



TeamViewer

Capital Markets Day

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Summary

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This document contains certain alternative performance measures (collectively, "APMs") including billings and Adjusted EBITDA that are not required by, or presented in accordance with, IFRS, German GAAP or any other generally accepted accounting principles. TeamViewer presents APMs because they are used by management in monitoring, evaluating and managing its business and management believes these measures provide an enhanced understanding of TeamViewer's underlying results and related trends. The definitions of the APMs may not be comparable to other similarly titled measures of other companies and have limitations as analytical tools and should, therefore, not be considered in isolation or as a substitute for analysis of TeamViewer's operating results as reported under IFRS or German GAAP. APMs such as billings and Adjusted EBITDA are not measurements of TeamViewer's performance or liquidity under IFRS or German GAAP and should not be considered as alternatives to results for the period or any other performance measures derived in accordance with IFRS, German GAAP or any other generally accepted accounting principles or as alternatives to cash flow from operating, investing or financing activities.

TeamViewer has defined each of the following APMs as follows:

"Billings" represent the (net) value of invoiced goods and services charged to customers within a period and constitute a contract as defined by IFRS 15.

"Adjusted EBITDA" is defined as operating income (EBIT) as per IFRS plus depreciation and amortisation of tangible and intangible fixed assets (EBITDA), adjusted for change in deferred revenue recognised in profit or loss during the period under consideration and for certain transactions that have been defined by the Management Board in agreement with the Supervisory Board (income and expenses). Business events to be adjusted relate to share-based compensation models and other material special items of the business which are presented separately to show the underlying operating performance of the business.

"Adjusted EBITDA margin" means Adjusted EBITDA as a percentage of billings.

This document also includes further certain operational metrics, such as Net Retention Rate, and additional financial measures (including splits) that are not required by, or presented in accordance with IFRS, German GAAP or any other generally accepted accounting principles (collectively, "other financial measures"). TeamViewer presents these operational metrics and other financial measures for information purposes and because they are used by the management for monitoring, evaluating and managing its business. The definitions of these operational metrics and other financial metrics may not be comparable to other similarly titled measures of other companies and have limitations as analytical tools and should, therefore, not be considered in isolation or as a substitute for analysis of TeamViewer's operating results, performance or liquidity as reported under IFRS or German GAAP. TeamViewer has defined these operational metrics and other financial measures for information purposes as follows:

"Levered free cash flow" (FCFE) means net cash from operating activities less capital expenditure for property, plant and equipment and intangible assets (excl. M&A), payments for the capital element of lease liabilities and interest paid for borrowings and lease liabilities.

„Net leverage ratio“ means the ratio of net financial liabilities (sum of interest-bearing loans and borrowings, current and non-current, less cash and cash equivalents) to Adjusted EBITDA (LTM).

"Net retention rate" or "NRR" is calculated as recurring billings (subscription renewal, up-selling and cross-selling activities) over the last twelve months attributable to retained subscribers (subscribers who were subscribers in the previous twelve month period) divided by the total recurring billings from the previous twelve-month period.

"Retained Billings" means recurring billings (renewals, up- and cross sell) attributable to retained subscribers who were subscribers in the previous twelve-month period.

"New Billings" means recurring billings attributable to new subscribers.

"Non-recurring Billings" means all billings that do not recur such as professional services and hardware reselling.

A compelling positioning

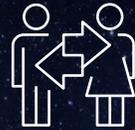
Our purpose

Creating a world that works better



For society

Bridge distances, reduce environmental footprint, remove barriers to digital progress, and democratize technology



For free users

Enable people to connect and help each other



For customers

Digitalize business-critical processes along the value chain end to end and in all verticals



For partners

Enable new business models and services



For employees

Provide a meaningful workplace with a strong company culture for people who want to realize their full potential

For shareholder: Creating value through long-term growth, attractive margins and cash generation

An industry leading solution portfolio



Immediate Remote Support Tools

Remote connectivity for individuals and business of all sizes



Managed Enterprise Connectivity

Advanced secure solutions for SMB and enterprises



Operational Workflow Optimization

Digitalization across entire value chain through leading-edge technology



Open APIs

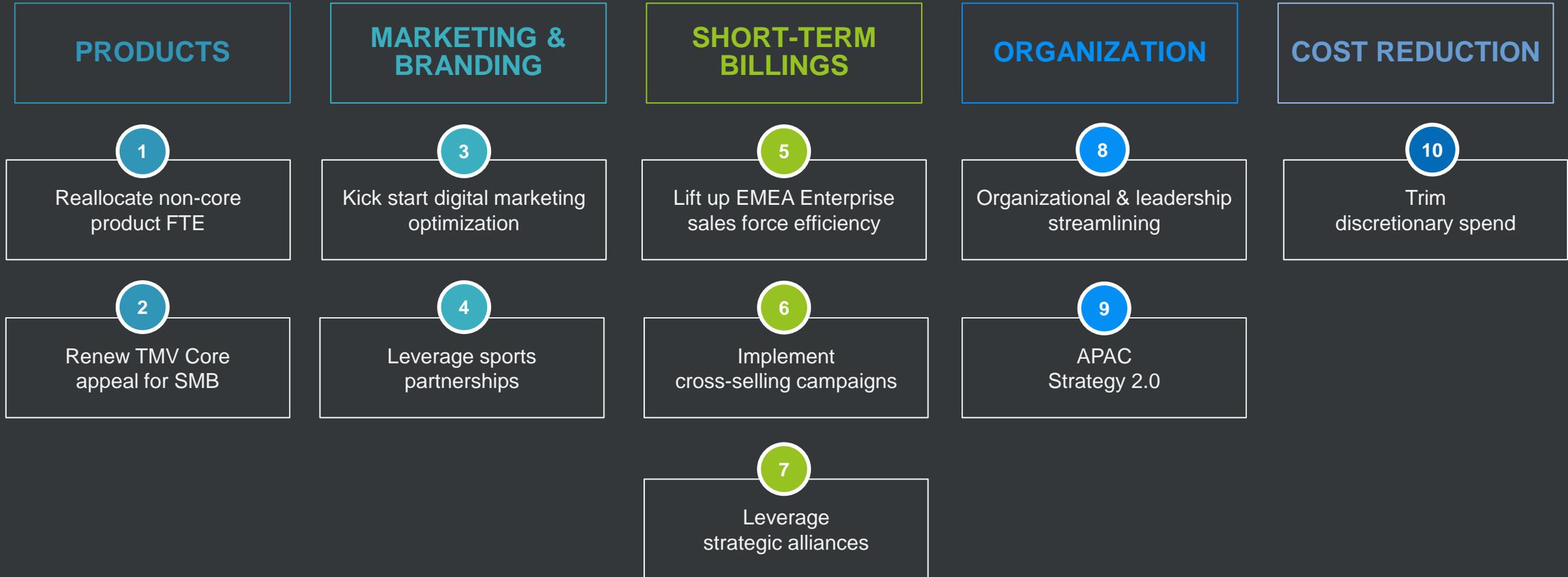
Microservices

Software Libraries

API for Connectivity

Global Access Network

A short-term improvement plan



Key investment highlights



€19bn global TAM, set to grow at 18% CAGR to 2025 with strong technological tailwinds

18% CAGR



Remote-as-a-Service Platform to solve business problems in multiple use case

>10 products
Leading AR offering



Accelerated global brand building and use case discovery through high-end partnerships

7% awareness
baseline



Viral sales model amended by key account management, horizontal and vertical sales routes, plus new strategic partnerships with SAP, Microsoft and Google

75% ASP growth for new ENT customers



Attractive combination of resilient SMB business and accelerated growth dynamics in Enterprise offering

75% LTM growth in Enterprise



Large up/x-sell potential with **>628k customers** from SoHo to Fortune 500 across regions

<5% converted to Enterprise



High margin financial profile with superior cash conversion

>45% margin end of 2022