
<tr>
<td>Less: Lease-related Impairment and Lease Related Charges</td>
<td>(815)</td>
<td>(886)</td>
</tr>
<tr>
<td>• Non-GAAP Sales &amp; Marketing</td>
<td>238,430</td>
<td>257,165</td>
</tr>
<tr>
<td>Sales &amp; Marketing as % of Revenue (GAAP)</td>
<td>43%</td>
<td>52%</td>
</tr>
<tr>
<td>Sales &amp; Marketing as % of Revenue (Non-GAAP)</td>
<td>35%</td>
<td>41%</td>
</tr>
</tbody>
</table>

### Research & Development (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>GAAP Research &amp; Development</td>
<td>135,960</td>
<td>126,532</td>
</tr>
<tr>
<td>Less: Stock-based Compensation in Research &amp; Development</td>
<td>(45,151)</td>
<td>(40,978)</td>
</tr>
<tr>
<td>Less: Employer Payroll Tax on Employee Stock Transactions in Research &amp; Development</td>
<td>(1,387)</td>
<td>(868)</td>
</tr>
<tr>
<td>Less: Lease-related Impairment and Lease Related Charges</td>
<td>(381)</td>
<td>(385)</td>
</tr>
<tr>
<td>• Non-GAAP Research &amp; Development</td>
<td>89,041</td>
<td>84,301</td>
</tr>
<tr>
<td>Research &amp; Development as % of Revenue (GAAP)</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Research &amp; Development as % of Revenue (Non-GAAP)</td>
<td>13%</td>
<td>14%</td>
</tr>
</tbody>
</table>

### General & Administrative (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>GAAP General &amp; Administrative</td>
<td>103,884</td>
<td>76,456</td>
</tr>
<tr>
<td>Less: Stock-based Compensation in General &amp; Administrative</td>
<td>(34,592)</td>
<td>(19,539)</td>
</tr>
<tr>
<td>Less: Employer Payroll Tax on Employee Stock Transactions in General &amp; Administrative</td>
<td>(546)</td>
<td>(304)</td>
</tr>
<tr>
<td>Less: Executive transition costs</td>
<td>_</td>
<td>(1,804)</td>
</tr>
<tr>
<td>Less: Lease-related Impairment and Lease Related Charges</td>
<td>(296)</td>
<td>(292)</td>
</tr>
<tr>
<td>• Non-GAAP General &amp; Administrative</td>
<td>68,450</td>
<td>54,517</td>
</tr>
<tr>
<td>General &amp; Administrative as % of Revenue (GAAP)</td>
<td>15%</td>
<td>13%</td>
</tr>
<tr>
<td>General &amp; Administrative as % of Revenue (Non-GAAP)</td>
<td>10%</td>
<td>9%</td>
</tr>
</tbody>
</table>
## Computation of Billings

### Computation of Billings (in thousands)

<table>
<thead>
<tr>
<th></th>
<th>Quarter Ended July 31</th>
<th>Six Months Ended July 31</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2023</td>
<td>2022</td>
</tr>
<tr>
<td>Revenue</td>
<td>687,687</td>
<td>622,184</td>
</tr>
<tr>
<td>Add: Contract Liabilities and Refund Liability, End of Period</td>
<td>1,233,894</td>
<td>1,094,939</td>
</tr>
<tr>
<td>Less: Contract Liabilities and Refund Liability, Beginning of Period</td>
<td>(1,210,965)</td>
<td>(1,074,460)</td>
</tr>
<tr>
<td>Add: Contract Assets and Unbilled Accounts Receivable, Beginning of Period</td>
<td>22,936</td>
<td>18,756</td>
</tr>
<tr>
<td>Billings</td>
<td>711,194</td>
<td>647,724</td>
</tr>
</tbody>
</table>