



**CSG SYSTEMS INTERNATIONAL, INC.
DISCLOSURES FOR NON-GAAP FINANCIAL MEASURES**

Use of Non-GAAP Financial Measures and Limitations

To supplement its condensed consolidated financial statements presented in accordance with generally accepted accounting principles (GAAP), CSG uses non-GAAP operating income, non-GAAP adjusted operating margin percentage, non-GAAP EPS, non-GAAP adjusted EBITDA, and non-GAAP adjusted free cash flow. CSG believes that these non-GAAP financial measures, when reviewed in conjunction with its GAAP financial measures, provide investors with greater transparency to the information used by CSG's management in its financial and operational decision making. CSG uses these non-GAAP financial measures for the following purposes:

- Certain internal financial planning, reporting, and analysis;
- Forecasting and budgeting;
- Certain management compensation incentives; and
- Communications with CSG's Board of Directors, stockholders, financial analysts, and investors.

These non-GAAP financial measures are provided with the intent of providing investors with the following information:

- A more complete understanding of CSG's underlying operational results, trends, and cash generating capabilities;
- Consistency and comparability with CSG's historical financial results; and
- Comparability to similar companies, many of which present similar non-GAAP financial measures to investors.

Non-GAAP financial measures are not measures of performance under GAAP, and therefore should not be considered in isolation or as a substitute for GAAP financial information. Limitations with the use of non-GAAP financial measures include the following items:

- Non-GAAP financial measures are not based on any comprehensive set of accounting rules or principles;
- The way in which CSG calculates non-GAAP financial measures may differ from the way in which other companies calculate similar non-GAAP financial measures;
- Non-GAAP financial measures do not include all items of income and expense that affect CSG's operations and that are required by GAAP to be included in financial statements;
- Certain adjustments to CSG's non-GAAP financial measures result in the exclusion of items that are recurring and will be reflected in CSG's financial statements in future periods; and
- Certain charges excluded from CSG's non-GAAP financial measures are cash expenses, and therefore do impact CSG's cash position.

CSG compensates for these limitations by relying primarily on its GAAP results and using non-GAAP financial measures as a supplement only. Additionally, CSG provides specific information regarding the treatment of GAAP

amounts considered in preparing the non-GAAP financial measures and reconciles each non-GAAP financial measure to the most directly comparable GAAP measure.

Non-GAAP Financial Measures: Basis of Presentation

The table below outlines the exclusions from CSG's non-GAAP financial measures:

Non-GAAP Exclusions	Operating Income	Adjusted Operating Margin Percentage	EPS
Transaction fees.....	—	X	—
Restructuring and reorganization charges.....	X	X	X
Executive transition costs	X	X	X
Acquisition-related expenses:			
Amortization of acquired intangible assets	X	X	X
Earn-out compensation	X	X	X
Transaction-related costs.....	X	X	X
Stock-based compensation.....	X	X	X
Gain (loss) on debt extinguishment/conversion	—	—	X
Gain (loss) on acquisitions or dispositions.....	—	—	X
Unusual income tax matters	—	—	X

CSG believes that excluding certain items in calculating its non-GAAP financial measures provides meaningful supplemental information regarding CSG's performance and these items are excluded for the following reasons:

- Transaction fees are primarily comprised of fees paid to third-party payment processors and financial institutions and interchange fees under CSG's payment services contracts. Transaction fees are included in revenue in CSG's Income Statement (and not netted against revenue) because CSG maintains control and acts as principal over the integrated service provided under its payment services customer contracts. However, CSG excludes expense associated with transaction fees from the numerator and denominator in calculating its non-GAAP adjusted operating margin percentage in order to provide comparability with historical and future periods and with its peer group and competitors.
- Restructuring and reorganization charges are expenses that result from cost reduction initiatives and/or significant changes to CSG's business, to include such things as involuntary employee terminations, changes in management structure, divestitures of businesses, facility consolidations and abandonments, and fundamental reorganizations impacting operational focus and direction. These charges are not considered reflective of CSG's recurring business operating results. The exclusion of these items in calculating CSG's non-GAAP financial measures allows management and investors an additional means to compare CSG's current financial results with historical and future periods.
- Executive transition costs include expenses incurred related to a departure of a CSG executive officer under the terms of the related separation agreement. These types of costs are not considered reflective of CSG's recurring business operating results. The exclusion of these costs in calculating CSG's non-GAAP financial measures allows management and investors an additional means to compare CSG's current financial results with historical and future periods.

- Acquisition-related expenses include amortization of acquired intangible assets, earn-out compensation, and transaction-related costs. Transaction-related costs, which typically include expenses related to legal, accounting, and other professional services, are direct and incremental expenses related to business acquisitions, and thus, are not considered reflective of CSG's recurring business operating results. The total amount of acquisition-related expenses can vary significantly between periods based on the number and size of acquisition activities, previously acquired intangible assets becoming fully amortized, and ultimate realization of earn-out compensation. In addition, the timing of these expenses may not directly correlate with underlying performance of the CSG's operations. Therefore, the exclusion of acquisition-related expenses in calculating CSG's non-GAAP financial measures allows management and investors an additional means to compare CSG's current financial results with historical and future periods.
- Stock-based compensation results from CSG's issuance of equity awards to its employees under incentive compensation programs. The amount of this incentive compensation in any period is not generally linked to the level of performance by employees or CSG. The exclusion of these expenses in calculating CSG's non-GAAP financial measures allows management and investors an additional means to evaluate the non-cash expense related to compensation included in CSG's results of operations, and therefore, the exclusion of this item allows investors to further evaluate the cash generating capabilities of CSG's business.
- Gains and losses related to the extinguishment/conversion of debt can be as a result of the refinancing of CSG's credit agreement and/or repurchase, conversion, or settlement of CSG's convertible notes. These activities, to include any derivative activity related to debt conversions, are not considered reflective of CSG's recurring business operating results. Any resulting gain or loss is generally non-cash income or expense, and therefore, the exclusion of these items allows investors to further evaluate the cash impact of these activities for cash flow and liquidity purposes. In addition, the exclusion of these gains and losses in calculating CSG's non-GAAP EPS allows management and investors an additional means to compare CSG's current operating results with historical and future periods.
- Gains or losses related to the acquisition or disposition of certain of CSG's business activities are not considered reflective of CSG's recurring business operating results. Any resulting gain or loss is generally non-cash income or expense, and therefore, the exclusion of these items allows investors to further evaluate the cash impact of these activities for cash flow and liquidity purposes. In addition, the exclusion of these gains and losses in calculating CSG's non-GAAP EPS allows management and investors an additional means to compare CSG's current operating results with historical and future periods.
- Unusual items within CSG's quarterly and/or annual income tax expense can occur from such things as income tax accounting timing matters, income taxes related to unusual events, or as a result of different treatment of certain items for book accounting and income tax purposes. Consideration of such items in calculating CSG's non-GAAP financial measures allows management and investors an additional means to compare CSG's current financial results with historical and future periods.

CSG also reports non-GAAP adjusted EBITDA and non-GAAP adjusted free cash flow. Management believes non-GAAP adjusted EBITDA is a useful measure to investors in evaluating CSG's operating performance, debt servicing capabilities, and enterprise valuation. CSG defines non-GAAP adjusted EBITDA as income before interest, income taxes, depreciation, amortization, stock-based compensation, foreign currency transaction adjustments, acquisition-related expenses, and unusual items, such as restructuring and reorganization charges, executive transition costs, gains and losses related to the extinguishment of debt, and gains and losses on acquisitions or dispositions, as discussed above. Additionally, management uses non-GAAP adjusted free cash flow, among other measures, to assess its financial performance and cash generating capabilities, and believes that it is useful to investors because it shows CSG's cash available to service debt, make strategic acquisitions and investments, repurchase its common stock, pay cash dividends, and fund ongoing operations. CSG defines non-GAAP adjusted free cash flow as net cash flows from operating activities before earn-out compensation payments related to acquisitions less the purchases of software, property, and equipment.

Non-GAAP Financial Measures

Non-GAAP Operating Income and Non-GAAP Adjusted Operating Margin Percentage:

The reconciliation of GAAP operating income to non-GAAP operating income, and calculation of CSG's non-GAAP adjusted operating margin percentage, for the indicated periods are as follows (in thousands, except percentages):

	Quarter Ended March 31,	
	2025	2024
<u>Non-GAAP Operating Income</u>		
GAAP operating income	\$ 29,383	\$ 31,797
Restructuring and reorganization charges (1)	7,368	1,998
Executive transition costs	-	352
Acquisition-related expenses:		
Amortization of acquired intangible assets	3,453	2,852
Earn-out compensation	2,559	-
Stock-based compensation (1)	8,712	7,869
Non-GAAP operating income	<u>\$ 51,475</u>	<u>\$ 44,868</u>
<u>Non-GAAP Adjusted Operating Margin Percentage</u>		
Revenue	\$ 299,453	\$ 295,135
Less: Transaction fees (2)	(27,901)	(25,062)
Revenue less transaction fees	<u>\$ 271,552</u>	<u>\$ 270,073</u>
Non-GAAP adjusted operating margin percentage	19.0%	16.6%

- (1) Restructuring and reorganization charges include stock-based compensation, which is not included in the stock-based compensation line in the tables above and following, and depreciation, which has not been recorded to the depreciation line item on CSG's Income Statement.
- (2) Transaction fees are primarily comprised of fees paid to third-party payment processors and financial institutions and interchange fees under CSG's payment services contracts. Transaction fees are included in revenue in CSG's Income Statement (and not netted against revenue) because CSG maintains control and acts as principal over the integrated service provided under its payment services customer contracts. However, CSG excludes expense associated with transaction fees from the numerator and denominator in calculating its non-GAAP adjusted operating margin percentage in order to provide comparability with historical and future periods and with its peer group and competitors.

Non-GAAP EPS:

The reconciliations of GAAP EPS to non-GAAP EPS for the indicated periods are as follows (in thousands, except per share amounts):

	Quarter Ended March 31, 2025		Quarter Ended March 31, 2024	
	Amounts	EPS (4)	Amounts	EPS (4)
GAAP net income	\$ 16,130	\$ 0.57	\$ 19,467	\$ 0.68
GAAP income tax provision (3)	5,361		7,998	
GAAP income before income taxes	21,491		27,465	
Restructuring and reorganization charges (1)	7,368		1,998	
Executive transition costs	-		352	
Acquisition-related costs:				
Amortization of acquired intangible assets	3,453		2,852	
Earn-out compensation	2,559		-	
Stock-based compensation (1)	8,712		7,869	
Loss on debt extinguishment	453		-	
Non-GAAP income before income taxes	44,036		40,536	
Non-GAAP income tax provision (3)	(11,890)		(11,553)	
Non-GAAP net income	<u>\$ 32,146</u>	<u>\$ 1.14</u>	<u>\$ 28,983</u>	<u>\$ 1.01</u>

(3) For the quarters ended March 31, 2025 and 2024, the GAAP effective income tax rates were approximately 25% and 29%, respectively, and the non-GAAP effective income tax rates were 27.0% and 28.5%, respectively.

(4) The outstanding diluted shares for the quarters ended March 31, 2025 and 2024 were 28.3 million and 28.8 million, respectively.

Non-GAAP Adjusted EBITDA:

CSG's calculation of non-GAAP adjusted EBITDA and the reconciliation of CSG's non-GAAP adjusted EBITDA measure to GAAP net income is provided below for the indicated periods (in thousands, except percentages):

	Quarter Ended March 31,	
	2025	2024
GAAP net income	\$ 16,130	\$ 19,467
GAAP income tax provision	5,361	7,998
Interest expense (5)	7,198	7,506
Loss on debt extinguishment	453	-
Interest income and other, net	241	(3,174)
GAAP operating income	29,383	31,797
Restructuring and reorganization charges (1)	7,368	1,998
Executive transition costs	-	352
Acquisition-related expenses:		
Amortization of acquired intangible assets (6)	3,453	2,852
Earn-out compensation	2,559	-
Stock-based compensation (1)	8,712	7,869
Amortization of other intangible assets (6)	3,187	2,565
Amortization of customer contract costs (6)	4,662	5,028
Depreciation (1)	5,013	5,636
Non-GAAP adjusted EBITDA	<u>\$ 64,337</u>	<u>\$ 58,097</u>
Non-GAAP adjusted EBITDA as a percentage of revenue less transaction fees (2)	<u>23.7%</u>	<u>21.5%</u>

- (5) Interest expense includes amortization of deferred financing costs as provided in Note 6 below.
- (6) Amortization on the statement of cash flows is made up of the following items for the indicated periods (in thousands):

	Quarter Ended March 31,	
	2025	2024
Amortization of acquired intangible assets	\$ 3,453	\$ 2,852
Amortization of other intangible assets	3,187	2,565
Amortization of customer contract costs	4,662	5,028
Amortization of deferred financing costs	862	864
Total amortization	<u>\$ 12,164</u>	<u>\$ 11,309</u>

Non-GAAP Adjusted Free Cash Flow:

CSG's calculation of non-GAAP adjusted free cash flow and the reconciliation of CSG's non-GAAP adjusted free cash flow measure to cash flows from operating activities are provided below for the indicated periods (in thousands):

	Quarter Ended March 31,	
	2025	2024
Cash flows from operating activities	\$ 11,469	\$ (29,351)
Purchases of software, property, and equipment	(4,401)	(4,774)
Non-GAAP adjusted free cash flow	<u>\$ 7,068</u>	<u>\$ (34,125)</u>

Non-GAAP Financial Measures – 2025 Financial Guidance

Non-GAAP Operating Income and Non-GAAP Adjusted Operating Margin Percentage:

The reconciliation of GAAP operating income to non-GAAP operating income, and calculation of non-GAAP adjusted operating margin percentage, as included in CSG's 2025 full year financial guidance, is as follows (in thousands, except percentages):

	2025 Guidance Range	
	Low Range	High Range
<u>Non-GAAP Operating Income</u>		
GAAP operating income	\$ 134,700	\$ 145,700
Restructuring and reorganization charges	12,400	12,400
Acquisition-related expenses:		
Amortization of acquired intangible assets	13,800	13,800
Earn-out compensation	7,900	7,900
Stock-based compensation	34,300	34,300
Non-GAAP operating income	<u>\$ 203,100</u>	<u>\$ 214,100</u>
<u>Non-GAAP Operating Margin Percentage</u>		
Revenue	\$ 1,210,000	\$ 1,250,000
Less: Transaction fees	(106,000)	(111,000)
Revenue less transaction fees	<u>\$ 1,104,000</u>	<u>\$ 1,139,000</u>
Non-GAAP adjusted operating margin percentage	18.4%	18.8%

Non-GAAP EPS:

The reconciliation of GAAP EPS to non-GAAP EPS as included in CSG's 2025 full year financial guidance is as follows (in thousands, except per share amounts):

	2025 Guidance Range			
	Low Range		High Range	
	Amounts	EPS (8)	Amounts	EPS (8)
GAAP net income	\$ 79,300	\$ 2.86	\$ 87,200	\$ 3.13
GAAP income tax provision (7)	30,800		33,900	
GAAP income before income taxes	110,100		121,100	
Restructuring and reorganization charges	12,400		12,400	
Acquisition-related expenses:				
Amortization of acquired intangible assets	13,800		13,800	
Earn-out compensation	7,900		7,900	
Stock-based compensation	34,300		34,300	
Loss on debt extinguishment	500		500	
Non-GAAP income before income taxes	179,000		190,000	
Non-GAAP income tax provision (7)	(50,100)		(53,100)	
Non-GAAP net income	<u>\$ 128,900</u>	<u>\$ 4.65</u>	<u>\$ 136,900</u>	<u>\$ 4.90</u>

(7) For 2025, the estimated effective income tax rates for GAAP and non-GAAP purposes are both expected to be approximately 28%.

(8) The weighted-average diluted shares outstanding are expected to be approximately 28 million.

Non-GAAP Adjusted EBITDA:

CSG's calculation of non-GAAP adjusted EBITDA and the reconciliation of CSG's non-GAAP adjusted EBITDA measure to GAAP net income is provided below for CSG's 2025 full year financial guidance (in thousands, except percentages):

	2025 Guidance Range	
	Low Range	High Range
GAAP net income	\$ 79,300	\$ 87,200
GAAP income tax provision (7)	30,800	33,900
Interest expense	29,500	29,500
Loss on debt extinguishment	500	500
Interest income	(5,400)	(5,400)
GAAP operating income	134,700	145,700
Restructuring and reorganization charges	12,400	12,400
Acquisition-related expenses:		
Amortization of acquired intangible assets	13,800	13,800
Earn-out compensation	7,900	7,900
Stock-based compensation	34,300	34,300
Amortization of other intangible assets	10,700	10,700
Amortization of client contract costs	22,600	22,600
Depreciation	21,600	21,600
Non-GAAP adjusted EBITDA	<u>\$ 258,000</u>	<u>\$ 269,000</u>
Non-GAAP adjusted EBITDA as a percentage of revenue less transaction fees (2)	<u>23.4%</u>	<u>23.6%</u>

Non-GAAP Adjusted Free Cash Flow:

CSG's calculation of non-GAAP adjusted free cash flow and the reconciliation of CSG's non-GAAP adjusted free cash flow measure to cash flows from operating activities is provided below for CSG's 2025 full year financial guidance (in thousands):

	2025 Guidance Range	
	Low Range	High Range
Cash flows from operating activities	\$ 122,100	\$ 172,100
Earn-out compensation payments	7,900	7,900
Purchases of software, property, and equipment	(20,000)	(30,000)
Non-GAAP adjusted free cash flow	<u>\$ 110,000</u>	<u>\$ 150,000</u>