Investor Overview and Financial Results

DATE

May 1, 2023

Forward-Looking Statements

This presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934, as amended, and the Private Securities Litigation Reform Act of 1995. Forward-looking statements include all statements that are not historical facts. In some cases, you can identify these forward-looking statements by the use of words such as "outlook," "believes," "expects," "potential," "continues," "may," "will," "should," "could," "seeks," "predicts," "intends," "trends," "plans," "estimates," "anticipates," or the negative version of these words or other comparable words. Any statements in this presentation regarding future revenue, earnings, margins, financial performance, cash flow, liquidity, results of operations, free cash flow, stock based compensation expense, depreciation and amortization expense, interest expense, capital expenditures, non-GAAP tax rates, or cash tax rates (including, but not limited to, the information provided under "Financial Results Overview - 2023 Guidance" and "Guidance"), our total addressable market ("TAM"), our future investments in R&D, innovation and product offerings, the potential impact of the COVID-19 pandemic and macroeconomic conditions on our business, future product or service offerings, expected customer growth or net retention, the integration and anticipated benefits of acquisitions to us and our customers, our acquisition strategy, future plans for further international expansion, and any other statements that are not historical facts are forward-looking statements. We have based our forward-looking statements on our management's beliefs and assumptions based on information available to our management at the time the statements are made. We caution you that assumptions, beliefs, expectations, intentions and projections about future events may and often do vary materially from actual results. Therefore, actual results could differ materially from those expressed or implied by our forward-looking statements.

Factors that could cause actual results to differ from those expressed or implied by our forward-looking statements include, among other things: future economic, competitive, and regulatory conditions, potential future uses of cash, the successful integration of acquired businesses, and future decisions made by us and our competitors. All of these factors are difficult or impossible to predict accurately and many of them are beyond our control. For a further list and description of these and other important risks and uncertainties that may affect our future operations, see Part I, Item 1A - Risk Factors in our most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission, which we may update in Part II, Item 1A - Risk Factors in Quarterly Reports on Form 10-Q we have filed or will file hereafter. Our forward-looking statements do not reflect the potential impact of any future acquisitions, mergers, dispositions, joint ventures, investments, or other strategic transactions we may make. Each forward-looking statement contained in this presentation speaks only as of the date of this presentation, and we undertake no obligation to update or revise any forward-looking statements whether as a result of new information, future developments or otherwise, except as required by law.

Business Model

Growing TAM

$100Bn

Estimated TAM[1]

Network Effects

>100M

Contact record events daily[2]

Business Model

>10x

LTV/CAC[3][4]

Delivering Durable Growth and Profitability at Scale

Scale

$1.20B

Annualized Q1 2023 Revenue

Growth

24%

Q1 2023 YoY Revenue Growth

Retention

104%

FY 2022 Net Revenue Retention rate[6]

Cash Flow

$121M

Q1 2023 Unlevered Free Cash Flow[5]

Profitability

40%

Q1 2023 Adj. Operating Income Margin[5]

Large Customers

1,905

Customers w/ >100K ACV[2]

1. See footnote on slide 9.
2. As of or through March 31, 2023 as applicable
3. For the trailing twelve month period ended March 31, 2023
4. "LTV" is average lifetime value expected from a customer. "CAC" is our average customer acquisition cost
5. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
6. For the trailing twelve month period ended December 31, 2022

zoominfo

The Modern Revenue Operating System

Go-to-Market

Recruiting / Employee Branding

OperationsOS

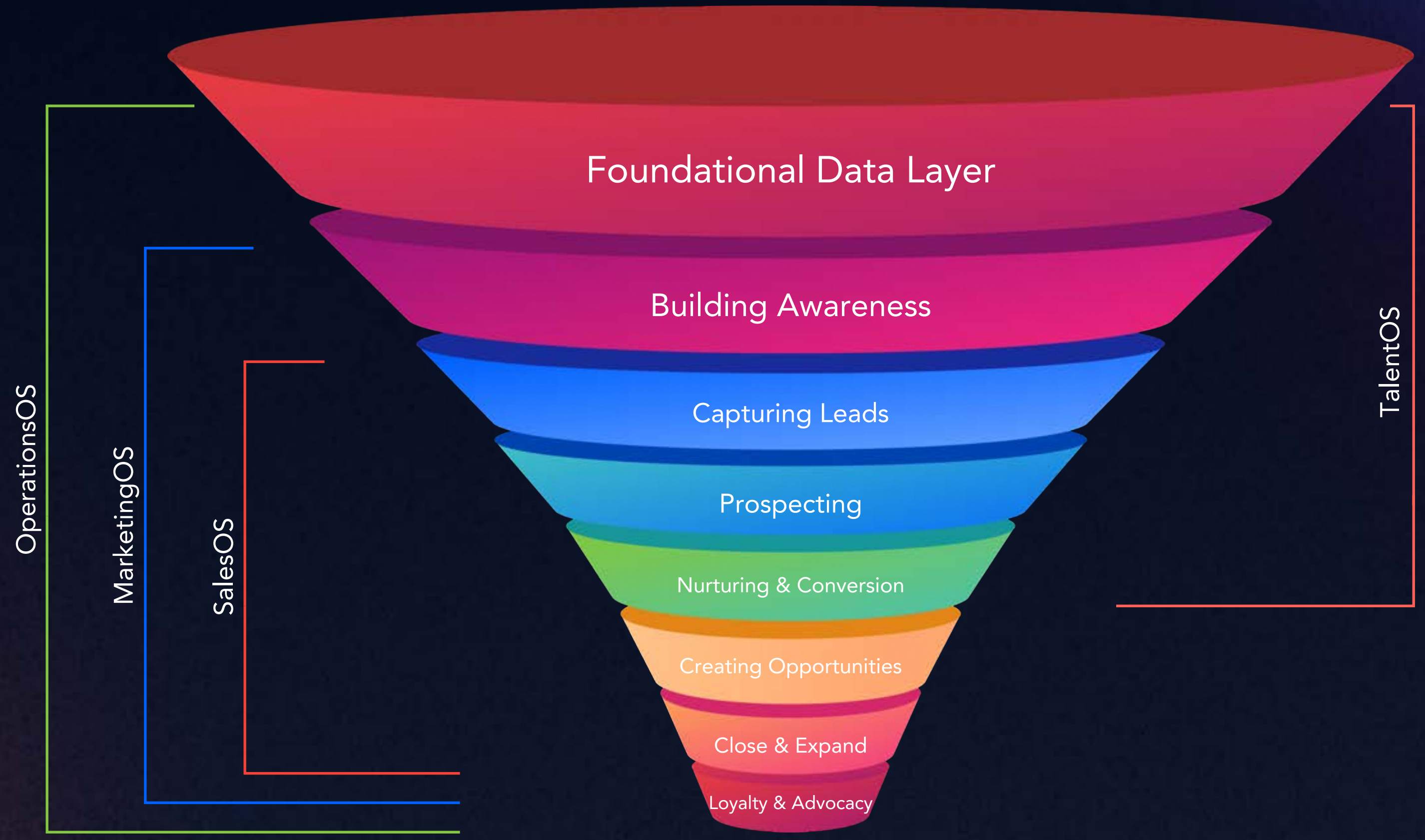
- Data-as-a-Service
- Data Quality Management
- Lead-to-Account Matching
- Enrichment
- Routing
- Email Verification

MarketingOS

- Display and Social Advertising
- Account-Based Marketing
- Website Chat
- Form Enrichment
- Abandoned Form Tracking
- Audience Solutions

SalesOS

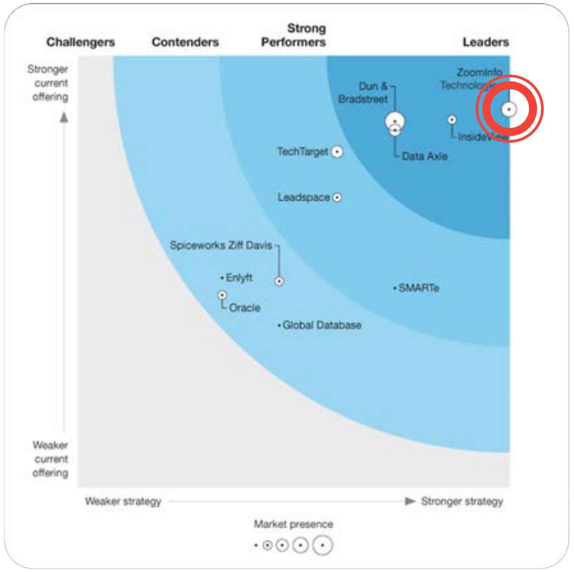
- Sales Intelligence
- Buyer Intent Data
- Key Contact Tracking
- Conversation Intelligence
- Pipeline Forecasting
- Sales Engagement
- Website Chat

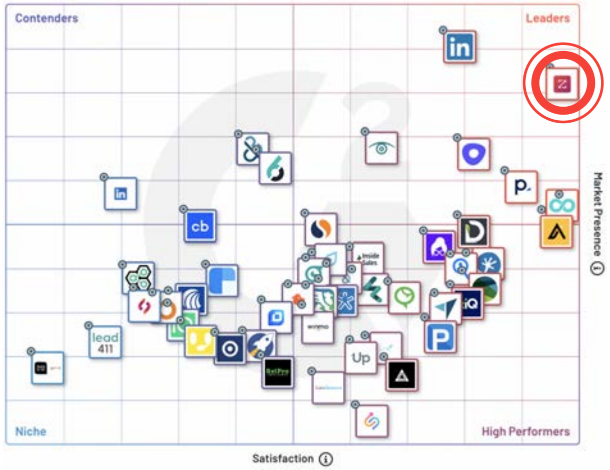


TalentOS

- Recruitment Intelligence
- Recruitment Automation
- Talent Engagement
- Talent Pool Management
- Employer Branding
- Recruitment Marketing

Consistently Ranked as a Product Leader





The Forrester Wave™: B2B Marketing Data Providers

ZoomInfo Technologies

Leaders in Current Offerings and Strategies

G2 Grid for Sales Intelligence

ZoomInfo Technologies

Leaders, High Performance and Satisfaction, Strong Market Presence

Sales Intelligence Software TrustMap

ZoomInfo Technologies

High Research Frequency, High Score

2021 SoftwareReviews Conversation Intelligence Data Quadrant

ZoomInfo Technologies

Leader in Product Features and Satisfaction, Vendor Experience and Capabilities

Best-of-Breed in a Unified Platform: RevOS

ZoomInfo Aligns Marketing and Sales Tech Stack in a Unified Platform

Category	zoominfo Solutions	zoominfo Market Reputation
Contact Data	270m+ Contacts	#1 for Lead Intelligence by G2
Company Data	100m+ Companies	#1 in Market Intelligence by G2
Technographics	30k+ Individual Technologies	#1 in Sales Intelligence by G2
Intent	Streaming Intent	#1 in Buyer Intent Data Tools by G2
Conversation Intelligence	Chorus	A Leader in Conversation Intelligence for Enterprise by G2
Sales Engagement	Engage	A Leader in Sales Engagement Software by G2
Pipeline Forecasting	Chorus Momentum	A Leader in Sales Coaching Software by G2
Conversational Marketing	Chat	4.8 / 5 avg. G2 review score for Conversational Marketing
Enrichment	Enrich	A Leader in B2B Marketing Data in Forrester Wave
Audience Solutions	Targeted Audiences	#1 for Marketing Account Intelligence Software by G2
Account-Based Marketing	ABM	A Leader in B2B Marketing Data in Forrester Wave
Data Orchestration	RingLead	#1 in Data Quality Software by G2
Key Contact Tracking	Tracker	#1 Sales Intelligence Solution with Key Contact Tracking by G2
Site Visitor Identification	WebSights	A Leader in Visitor Identification by G2

Diverse Data Sourcing Feeds Evidence-Based AI/ML Systems

Data Sources
We gather data from multiple sources

Data Types
We gather a wide variety of intelligence on companies and business professionals

Engine
Our intelligence engine brings together, processes, verifies, and publishes intelligence

Contributory Networks
>100 Million contact record events daily

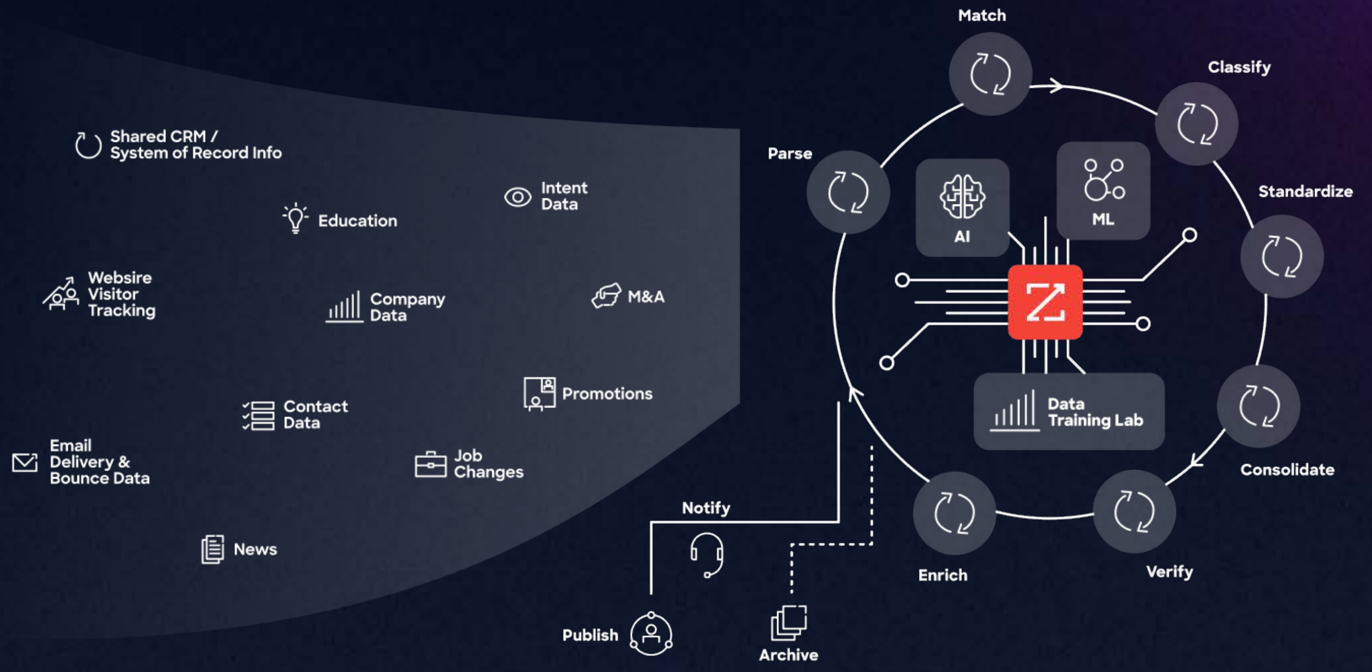
Select First Party Data & Insights
Hundreds of Millions daily

Real Time Intent Signals
>50 Million per week across >11,000 topics

Unstructured Public Information
Billions of web pages monitored

Data Training Lab
>300 human researchers

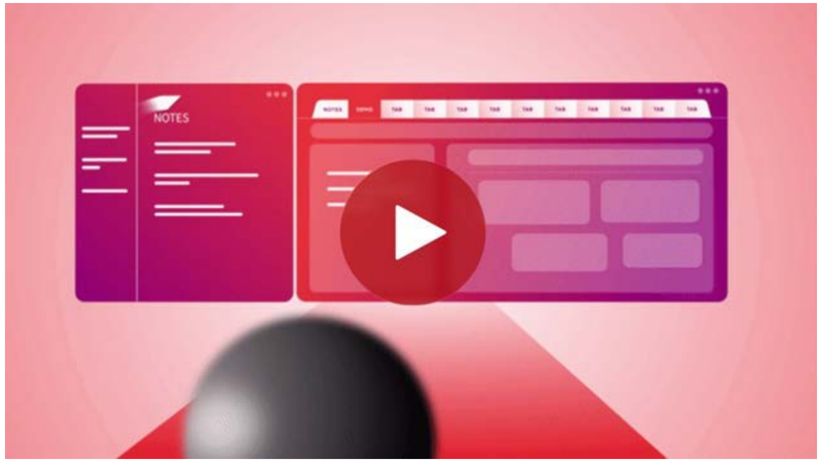
Generally Available Information
Limited amount of acquired data



Product Vision and Privacy Leadership

[ZoomInfo's Product Vision]

See how customers use the greatest source of data and insights to power the go-to-market motion for four different personas: Sales, Operations, Talent, and Marketing.



[ZoomInfo's Privacy Leadership]

ZoomInfo Chief Compliance Officer, Simon McDougall, speaks to how ZoomInfo is a privacy first organization.

Addressing a Large and Growing Opportunity

ZoomInfo's Global TAM

Today (5)(6)

$40B	$30B	$20B	$10B	$100B
SalesOS	OperationsOS	MarketingOS	TalentOS	

As of 12/31/21 (2)(3)(4)

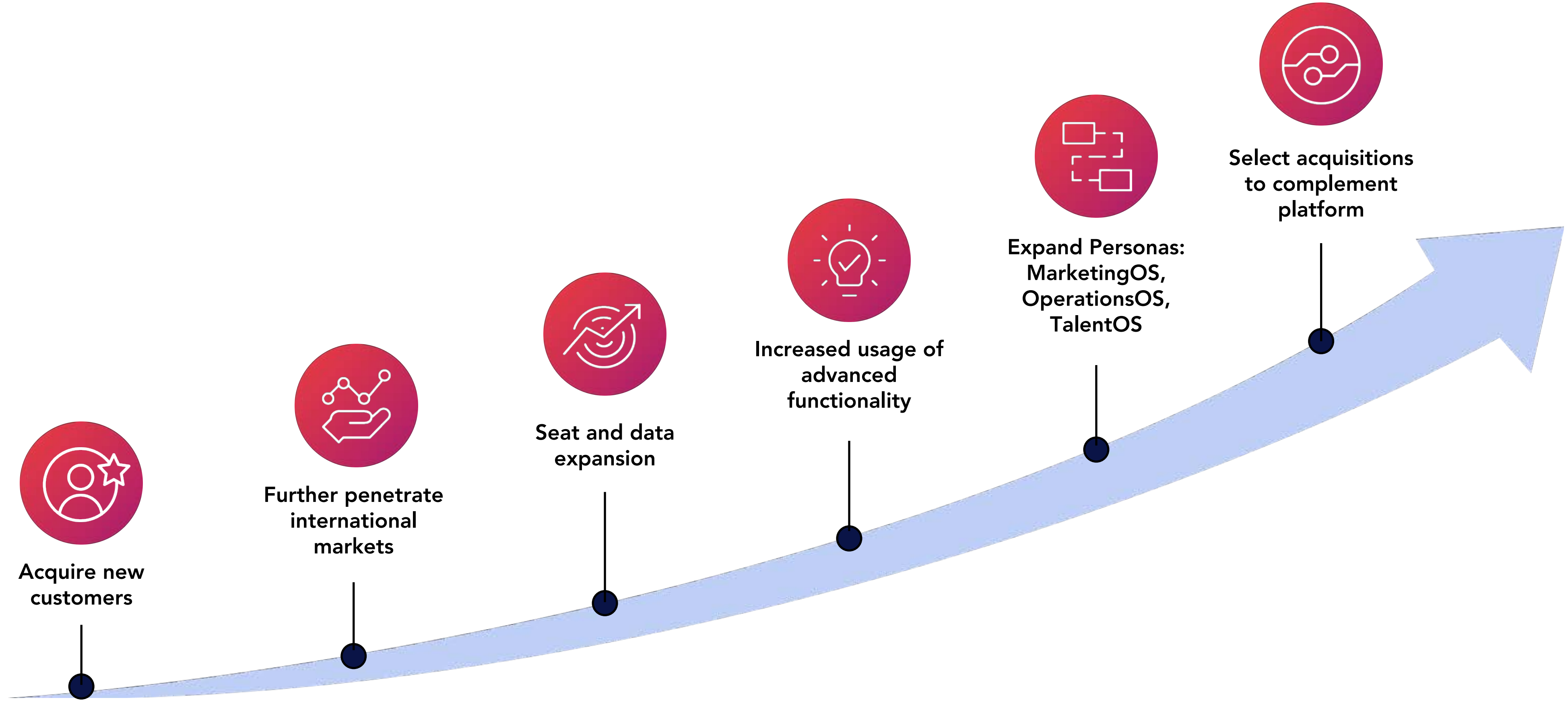
$14B	$12B	$18B	$7B	$7B	$6B	$6B	$70B
North America Intelligence	International Intelligence	Conversation Intelligence	Chat	Engage	Data Mgt.	Recruiter	

At IPO (1)

$13B	$11B	$24B
North America Intelligence	International Intelligence	

1. We calculated our TAM at IPO by estimating the total number of companies by employee size for companies with 1,000 or more employees (enterprise), companies with 100 to 999 employees (mid-market), and companies with 10 to 99 employees (SMBs) and applying the ACV to each respective company using internally generated data of actual customer spend by company size. The aggregate calculated value represents our estimated TAM. Data for numbers of companies by employee count is from our ZoomInfo platform that we have identified as relevant prospects for our platform. The ACV applied to the specifically identified number of companies by employee size is calculated by leveraging internal company data on current customer spend, which is concentrated on sales and marketing use cases today. For our companies with 1,000 or more employees, we have applied the average ACV of our top quartile of customers with 1,000 or more employees, who we believe have achieved broader implementation of our platform across their organizations. For companies with 100 to 999 employees and companies with 10 to 99 employees, we have applied an average ACV based on current spend for our customers in these bands.
2. We estimated our TAM most recently reported with our 12/31/21 earnings with the same methodology as per footnote 1 above with the following changes: 1) SMBs sized based on companies 25 to 99 employees, 2) ACV excludes Engage, Everstring and Recruiter as those TAMs are being calculated separately and 3) applying North America and International ACV to applicable company counts by assuming 45% of North America ACV for International enterprise and 75% of North America ACV for mid-market and SMBs.
3. Conversation Intelligence assumes 40% of ACV as per footnote 2 for enterprise, and 100% of ACV as per footnote 2 for mid-market and SMBs; Engage assumes 25% of ACV as per footnote 2 for enterprise, mid-market and SMBs; Data Management assumes 33% of ACV as per footnote 2 for enterprise and mid-market only; Recruiter assumes $100K ACV for enterprise (50 reps x $2,000 / rep), $8K ACV for mid-market (4 reps x $2,000 / rep), $2K ACV for SMBs (2 reps x $2,000 / rep); Chat assumes 25% of ACV as per footnote 2 for enterprise, mid-market and SMBs.
4. Company counts based on ZoomInfo platform as of 5/13/2021; ACV values as of 3/31/2021.
5. We calculated our TAM today by estimating the total number of B2B companies by employee size for companies with 1,000 or more employees (enterprise), companies with 100 to 999 employees (mid-market), and companies with 25 to 99 employees (SMBs) and applying the ACV to each respective company using internally generated data of actual customer spend by company size. The aggregate calculated value represents our estimated TAM. Data for numbers of companies by employee count is from our ZoomInfo platform that we have identified as relevant prospects for our platform. The ACV applied to the specifically identified number of companies by employee size is calculated by leveraging internal company data on current customer spend by persona as we sell today. For our companies with 1,000 or more employees, we have applied the average ACV of the top half of customers with 1,000 or more employees, who we believe have achieved broader implementation of our platform across their organizations. For companies with 100 to 999 employees and companies with 25 to 99 employees, we have applied an average ACV based on current spend for our customers in these bands. Note we have applied a haircut for International ACV to applicable company counts by assuming 45% of North America ACV for International enterprise and 75% of North America ACV for mid-market and SMBs.
6. Company counts based on ZoomInfo platform as of 3/31/2022; ACV values as of 12/31/2021.

Multiple Levers for Sustained Growth



Recent New and Expansion Customers

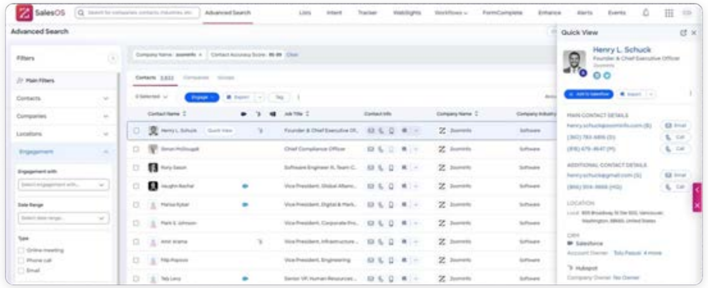
More than 30,000 Customers from Small, Mid-sized, and Large Organizations Across a Diverse Set of Industries

J.P.Morgan
Shaw)
UKG
JUNIPER NETWORKS
Chevron
CHOICE HOTELS
VERITAS
CISCO
SGS
Canon
yahoo!
usbank
Morgan Stanley
SAIA LTL Freight
BLACK & VEATCH
OneMedical Group
AMN Healthcare
Just Walk Out technology by amazon
WYNDHAM HOTELS & RESORTS
DOW JONES
SUTHERLAND
Anticimex
Panera BREAD
genpact
Mondelēz International

Recent Platform Highlights

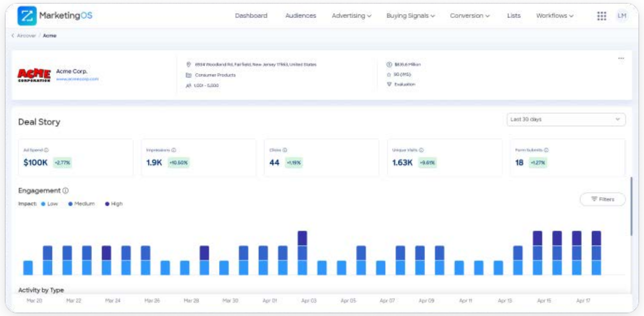
SalesOS - Engage Integration:

- We have streamlined the user experience and incorporated Engage within SalesOS to seamlessly integrate multiple go-to-market channels into a highly personalized and engaging customer experience.
- Features:
  - Find and engage with prospects from a single platform
  - Quickly call, email, or push contacts into sales flows
  - Refine searches against previous engagement activity
  - Review calls and emails made, side-by-side, with contact and company records



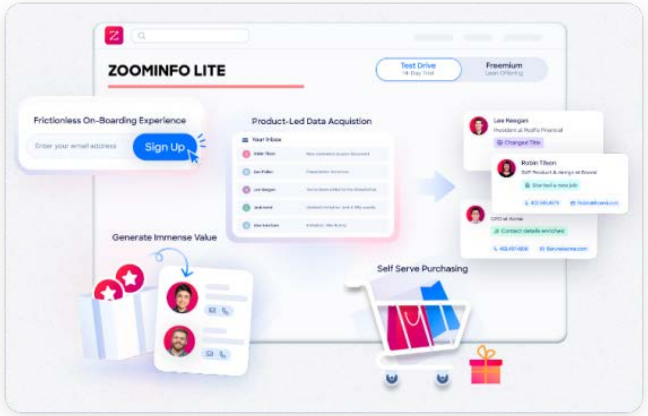
MarketingOS - Deal Story:

- We released Account Deal Story and Spend Reporting, which allows a deeper dive into the activities and engagements that are influencing each account in MarketingOS Audiences.
- Features:
  - A visual display of all the activities performed for that account
  - A visual display of the engagements across all activities for that account
  - Filters for engagement, activities, and channels



ZoomInfo Lite - Product Led Growth:

- We launched ZoomInfo Lite with a new simplified sign-up process.
- Features:
  - Multiple avenues to transact
  - Optimized sign up with email functionality
  - Reduced screens and steps for account creation
  - Reduce verification methods



Demos of Selected Product Functionality

zoominfo MarketingOS

Campaign Reach

zoominfo Enrich

Enrich

zoominfo MarketingOS

Workflows

ZoomInfo Drives Value for Customers

Revenue	BRANDLIVE	$1 million+ in revenue in 6 months	abgprint	200% increase in revenue	clum	10x ROI from ZoomInfo
Efficiency	momentive	Took speed to lead from 20 minutes to 60 seconds with OperationsOS	centrical	50% reduction in time spent researching	FUJITSU	Sales reps gain back 4 hours of productivity per week
Pipeline	workfront	Increased pipeline by 90% YoY	Appcues	798% increase in call to connect rates and 41% increase in pipeline creation	TTNG	Increased number of meetings scheduled by 85%
Conversion	ATLATL	Increased conversion rates by over 400%	synup	10x increase in website conversions	Engagio	Reduced sales cycle from 90 days to 62 days

Customer ROI

Access all ZoomInfo Case Studies

Customer Case Study - Aurea CloudFix

The Results

Decreased cost per SQL by 50%

Industry	Technology
Segment	Enterprise
Location	Austin, Texas, USA

AUREA CLOUDFIX

About the Company

Aurea CloudFix is an IT Services and IT Consulting company, which provides an automated way to optimize AWS cost and performance.

The Challenge

During the development of their product, Aurea CloudFix took the opportunity to revamp its go-to-market strategy. As part of this strategy, the company evaluated Account-Based Marketing (ABM) tools and databases to incorporate new customer acquisition initiatives. Zach Ruhl, the Commercial Vice President, explained that they required a database of contact information for their lead generation team to support their marketing and sales campaigns, in addition to an ABM tool.

Aurea CloudFix initially began their ABM journey with a different vendor, but Ruhl's team explored other ABM solutions to achieve a greater return on investment and lower the cost per Sales Qualified Lead (SQL).

The Solution

With MarketingOS, the team creates automated audiences based on website visitor data and purchasing intent signals, enabling them to run sales and marketing campaigns that target ready-to-buy prospects.

Access to both SalesOS and MarketingOS has helped Aurea CloudFix to tailor its strategy to its existing customer base. Working alongside MarketingOS campaigns—WebSights, and Intent Workflows set up in SalesOS alert an account's sales rep as soon as that customer visits the Aurea CloudFix webpage or spikes in buyer intent. This allows sellers to understand their customer's current product mix and where CloudFix fits in, removing any guesswork.

Apart from accessing quality data, Ruhl wanted to ensure that this information could be accessed within their team's working systems. "The integrations that ZoomInfo has with Salesforce help maintain the data hygiene of our database and automate processes that used to be manual, so those teams can focus their time elsewhere," said Ruhl.

The Results

After implementing MarketingOS, Ruhl observes, “We have decreased cost per Sales Qualified Lead by more than 50%, which is the main metric we’re driving towards. It’s largely due to the accuracy and volume of the ZoomInfo database and how that can inform our Marketing and Sales outreach.”

“Without ZoomInfo, I think we’d have to spend a lot more time on manual processes and we’d have a lot less accurate data as an input to our sales and marketing campaigns,” Ruhl said.

As Aurea CloudFix continues to grow and expand its customer base, Ruhl looks forward to the team's future success partnering with ZoomInfo. With the power of targeted MarketingOS campaigns, in tandem with sophisticated sales intelligence data in SalesOS, Aurea Cloudfix's sales and marketing teams can generate a stronger pipeline, continue to win new customers, and drive revenue—setting the foundation for lasting success.

Customer Case Study - MarketSpark

The Results

5x Revenue Opportunities with ZoomInfo Company Data Brick

Industry	Telecommunications
Segment	Mid-Market
Location	San Diego, CA, USA

MarketSpark

About the Company

MarketSpark is the leading provider of analog replacement solutions for the enterprise. Its cloud-enabled platform helps companies update telecom infrastructure by replacing static, costly copper telephone lines with a managed wireless solution that is 5G ready.

The Challenge

Consumers have largely transitioned from POTS (plain old telephone service) lines to more modern technology, but thousands of large enterprises still rely on POTS lines to support safety systems such as elevators, fire panels, burglar alarms, and more.

For MarketSpark's analysis, it was critical to know the precise location of each of its prospect's buildings, the density of those buildings within a given geography, and how many employees work at each site. Since Enterprises don't share this information publicly, MarketSpark needed a solution that could deliver highly detailed, location-level data to guide their prospecting strategy and fuel their risk analysis engine.

The Solution

MarketSpark partnered with ZoomInfo's Data Services Team to create a personalized Company Data Brick composed of comprehensive firmographics like company name, address, employee count, and revenue.

"Out of the solutions we considered, ZoomInfo's Data Brick had the most comprehensive and accurate dataset by far," says Robert Kulewicz, Chief Growth Officer. "And ZoomInfo's team was willing to help us understand how we could ingest that data and manipulate it effectively."

MarketSpark combined the Data Brick with information from the FCC to run its analysis in S3, then built an interactive map that visualizes a location-based risk assessment for each prospect.

"Through analysis of ZoomInfo and FCC data in S3, our business intelligence team was able to identify 30,000 companies that are great prospects for our solution," says Kulewicz.

In addition to using the Data Brick for analysis, MarketSpark leverages ZoomInfo SalesOS solution to drive efficiency for its sales team. SalesOS maximizes productivity by identifying ready-to-buy prospects through intent signals and providing accurate contact information for decision-makers.

The Results

Fueled by ZoomInfo's Company Data Brick, MarketSpark's POTS risk analysis map provides critical differentiation in a competitive market.

"Without ZoomInfo's Data Brick, we would have to present mock data to our prospects and, like our competitors, focus more on basic feature benefits and functionality," says Kulewicz. "The message is far more compelling when we're able to present the customer with the real and exact addresses at risk."

With ZoomInfo's data to drive targeting and inform insightful sales conversations, MarketSpark has experienced a notable uptick in pipeline and conversion rates.

"There's no question ZoomInfo has significantly impacted our revenue," states Kulewicz. "We've been able to 5x our growth in terms of both marketing qualified leads and sales qualified leads. And with 5x the deals in the pipeline, we've seen at least 5x the revenue opportunities."

zoominfo

Q1 2023
Financial Results

zoominfo

Financial Results Overview

Financial Results

"ZoomInfo again delivered a quarter of growth, profitability, and free cash flow generation," said Henry Schuck, ZoomInfo Founder and CEO. "Businesses are unlocking our insights, engaging with customers more effectively, and winning faster through our platform. We're still early in the digital revolution of B2B sales and marketing, but we're in a position to empower every business worldwide to modernize their go-to-market motion."

2023 Guidance[2]

For FY 2023 we are reaffirming our prior guidance of revenue in the range of $1.275 - $1.285 billion and Adjusted Operating Income in the range of $523 - $533 million.

>30,000

Paying Customers[1]

1,905

Customers with > $100k in ACV[1]

2023 Guidance (as of 5/1/2023)

$1.275 - $1.285 billion

FY 2023 Revenue

$523 - $533 million

FY 2023 Adjusted Operating Income[2]

1. As of or through March 31, 2023 as applicable
2. Guidance as of 5/1/2023. We do not provide a quantitative reconciliation of the forward-looking non-GAAP financial measures included in this presentation to the most directly comparable GAAP measures due to the high variability and difficulty to predict certain items excluded from these non-GAAP financial measures; in particular, the effects of stock-based compensation expense, taxes and amounts under the exchange tax receivable agreement, deferred tax assets and deferred tax liabilities, and restructuring and transaction expenses. We expect the variability of these excluded items may have a significant, and potentially unpredictable, impact on our future GAAP financial results.

zoominfo

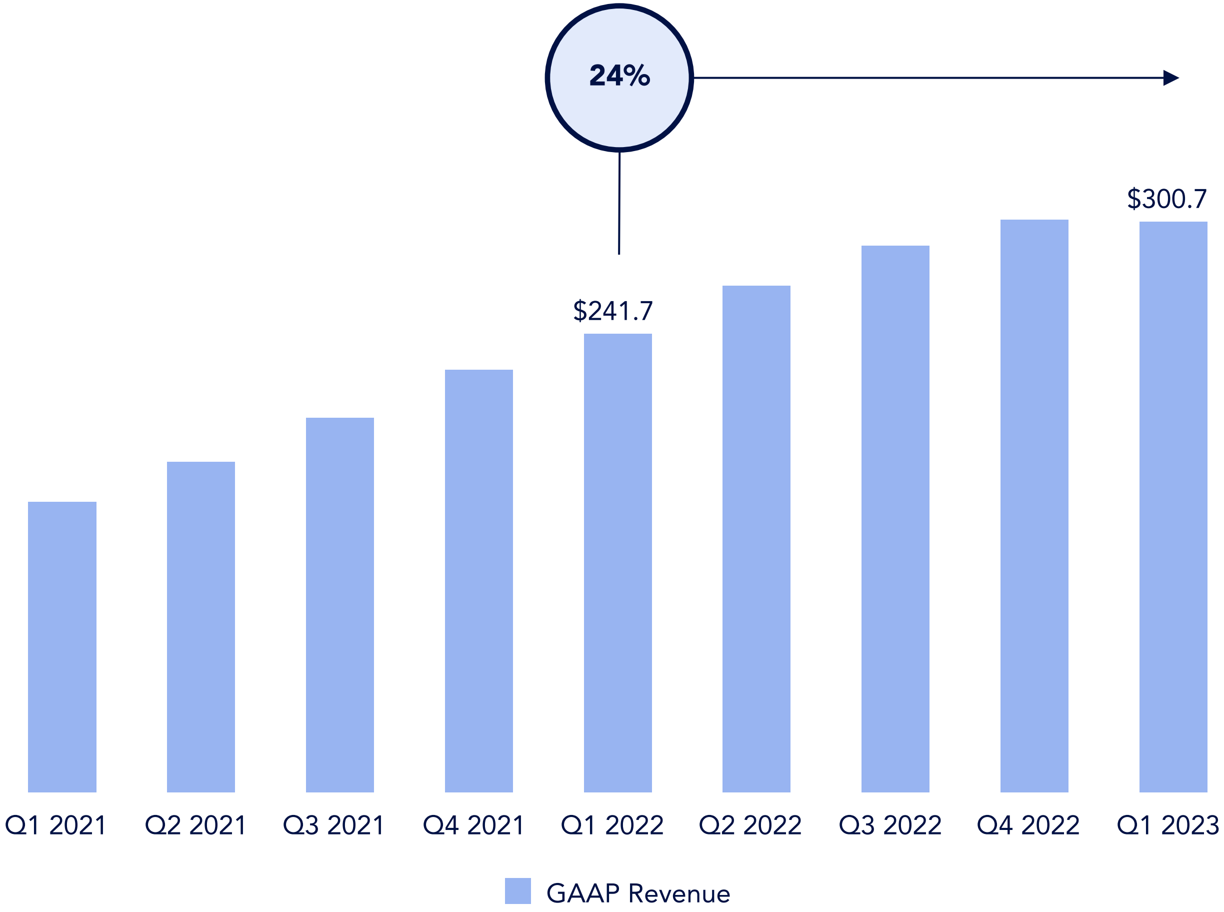
Q1 2023 Financial Summary (Unaudited)

	GAAP			Non-GAAP[1]	
($M, except per share amounts and percent figures)	Quarterly Results	Change YoY		Quarterly Results	Change YoY
Revenue	**$300.7**	**24%**			
Operating Income	**$66.3**	**105%**	Adjusted Operating Income	**$120.3**	**26%**
Operating Income Margin	**22%**		Adjusted Operating Income Margin	**40%**	
Net Income Per Share (Diluted)	**$0.11**		Adjusted Net Income Per Share (Diluted)	**$0.24**	
Cash Flow from Operating Activities	**$108.6**	**3%**	Unlevered Free Cash Flow	**$121.1**	**(4)%**

zoominfo

1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation

GAAP Revenue Growth ($M)



Q1 2023

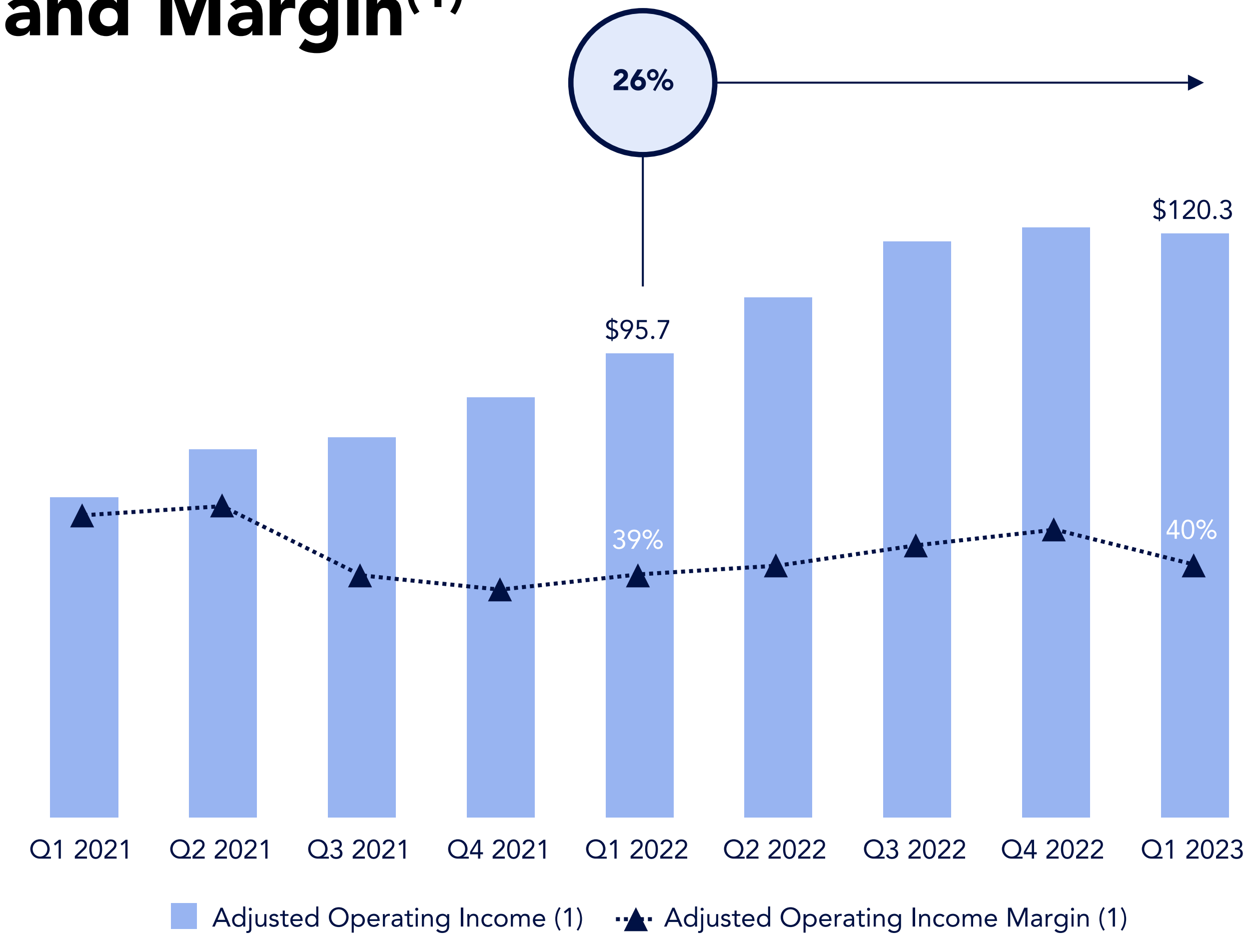
24%
GAAP Revenue Growth

23%
Organic Revenue Growth[1]

zoominfo

1. Organic Revenue excludes revenue from products acquired within the last 12 months. Products acquired within the last 12 months contributed $3.6 million in revenue for the three months ended March 31, 2023.

Adjusted Operating Income ($M) and Margin(1)



Q1 2023

40%

Adjusted Operating Income Margin(1)

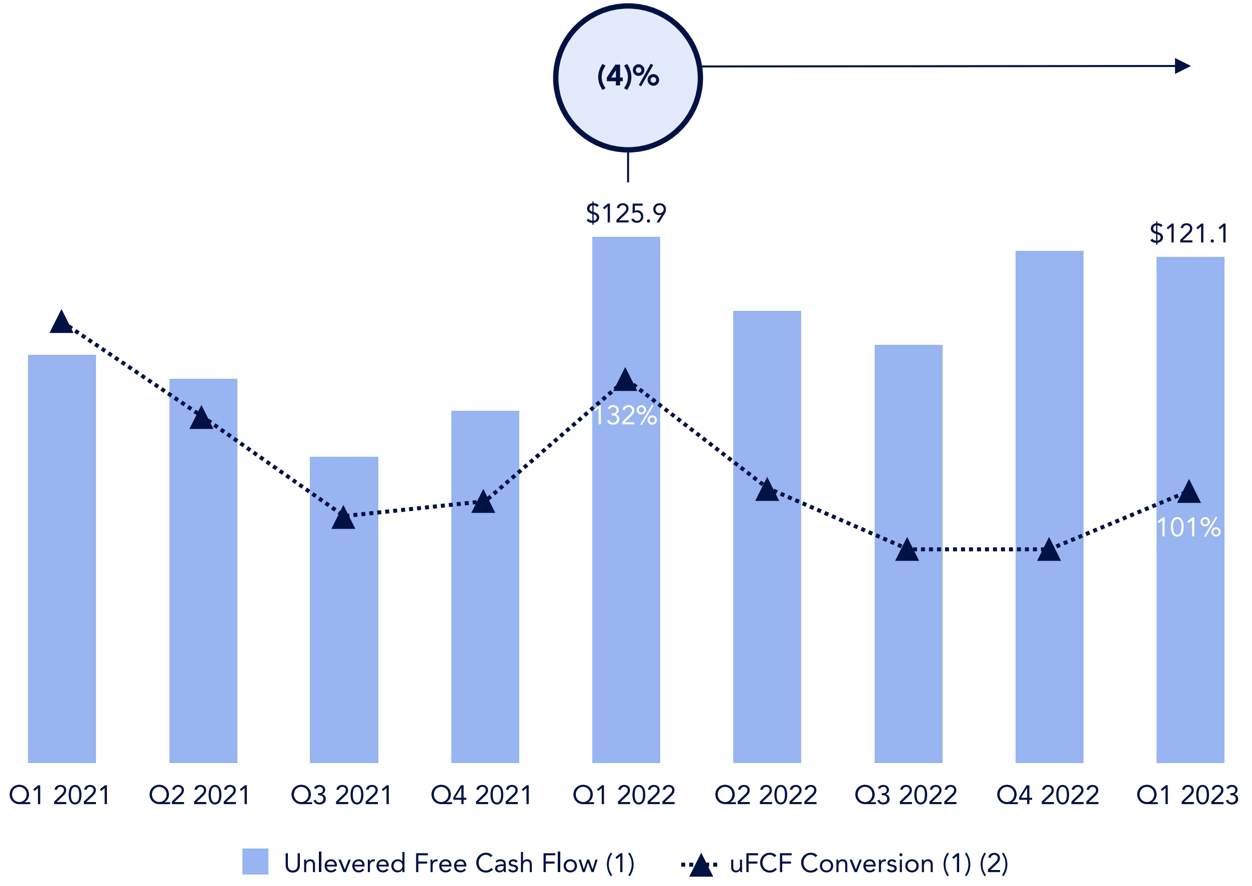
26%

YoY Growth in Adjusted Operating Income(1)

zoominfo

1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation

Unlevered Free Cash Flow (uFCF) ($M) and uFCF Conversion(1)(2)



Q1 2023

101%

Unlevered free cash flow conversion(1)(2)

40%

Unlevered Free Cash Flow Margin(1)

zoominfo

1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
2. Unlevered Free Cash Flow Conversion defined as Unlevered Free Cash Flow divided by Adjusted Operating Income

Balance Sheet Highlights and Net Leverage

($M, except Leverage Ratios)	As of December 31, 2022	As of March 31, 2023
Total contractual maturity of outstanding indebtedness	$1,250.0	$1,248.5
Cash, cash equivalents, restricted cash, and short-term investments	$551.8	$625.6
Trailing Twelve Months (TTM) Adjusted EBITDA[1]	$465.4	$491.4
Trailing Twelve Months (TTM) Cash EBITDA[1]	$519.1	$535.4
Total Net Leverage Ratio (Adjusted EBITDA)[1][2]	1.5x	1.3x
Total Net Leverage Ratio (Cash EBITDA)[1][3]	1.3x	1.2x
Total Unearned Revenue	$419.9	$451.4
Current remaining performance obligations	$842.2	$839.2
Total remaining performance obligations	$1,106.7	$1,092.5

zoominfo

1. GAAP to non-GAAP reconciliations available in the non-GAAP reconciliations section of this presentation
2. Defined as total contractual maturity of outstanding indebtedness less cash and cash equivalents, restricted cash, and short-term investments divided by TTM Adjusted EBITDA, expressed as a ratio
3. Defined as total contractual maturity of outstanding indebtedness less cash and cash equivalents, restricted cash, and short-term investments divided by TTM Cash EBITDA (defined as Consolidated EBITDA in our Credit Agreements), expressed as a ratio

Guidance (as of May 1, 2023)[1]

	Q2 2023	FY 2023 (as of 2/6/2023)	FY 2023 (as of 5/1/2023)
GAAP Revenue	$310 - $312 million	$1.275 - $1.285 billion	$1.275 - $1.285 billion
Adjusted Operating Income[1]	$125 - $127 million	$523 - $533 million	$523 - $533 million
Adjusted Net Income Per Share[1]	$0.22 - $0.23	$0.98 - $1.00	$0.99 - $1.01
Unlevered Free Cash Flow[1]	*Not guided*	$507 - $517 million	$507 - $517 million
Weighted Average Shares Outstanding	418 million	418 million	417 million

zoominfo

1. We do not provide a quantitative reconciliation of the forward-looking non-GAAP financial measures included in this presentation to the most directly comparable GAAP measures due to the high variability and difficulty to predict certain items excluded from these non-GAAP financial measures; in particular, the effects of stock-based compensation expense, taxes and amounts under the exchange tax receivable agreement, deferred tax assets and deferred tax liabilities, and restructuring and transaction expenses. We expect the variability of these excluded items may have a significant, and potentially unpredictable, impact on our future GAAP financial results.

Non-GAAP Reconciliations

zoominfo

Non-GAAP Financial Measures

To supplement our consolidated financial statements presented in accordance with GAAP, this presentation contains non-GAAP financial measures, including Adjusted Operating Income, Adjusted Operating Income Margin, Adjusted Net Income, Adjusted Net Income Per Share, Unlevered Free Cash Flow, Unlevered Free Cash Flow Conversion, TTM Adjusted EBITDA, Net Leverage Ratio, Adjusted Gross Margin, Adjusted Sales and Marketing Expense, Adjusted Research and Development Expense, and Adjusted General and Administrative Expense. We believe these non-GAAP measures are useful to investors in evaluating our operating performance because they eliminate certain items that affect period-over-period comparability and provide consistency with past financial performance and additional information about our underlying results and trends by excluding certain items that may not be indicative of our business, results of operations, or outlook.

Non-GAAP financial measures are not meant to be considered in isolation or as a substitute for the comparable GAAP measures, but rather as supplemental information to our business results. This information should be read only in conjunction with our consolidated financial statements prepared in accordance with GAAP. There are limitations to these non-GAAP financial measures because they are not prepared in accordance with GAAP and may not be comparable to similarly titled measures of other companies due to potential differences in methods of calculation and items or events being adjusted. In addition, other companies may use different measures to evaluate their performance, all of which could reduce the usefulness of our non-GAAP financial measures as tools for comparison. A reconciliation is provided at the end of this presentation for each historical non-GAAP financial measure to the most directly comparable financial measure stated in accordance with GAAP. We do not provide a quantitative reconciliation of the forward-looking non-GAAP financial measures included in this presentation to the most directly comparable GAAP measures due to the high variability and difficulty to predict certain items excluded from these non-GAAP financial measures; in particular, the effects of stock-based compensation expense, taxes and amounts under the exchange tax receivable agreement, deferred tax assets and deferred tax liabilities, and restructuring and transaction expenses. We expect the variability of these excluded items may have a significant, and potentially unpredictable, impact on our future GAAP financial results.

We define organic revenue growth as current period revenue less revenue from products acquired within the last 12 months divided by prior period revenue. We define Adjusted Operating Income as income from operations plus (i) impact of fair value adjustments to acquired unearned revenue, (ii) amortization of acquired technology and other acquired intangibles, (iii) equity-based compensation expense, (iv) restructuring and transaction-related expenses, and (v) integration costs and acquisition-related compensation. We exclude the impact of fair value adjustments to acquired unearned revenue and amortization of acquired technology and other acquired intangibles, as well as equity-based compensation, because these are non-cash expenses or non-cash fair value adjustments and we believe that excluding these items provides meaningful supplemental information regarding performance and ongoing cash-generation potential. We exclude restructuring and transaction-related expenses, as well as integration costs and acquisition-related compensation, because such expenses are episodic in nature and have no direct correlation to the cost of operating our business on an ongoing basis. Adjusted Operating Income is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company's operating performance. Adjusted Operating Income should not be considered as an alternative to operating income as an indicator of operating performance. We define Adjusted Operating Income Margin as Adjusted Operating Income divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted Net Income as Adjusted Operating Income less (i) interest expense, net (ii) other (income) expense, net, excluding TRA liability remeasurement expense (benefit) and (iii) income tax expense (benefit) including incremental tax effects of adjustments to arrive at Adjusted Operating Income and current tax benefits related to the TRA. Adjusted Net Income is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company's operating performance. Adjusted Net Income should not be considered as an alternative to cash flows from operating activities as a measure of liquidity or as an alternative to operating income or net income as indicators of operating performance.

Non-GAAP Financial Measures

We define Unlevered Free Cash Flow as net cash provided from operating activities less (i) purchases of property and equipment and other assets, plus (ii) cash interest expense, (iii) cash payments related to restructuring and transaction-related expenses, and (iv) cash payments related to integration costs and acquisition-related compensation. We define Unlevered Free Cash Flow Margin as Unlevered Free Cash Flow divided by the sum of revenue and the amortization of the impact of fair value adjustments to acquired unearned revenue. Unlevered Free Cash Flow is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company's operating performance. Unlevered Free Cash Flow should not be considered as an alternative to cash flows from operating activities as a measure of liquidity or as an alternative to operating income or net income as indicators of operating performance. Unlevered Free Cash Flow does not represent residual cash flow available for discretionary expenditures since, among other things, we have mandatory debt service requirements. We define Unlevered Free Cash Flow Conversion as Unlevered Free Cash Flow divided by Adjusted Operating Income.

We define Net Leverage Ratio to Adjusted EBITDA as total contractual maturity of outstanding indebtedness less cash and cash equivalents, restricted cash, and short-term investments, divided by trailing twelve months Adjusted EBITDA. EBITDA is defined as earnings before debt-related costs, including interest and loss on debt modification and extinguishment, provision for taxes, depreciation, and amortization. Management further adjusts EBITDA to exclude certain items of a significant or unusual nature, including other (income) expense, net, impact of certain non-cash items, such as fair value adjustments to acquired unearned revenue and equity-based compensation, restructuring and transaction-related expenses, and integration costs and acquisition-related compensation. We exclude these items because these are non-cash expenses or non-cash fair value adjustments, which we do not consider indicative of performance and ongoing cash-generation potential or are episodic in nature and have no direct correlation to the cost of operating our business on an ongoing basis. Adjusted EBITDA is presented because it is used by management to evaluate our financial performance and for planning and forecasting purposes. Additionally, we believe that it and similar measures are widely used by securities analysts and investors as a means of evaluating a company's operating performance. Adjusted EBITDA should not be considered as an alternative to cash flows from operating activities as a measure of liquidity or as an alternative to operating income or net income as indicators of operating performance. Net Leverage Ratio should not be considered as an alternative to other ratios of GAAP earnings to indebtedness.

We define Adjusted Gross Profit as gross profit plus (i) equity-based compensation expense included as part of Cost of Service, and (ii) integration and deal related compensation included as part of Cost of Service, and (iii) amortization of acquired technology. Adjusted Gross Margin is Adjusted Gross Profit divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted Sales and Marketing Expense as sales and marketing expense less (i) integration and deal related compensation expense, and (ii) the equity-based compensation expense included as part of sales and marketing expense. Adjusted Sales and Marketing as a percentage of Adjusted Revenue is Adjusted Sales and Marketing divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted Research and Development Expense as research and development expense less (i) integration and deal related compensation expense, and (ii) the equity-based compensation expense included as part of research and development expense. Adjusted Research and Development as a percentage of Adjusted Revenue is Adjusted Research and Development divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

We define Adjusted General and Administrative Expense as general and administrative expense, less (i) integration and deal related compensation expense, and (ii) the equity-based compensation expense included as part of general and administrative expense. Adjusted General and Administrative as a percentage of Adjusted Revenue is Adjusted General and Administrative divided by the sum of revenue and the impact of fair value adjustments to acquired unearned revenue.

Net revenue retention is an annual metric that we calculate based on customers of ZoomInfo at the beginning of the year, and is calculated as: (a) the total ACV for those customers at the end of the year, divided by (b) the total ACV for those customers at the beginning of the year.

Reconciliation from GAAP Net Income (Loss) to Adjusted Operating Income

($M except percent figures)	Q1 2022	Q1 2023
Net income	**$6.2**	**$44.5**
Add: Expense from income taxes	13.0	23.7
Add: Interest expense, net	11.8	9.9
Add: Loss on debt modification and extinguishment	—	2.2
Add (less): Other expense (income), net	1.4	(14.0)
Income from operations	**32.4**	**66.3**
Add: Impact of fair value adjustments to acquired unearned revenue	1.1	0.1
Add: Amortization of acquired technology	11.2	10.5
Add: Amortization of other acquired intangibles	5.3	5.6
Add: Equity-based compensation	42.5	37.7
Add: Restructuring and transaction-related expenses	2.5	0.1
Add: Integration costs and acquisition-related expenses	0.6	—
Adjusted Operating Income	**$95.7**	**$120.3**
Revenue	241.7	300.7
Impact of fair value adjustments to acquired unearned revenue	1.1	0.1
Revenue for adjusted operating margin calculation	242.8	300.8
Adjusted Operating Income Margin	*39%*	*40%*

Reconciliation from GAAP Net Income (Loss) to Cash EBITDA

($M)	Trailing Twelve Months as of March 31, 2022	Trailing Twelve Months as of March 31, 2023
Net income (loss)	**$135.0**	**$101.4**
Add (less): Expense (benefit) from income taxes	(30.6)	142.2
Add: Interest expense, net	49.2	45.7
Add: Loss on debt modification and extinguishment	1.8	2.2
Add: Depreciation	13.2	19.0
Add: Amortization of acquired technology	39.8	47.5
Add: Amortization of other acquired intangibles	20.8	22.2
EBITDA	229.2	380.3
Add (less): Other expense (income), net	(37.6)	(81.8)
Add: Impact of fair value adjustments to acquired unearned revenue	5.0	1.0
Add: Equity-based compensation expense	117.3	187.6
Add: Restructuring and transaction related expenses	21.0	1.6
Add: Integration costs and acquisition-related expenses	13.7	2.7
Adjusted EBITDA	348.6	491.4
Add: Unearned revenue adjustment	128.9	37.4
Add: Pro forma cost savings	1.9	—
Add (less): Cash rent adjustment	(0.3)	2.8
Add (less): Pre-Acquisition EBITDA	(4.7)	—
Add (less): Other lender adjustments	1.2	3.7
Cash EBITDA[1]	**$475.6**	**$535.4**

zoominfo

1. Defined as Consolidated EBITDA in our Credit Agreements

Reconciliation of Non-GAAP Leverage Ratios

($M, except Leverage Ratios)	As of December 31, 2022	As of March 31, 2023
Total Net Leverage Ratio (Adjusted EBITDA)		
Total contractual maturity of outstanding indebtedness	$1,250.0	$1,248.5
Less: Cash and cash equivalents, restricted cash, and short-term investments	551.8	625.6
Net Debt	698.2	622.9
Trailing Twelve Months (TTM) Adjusted EBITDA	465.4	491.4
Total Net Leverage Ratio (Adjusted EBITDA)	1.5x	1.3x
Total Net Leverage Ratio (Cash EBITDA)		
Total contractual maturity of outstanding indebtedness	$1,250.0	$1,248.5
Less: Cash and cash equivalents, restricted cash, and short-term investments	551.8	625.6
Net Debt	698.2	622.9
Trailing Twelve Months (TTM) Cash EBITDA[1]	519.1	535.4
Total Net Leverage Ratio (Cash EBITDA)	1.3x	1.2x

1. Defined as Consolidated EBITDA in our Credit Agreements

Reconciliation from GAAP Operating Cash Flow to Unlevered Free Cash Flow

($M except percent figures)	Q1 2022	Q1 2023
Cash flow from operating activities	**$105.0**	**$108.6**
Purchases of property and equipment and other assets	(6.6)	(6.4)
Interest paid in cash	19.5	18.7
Restructuring and transaction-related expenses paid in cash	8.0	0.2
Integration costs and acquisition-related compensation paid in cash	—	—
Unlevered Free Cash Flow	**$125.9**	**$121.1**
Adjusted Operating Income	95.7	120.3
Unlevered Free Cash Flow conversion	**132%**	**101%**
Revenue	241.7	300.7
Impact of fair value adjustments to acquired unearned revenue	1.1	0.1
Revenue for uFCF margin calculation	242.8	300.8
Unlevered Free Cash Flow Margin	**52%**	**40%**

Reconciliation from GAAP Net Income (Loss) to Adjusted Net Income Per Share

Three months ended March 31, 2023 ($M)	GAAP	Margin%	Equity-based Compensation	Amortization of Acquired Intangibles and Fair Value Adjustments from Acquisitions	Transaction Related Expenses	Tax Impacts of Adjustments and TRA	As Adjusted	Adjusted Margin%
Revenue	**$300.7**		**$—**	**$0.1**	**$—**	**$—**	**$300.8**	
Cost of service	35.0	12%	(4.1)	—	—	—	30.9	10%
Amortization of acquired technology	10.5	3%	—	(10.5)	—	—	—	
Gross profit	**255.2**	**85%**	**4.1**	**10.6**	**—**	**—**	**269.9**	90%
Sales and marketing	103.2	34%	(19.5)	—	—	—	83.7	28%
Research and development	42.3	14%	(6.9)	—	—	—	35.4	12%
General and administrative	37.7	13%	(7.2)	—	—	—	30.5	10%
Amortization of other acquired intangibles	5.6		—	(5.6)	—	—	—	
Restructuring and transaction-related expenses	0.1		—	—	(0.1)	—	—	
Total operating expenses	188.9		(33.6)	(5.6)	(0.1)	—	149.6	
Income (loss) from operations	**$66.3**	**22%**	**$37.7**	**$16.2**	**$0.1**	**$—**	**$120.3**	**40%**
Interest expense, net	9.9		—	—	—	—	9.9	
Loss on debt modification and extinguishment	2.2		—	—	(2.2)	—	—	
Other (income) expense, net, excluding TRA liability remeasurement (benefit) expense	(14.0)		—	—	—	10.1	(3.8)	
Income (loss) before income taxes	**68.2**		**37.7**	**16.2**	**2.3**	**(10.1)**	**114.1**	
Income tax expense (benefit)	23.7		—	—	—	(9.2)	14.6	
Net income (loss)	**$44.5**	**15%**	**$37.7**	**$16.2**	**$2.3**	**$(1.0)**	**$99.5**	**33%**
Diluted net income (loss) per share	**$0.11**						**$0.24**	
Common Stock WASO – diluted (in millions)	404						415	

Reconciliation from GAAP Net Income (Loss) to Adjusted Net Income Per Share

Three months ended March 31, 2022 ($M)	GAAP	Margin%	Equity-based Compensation	Amortization of Acquired Intangibles and Fair Value Adjustments from Acquisitions	Transaction Related Expenses	Tax Impacts of Adjustments and TRA	As Adjusted	Adjusted Margin%
Revenue	**$241.7**		**$—**	**$1.1**	**$—**	**$—**	**$242.8**	
Cost of service	32.8	14%	(4.6)	—	(0.1)	—	28.1	12%
Amortization of acquired technology	11.2	5%	—	(11.2)	—	—	—	
Gross profit	**197.7**	**82%**	**4.6**	**12.3**	**0.1**	**—**	**214.7**	**88%**
Sales and marketing	84.1	35%	(16.1)	—	(0.1)	—	67.8	28%
Research and development	45.6	19%	(15.6)	—	(0.3)	—	29.8	12%
General and administrative	27.8	12%	(6.2)	—	(0.1)	—	21.5	9%
Amortization of other acquired intangibles	5.3		—	(5.3)	—	—	—	
Restructuring and transaction related expenses	2.5		—	—	(2.5)	—	—	
Total operating expenses	165.3		(37.9)	(5.3)	(3.0)	—	119.1	
Income from operations	**$32.4**	**13%**	**$42.5**	**$17.6**	**$3.1**	**$—**	**$95.7**	**39%**
Interest expense, net	11.8		—	—	—	—	11.8	
Loss on debt modification and extinguishment	—		—	—	—	—	—	
Other (income) expense, net, excluding TRA liability remeasurement (benefit) expense	1.4		—	—	—	(0.9)	0.6	
Income (loss) before income taxes	**19.2**		**42.5**	**17.6**	**3.1**	**0.9**	**83.3**	
Income tax expense (benefit)	13.0		—	—	—	(3.5)	9.5	
Net income (loss)	**$6.2**	**3%**	**$42.5**	**$17.6**	**$3.1**	**$4.4**	**$73.8**	**30%**
Diluted net income (loss) per share	**$0.02**						**$0.18**	
Class A WASO – diluted (in millions)	403						409	