



Supplemental Financial Information

August 2021



Forward-Looking Statements; Non-GAAP Information

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Supplemental Information

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Historical Quarterly Financials

(in \$ millions)	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
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
Cost of Service	\$ 8.9	\$ 9.3	\$ 9.4	\$ 10.7	\$ 38.3	\$ 10.0	\$ 9.6	\$ 9.7	\$ 10.2	\$ 39.5	\$ 11.2	\$ 21.6
Gross Margin	\$ 12.1	\$ 13.1	\$ 14.6	\$ 14.7	\$ 54.5	\$ 16.5	\$ 12.9	\$ 15.7	\$ 17.9	\$ 63.1	\$ 16.8	\$ 7.3
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%
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
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
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
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
Operating Income	\$ 1.1	\$ 1.7	\$ 1.6	(\$ 7.9)	(\$ 3.5)	\$ 0.6	(\$ 2.2)	\$ 0.8	\$ 0.5	(\$ 0.4)	(\$ 3.2)	(\$ 75.2)
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)
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
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)
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)

Note: The quarterly financial information for 1Q 2019 through 2Q 2021 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. Interim results as of and for the three months ended June 30, 2021 are not necessarily indicative of the results that may be expected for the year ending December 31, 2021. 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 definitive proxy statement, filed with the Securities and Exchange Commission ("SEC") on May 14, 2021 in connection with our business combination with Crescent Acquisition Corp, our Form 8-K filed with the SEC on June 24, 2021 and our Quarterly Report on Form 10-Q filed with the SEC on August 12, 2021.

Historical Quarterly Financials, cont.

(in \$ millions)	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
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
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
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
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
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
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
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%

Historical Quarterly Financials, cont.

	2019					2020					2021	
(in \$ millions)	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
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)
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
Stock Comp	\$ 0.0	\$ 0.0	\$ 0.1	\$ 0.1	\$ 0.2	\$ 0.3	\$ 0.2	\$ 0.3	\$ 0.6	\$ 1.3	\$ 0.5	\$ 0.1
Long Term Equity bonus	\$ 0.0	\$ 0.0	\$ 0.0	\$ 9.0	\$ 9.0	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	\$ 0.0	\$ 69.3
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
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
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)
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
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
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)
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
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
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)

Historical Key Metrics

(in \$ millions)	2019					2020					2021	
	1Q	2Q	3Q	4Q	FY	1Q	2Q	3Q	4Q	FY	1Q	2Q
Contracted 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
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
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
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
Net Revenue Retention (LTM)	119%	119%	116%	119%	119%	117%	113%	107%	106%	106%	99%	105%
DSO	61	64	56	58	58	53	50	49	44	44	47	49
GTM Headcount	104	99	107	113	113	123	120	127	142	142	158	175
Headcount (End of period)	417	424	438	461	461	478	475	485	506	506	535	574
GTM Headcount as % of total	25%	23%	24%	25%	25%	26%	25%	26%	28%	28%	30%	30%

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

Shares Outstanding at Various Share Prices

LVOX Share Price:	\$ 10.00	\$ 12.00	\$ 14.00	\$ 16.00	\$ 18.00	\$ 20.00	\$ 22.00
GGC and LiveVox Stockholders	66.6	66.6	66.6	66.6	66.6	66.6	66.6
Crescent Public Shareholders	9.7	9.7	9.7	9.7	9.7	9.7	9.7
PIPE Investors	7.5	7.5	7.5	7.5	7.5	7.5	7.5
Crescent FPA	2.5	2.5	2.5	2.5	2.5	2.5	2.5
Initial Stockholders	0.8	0.8	0.8	0.8	0.8	0.8	0.8
Shares at Closing not subject to forfeiture	87.1	87.1	87.1	87.1	87.1	87.1	87.1
LiveVox Employees ¹	3.6	3.6	3.6	3.6	3.6	3.6	3.6
Earn-out Shares							
GGC and LiveVox Shareholders ²	-	-	1.7	3.3	5.0	5.0	5.0
Initial Stockholders ³	-	-	0.8	1.6	2.5	2.5	2.5
Finders Agreement ⁴	-	-	0.8	1.6	1.6	1.6	1.6
Forward Purchase Agreement Warrants ⁵	-	0.0	0.1	0.2	0.3	0.4	0.4
SPAC Warrants ⁶	-	0.5	2.2	3.5	4.5	4.5	4.5
Shares including Earn-out Shares and Warrants	90.7	91.2	96.3	100.9	104.7	104.7	104.8
RSUs and PSUs <i>to be Granted</i> , unvested ⁷	4.5	4.5	4.8	5.5	6.1	6.1	6.1
Shares fully-diluted for RSUs/PSUs <i>to be Granted</i>	95.2	95.7	101.1	106.3	110.8	110.8	110.9

Note: Footnotes to this slide are on the following page

Shares Outstanding at Various Share Prices, cont.

1. Shares to be issued to current and former employees pursuant to legacy bonus plans that are payable as a result of the Business Combination. Upon registration on S-8 expected to occur on or around August 18, 2021, these shares will be distributed to such current and former employees.
2. One-third of 5.0m shares are released from escrow when each of \$12.50, \$15.00 and \$17.50 price levels are achieved.
3. Issued in 0.8m, 0.8m, and 1.0m amounts at each of \$12.50, \$15.00 and \$17.50 price level, respectively.
4. Issued in 0.8m, 0.8m, and 0.1m amounts at each of \$12.50, \$15.00 and \$17.50 price level, respectively.
5. 0.8m warrants with \$11.50 strike price. Shown using the Treasury Method.
6. 12.5m warrants with \$11.50 strike price and \$18.00 redemption price. Shown using the Treasury Method.
7. Pursuant to the LiveVox Employee Equity Incentive Plan, 4.4m Restricted Stock Units (RSUs) and 1.6m Performance Stock Units (PSUs) are expected to be granted to current employees and independent directors. The RSUs will vest 25% on 6/21/22 and 6.25% per quarter thereafter until fully vested. The PSUs will vest when both the service-based vesting of the RSUs is met as well as when \$12.50, \$15.00 and \$17.50 price levels are achieved (with limited exception). Note that approximately 60% of the equity expected to be granted to senior management of LiveVox (Vice President and above) is comprised of PSUs.

Note: These footnotes should be read in conjunction with the information provided in Note 3(ee) and Exhibit 99.4 of the LiveVox Holdings, Inc. 8-K filed June 24, 2021.

Overview of Previous Acquisitions

Our Acquisitions have enabled us to acquire technology, talented people and customers and we have retained the CEOs & Senior team members who are now integrated into the LiveVox Team

Teckst | Acquired 10/2019

- Founded in 2014, Teckst enables real-time, human-to-human text and mobile messaging for customer care between brands and their customers
- Platform enables real-time interactions across all major and emerging messaging channels (e.g., SMS, WhatsApp, and FB Messenger)

SpeechIQ | Acquired 12/2019

- Founded in 2015, SpeechIQ is an AI-driven speech analytics and quality assurance platform that enables LiveVox to substantially strengthen its WFO application suite
- Powered by a proprietary speech recognition engine that very quickly and accurately transcribes calls, SpeechIQ offers numerous features, including the ability to redact calls, search by keyword lists, retrieve and listen to calls, create manual and automated scorecards, and evaluate call sentiment – all supported by a complete reporting suite and full API

BusinessPhone.com | Acquired 2/2021

- Founded in 2015, BusinessPhone is a leader in cloud-based PBX systems. Solutions are configurable based on each customer's unique needs for its employees and customers
- The platform can be rapidly deployed across one office, one location or thousands of offices and locations
- Customers have access to its VoIP phone service, SD-WAN, wireless backup and Internet service management, all supported by a single vendor



LIVEVOX