

LiveVox Investor Overview

November 2022



Forward-Looking Statements; Non-GAAP Information

This presentation does not constitute an offer or invitation for the sale or purchase of securities and has been prepared solely for informational purposes. None of LiveVox Holdings, Inc. (the “Company” or “LiveVox”) or its affiliates has authorized anyone to provide interested parties with additional or different information. The information contained herein does not purport to be all-inclusive or contain all of the information that may be required to make a full analysis of the Company.

This presentation contains certain forward-looking statements within the meaning of Section 27A of the Securities Act and Section 21E of the Exchange Act. These statements may be made directly in this presentation. Some of the forward-looking statements can be identified by the use of forward-looking words. Statements that are not historical in nature, including the words “anticipate,” “expect,” “suggests,” “plan,” “believe,” “intend,” “estimates,” “targets,” “projects,” “should,” “could,” “would,” “may,” “will,” “forecast” and other similar expressions are intended to identify forward-looking statements. All forward-looking statements and projections set forth in this presentation are based upon management estimates and forecasts and reflect the views, assumptions, expectations, and opinions of the Company as of the date of this presentation, and may include, without limitation, changes in general economic conditions, including as a result of COVID-19, all of which are accordingly subject to change. Any such estimates, assumptions, expectations, forecasts, views or opinions set forth in this presentation constitute LiveVox’s judgments and should be regarded as indicative, preliminary and for illustrative purposes only. The forward-looking statements and projections contained in this presentation are subject to a number of factors, risks and uncertainties, some of which are not currently known to LiveVox, that may cause LiveVox’s actual results, performance or financial condition to be materially different from the expectations of future results, performance or financial condition. Although such forward-looking statements and projections have been made in good faith and are based on assumptions that LiveVox believes to be reasonable, there is no assurance that the expected results will be achieved. LiveVox’s actual results may differ materially from the results discussed in forward-looking statements. Each investor must assess and bear the risk of uncertainty inherent in the forward-looking statements in this presentation. The Company discloses important factors that could cause its actual results to differ materially from its expectations in the “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” sections of the Company’s Form 10-Q filed with the Securities and Exchange Commission (“SEC”) on November 8, 2022, Annual Report on Form 10-K filed with the SEC on March 11, 2022, and its other filings with the SEC. These factors include risks or liabilities assumed as a result of our ability to meet financial and operating guidance, ability to achieve financial targets, and successfully manage capital expenditures; risks related to the high level of competition in the cloud contact center industry and the intense competition and competitive pressures from other companies in the industry in which the Company operates; risks related to the Company’s reliance on information systems and the ability to properly maintain the confidentiality and integrity of data; risks related to the occurrence of cyber incidents or a deficiency in cybersecurity protocols; risks related to the ability to obtain third-party software licenses for use in or with the Company’s products; general economic and business conditions; the impact of COVID-19 on LiveVox’s business; risks related to our intellectual property rights, risks related to our ability to secure additional financing on favorable terms, or at all, to meet our future capital needs; increased taxes and surcharges (including Universal Service Fund, whether labeled a “tax,” “surcharge,” or other designation) on our products which may increase our customers’ cost of using our products and/or increase our costs and reduce our profit margins to the extent the costs are not passed through to our customers, and our potential liability for past sales and other taxes, surcharges and fees; changes in government regulation applicable to the collections industry or any failure of us or our customers to comply with existing regulations; changes in base interest rates and significant market volatility on the Company’s business, the Company’s industry and the global economy. Accordingly, you should not place undue reliance on any of the Company’s forward-looking statements. All forward-looking statements speak only as of the date on which such statements are made and the Company undertakes no obligation to correct or update any forward-looking statement, whether as a result of new information, future events or otherwise.

This presentation includes references to non-GAAP financial measures, including but not limited to Gross Margin, EBITDA and Adjusted EBITDA. Please see this presentation for a reconciliation of non-GAAP financial measures. Such non-GAAP measures should be considered only as supplemental to, and not as superior to, or in replacement of, financial measures prepared in accordance with GAAP. Additionally, to the extent that forward-looking non-GAAP financial measures are provided, they are presented on a non-GAAP basis without reconciliations of such forward-looking non-GAAP measures due to the inherent difficulty in forecasting and quantifying certain amounts that are necessary for such reconciliation. While management believes such measures are useful for investors because they allow for greater transparency with respect to key financial metrics, they should not be used as a replacement for financial measures that are in accordance with GAAP.

LiveVox does not, nor does any of its directors, officers, employees, advisors, representatives or agents, make any representation or warranty of any kind, express or implied, as to the accuracy or completeness of the information contained in this presentation, and none of them shall have any liability based on or arising from, in whole or in part, any information contained in, or omitted from, this presentation. This presentation contains information derived from third party sources, including research, surveys or studies conducted by third parties, information provided by customers and/or industry or general publications. While we believe that such third-party information is reliable, we have not independently verified, and make no representation as to the accuracy of, such third-party information. This presentation contains financial forecasts. These projections are for illustrative purposes only and should not be relied upon as being necessarily indicative of future results. Inclusion of the prospective financial information in this presentation should not be regarded as a representation by any person that the results contained in the prospective financial information will be achieved. This presentation contains references to trademarks and service marks belonging to other entities. Solely for convenience, trademarks and trade names referred to in this presentation may appear without the ® or ™ symbols, but such references are not intended to indicate, in any way, that the applicable licensor will not assert, to the fullest extent under applicable law, its rights to these trademarks and trade names. We do not intend our use or display of other companies’ trade names, trademarks or service marks to imply a relationship with, or endorsement or sponsorship of us by, any other companies.

LiveVox Overview

Massive Contact Center Software Market Rapidly Moving to Cloud

- Secular shift to underpenetrated cloud CCaaS providers
- Automation of manual labor spend
- Market evolving from voice-centric to Omnichannel, Analytics, and AI

\$27 Billion
Current

TAM

\$83 Billion
2030+ Estimate

Differentiated Product Strategy

- Purpose-built Contact Center CRM sets LiveVox apart from peers
- Fully integrated Omnichannel, AI, and Analytics
- 100% of customers and product development on Public cloud infrastructure
- Enterprise grade security, compliance and reliability

112%
4 Year Average Net
Revenue Retention¹

KPIs

6.5x
4 Year Average LTV
to CAC¹

Multiple Levers for Growth

- Considerable whitespace within existing customers
- Continue building Brand and Channel partnerships
- AI Adoption is in its early innings
- Credit cycle normalizing

~2x
Product Expansion
Opportunity

Existing
Customer
Whitespace

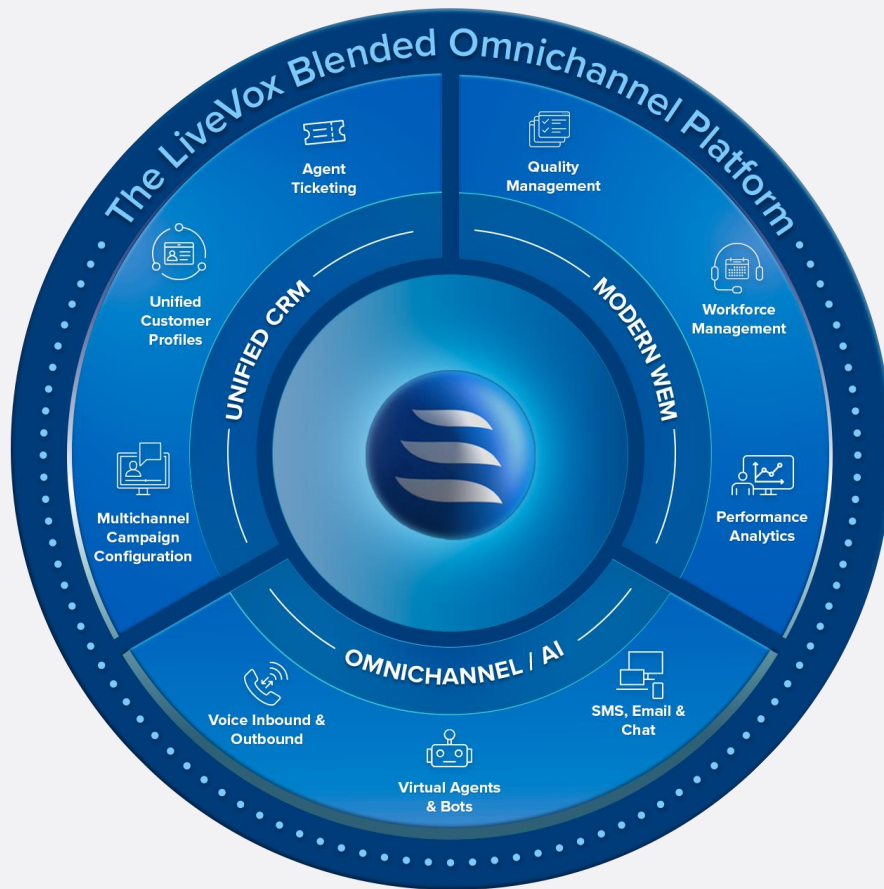
~10x
Seat Count
Opportunity

1. Represents average from 2018-2021

Source: Magellan Solutions Call Center Benchmarking Report, McKinsey.

CCaaS 2.0 - Blended Omnichannel Platform















Enables out-of-the-box solutions that are easy to deploy and optimize.



LiveVox's platform seamlessly integrates blended omnichannel communications, CRM, AI, and WFO in a single pane of glass

- 100% Multi-Tenant platform (i.e., public cloud/AWS) with a modern UX
- Scalable architecture with 400+ open APIs/ETLs to support enterprise-grade deployments
- Voice, omnichannel, and AI are integrated and enable consistent platform-wide reporting and analysis
- Contact Center CRM acts as a data integration tool that complements existing solutions (e.g., Salesforce) or can be deployed standalone
- Pre-configured features and functionality reduce cost, and time to value for customers
- 95% self-configurable by non-IT staff for operational business flexibility

LiveVox Offers a Native Platform – Competitors Rely on Partners

Key Capabilities	LiveVox CCaaS 2.0 	CCaaS Vendors <i>Offer Voice Channels & IVRs</i>   	CRM Platforms <i>Focus on Workflows</i>   	Digital First Platforms <i>Focus on Chat / SMS and/or Social Channels</i>  	WFO Vendors <i>Provide Reports & Data Insight</i>  	UCaaS Providers <i>Offer Back-Office Support & Telephony</i>   
Voice & Messaging	●	●	●	●	●	●
IVR & Self Service	●	●	●	●	●	●
CPaaS & APIs	●	●	●	●	●	●
Contact Management	●	●	●	●	●	●
ETL&Data Management	●	●	●	●	●	●
Workflows & Integration	●	●	●	●	●	●
Agent Experience	●	●	●	●	●	●
Business Intelligence	●	●	●	●	●	●
Collaborate & Connect	●	●	●	●	●	●
Quality Management	●	●	●	●	●	●
Interaction Analytics	●	●	●	●	●	●
AI & Automation	●	●	●	●	●	●

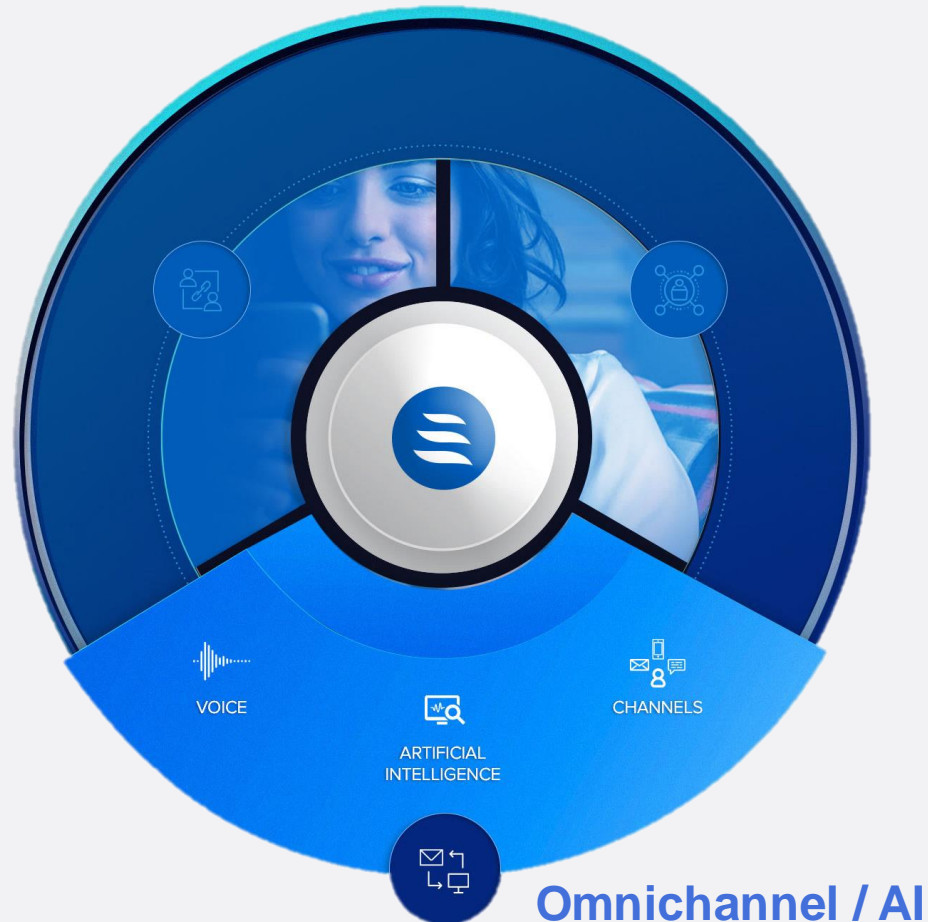
Robust Data Management is Key to Contact Center Operations



Purpose-Built Contact Center CRM

- A central hub for the contact center to interact with channels, applications, and data
- Designed to enable easy push/pull of data from other CRMs and systems of record
- Draws insight through a combination of structured & unstructured data
- AI and other platform applications are pre-configured out of the box
- Third-party systems are easy to integrate and low cost for customers

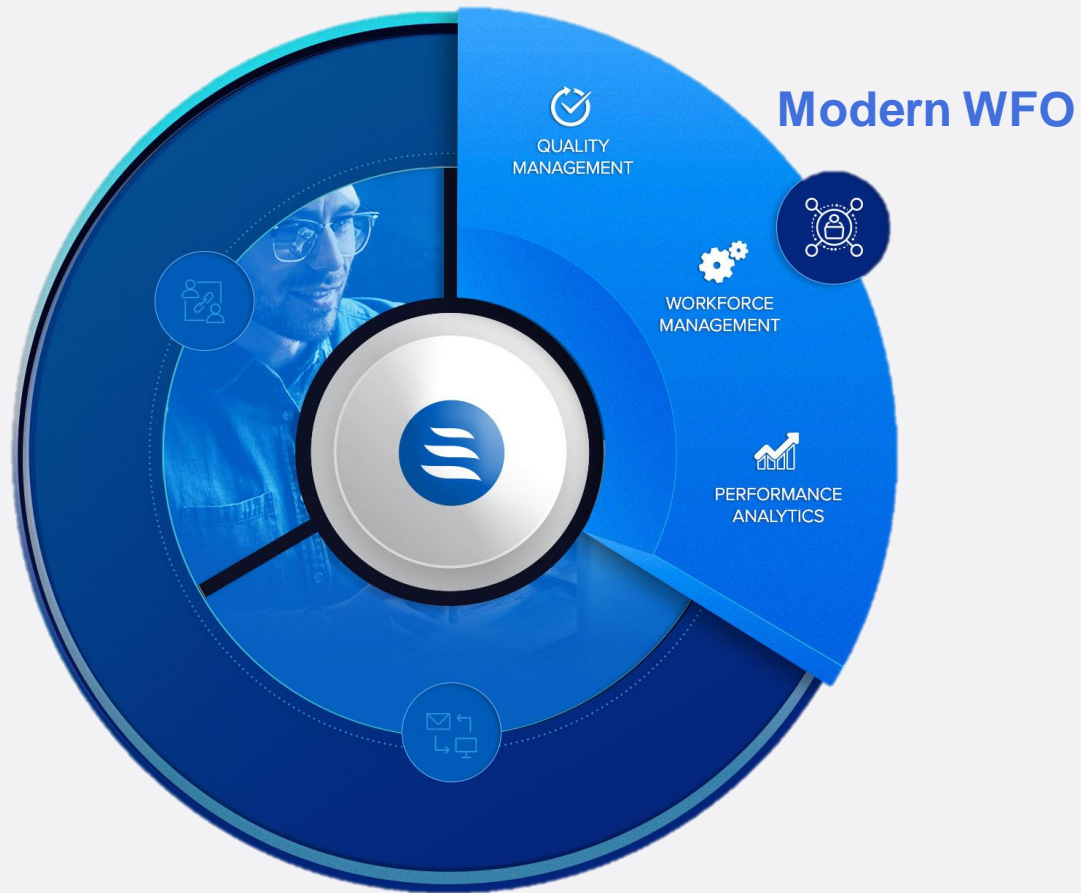
Access to Key Contact Center Communication Channels



Omnichannel / AI Engine

- Supporting key communication channels including Voice, Email, SMS, Chat and WhatsApp
- Practical low-code and no-code AI tools allow for the creation of more meaningful interactions that are dynamic and optimized for every customer engagement.
- Pre-Integrated with LiveVox Bot and AI Technology as well as evolving partner ecosystem
- Customers have reduced implementation times by 50%

Full Suite of Productivity and Analytics Tools, Pre-integrated



Workforce Optimization

- Pre-integrated suite is part of the contact center platform
- Performance data + agent attributes provides unparalleled visibility and understanding
- Unstructured data can be evaluated to understand intents and draw out data themes
- Creates 360° loops to drive agent performance and optimize self-service workflows with virtual assistants
- Robust speech analytics platform

AWS Migration Benefits

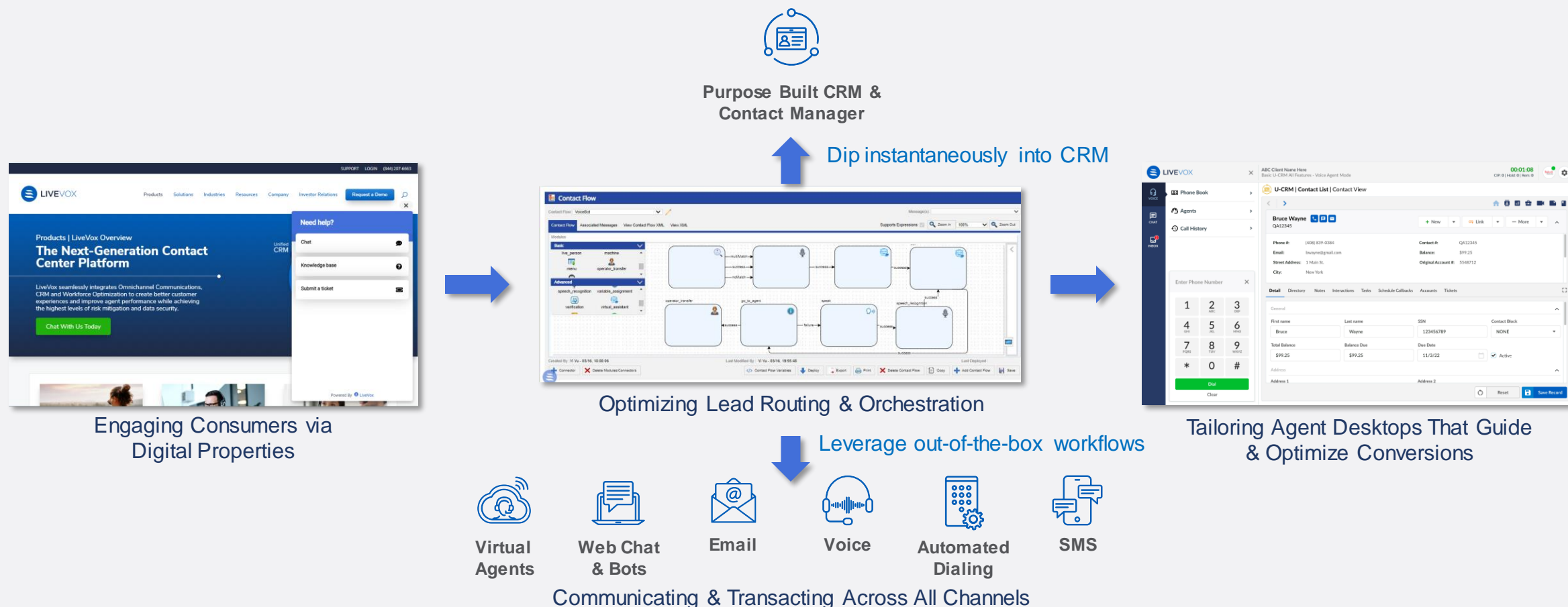


We have migrated 100% of our customers to public cloud data centers. Now we can fully leverage the technical and financial advantages it provides a company of our size – focus on further up the stack development, i.e., customer facing investments:

- Velocity of **new feature** development
- Reliability / redundancy as we **increase our availability zones** on AWS – beginning with U17
- **Simplicity of product management** for operations, engineering and support
- Technical debt is minimized – ability to **run fewer versions** now that all customers are migrated
- We went from customers on **6 versions to 3 versions** on our platform
- Now that the migration is complete, we can **optimize our AWS costs** above the GM line
- **Capex is negligible**, costs can be optimized, and services can be enhanced
- **24/7 Global Operations**, with our global work force and multi public cloud strategy

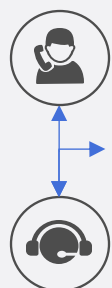
CCaaS 2.0 – More Revenue – Speed-to-Lead

As digital engagement increasingly becomes the new storefront for the enterprise, a seamless integration between digital sales and the contact center is imperative for driving revenue and a superior customer experience.



CCaaS 2.0 – Better Customer Experience – Single Pane of Glass

Integrating multiple CRMs is a complex project for IT departments but LiveVox's native CRM unifies disparate, department-level systems of record to present a single view to the agent, without replacing existing CRMs; we provide great customer experience at the lowest TCO.



Agent	Target	T	Date	Start	End	Subject	Outcome	Campaign
ERWIN	408-839-0384	📞	06/01/2020	12:32:06 AM				1018174_M
ERWIN	408-839-0384	📞	06/01/2020	11:50:51 PM	11:51:00 PM		AGENT - Wrong Party	1018174_M
ERWIN	408-839-0384	📞	06/01/2020	09:12:27 PM	09:12:34 PM		AGENT - Wrong Party	1018174_M
ERWIN	408-839-0384	📞	06/01/2020	08:10:23 PM	08:12:09 PM		AGENT - Wrong Party	1018174_M
ERWIN	408-839-0384	📞	06/01/2020	08:09:57 PM	08:10:15 PM		AGENT - Wrong Party	1018174_M
ERWIN	edevera@livevox.com	✉️	06/01/2020	07:54:24 PM	08:10:56 PM	Livevox Email	Email Opened	1018174_M
ERWIN	(+1) 408-839-0384	💬	06/01/2020	02:17:17 PM	02:17:19 PM		SMS MT Delivered	1018174_M

Salesforce is ~20% of the CRM market, however ~80% of enterprises use multiple systems of record, which means that only 4% of the market uses Salesforce exclusively



REPRESENTATIVE CRM INTEGRATIONS

CCaaS 2.0 – Greater Agent Efficiency – Pre-Integrated AI



Virtual Agents



Workflow Management



Analytics



Agent Assistance



Chatbots

Traditional CCaaS Vendors

Implementation Process

Bespoke integration with disparate Contact Center CRM ecosystem required at each deployment

Optimization Process

Labor intensive through addition of complex integration and custom code

Customer Care Time-to-Value

Integration into Dual Tone Multi-frequency (“DTMF”) IVR limits understanding of customer interactions

Estimated Average Cost

\$500K over 6 months



LIVEVOX

AI configured with LiveVox CRM out of the box leads to a highly scalable implementation process and shorter time-to-value

AI optimized with LiveVox utilizing pre-integrated data sets and combination of consumer & operational outcomes increases value

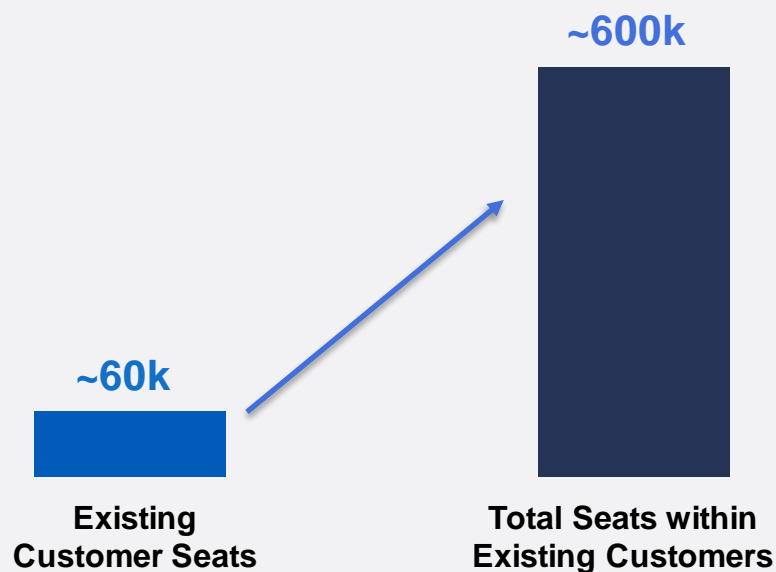
Integration into ACD enables better optimization of outcomes based on listening/recording/analyzing inbound customer interactions with virtual agents

\$50K over 3 weeks with Client Managed Optimization

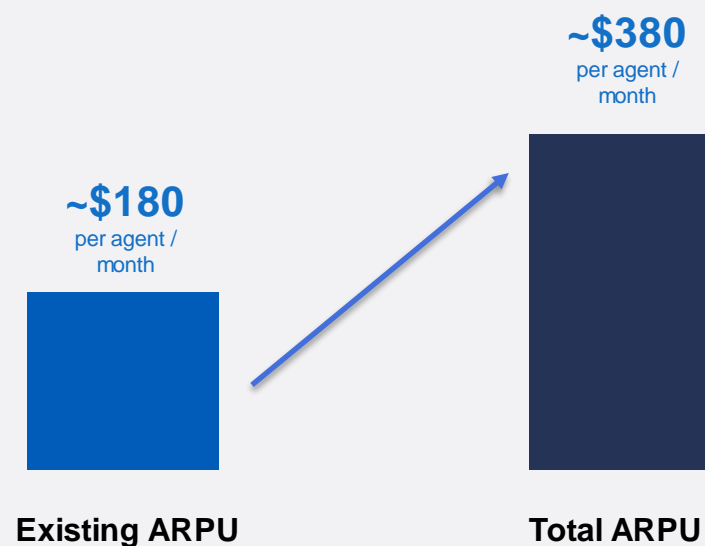
20x+ Whitespace Opportunity Inside LiveVox's Installed Base

Within our existing customer base there is a an estimated \$2 Billion+ whitespace opportunity...

Seat Expansion: ~10x Opportunity



Product Expansion: ~2x Opportunity

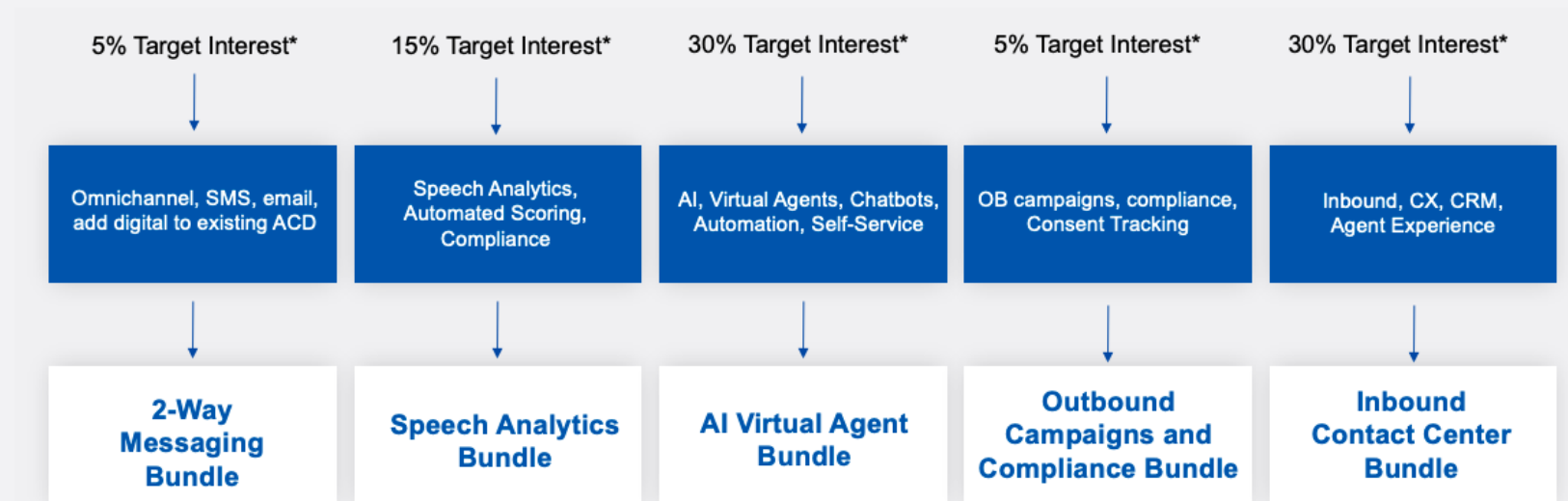


Land and Expand Strategy

LiveVox is successfully landing opportunities through market-drive product bundles

- Distinct product bundles enable us to “land” off-cycle from PBX replacement
- Focus on customers that are “raising their hands” with specific needs through intent marketing
- Bundles are infused with out-of-the-box AI capabilities
- Speed to implementation and optimization is a distinct advantage

Land - Bundles



Bundles enable us to appeal to 85% of the market looking to purchase in next 18 months

*Based on primary survey data

Go-To-Market Expansion

Phase 1: Build Channel Presence



Phase 2: Expand Partnerships



Marketplace Connector Partnerships



Value Added Resellers (VARs)

Strategic Alliances

LiveVox entered the channel in 2021, building deep relationships with Tier-1 Technology Service Brokers

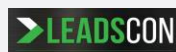
LiveVox is pursuing a partnership-oriented growth strategy, focused on adding new partnership verticals in 2022

Supported by 400+ enterprise-tested APIs

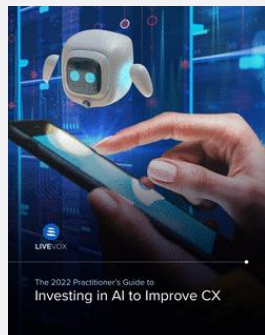
Focused on Continuing to Build Our Brand and Drive Revenue

The Return of Live Events

- *Biggest event of 2021, CCW Las Vegas. Presence focused on CX and the benefits of a performance-driven contact center*
- *Will continue to expand into new markets including financial services, customer care, and lead generation by attending over 30 live events in 2022*



Purposeful Content, Analyst, & PR Activity



Investing in AI to Improve CX



Frost & Sullivan Buyer's Guide, LiveVox Profile: AI-Powered Omnichannel



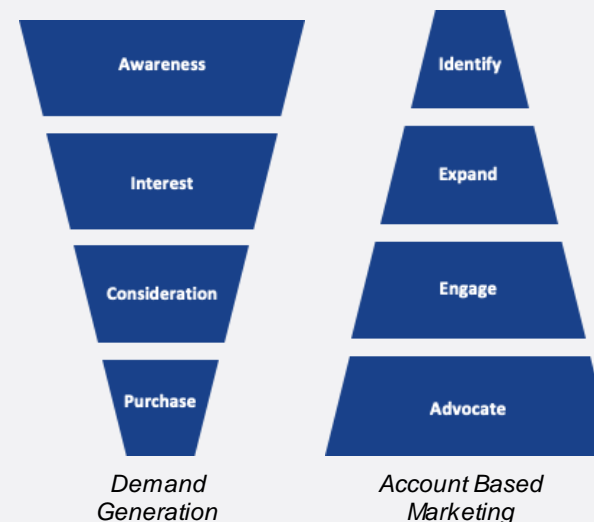
U-17 Product Release Brief



Channel Futures

LVox in key publications

Dual Approach to Lead Generation



- *Focused on larger accounts demonstrating strong fit, indicating a higher propensity to buy*
- *Increase number of leads and lead efficiency through proven analytics*
- *Leverage multiple data signals to build models that refine our target list and understanding of prospect buying cycles*



Financial Information

3Q22 Highlights

Financial Highlights

- Contract Revenue = \$28.0 mil, +21% YoY
- Excess Usage Revenue¹ = \$7.3 mil, -3% YoY
- Total Revenue = \$35.3 mil, +16% YoY
- Net Revenue Retention was 109%
- Adjusted Gross Margin improved ~213 basis points sequentially to 66.3%
- Adjusted EBITDA improved sequentially by \$4.1 mil (+73% QoQ)

Other Highlights

- U-17 continues to drive accelerated customer migration due its enhanced AI, Messaging, and Active/Active features
- Sandler Partners named us Top new Provider of 2022
- Earned 2022 Top Workplaces Culture Excellence recognition for: Employee Well-Being, Employee Appreciation, and Professional Development

Note 1: Includes professional services and other implementation and non-recurring revenue

3Q22 and FY22 Guidance

(\$ in Millions)	Q4'22	Y/Y Growth (%)	FY2022	Y/Y Growth (%)
Contract Revenue	\$28.0 - \$29.0	15% - 19%	\$108.0 - \$109.0	19% - 20%
Excess Usage Revenue	\$5.7 - \$6.2	(24)% - (18)%	\$26.0 - \$26.5	(10)% - (8)%
Total Revenue	\$33.7 - \$35.2	6% - 10%	\$134.0 - \$135.5	12% - 14%
Adjusted EBITDA	\$(1.6) - \$0.4		\$(17.0) - \$(15.0)	
Gross Margin (%)	67.0%			

Expect Adjusted EBITDA to be breakeven by Q4 2022, excluding CEO transition expenses

Historical Quarterly Financials (GAAP)

(\$ in millions)	2019					2020					2021					2022		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Revenue	\$ 21.0	\$ 22.4	\$ 24.0	\$ 25.3	\$ 92.8	\$ 26.5	\$ 22.5	\$ 25.4	\$ 28.1	\$ 102.5	\$ 27.9	\$ 28.9	\$ 30.5	\$ 31.9	\$ 119.2	\$ 32.1	\$ 33.0	\$ 35.3
Cost of Revenue	8.9	9.3	9.4	10.7	38.3	10.0	9.6	9.7	10.2	39.5	11.2	21.6	13.5	14.4	60.6	13.6	12.5	12.9
Gross Profit	12.1	13.1	14.6	14.7	54.5	16.5	12.9	15.7	17.9	63.1	16.8	7.3	17.0	17.5	58.6	18.5	20.4	22.4
Gross Margin (%)	57.7%	58.4%	60.9%	57.9%	58.8%	62.4%	57.3%	61.9%	63.7%	61.5%	60.0%	25.2%	55.8%	54.9%	49.1%	57.5%	62.0%	63.4%
Sales & Marketing	5.1	5.4	6.4	7.5	24.4	8.1	7.0	6.6	7.4	29.0	8.9	27.7	12.2	13.5	62.3	14.7	15.0	13.8
General & Administrative	2.5	2.5	3.0	8.9	16.9	3.1	3.4	3.2	4.6	14.3	4.9	24.6	7.6	7.5	44.7	7.5	7.5	7.2
Research & Development	3.4	3.5	3.6	6.1	16.6	4.7	4.8	5.2	5.5	20.2	6.2	30.2	8.1	8.1	52.6	8.5	8.2	7.6
Operating Expenses	11.0	11.4	13.0	22.6	58.0	15.9	15.1	15.0	17.5	63.5	20.0	82.5	28.0	29.1	159.6	30.6	30.7	28.6
Operating Income (Loss)	1.1	1.7	1.6	(7.9)	(3.5)	0.6	(2.2)	0.8	0.5	(0.4)	(3.2)	(75.2)	(11.0)	(11.6)	(101.0)	(12.1)	(10.2)	(6.2)
Interest Expense, Net	0.9	0.8	0.8	0.8	3.3	1.0	1.0	1.0	1.0	3.9	0.9	0.9	1.0	0.8	3.7	0.7	0.7	0.9
Other Expense (Income), Net	(0.0)	(0.0)	(0.0)	0.0	(0.0)	0.1	(0.0)	(0.0)	0.1	0.2	(0.0)	(0.3)	(0.8)	(0.6)	(1.7)	(0.5)	0.0	0.5
Income Taxes	0.1	0.3	(0.4)	0.2	0.1	0.1	0.4	0.1	(0.3)	0.2	0.0	0.1	0.1	(0.0)	0.2	0.5	(0.2)	0.2
Net Income	\$ 0.1	\$ 0.6	\$ 1.3	(\$ 8.9)	(\$ 6.9)	(\$ 0.6)	(\$ 3.5)	(\$ 0.3)	(\$ 0.2)	(\$ 4.6)	(\$ 4.2)	(\$ 75.8)	(\$ 11.3)	(\$ 11.8)	(\$ 103.2)	(\$ 13.0)	(\$ 10.8)	(\$ 7.8)

Note: The quarterly financial information for 1Q 2019 through 3Q 2022 was derived from our unaudited financial statements, but in the opinion of management, reflects all adjustments (consisting only of normal recurring adjustments) that are necessary to present fairly the results of such interim periods. The data should be read in conjunction with our consolidated financial statements and notes thereto and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our periodic reports filed with the Securities and Exchange Commission (“SEC”), including our Form 10-Q filed with the SEC on November 8, 2022 and our Annual Report on Form 10-K filed with the SEC on March 11, 2022.

Historical Quarterly Financials, cont. (Non-GAAP)

(\$ in millions)	2019					2020					2021					2022		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Revenue	\$ 21.0	\$ 22.4	\$ 24.0	\$ 25.3	\$ 92.8	\$ 26.5	\$ 22.5	\$ 25.4	\$ 28.1	\$ 102.5	\$ 27.9	\$ 28.9	\$ 30.5	\$ 31.9	\$ 119.2	\$ 32.1	\$ 33.0	\$ 35.3
Cost of Revenue	8.1	8.6	8.6	8.6	33.9	9.0	8.6	8.7	9.2	35.5	10.2	11.1	12.4	13.1	46.7	12.7	11.8	11.9
Gross Profit	12.9	13.9	15.4	16.7	58.9	17.5	13.9	16.7	19.0	67.1	17.8	17.8	18.1	18.8	72.6	19.4	21.2	23.4
Gross Margin (%)	61.4%	61.8%	64.1%	65.9%	63.4%	66.1%	61.6%	65.9%	67.4%	65.4%	63.6%	61.7%	59.5%	59.0%	60.9%	60.4%	64.2%	66.3%
Sales & Marketing	4.7	5.0	6.0	5.2	21.0	7.4	6.5	6.0	6.8	26.7	8.2	9.1	11.1	12.3	40.7	13.4	13.5	12.4
General & Administrative	2.3	2.3	2.6	2.7	10.0	2.8	3.0	2.9	3.3	12.0	3.8	4.6	6.0	6.3	20.7	6.7	6.3	5.9
Research & Development	3.4	3.5	3.6	4.2	14.6	4.7	4.7	5.1	5.4	19.9	6.0	6.7	7.3	7.2	27.2	7.6	6.9	6.6
Operating Expenses	10.4	10.8	12.2	12.2	45.6	14.9	14.2	14.0	15.5	58.6	17.9	20.4	24.4	25.8	88.6	27.7	26.7	24.9
Adjusted EBITDA	\$ 2.4	\$ 3.1	\$ 3.2	\$ 4.6	\$ 13.3	\$ 2.7	\$ (0.3)	\$ 2.7	\$ 3.5	\$ 8.5	\$ (0.2)	\$ (2.6)	\$ (6.3)	\$ (7.0)	\$ (16.0)	\$ (8.3)	\$ (5.6)	\$ (1.5)

Note: The quarterly financial information for 1Q 2019 through 3Q 2022 was derived from our unaudited financial statements, but in the opinion of management, reflects all adjustments (consisting only of normal recurring adjustments) that are necessary to present fairly the results of such interim periods. The data should be read in conjunction with our consolidated financial statements and notes thereto and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our periodic reports filed with the Securities and Exchange Commission (“SEC”), including our Form 10-Q filed with the SEC on November 8, 2022 and our Annual Report on Form 10-K filed with the SEC on March 11, 2022.

Historical Quarterly Financials, cont. (Non-GAAP)

(\$ in millions)	2019					2020					2021					2022		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
GAAP Gross Profit	\$ 12.1	\$ 13.1	\$ 14.6	\$ 14.7	\$ 54.5	\$ 16.5	\$ 12.9	\$ 15.7	\$ 17.9	\$ 63.1	\$ 16.8	\$ 7.3	\$ 17.0	\$ 17.5	\$ 58.6	\$ 18.5	\$ 20.4	\$ 22.4
Gross profit adjustments																		
Depreciation and Amortization	0.8	0.8	0.8	0.8	3.1	1.0	1.0	0.9	1.0	3.8	0.9	0.9	0.9	1.0	3.8	0.6	0.3	0.3
Stock Comp	0.0	0.0	0.0	0.1	0.1	0.0	0.0	0.1	0.1	0.2	0.1	0.0	0.2	0.3	0.6	0.3	0.4	0.3
Long Term Equity bonus	0.0	0.0	0.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	9.6	0.0	0.0	9.6	0.0	0.0	0.0
Restructure	0.0	0.0	0.0	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.4
Adjusted Gross Profit	\$ 12.9	\$ 13.9	\$ 15.4	\$ 16.7	\$ 58.9	\$ 17.5	\$ 13.9	\$ 16.7	\$ 19.0	\$ 67.1	\$ 17.8	\$ 17.8	\$ 18.1	\$ 18.8	\$ 72.6	\$ 19.4	\$ 21.2	\$ 23.4
Adjusted Gross Margin (%)	61.4%	61.8%	64.1%	65.9%	63.4%	66.1%	61.6%	65.9%	67.4%	65.4%	63.6%	61.7%	59.5%	59.0%	60.9%	60.4%	64.2%	66.3%

Note: The quarterly financial information for 1Q 2019 through 3Q 2022 was derived from our unaudited financial statements, but in the opinion of management, reflects all adjustments (consisting only of normal recurring adjustments) that are necessary to present fairly the results of such interim periods. The data should be read in conjunction with our consolidated financial statements and notes thereto and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our periodic reports filed with the Securities and Exchange Commission (“SEC”), including our Form 10-Q filed with the SEC on November 8, 2022 and our Annual Report on Form 10-K filed with the SEC on March 11, 2022.

Historical Quarterly Financials, cont. (Non-GAAP)

(\$ in millions)	2019					2020					2021					2022		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
GAAP Net Income	\$ 0.1	\$ 0.6	\$ 1.3	(\$ 8.9)	(\$ 6.9)	(\$ 0.6)	(\$ 3.5)	(\$ 0.3)	(\$ 0.2)	(\$ 4.6)	(\$ 4.2)	(\$ 75.8)	(\$ 11.3)	(\$ 11.8)	(\$ 103.2)	(\$ 13.0)	(\$ 10.8)	(\$ 7.8)
EBITDA Adjustments																		
Depreciation and Amortization	1.2	1.2	1.2	1.3	4.9	1.5	1.5	1.5	1.5	6.1	1.6	1.6	1.6	1.7	6.6	1.3	1.1	1.1
Stock Comp	0.0	0.0	0.1	0.1	0.2	0.3	0.2	0.3	0.6	1.3	0.1	0.1	2.2	2.5	4.9	2.5	3.4	3.0
Long Term Equity bonus	0.0	0.0	0.0	9.0	9.0	0.0	0.0	0.0	0.0	0.0	0.4	69.3	(0.1)	0.0	69.6	0.0	0.0	0.0
Interest Expense, Net	0.9	0.8	0.8	0.8	3.3	1.0	1.0	1.0	1.0	3.9	0.9	0.9	1.0	0.8	3.7	0.7	0.7	0.9
Change in fair value of warrant	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	(0.4)	(0.3)	(0.6)	(1.2)	(0.4)	(0.1)	0.4
Other Expense (Income), Net	(0.0)	(0.0)	(0.0)	0.0	(0.0)	0.1	(0.0)	(0.0)	0.1	0.2	(0.0)	0.0	(0.5)	(0.0)	(0.5)	(0.1)	0.1	0.2
Acquisition and Related Fees	0.0	0.0	0.0	1.6	1.7	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.5	0.0	1.5	0.0	0.0	0.0
Transaction costs	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.7	0.7	0.7	0.6	0.5	0.4	2.3	0.0	0.2	0.1
Golden Gate Mgmt Fees	0.1	0.2	0.3	0.2	0.7	0.2	0.3	0.2	0.2	0.8	0.2	(0.0)	(0.0)	0.0	0.1	0.0	0.0	0.0
Provision for Income Taxes	0.1	0.3	(0.4)	0.2	0.1	0.1	0.4	0.1	(0.3)	0.2	0.0	0.1	0.1	(0.0)	0.2	0.5	(0.2)	0.2
Other non-recurring expenses	0.0	0.0	0.0	0.2	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.5
Adjusted EBITDA	\$ 2.4	\$ 3.1	\$ 3.2	\$ 4.6	\$ 13.3	\$ 2.7	(\$ 0.3)	\$ 2.7	\$ 3.5	\$ 8.5	(\$ 0.2)	(\$ 2.6)	(\$ 6.3)	(\$ 7.0)	(\$ 16.0)	(\$ 8.3)	(\$ 5.6)	(\$ 1.5)

Note: The quarterly financial information for 1Q 2019 through 3Q 2022 was derived from our unaudited financial statements, but in the opinion of management, reflects all adjustments (consisting only of normal recurring adjustments) that are necessary to present fairly the results of such interim periods. The data should be read in conjunction with our consolidated financial statements and notes thereto and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our periodic reports filed with the Securities and Exchange Commission (“SEC”), including our Form 10-Q filed with the SEC on November 8, 2022 and our Annual Report on Form 10-K filed with the SEC on March 11, 2022.

Historical Key Metrics

(\$ in millions)	2019					2020					2021					2022		
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q
Contract Revenue	\$ 13.8	\$ 14.3	\$ 15.4	\$ 16.3	\$ 59.9	\$ 16.9	\$ 16.6	\$ 18.2	\$ 20.1	\$ 71.9	\$ 20.8	\$ 22.4	\$ 23.1	\$ 24.3	\$ 90.5	\$ 25.2	\$ 26.8	\$ 28.0
Usage Revenue	7.2	8.1	8.6	9.0	32.8	9.6	5.9	7.1	8.1	30.7	7.2	6.5	7.5	7.5	28.7	6.9	6.2	7.3
Total Revenue	\$ 21.0	\$ 22.4	\$ 24.0	\$ 25.3	\$ 92.8	\$ 26.5	\$ 22.5	\$ 25.4	\$ 28.1	\$ 102.5	\$ 27.9	\$ 28.9	\$ 30.5	\$ 31.9	\$ 119.2	\$ 32.1	\$ 33.0	\$ 35.3
Usage Multiplier (Total/Contract Rev)	1.52x	1.56x	1.56x	1.55x	1.55x	1.57x	1.35x	1.39x	1.40x	1.43x	1.35x	1.29x	1.32x	1.31x	1.32x	1.27x	1.23x	1.26x
Net Revenue Retention (LTM)	119%	118%	116%	118%	118%	117%	113%	107%	106%	106%	99%	105%	107%	105%	105%	113%	108%	109%
DSO	61	64	56	58	58	53	50	49	44	44	47	49	50	57	57	54	53	49
GTM Headcount (Excl Contractors)	94	91	96	103	103	114	112	114	126	126	142	160	192	210	210	201	194	179
Headcount (Excl Contractors) (End of period)	417	424	438	461	461	420	424	430	436	436	535	574	639	672	672	659	645	623
GTM Headcount as % of total	23%	21%	22%	22%	22%	27%	26%	27%	29%	29%	27%	28%	30%	31%	31%	31%	30%	29%

Note1: The quarterly financial information for 1Q 2019 through 3Q 2022 was derived from our unaudited financial statements, but in the opinion of management, reflects all adjustments (consisting only of normal recurring adjustments) that are necessary to present fairly the results of such interim periods. The data should be read in conjunction with our consolidated financial statements and notes thereto and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our periodic reports filed with the Securities and Exchange Commission (“SEC”), including our Form 10-Q filed with the SEC on November 8, 2022 and our Annual Report on Form 10-K filed with the SEC on March 11, 2022.

Note2: Usage Revenue includes immaterial amounts of other revenue including professional services.

Shares Outstanding at Various Share Prices

SHARES OUTSTANDING @ VARIOUS SHARE PRICES							
LVOX Share Price:	up to \$ 10.00	\$ 12.00	\$ 14.00	\$ 16.00	\$ 18.00	\$ 20.00	\$ 22.00
GGC and LiveVox Stockholders	67.1	67.1	67.1	67.1	67.1	67.1	67.1
Public Shareholders (inc. LiveVox Employees)	22.0	22.0	22.0	22.0	22.0	22.0	22.0
Crescent and affiliates	3.3	3.3	3.3	3.3	3.3	3.3	3.3
Shares Outstanding	92.3	92.3	92.3	92.3	92.3	92.3	92.3
Earn-out Shares:							
GGC and LiveVox Shareholders ¹	-	-	1.7	3.3	5.0	5.0	5.0
Initial Stockholders ²	-	-	0.8	1.6	2.5	2.5	2.5
Finders Agreement ³	-	-	0.8	1.6	1.6	1.6	1.6
Forward Purchase Agreement Warrants ⁴	-	0.0	0.1	0.2	0.3	0.4	0.4
SPAC Warrants ⁵	-	0.5	2.2	3.5	4.5	4.5	4.5
Shares including Earn-out Shares and Warrants	92.3	92.9	97.9	102.5	106.3	106.4	106.4
Outstanding RSUs and PSUs, unvested ⁶	8.5	8.5	8.9	9.5	10.2	10.2	10.2
Shares fully-diluted for Outstanding RSUs/PSUs	100.8	101.3	106.8	112.0	116.5	116.6	116.6

Note: Footnotes to this slide are on the following page

Shares Outstanding at Various Share Prices, cont.

1. One-third of 5.0m shares are released from escrow when each of \$12.50, \$15.00 and \$17.50 price levels are achieved.
2. Issued in 0.8m, 0.8m, and 1.0m amounts at each of \$12.50, \$15.00 and \$17.50 price level, respectively.
3. Issued in 0.8m, 0.8m, and 0.1m amounts at each of \$12.50, \$15.00 and \$17.50 price level, respectively.
4. 0.8m warrants with \$11.50 strike price. Shown using the Treasury Method.
5. 12.5m warrants with \$11.50 strike price and \$18.00 redemption price. Shown using the Treasury Method.
6. Pursuant to the LiveVox Employee Equity Incentive Plan, 8.5m unvested Restricted Stock Units (RSUs) and 1.7m unvested Performance Stock Units (PSUs) have been granted to current employees and independent directors.

Note: The information contained in these notes should be read in conjunction with our audited financial statements for the year ended December 31, 2021 included in our Annual Report on Form 10-K filed with the SEC on March 11, 2022, and the financial statements in our Quarterly Report on Form 10-Q for the period ended September 30, 2022, filed with the SEC on November 8, 2022.

Long-Term Operating Model

% of Revenue	2018	2019	2020	2021		Long-Term Model
Gross Margin	61%	63%	65%	61%	Leverage fixed costs benefits from public cloud	75%+
S&M	19%	23%	26%	34%	Continued investment to drive topline growth	~30-35%
R&D	16%	16%	19%	23%	Product-driven company requires continued investment	~15%
G&A	12%	11%	12%	17%	Economies of scale	~5%
Adjusted EBITDA	14%	14%	8%	(13%)		~20%+



LIVEVOX