Ooma®

Smart Connected Services

Investor Presentation

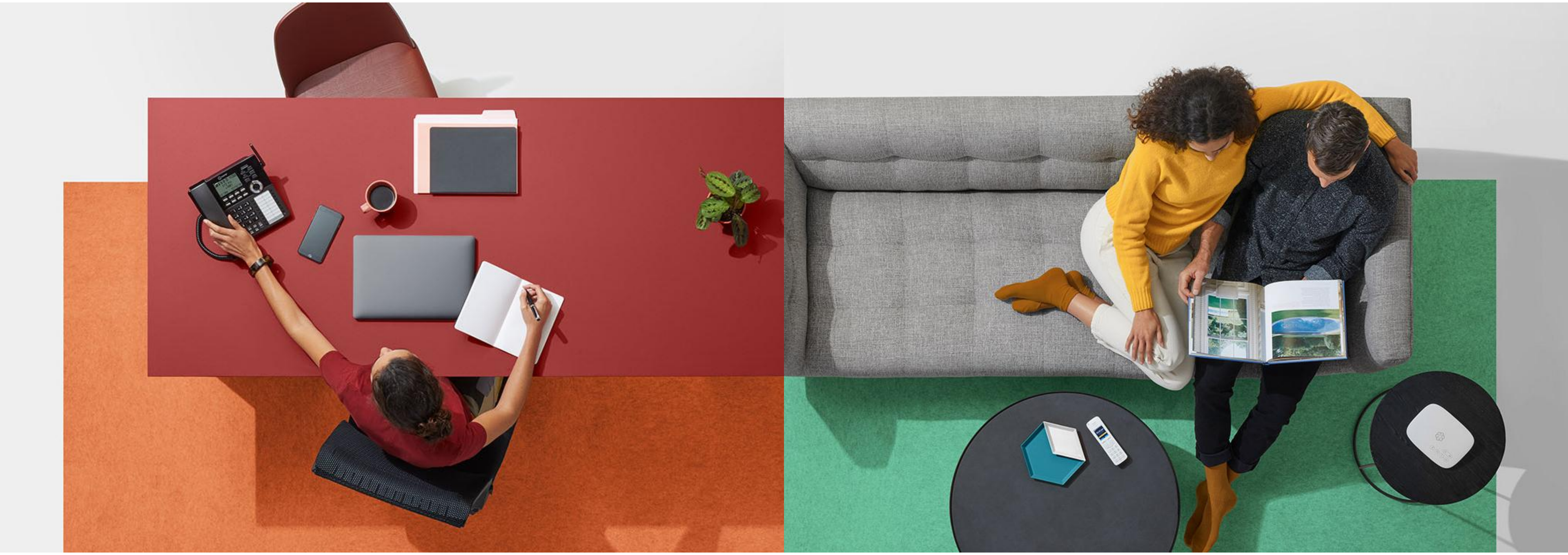
June 9, 2025

Safe Harbor Statement

This presentation contains forward-looking statements. In particular, statements regarding future economic performance, finances, and expectations and objectives of management constitute forward-looking statements. Forward-looking statements can be identified by the fact that they do not relate strictly to historical facts and generally contain words such as “believes”, “expects”, “may”, “will”, “should”, “seeks”, “approximately”, “intends”, “plans”, “estimates”, ”anticipates”, and other expressions that are predictions of or indicate future events and trends and that do not relate to historical matters. Although the forward-looking statements contained in this presentation are based upon information available at the time the statements are made and reflect management's good faith beliefs, forward-looking statements inherently involve known and unknown risks, uncertainties and other factors, which may cause the actual results, performance or achievements to differ materially from anticipated future results. Important factors that could cause actual results to differ materially from expectations include, among others: our inability to attract new customers on a cost-effective basis; our inability to retain customers; our inability to market and sell new products and services, including Ooma AirDial; intense competition; our reliance on retailers and reseller partnerships to sell our products; our inability to realize expected returns from investments made in connection with our international operations; our reliance on vendors to manufacture the on-premise appliances and end-point devices we sell; our reliance on third parties for our network connectivity and co-location facilities; our reliance on third parties for some of our software development, quality assurance and operations; our reliance on third parties to provide the majority of our customer service and support representatives; interruptions to our service; and our inability to achieve the anticipated effect on our business as a result of our acquisitions. You should not place undue reliance on these forward-looking statements, which speak only as of the date hereof. We do not undertake to update or revise any forward-looking statements after they are made, whether as a result of new information, future events, or otherwise, except as required by applicable law.

The forward-looking statements contained in this presentation are also subject to other risks and uncertainties, including those more fully described in our filings which we make with the Securities and Exchange Commission, from time to time, including the risk factors contained in our Quarterly Report on form 10-Q for the quarter ended April 30, 2025, filed with the SEC on June 9, 2025. The forward-looking statements in this presentation are based on information available to Ooma as of the date hereof, and Ooma disclaims any obligation to update any forward-looking statements, except as required by law.

Ooma Provides Leading Communications Services



We transform sophisticated technology into elegant, simple communications solutions accessible to everyone.

Ooma Today

Multi-tenant SaaS platform

Telephony, Messaging, Video, and more

> 1.2 million core users

1,132 employees and contractors

HQ: Sunnyvale, CA

Founded 2003; IPO 2015 NYSE: OOMA

Revenue*	Adjusted EBITDA*
$259 million +7%	$25 million +24%
Annual Exit Recurring Revenue*	**Recurring Gross Profit Margin***
$234 million 99% retention**	72%

* Revenue, Adjusted EBITDA and Recurring Non-GAAP Gross Profit Margin amounts are for the last four fiscal quarters. The percentages reflect the year-over-year growth for Revenue and Adjusted EBITDA.. Adjustments to EBITDA and other non-GAAP values are described in the Reconciliation of Non-GAAP Financial Measures tables of Ooma earnings releases. Annual Exit Recurring Revenue (AERR); it includes Ooma Business, Residential and 2600Hz.
** Net dollar subscription retention rate (NDR) is the average of the NDR reported for the trailing four fiscal quarters as of April 30, 2025.
Note: Our fiscal year ends January 31. Core users exclude 2600Hz and Talkatone users.

Our Solutions Serve Customers Better

HOME | HOME OFFICE | SMALL / MEDIUM BUSINESS | LARGE BUSINESS | ENTERPRISE

Ooma Telo

Superior Value

Innovative Features

“

Free home phone service

(just pay taxes and fees)

Ooma Office

Created for SMB

Simple to Install / Use

“

Sound like a big business at a small business price

Ooma Enterprise

Extensive Features

Flexible, Customizable

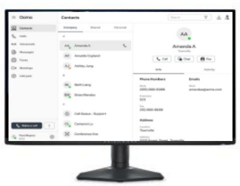
“

Business communications built exclusively for you

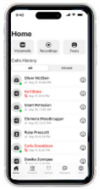
Our Features Transform Communications

COMMUNICATE IN MORE PLACES

IP Phone



Desktop App



Mobile Phone

COMMUNICATE IN MORE WAYS

Call

Message & Chat

Video

Virtual Fax

COMMUNICATE MORE EFFECTIVELY

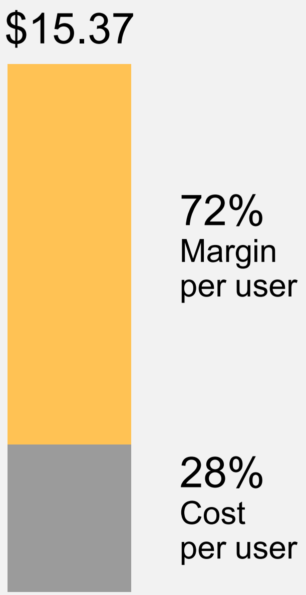
- PBX Features
- Contact Center
- Customer Engagement[1]
- AI Recording/Transcription
- Vertical Market Solutions[2]
- CRM/Other Integrations
- Analytics

1 – e.g., Caller Info-Search, Online Bookings
2 – e.g., HIPAA, Extended Message Logs

Our Cost Structure Enables Superior Value

RECURRING ARPU[1]

(Monthly)



WHY CUSTOMERS BUY

Ooma Telo

- Free calling / no more phone bills
- Uses existing home phones

“ *Ooma is a brand I recognize and trust*

Ooma Office

- Value/unlimited nationwide calling
- Easy to install / configure

“ *I choose Ooma for its quality, ease of use and value*

Ooma Enterprise

- Customizable to individual needs
- High reliability

“ *Ooma satisfies our unique requirements*

[1]Average revenue per user for core users. Margin and cost per user based on Ooma’s overall subscription and services. Data as of 2QF25 ended July301 2024.

Our Platform Drives Customer Satisfaction

DEPENDABLE VOICE QUALITY

Overcomes Internet Congestion

- Advanced codec
- Adaptive redundancy
- Router / QoS

TAILORED SOLUTIONS

Enables Customization

- Modern flexible design
- Easy integrations

Ooma

EASE OF USE

Provides End-to-End Solution

- Smart endpoints
- Simple deployments

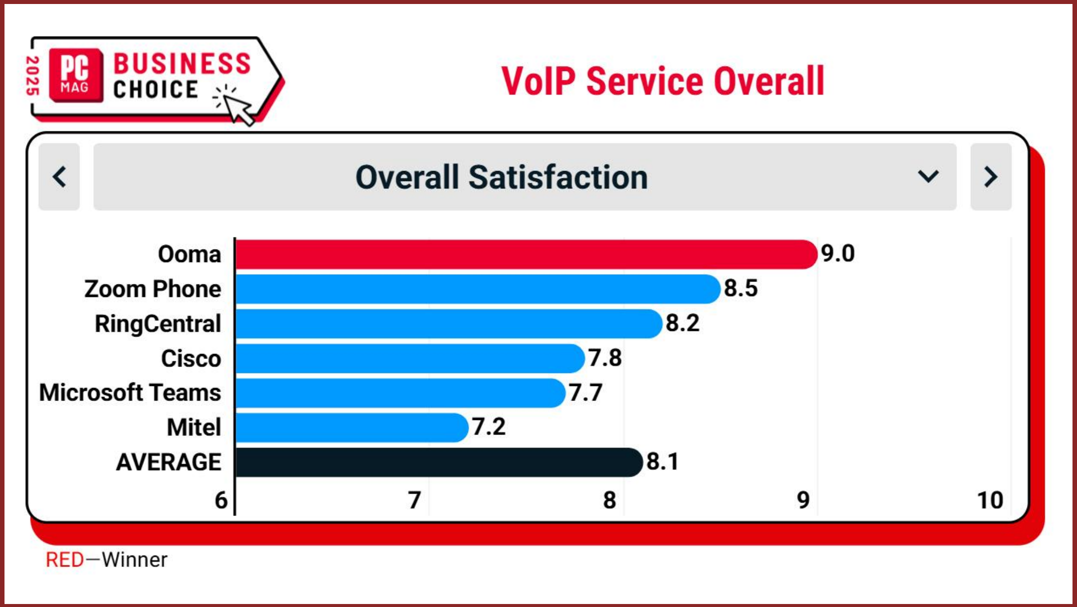
ENHANCED RELIABILITY

Ensures Real-Time Fail Over

- Fully redundant architecture
- Remote diagnostics

Customers Rate Ooma #1

PCMAG.COM



#1 Ranked by Readers 12 Years in a Row

Consumer Reports®

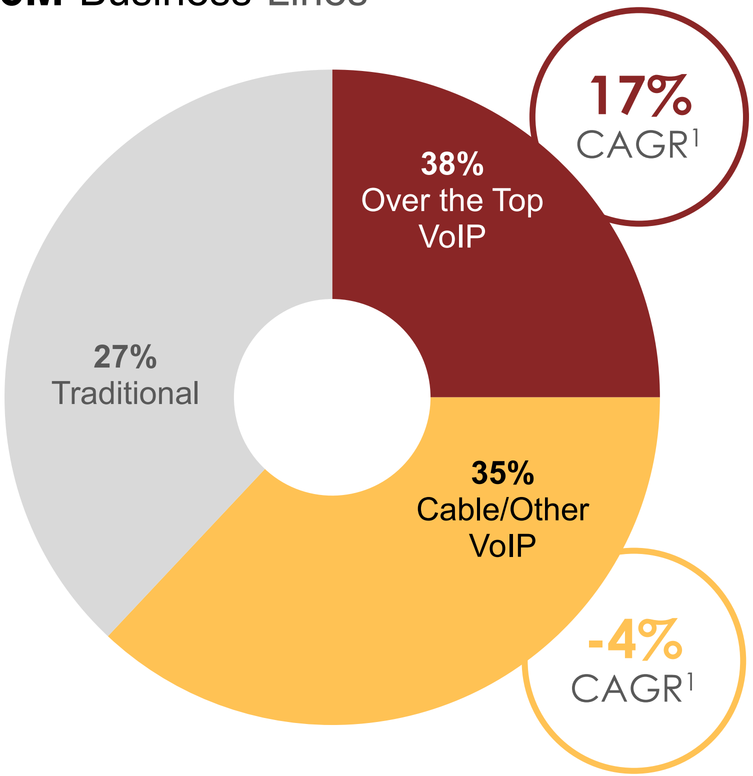
Ooma has been rated the top phone service by Consumer Reports.

Consumer Reports does not endorse products or services.

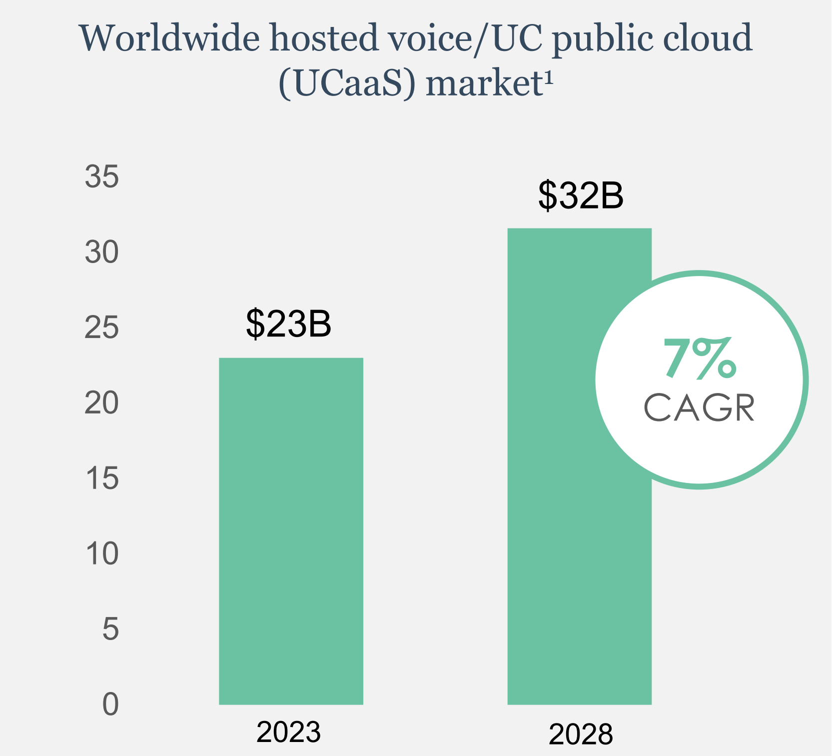
Massive Market Transformation Underway

North American Business Market

56M Business Lines[1]



Growth Opportunity



[1] Estimates based on: FCC Voice Telephone Services as of December 31, 2023, published November 2024; CRTC Data - Telecommunications sector, updated October 2024; Ooma internal estimates; and IDC data as of May 2024. Compound annual growth rates are for 2020 – 2023, except for IDC data, which are for the values displayed (2023-2028).

AirDial: Solving POTS (Copper) Line Replacement

- Reduce costs
- Sustain existing equipment
- Specialized Features:
  - Remote Management
  - Automated Alerts
  - Multipath Technology for Seamless Failover

Common Applications


Elevators


Fire Alarm Panels


Security Panels


PBX Trunks


Gate Phones

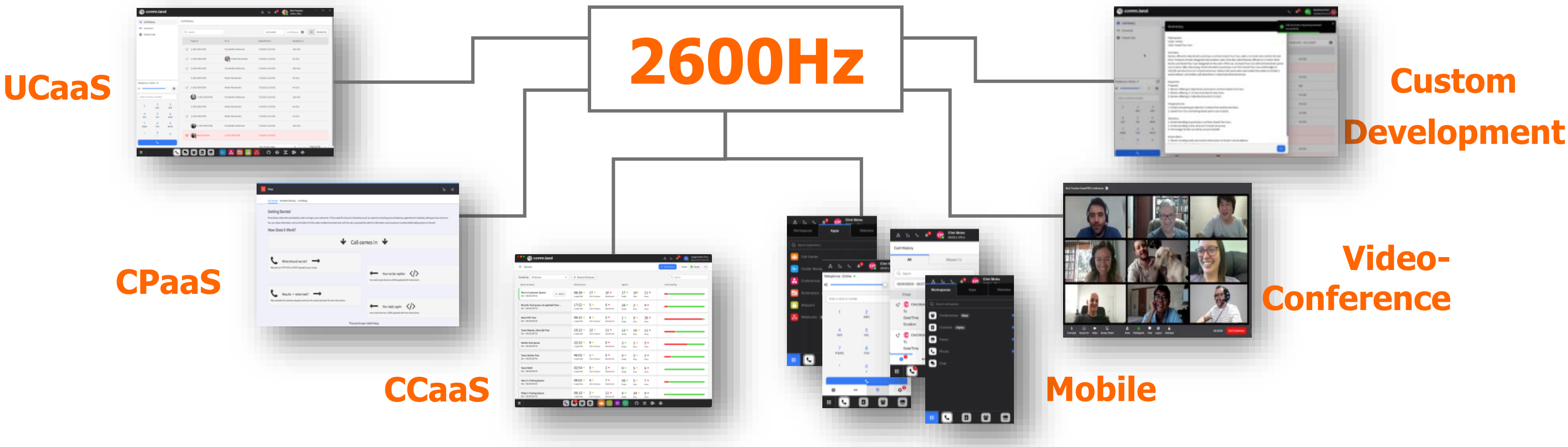
Blue Light Phones


Boiler Room Alarms


High Volume Fax


Door Entry Intercoms

2600Hz: The Modern Platform For The Future



100% API-Driven

Everything from server orchestration to voice, video, and chat is API-driven

Multi-Tenant Architecture

End user, admin, and back-office services in an architecture with true georedundancy and scalability

Low-Cost Operating Model

Low-cost cloud model plus the alternative for the user to host

Our Reach Extends to Two Large New Markets

POTS (COPPER LINE) REPLACEMENT

Solves critical infrastructure problem

>10 million line U.S. market opportunity[1]

WHOLESALE SOLUTIONS

2600Hz
an Ooma company

Wholesale platform for carriers/others

Worldwide market, 50+ million users[2]

1. IDC, April 2022, *Impending Copper Sunset Could Leave Critical Infrastructure in the Dark*.
2. Internal estimate based on industry reports and other sources, including data contained in press releases issued by Netsapiens (April 16, 2024) and Cisco Systems, Inc.(May 5, 2023).

Integrated Growth Strategy

Google npr

Advertising

Direct Sales

73%[1]
Net Promoter Score

Customer Satisfaction and Referrals

Ooma

Resellers and Partners

T Mobile
uscellular

Geographic Expansion[2]

Retailers

Walmart
BEST BUY
COSTCO.COM
amazon.com

[1]PC Mag 2022, for Ooma's Small Business Solution
[2]Ooma Now Serves Customers in 32 Countries

Significant Growth Drivers

Small businesses with underserved needs

Large businesses with custom requirements

Businesses stranded by copper line sunset

Telecom resellers modernizing their platform

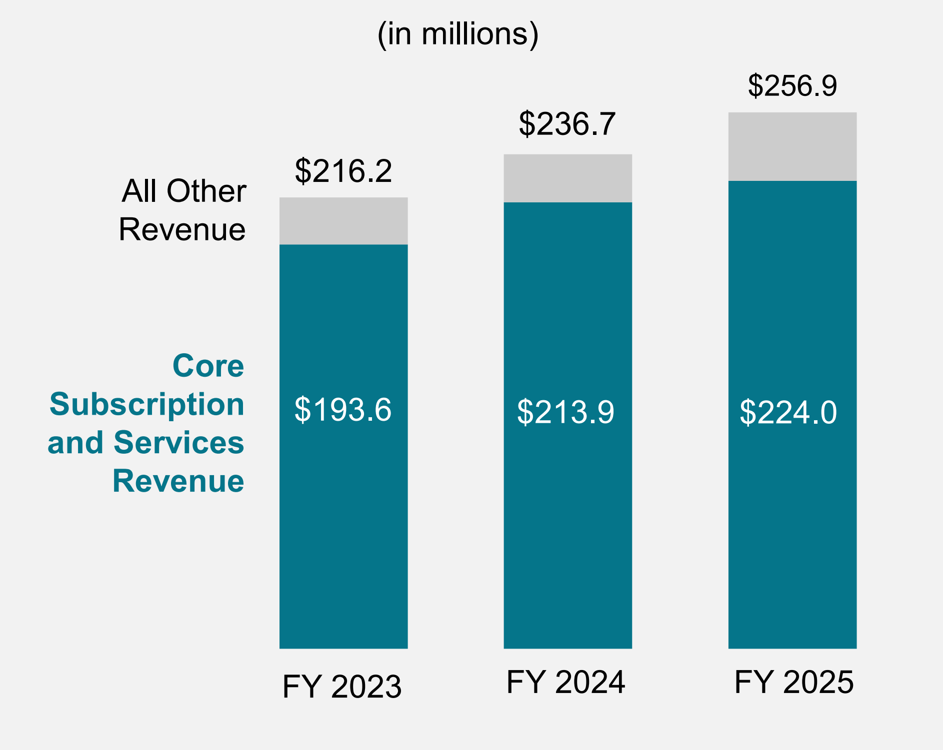
Geographic expansion

Our platform uniquely enables **solutions** to untapped opportunities

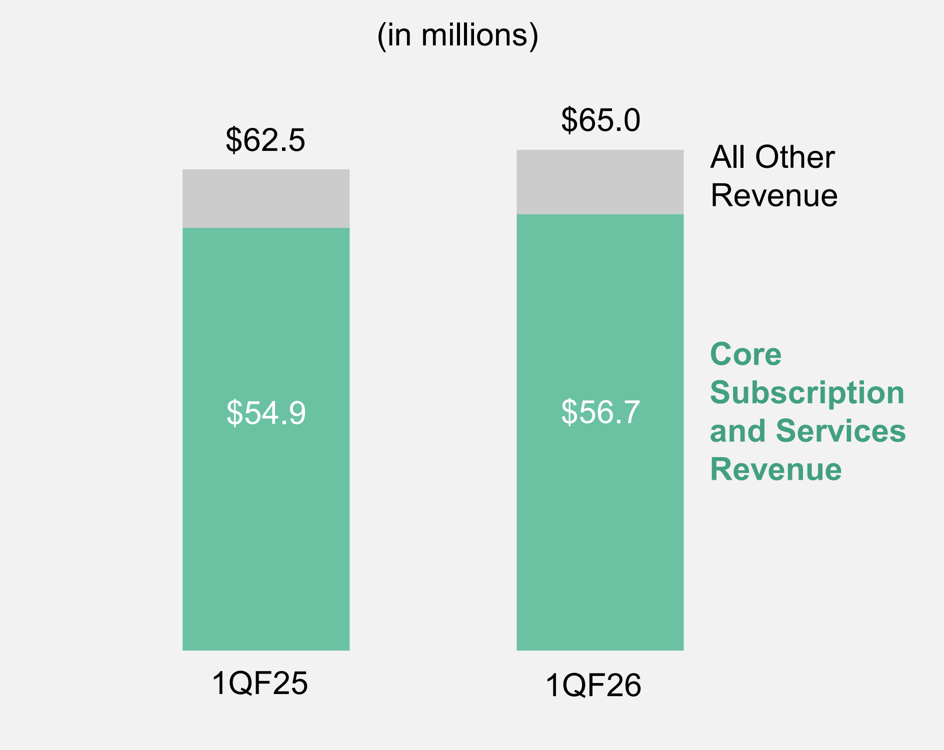
Financial Overview

Consistent Revenue Performance

ANNUAL REVENUE



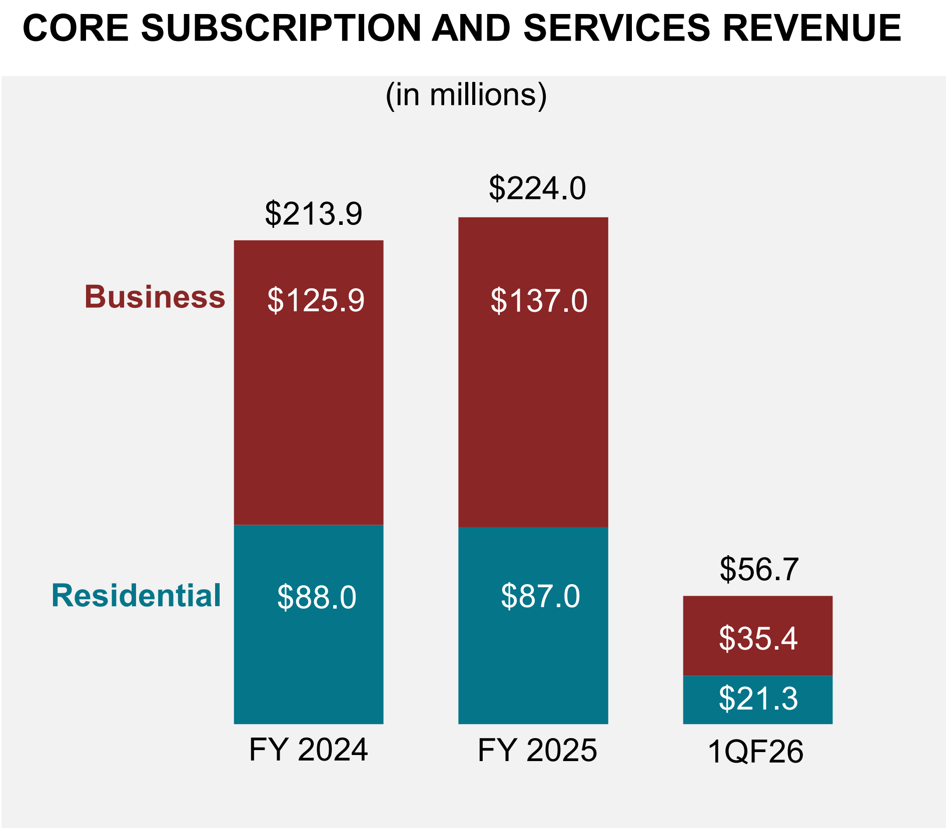
QUARTERLY REVENUE

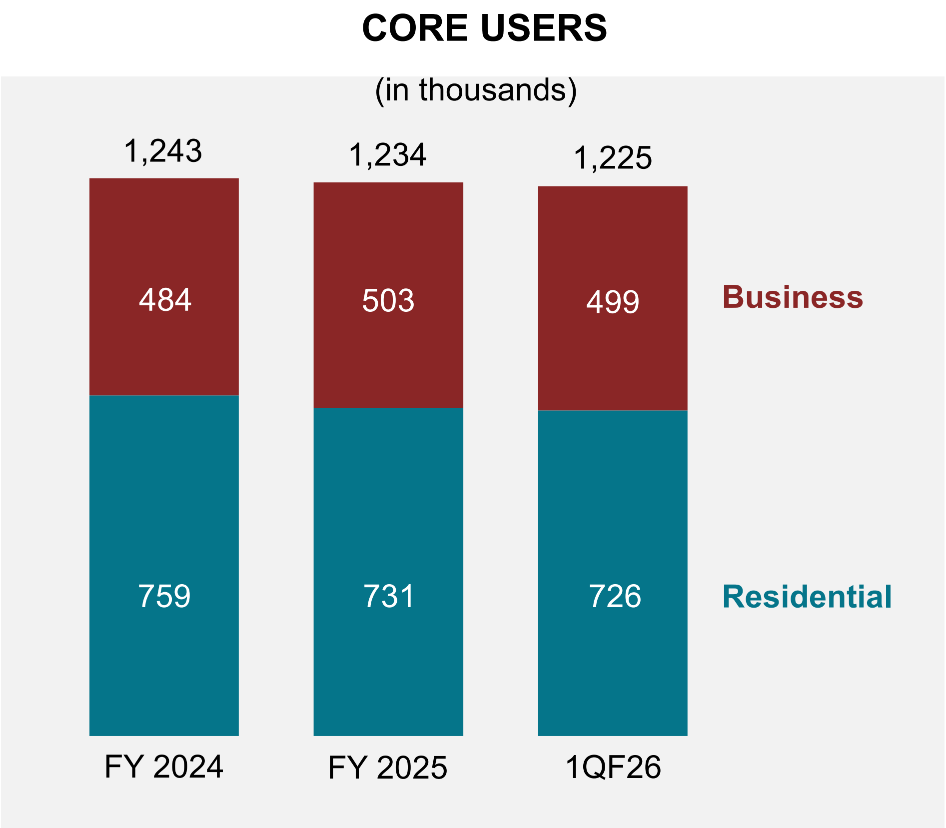


Business Subscription and Services revenue, including 2600Hz, was 63% of overall subscription and services revenue in 1QF26.

Core Subscription & Services Revenue includes Ooma Business, which is the combined revenue of Office, Enterprise, AirDial and OnSIP, and Residential. All other revenue includes product sales, 2600Hz and Talkatone.. Overall Subscription and Services revenue includes Ooma Business, Residential, 2600Hz and Talkatone.

Ooma Business Drives Growth

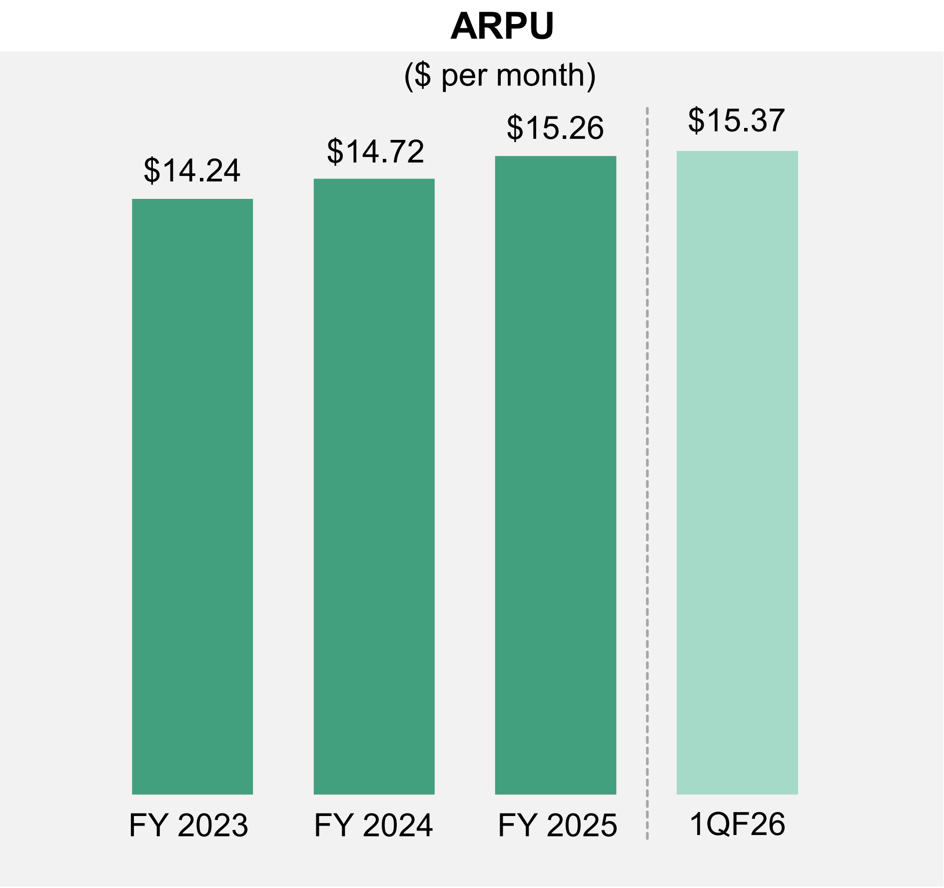


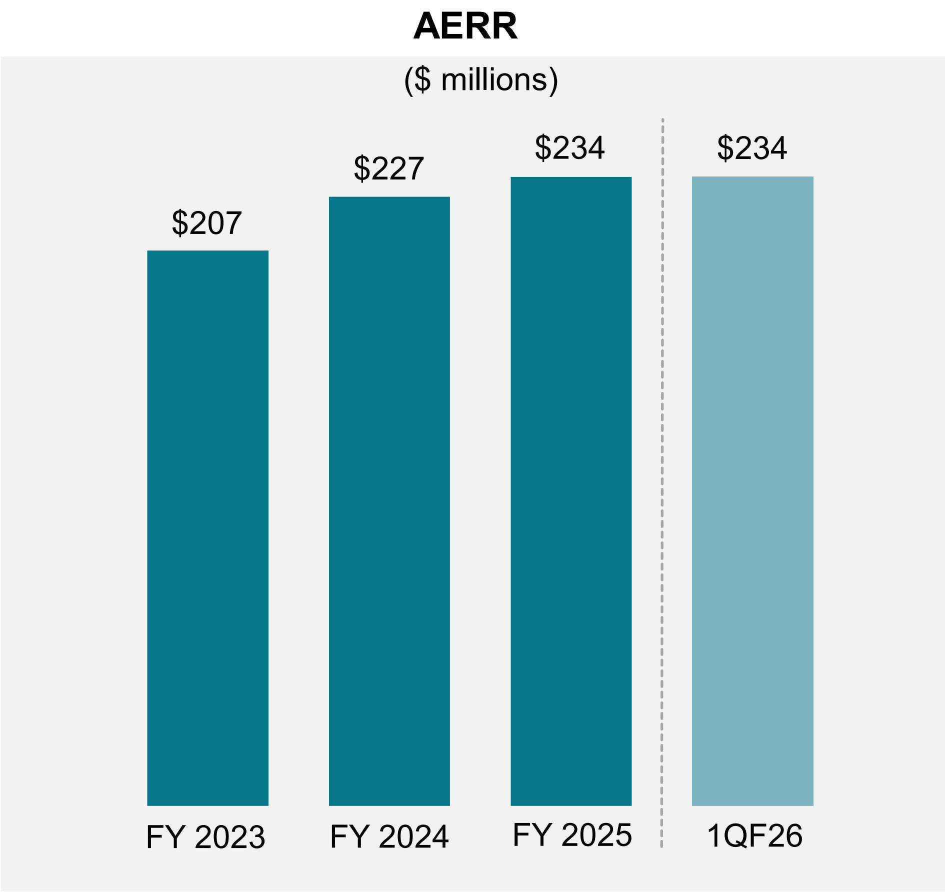


Core Business Subscription and Services Revenue Growth (YoY) was 6% in 1QF26.

Core Subscription & Services Revenue includes revenue provided by core users of Ooma Business, which is the combined revenue of Office, Enterprise, AirDial and OnSIP, and Ooma Residential. 2600Hz and Talkatone are excluded from core Subscription and Services Revenue.

Key Metrics



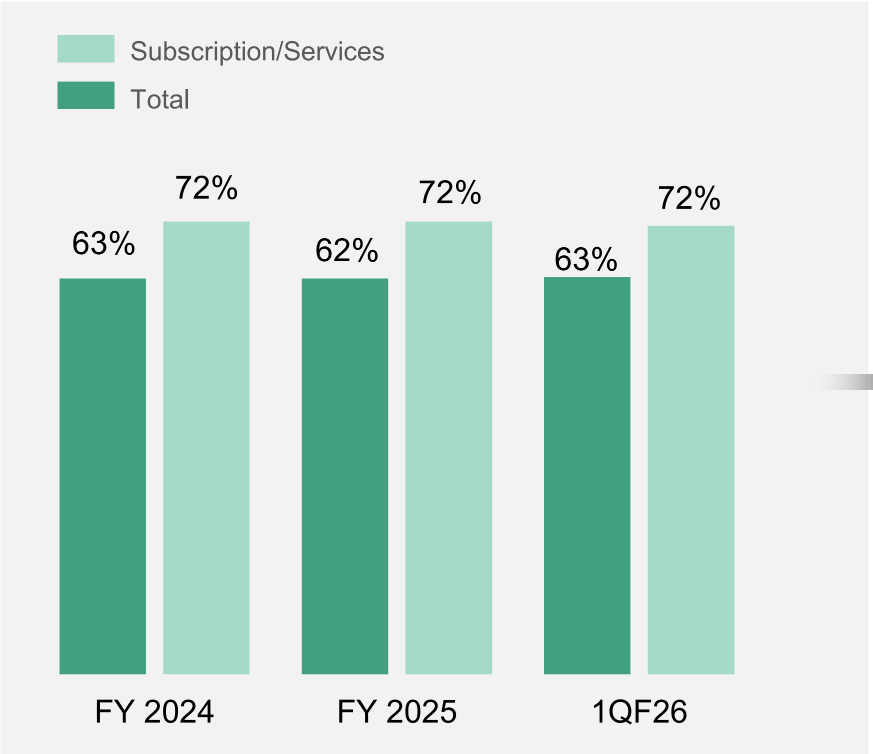


Monthly Business ARPU ~$23, Monthly Residential ARPU ~$9

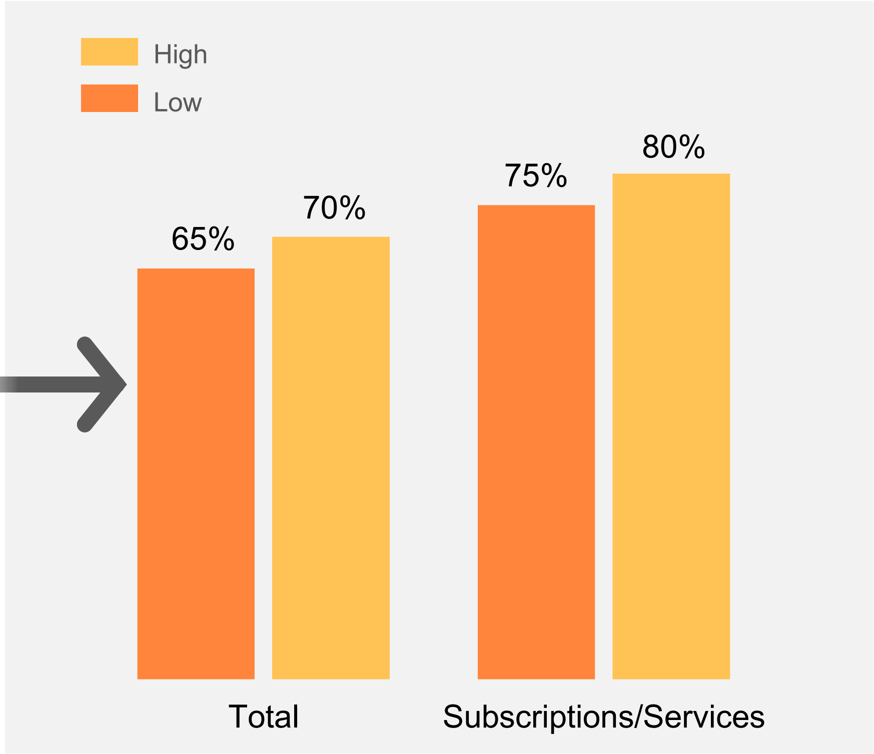
Average Revenue Per User (ARPU) is blended monthly average subscription and services revenue per core user/seat. ARPU does not include Talkatone or 2600Hz. Annual Exit Recurring Revenue (AERR) includes Ooma Business, residential and, beginning 3QF24, 2600Hz. Talkatone revenue is not considered recurring and not included in AERR. ARPU and AERR shown represent data for the fourth quarter of each fiscal year presented.

Robust Gross Margin

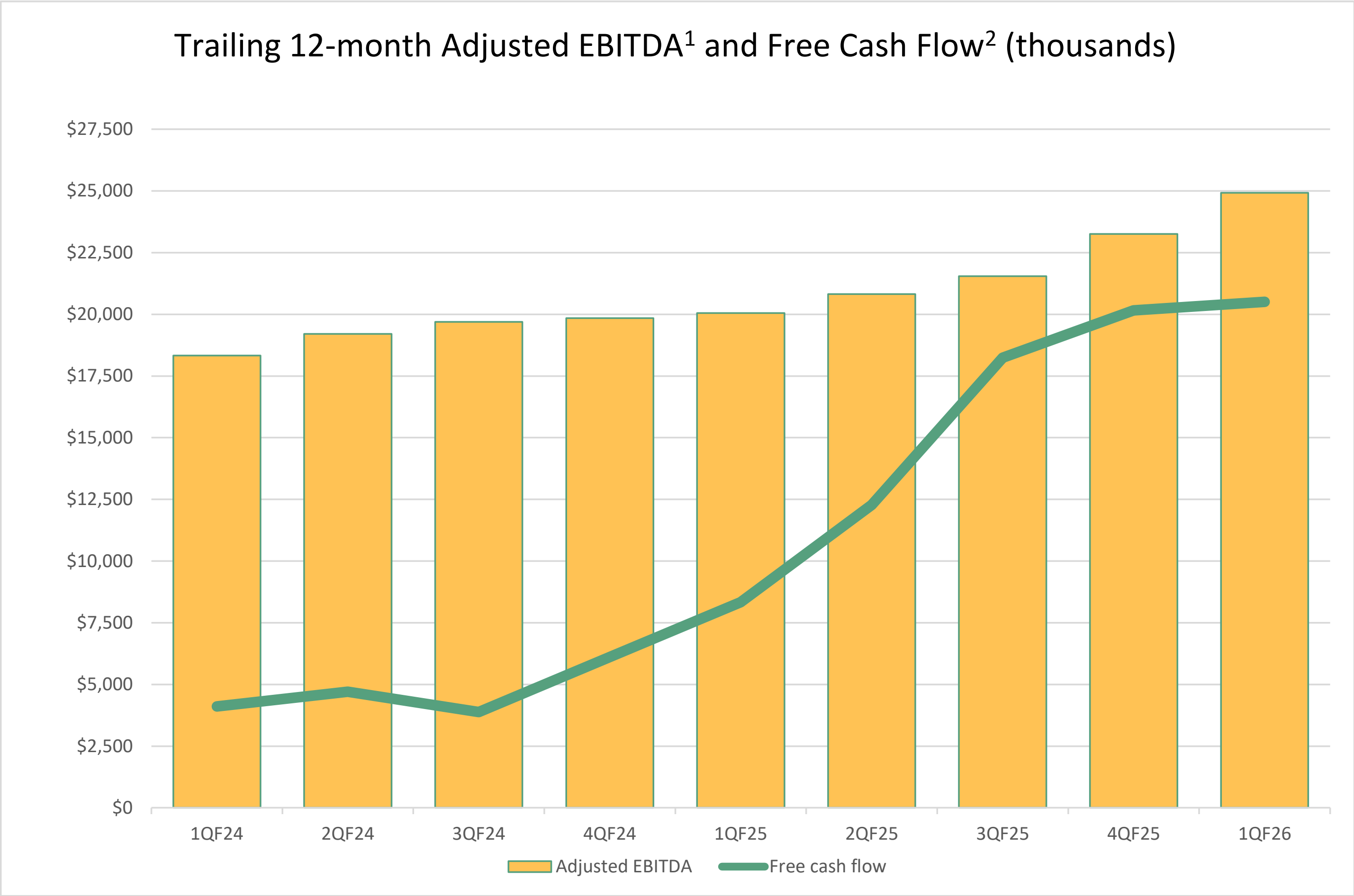
HISTORICAL GROSS MARGIN RANGES



LONG TERM TARGET GROSS MARGIN RANGES



Growing Adjusted EBITDA & Free Cash Flow



1. Adjustments to EBITDA are described in the Reconciliation of Non-GAAP Financial Measures tables of Ooma earnings releases. Values are trailing twelve month amounts for each quarter presented.
2. Free cash flow is defined as cash flow from operations minus capital expenditures.

Financial Position Summary

($ millions)	FY 2024	FY 2025	1QF26
Cash and Investments	$17.5	$17.9	$19.0
Debt	$16.0	-	-
Cash from Operations	$12.3	$26.6	$3.7
Capital Spending	($6.2)	($6.4)	($1.2)
Adjusted EBITDA	$19.8	$23.3	$6.7

Target Model (Non-GAAP)

	Actual Results			Targets	
(% revenue)	FY 2024	FY 2025	1QF26	Mid-Term (1-2 Year)	Long-Term
Subscription & Services Gross Margin	72%	72%	72%	72%-73%	75% - 78%
Overall Gross Margin	63%	62%	63%	62%-63%	65% - 70%
Sales & Marketing	29%	27%	28%	26%-28%	20% - 25%
Research & Development	19%	18%	17%	15%-16%	12% - 15%
General & Administrative	9%	9%	9%	8%-9%	7% - 8%
Adjusted EBITDA	**8%**	**9%**	**10%**	**11-14%**	**20% - 25%**

Thank You.

GAAP to Non-GAAP Reconciliation

$ Thousands	FY 2024	FY 2025	1QF25	1QF26
GAAP Gross Profit	$147,232	$156,018	$38,115	$40,209
Add: Stock-based compensation and related taxes	1,026	1,049	273	244
Amortization of intangibles	1,151	2,974	787	708
Restructuring charges	-	39	-	-
Non-GAAP Gross Profit	**$149,409**	**$160,080**	**$39,175**	**$41,161**
GAAP Sales and Marketing	$73,503	$77,325	$19,481	$19,755
Add: Stock-based compensation and related taxes	(2,276)	(3,969)	(1,016)	(736)
Amortization of intangibles	(2,559)	(2,793)	(697)	(698)
Restructuring costs	(14)	(57)	-	-
Non-GAAP Sales and Marketing	**$68,654**	**$70,506**	**$17,768**	**$18,321**
GAAP Research and Development	$49,935	$54,287	$13,793	$12,442
Add: Stock-based compensation and related taxes	(4,876)	(5,589)	(1,392)	(1,174)
Restructuring costs	(450)	(1,192)	(436)	-
Non-GAAP Research and Development	**$44,609**	**$47,506**	**$11,965**	**$11,268**
GAAP General and Administrative	$27,795	$31,346	$7,578	$8,069
Add: Stock-based compensation and related taxes	(6,932)	(7,610)	(1,827)	(1,914)
Amortization of intangibles and acquisition-related costs	(884)	-	-	-
Facilities consolidation gain	956	-	-	-
Litigation costs	(300)	(245)	-	(307)
Restructuring costs	(13)	(291)	(274)	-
Legal settlement costs	-	(95)	-	-
Non-GAAP General and Administrative	**$20,622**	**$23,105**	**$5,477**	**$5,848**
GAAP Operating Income	($4,001)	($6,940)	($2,737)	($57)
Add: Stock-based compensation and related taxes	15,110	18,217	4,508	4,068
Amortization of intangibles and acquisition-related costs	4,594	5,767	1,484	1,406
Facilities consolidation costs	(956)	-	-	-
Restructuring costs	477	1,579	710	-
Litigation costs	300	245	-	307
Legal settlement costs	-	95	-	-
Non-GAAP Operating Income	**$15,524**	**$18,963**	**$3,965**	**$5,724**
GAAP Net Income	($835)	($6,901)	($2,139)	($141)
Add: Stock-based compensation and related taxes	15,110	18,217	4,508	4,068
Amortization of intangibles and acquisition-related costs	4,403	5,767	1,484	1,406
Facilities consolidation costs	(956)	-	-	-
Restructuring costs	477	1,579	710	-
Legal settlement costs	300	95	-	-
Gain on note conversion	-	(980)	(980)	-
Litigation costs	-	245	-	307
Acquisition related income tax (benefit) expense	(3,131)	-	-	-
Non-GAAP Net Income	**$15,368**	**$18,022**	**$3,583**	**$5,640**