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Investor Overview and Financial Results

DATE

February 6, 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"), uses of cash, our total addressable market ("TAM"), our future investments in R&D, innovation and product offerings, the potential impact of 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	Growth	Retention
$1.21B	**36%**	**104%**
Annualized Q4 2022 Revenue	Q4 2022 YoY Revenue Growth	FY 2022 Net Revenue Retention rate[3][6]

Cash Flow	Profitability	Large Customers
$456M	**42%**	**1,926**
FY 2022 Unlevered Free Cash Flow[5]	Q4 2022 Adj. Operating Income Margin[5]	Customers w/ >100K ACV[2]

1. See footnote on slide 10.
2. As of or through December 31, 2022 as applicable
3. For the year ended December 31, 2022
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. 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.

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The Modern Revenue Operating System

Go-to-Market

Recruiting / Employee Branding

OperationsOS

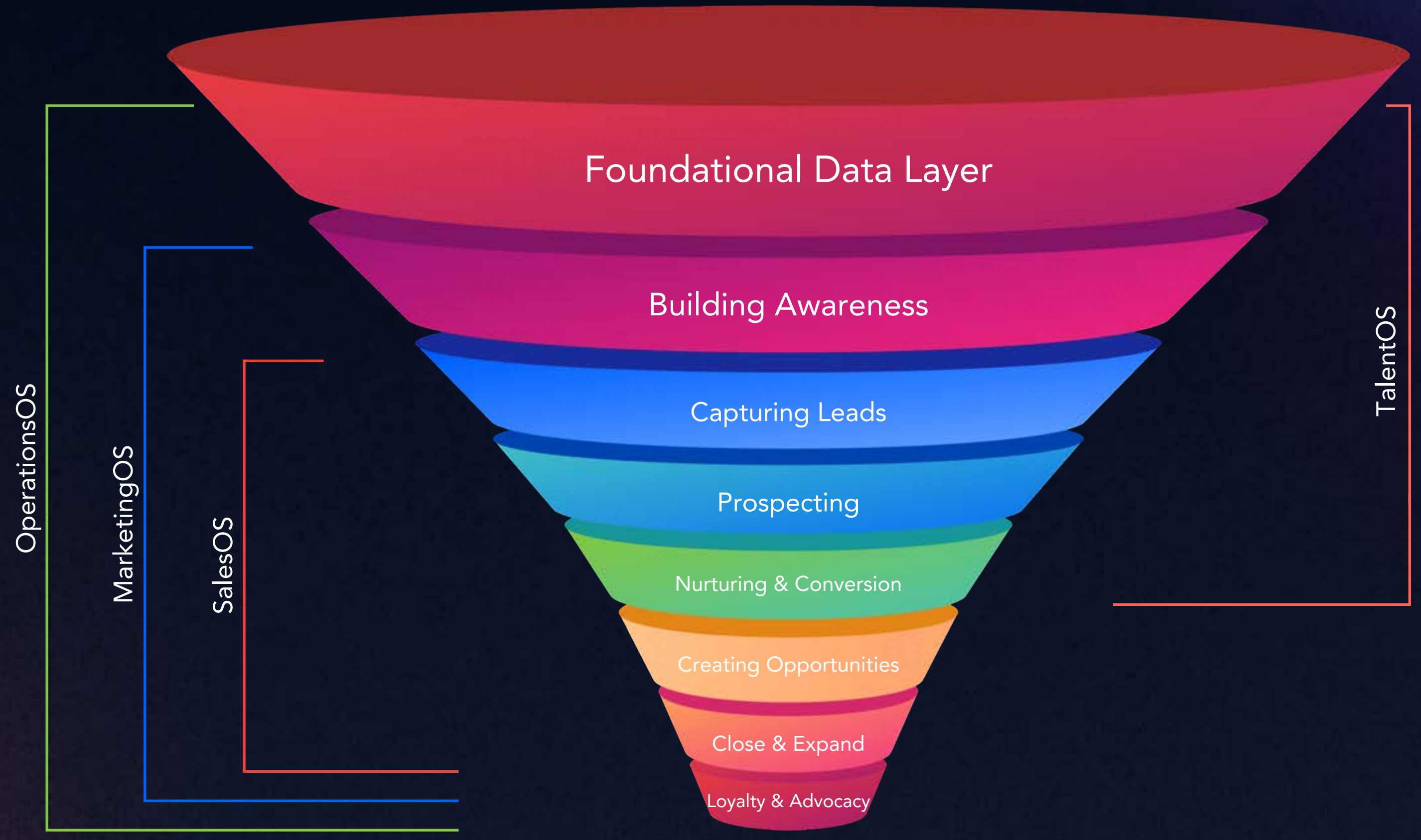
- Data-as-a-Service
- Data Quality Management
- Lead-to-Account Matching
- Enrichment
- Routing
- Email Verification

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



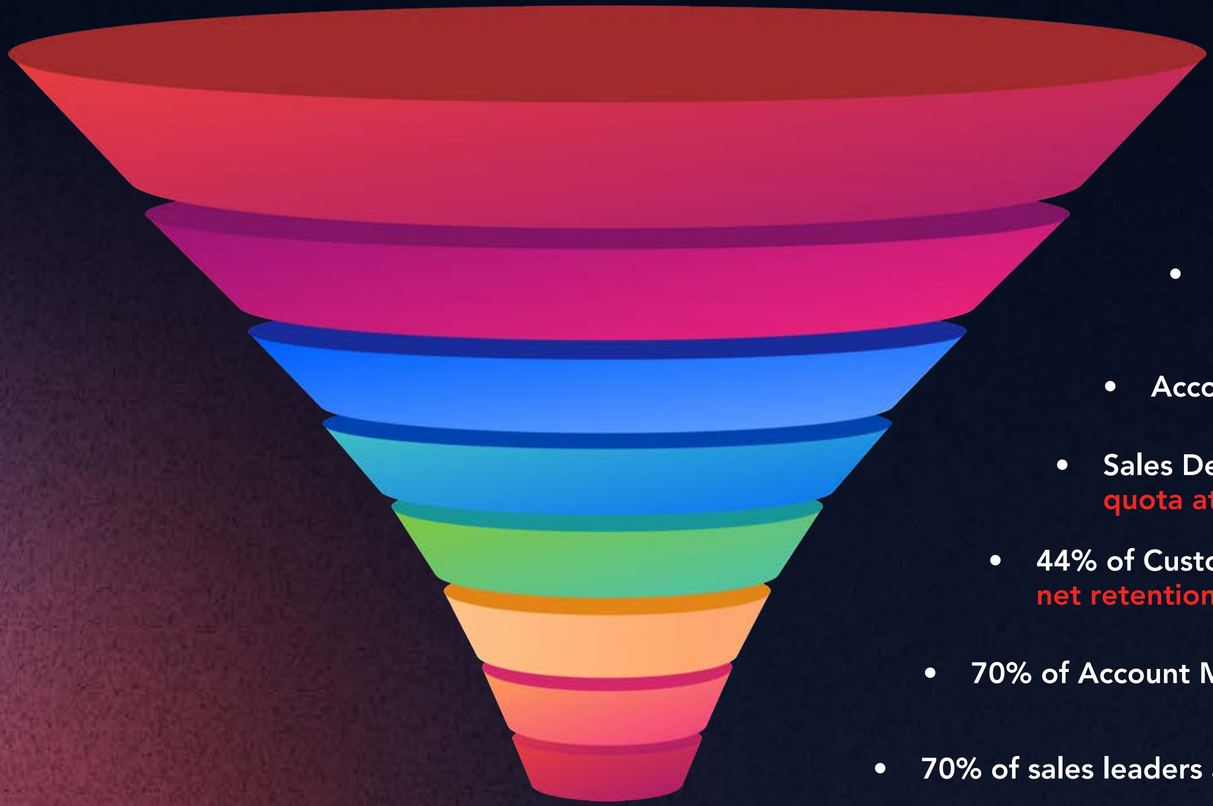
TalentOS

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

Driving a More Efficient Go-To-Market

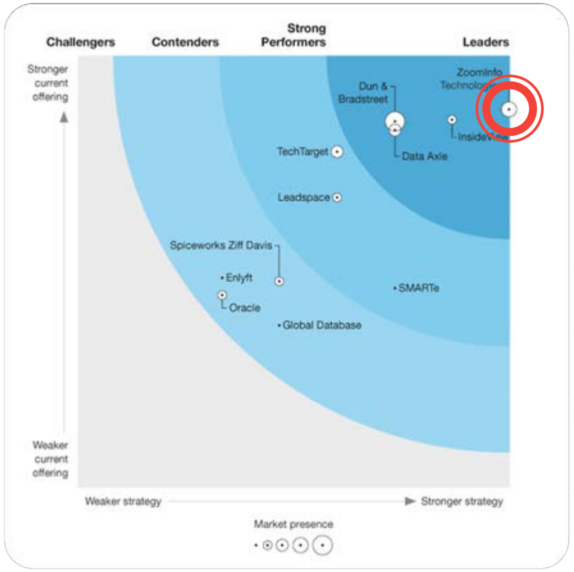
RevOS users reported

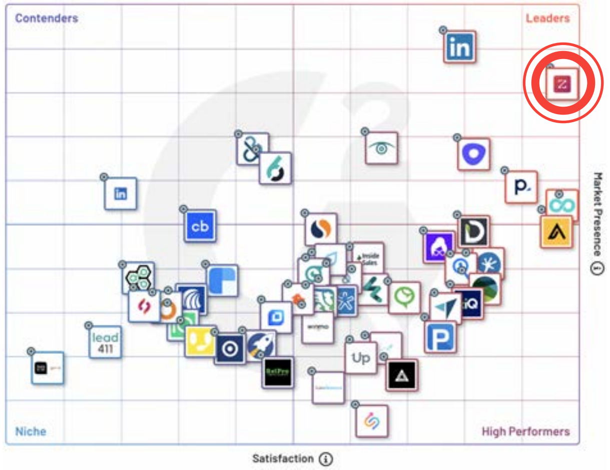
In 2022, we surveyed over 4,300 ZoomInfo users to understand what impact our tools and data have on their day-to-day productivity.



- 70% of marketers reduced spend due to more accurate targeting
- Sales Development Reps cut their time researching prospects in half
- Sales Development Reps doubled email response rates from 17% to 35% & connection rates from 9% to 20%
- Account Executives reduced deal cycles by 37% & increased win rates by 45%
- Sales Development Reps, Account Executives, and Account Managers increased quota attainment by 53% — average quota attainment with ZoomInfo was 90%+
- 44% of Customer Service Managers are able to close renewals early & increased net retention by 18%
- 70% of Account Managers uncovered new opportunities at existing accounts
- 70% of sales leaders agree ZoomInfo helps realize top line revenue gains

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	260m+ Contacts	#1 for Lead Intelligence by G2
Company Data	100m+ Companies	#1 in Market Intelligence by G2
Technographics	30k+ Individual Technologies	A Leader 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	High Performer in Conversational Marketing by G2
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

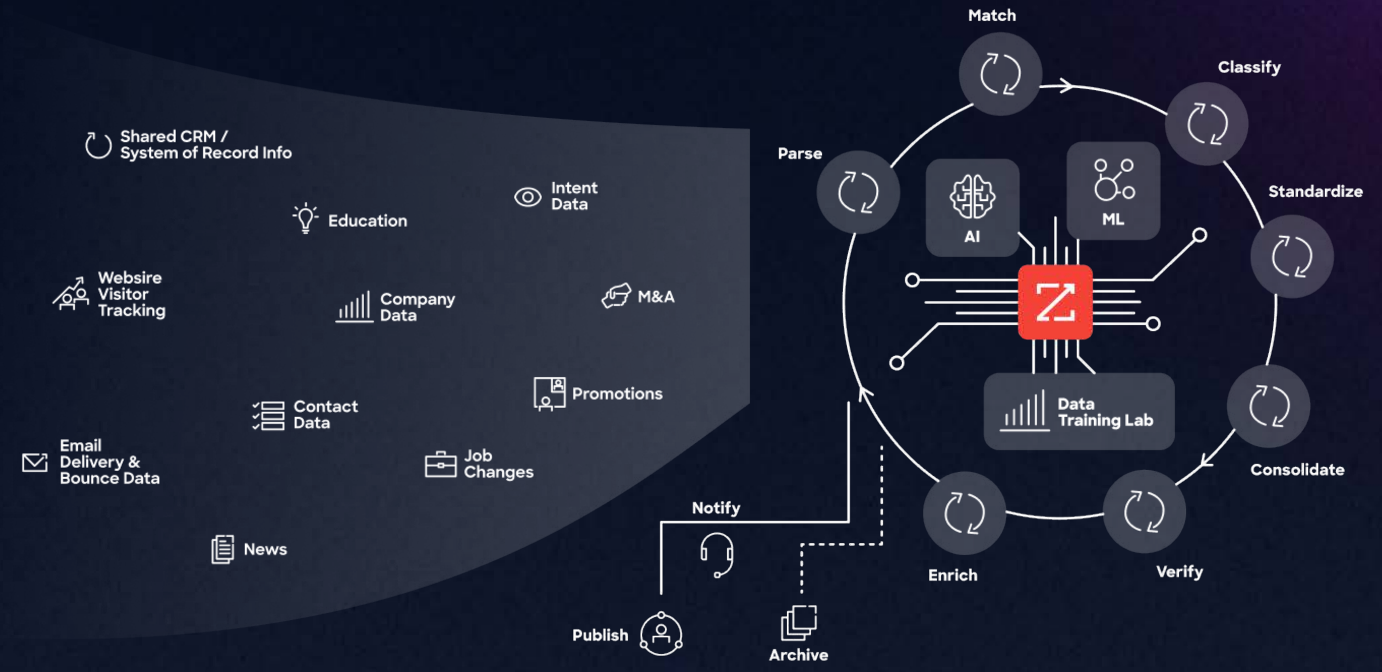
Select First Party Data & Insights
Hundreds of Millions daily

Real Time Intent Signals
>50 Million per week across >10,000 topics

Unstructured Public Information
Billions of web pages monitored

Data Training Lab
>300 human researchers

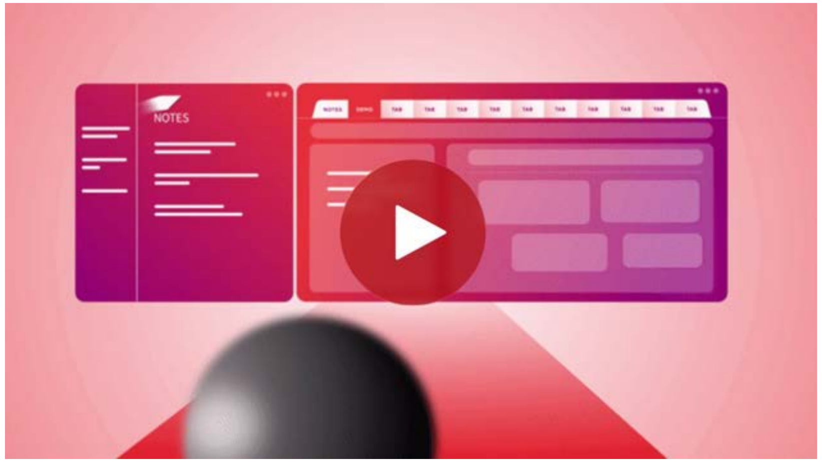
Generally Available Information
Limited amount of acquired data



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

As of 12/31/21 [2][3][4]

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

At IPO [1]

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

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.

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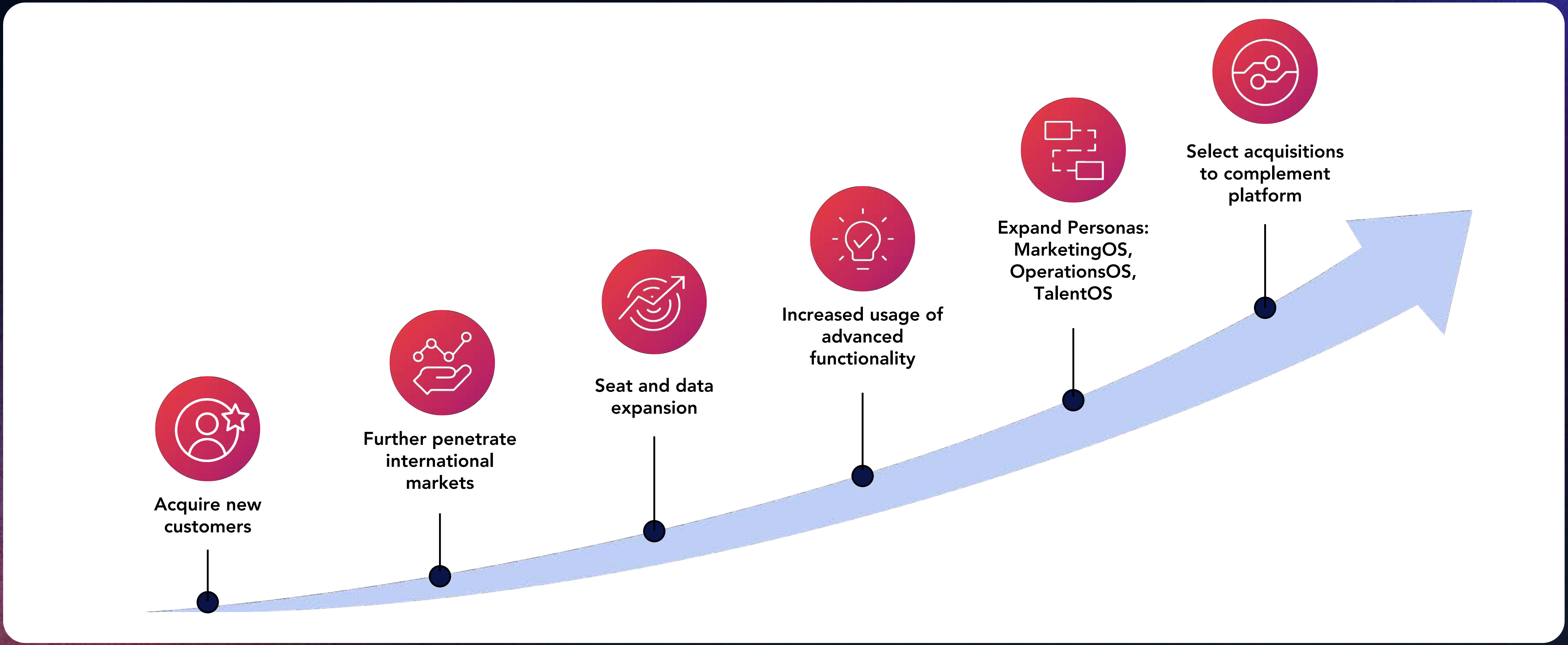
Multiple Levers for Sustained Growth



Recent New and Expansion Customers

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

- WM Waste Management
- Barclays
- Schneider
- Kodak
- enel x
- servicenow
- Avalara
- publicis sapient
- rackspace technology
- BCG Boston Consulting Group
- Edward Jones
- Panasonic
- Goodwin
- Steelcase
- ABM
- World Wide Technology
- HD Supply
- Vonage
- Groupon
- Diamond Baseball Holdings
- Thales
- Deloitte.
- reddit
- Russell Investments
- Shimadzu

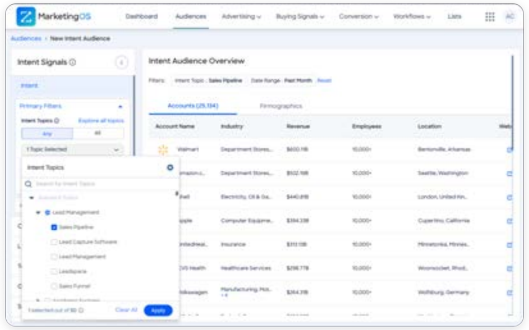
Recent Platform Highlights

G2 Winter Grids

- Our continued focus on quality and coverage was reflected in the G2 Winter Grids where we once again ranked first for Sales Intelligence, Market Intelligence, Marketing Account Intelligence, Account Data Management, Buyer Intent Data, Lead Intelligence, Email Verification, and Data Quality.
- In total, ZoomInfo's products appeared 105 times, spanning 87 grids across 25 unique categories.
- ZoomInfo has topped at least 22 different grids for nine consecutive quarters.
- ZoomInfo equaled or improved upon 46 of its 48 top-two rankings from the previous quarter.
- More Information available here.

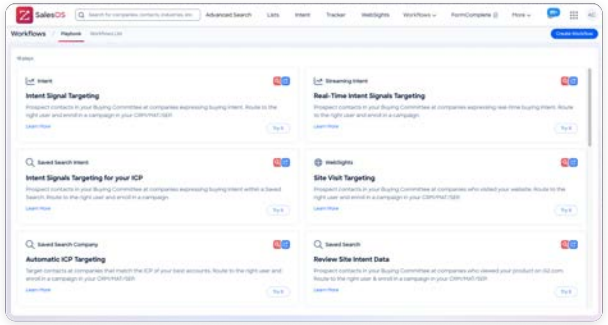
World Class Experience

- In our quest to help sales and marketing teams be more aligned and act on one source of data truth, we have made various enhancements within MarketingOS.
  - Audience retargeting based on website visits.
  - Build lookalike audiences from customer data.
  - Funnel movement targeting options (e.g. campaigns to speed up deals stuck in one stage for too long).



Enabling GTM Efficiencies:

- Newly redesigned Workflows engine allows users to automate and scale their go-to-market motions.
  - 18 pre-built plays available at launch.
  - Click-and-configure interface available to customize plays.
  - Sample triggers for plays include WebSights, Intent and Scoops.



Demos of Selected Product Functionality

Buying Committee

CRM Filters

FormComplete

Dynamic Audiences

ZoomInfo Drives Value for Customers

Revenue	BRANDLIVE	$1 million+ in revenue in 6 months	abgprint around the clock. on the dot.	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	TTN	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 - Capital One

The Results

Increased Productivity and Time Savings Through ZoomInfo Data Brick

Industry	Finance
Segment	Enterprise
Location	McLean, Virginia, USA

About the Company

Capital One is a Fortune 500 full-service commercial and retail bank with operations in the United States, Canada, and the United Kingdom.

The Challenge

For Salesforce administrators, one of the biggest barriers to efficiency is data entry. To be able to focus more time on supporting Relationship Managers' (RM) activities, the Sales Operations & Strategy team needed a solution that could streamline the data entry process.

Prior to using ZoomInfo's SalesOS, Capital One shared, "Our reps would search one by one for data, but we wanted reps to be able to go to one place to quickly search for information, while also having confidence in the data."

Capital One's Commercial Banking business targets small, regional companies, which puts them into a pool of competition with regional banks, national banks and other financial institutions not directly related to banking. To stay competitive in this saturated marketplace, RMs need powerful information at their fingertips.

The Solution

Several divisions at Capital One, including Commercial Banking, Credit Card, and Merchant leverage the ZoomInfo database at scale, including 150+ company attributes at the HQ and location-level. Capital One uses these millions of data points to complete company profiles at-scale with key firmographics such as employee counts, annual revenue, HQ location, and more. Capital One leverages this data to inform strategic decisions and initiatives across the business.

Another way RM increase productivity in a big way is through ZoomInfo's Salesforce integration in SalesOS, which reduces manual data entry by bringing data directly into their CRM. "Through time study analysis we've done, our RMs can spend 30-40% of their non-deal focused time engaging in prospecting work. With ZoomInfo now being our first fully integrated vendor directly in our Salesforce, we've eliminated that chair swivel between different websites, and allowed them to do all of that necessary research right within Salesforce. This has led to our business saving countless hours of RM research and data entry time and allows them to focus more energy on the relationship building process," shared Capital One.

The Results

From ingesting net new ZoomInfo data to fuel prospecting and lead generation efforts, to fulfilling custom data requests in partnership with ZoomInfo's Data Services team, the overall experience has been extremely valuable for Capital One.

"The experience with ZoomInfo has been great. The data is readily available to RMs, whether it's accessed through SalesOS, or through our prospecting tool provisioned with ZoomInfo data. We talk to our RMs on a daily basis—and the general feedback over years of time has always been positive. Our teams are very trusting of the data," Capital One said.

Capital One ended with, "ZoomInfo has become an integral part of our business. Simply put, without it, we would have a huge gap in our sales enablement strategy that we would be scrambling to figure out how to fill."

The partnership between Capital One and ZoomInfo has been and continues to be a strong, mutually beneficial relationship, built on a foundation of quality data, driven by superior customer experiences, with endless opportunities for growth.

Customer Case Study - Cart.com

The Results

Cost Savings and Efficiency Gains Through Tech Stack Consolidation

Industry	E-Commerce
Segment	Mid Market
Location	Austin, Texas, USA

About the Company

Cart.com is the leading provider of comprehensive e-commerce solutions that enable retail brands of any size to sell and fulfill everywhere.

The Challenge

"It's the job of the RevOps team to ensure the right tools, systems and strategies are in place to help accelerate revenue growth," explained Samantha Chambers, Director of Revenue Systems

"I spent a significant amount of time evaluating the different technologies and workflows being leveraged by each department. Ultimately, I found the company's tech stack was crowded with point solutions that didn't speak to one another, and didn't encourage productivity."

"A good example of this was with our former business intelligence vendor. The Sales team was 6 months into their contract but had only used 3% of their credits. Since the tool didn't integrate with Salesforce, or any other technologies in our stack, it was being ignored."

The Solution

"Our goal was to replace our sales intelligence vendor with a partner that could provide us with deep insights on our target market. We also needed this new technology to have the ability to seamlessly integrate with our existing tech stack," said Chambers. "We found all that and more with ZoomInfo."

"When we made the decision to invest in ZoomInfo, we felt there was value in expanding the use case by giving access to teams across the organization," said Chambers. "When moving from our previous conversation intelligence vendor to Chorus, we added more than 20 new licenses. When transitioning from the other sales intelligence vendor to SalesOS, we tacked on 30 additional seats. Even with a 400%+ increase in licenses, we're still paying less than the combined cost of our previous tools."

The Results

Today, Cart.com's Sales, Marketing and Product teams are leveraging ZoomInfo's unified system of data, insights, software and integrations to drive all aspects of their Go-To-Market (GTM) motion. "We're no longer working in silos. Our tech stack is a fully integrated system that encourages productivity and is underpinned by a single source of truth which offers deep insights into our total addressable market."

"We're on a quest to deliver a unified and frictionless experience that sets our GTM teams up for success," explained Chambers. "There have been countless instances where a technology is replaced by one that we've inherited or vice versa. What's notable is ZoomInfo's SalesOS and Chorus solutions are the only tools that have remained a constant in our tech stack. We're regularly stacking them up against their competitors and they're always coming out on top."

Video Customer Case Study - Ally Global Logistics

[Ally Global Logistics]

Industry	Transportation
Segment	SMB
Location	Weymouth, Massachusetts, USA

Q4 and FY 2022 Financial Results

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Financial Results Overview

Financial Results

“ZoomInfo continues to deliver a leading combination of growth, profitability, and free cash flow generation at scale,” said Henry Schuck, ZoomInfo Founder and CEO. “Our results once again demonstrate our continued value proposition, as we drive an efficient go-to-market motion for our customers, with a quick-time-to-value and tangible long-term ROI. We are well-positioned to be a durable grower while compounding free cash flow over the long-term.”

2023 Guidance[2]

We expect 2023 revenue in the range of $1.275 - $1.285 billion and Adjusted Operating Income in the range of $523 - $533 million - an industry leading combination of revenue growth and profitability. For the full year 2023 we expect Unlevered Free Cash Flow in the range of $507 - $517 million.

>30,000

Paying Customers[1]

1,926

Customers with > $100K in ACV[1]

FY 2023 Guidance (as of 2/6/23)

$1.275 - $1.285 billion

Revenue

$523 - $533 million

Adjusted Operating Income[2]

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1. As of or through December 31, 2022 as applicable
2. Guidance as of 2/6/2023. 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.

Q4 2022 Financial Summary (Unaudited)[1]

	GAAP			Non-GAAP[(1)]	
($M, except per share amounts and percent figures)	Quarterly Results	Change YoY		Quarterly Results	Change YoY
Revenue	$301.7	36%			
Operating Income	$52.1	115%	Adjusted Operating Income	$127.0	47%
Operating Income Margin	17%		Adjusted Operating Income Margin	42%	
Net Income Per Share (Diluted)	$0.06		Adjusted Net Income Per Share (Diluted)	$0.26	
Cash Flow from Operating Activities	$120.2	69%	Unlevered Free Cash Flow	$122.4	45%

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

FY 2022 Financial Summary (Unaudited)[1]

	GAAP			Non-GAAP[(1)]	
($M, except per share amounts and percent figures)	Annual Results	Change YoY		Annual Results	Change YoY
Revenue	**$1,098.0**	**47%**			
Operating Income	**$175.8**	**55%**	Adjusted Operating Income	**$447.8**	**46%**
Operating Income Margin	**16%**		Adjusted Operating Income Margin	**41%**	
Net Income Per Share (Diluted)	**$0.16**		Adjusted Net Income Per Share (Diluted)	**$0.88**	
Cash Flow from Operating Activities	**$417.0**	**39%**	Unlevered Free Cash Flow	**$456.5**	**32%**

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

GAAP Revenue Growth ($M)

Q4 2022

36%
GAAP Revenue Growth

34%
Organic Revenue Growth[1]

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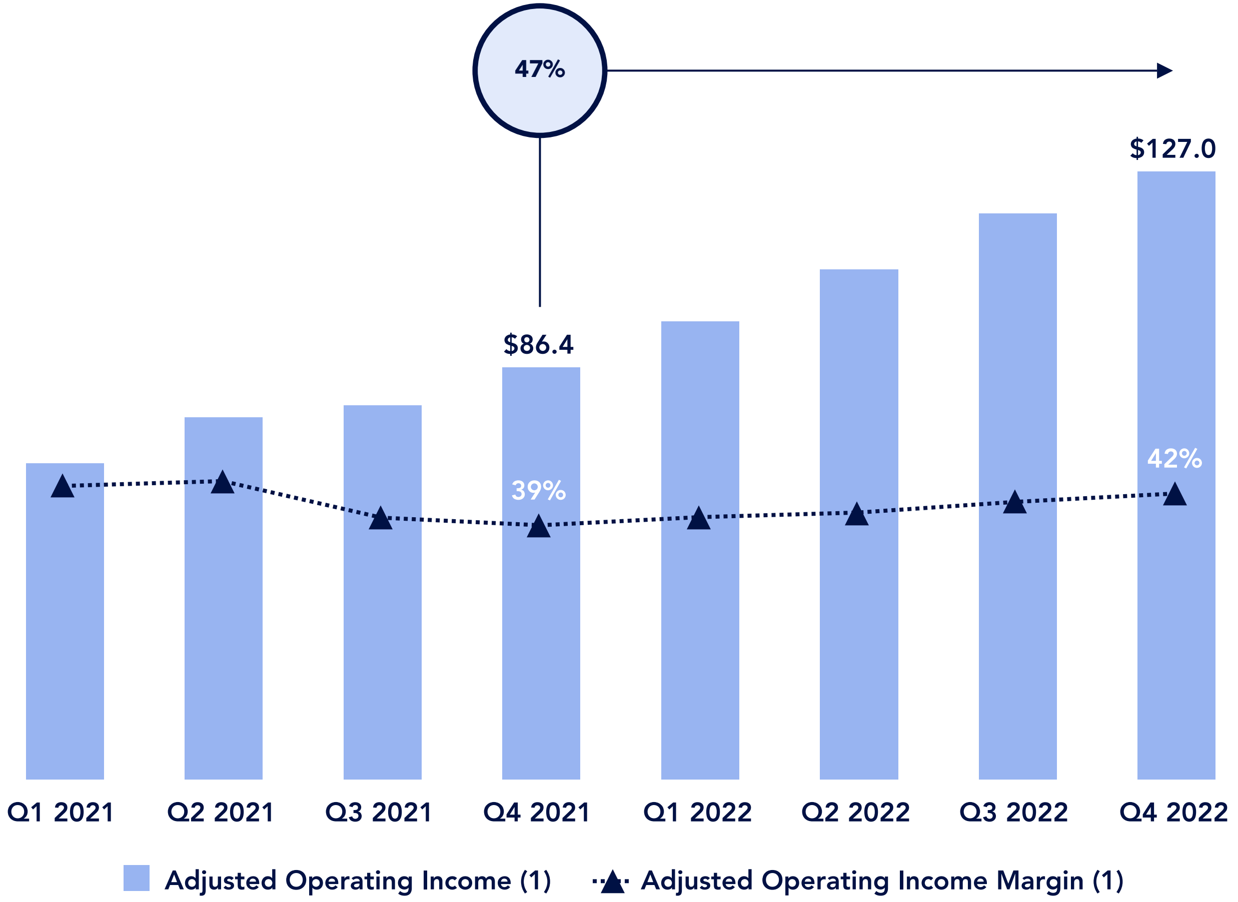
1. Organic Revenue excludes revenue from products acquired within the last 12 months. Products acquired within the last 12 months contributed $3.8 million in revenue for the three months ended December 31, 2022.

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



Q4 2022

42%

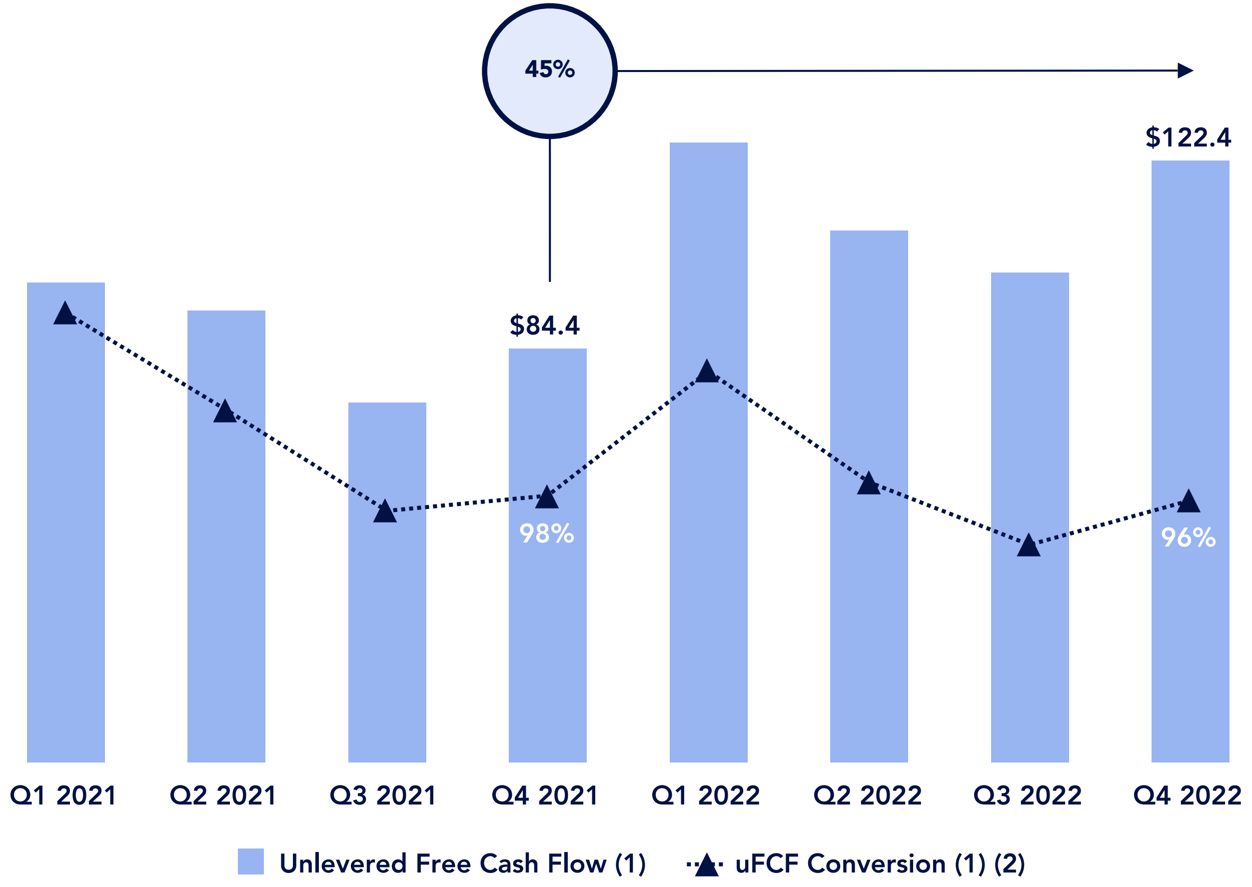
Adjusted Operating Income Margin[1]

47%

YoY Growth in Adjusted Operating Income[1]

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

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



Q4 2022

96%

Unlevered free cash flow conversion(1)(2)

41%

Unlevered Free Cash Flow Margin(1)

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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 Net Leverage Ratio)	As of December 31, 2021	As of December 31, 2022
Total contractual maturity of outstanding indebtedness	$1,250.0	$1,250.0
Cash, cash equivalents, restricted cash, and short-term investments	$332.5	$551.8
Trailing Twelve Months (TTM) Adjusted EBITDA[1]	$318.2	$465.4
Trailing Twelve Months (TTM) Cash EBITDA[1]	$444.6	$519.1
Total Net Leverage Ratio (Adjusted EBITDA)[1][2]	2.9x	1.5x
Total Net Leverage Ratio (Cash EBITDA)[1][3]	2.1x	1.3x
Total Unearned Revenue	$364.2	$419.9
Current remaining performance obligations	$671.5	$842.2
Total remaining performance obligations	$864.4	$1,106.7

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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 February 6, 2023)[1]

	Q1 2023	FY 2023
GAAP Revenue	$299 - $301 million	$1.275 - $1.285 billion
Adjusted Operating Income[1]	$118 - $120 million	$523 - $533 million
Adjusted Net Income Per Share[1]	$0.21 - $0.22	$0.98 - $1.00
Unlevered Free Cash Flow[1]	*Not guided*	$507 - $517 million
Weighted Average Shares Outstanding	414 million	418 million

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

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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)	Q4 2021	Q4 2022	FY 2021	FY 2022
Net income (loss)	**$145.2**	**$23.2**	**$94.9**	**$63.2**
Add (less): Expense (benefit) from income taxes	(95.3)	75.8	6.1	131.4
Add: Interest expense, net	13.4	12.5	43.9	47.6
Add: Loss on debt modification and extinguishment	—	—	7.7	—
Add (less): Other expense (income), net	(39.1)	(59.4)	(39.3)	(66.4)
Income (loss) from operations	**24.2**	**52.1**	**113.3**	**175.8**
Add: Impact of fair value adjustments to acquired unearned revenue	1.9	0.1	4.6	2.1
Add: Amortization of acquired technology	11.1	12.4	35.3	48.2
Add: Amortization of other acquired intangibles	5.3	5.6	20.3	22.0
Add: Equity-based compensation	33.3	54.7	93.0	192.3
Add: Restructuring and transaction-related expenses	6.1	0.3	23.7	4.1
Add: Integration costs and acquisition-related expenses	4.4	1.8	16.4	3.3
Adjusted Operating Income	**$86.4**	**$127.0**	**$306.6**	**$447.8**
Revenue	222.3	301.7	747.2	1,098.0
Impact of fair value adjustments to acquired unearned revenue	1.9	0.1	4.6	2.1
Revenue for adjusted operating margin calculation	224.3	301.8	751.8	1,100.1
Adjusted Operating Income Margin	*39%*	*42%*	*41%*	*41%*

Reconciliation from GAAP Net Income (Loss) to Cash EBITDA

($M)	Trailing Twelve Months as of December 31, 2021	Trailing Twelve Months as of December 31, 2022
Net income (loss)	**$94.9**	**$63.2**
Add (less): Expense (benefit) from income taxes	6.1	131.4
Add: Interest expense, net	43.9	47.6
Add: Loss on debt modification and extinguishment	7.7	0.0
Add: Depreciation	13.7	17.6
Add: Amortization of acquired technology	35.3	48.2
Add: Amortization of other acquired intangibles	20.3	22.0
EBITDA	**$222.0**	**$330.0**
Add (less): Other expense (income), net	(39.3)	(66.4)
Add: Impact of fair value adjustments to acquired unearned revenue	4.6	2.1
Add: Equity-based compensation expense	93.0	192.3
Add: Restructuring and transaction related expenses (excluding depreciation)	21.6	4.1
Add: Integration costs and acquisition-related expenses	16.4	3.3
Adjusted EBITDA	**$318.2**	**$465.4**
Add: Unearned revenue adjustment	126.7	46.7
Add: Pro forma cost savings	3.4	—
Add (less): Cash rent adjustment	1.5	1.5
Add (less): Pre-Acquisition EBITDA	(6.1)	1.4
Add (less): Other lender adjustments	0.8	4.0
Cash EBITDA1)	**$444.6**	**$519.1**

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1. Defined as Consolidated EBITDA in our Credit Agreements

Reconciliation from Non-GAAP Leverage Ratios

($M, except Leverage Ratios)	Trailing Twelve Months as of December 31, 2021	Trailing Twelve Months as of December 31, 2022
Total Net Leverage Ratio (Adjusted EBITDA)		
Total contractual maturity of outstanding indebtedness	1,250.0	1,250.0
Less: Cash and cash equivalents, restricted cash, and short-term investments	332.5	551.8
Net Debt	917.5	698.2
Trailing Twelve Months (TTM) Adjusted EBITDA	318.2	465.4
Total Net Leverage Ratio (Adjusted EBITDA)	2.9x	1.5x
Total Net Leverage Ratio (Cash EBITDA)		
Total contractual maturity of outstanding indebtedness	1,250.0	1,250.0
Less: Cash and cash equivalents, restricted cash, and short-term investments	332.5	551.8
Net Debt	917.5	698.2
Trailing Twelve Months (TTM) Cash EBITDA (1)	444.6	519.1
Total Net Leverage Ratio (Cash EBITDA)	2.1x	1.3x

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1. Defined as Consolidated EBITDA in our Credit Agreements

Reconciliation from GAAP Operating Cash Flow to Unlevered Free Cash Flow

($M except percent figures)	Q4 2021	Q4 2022	FY 2021	FY 2022
Cash flow from operations	**$71.3**	**$120.2**	**$299.4**	**$417.0**
Purchases of property and equipment and other assets	(7.8)	(6.5)	(23.6)	(28.9)
Interest paid in cash	7.0	6.0	33.3	50.0
Restructuring and transaction-related expenses paid in cash	4.9	2.1	24.2	14.6
Integration costs and acquisition-related compensation paid in cash	9.0	0.6	13.7	3.7
Unlevered Free Cash Flow	**$84.4**	**$122.4**	**$347.0**	**$456.5**
Adjusted Operating Income	86.4	127.0	306.6	447.8
Unlevered Free Cash Flow conversion	**98%**	**96%**	**113%**	**102%**
Revenue	222.3	301.7	747.2	1098.0
Impact of fair value adjustments to acquired unearned revenue	1.9	0.1	4.6	2.1
Revenue for uFCF margin calculation	224.3	301.8	751.8	1100.1
Unlevered Free Cash Flow Margin	**38%**	**41%**	**46%**	**41%**

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

Three months ended December 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	**$301.7**		**$—**	**$0.1**	**$—**	**$—**	**$301.8**	
Cost of service	36.8	12%	(5.5)		—	—	31.3	10%
Amortization of acquired technology	12.4	4%	—	(12.4)	—	—	—	
Gross profit	**252.5**	**84%**	**5.5**	**12.5**	**—**	**—**	**270.5**	90%
Sales and marketing	103.6	34%	(24.7)	—	—	—	78.9	26%
Research and development	55.9	19%	(17.8)	—	(1.8)	—	36.3	12%
General and administrative	35.0	12%	(6.7)	—	—	—	28.4	9%
Amortization of other acquired intangibles	5.6		—	(5.6)	—	—	—	
Restructuring and transaction related expenses	0.3		—	—	(0.3)	—	—	
Total operating expenses	200.4		(49.2)	(5.6)	(2.1)	—	143.6	
Income (loss) from operations	**$52.1**	**17%**	**$54.7**	**$18.1**	**$2.1**	**$—**	**$127.0**	**42%**
Interest expense, net	12.5		—	—	—	—	12.5	
Loss on debt modification and extinguishment	—		—	—	—	—	—	
Other (income) expense, net, excluding TRA liability remeasurement (benefit) expense	(59.4)		—	—	—	56.2	(3.3)	
Income (loss) before income taxes	**99.0**		**54.7**	**18.1**	**2.1**	**(56.2)**	**117.8**	
Income tax expense (benefit)	75.8		—	—	—	(66.8)	9.1	
Net income (loss)	**$23.2**	**8%**	**$54.7**	**$18.1**	**$2.1**	**$10.6**	**$108.7**	**36%**
Diluted net income (loss) per share	**$0.06**						**$0.26**	
Common Stock WASO – diluted (in millions)	404						413	

Twelve months ended December 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	**$1,098.0**		**$—**	**$2.1**	**$—**	**$—**	**$1,100.1**	
Cost of service	140.2	13%	(20.2)	—	(0.2)	—	119.8	11%
Amortization of acquired technology	48.2	4%	—	(48.2)	—	—	—	
Gross profit	**909.6**	**83%**	**20.2**	**50.3**	**0.2**	**—**	**980.4**	89%
Sales and marketing	379.3	35%	(80.4)	—	(0.5)	—	298.4	27%
Research and development	205.2	19%	(65.7)	—	(2.3)	—	137.2	12%
General and administrative	123.2	11%	(26.0)	—	(0.3)	—	96.9	9%
Amortization of other acquired intangibles	22.0		—	(22.0)	—	—	—	
Restructuring and transaction related expenses	4.1		—	—	(4.1)	—	—	
Total operating expenses	733.8		(172.1)	(22.0)	(7.2)	—	532.5	
Income (loss) from operations	**$175.8**	**16%**	**$192.3**	**$72.3**	**$7.4**	**$—**	**$447.8**	**41%**
Interest expense, net	47.6		—	—	—	—	47.6	
Loss on debt modification and extinguishment	—		—	—	—	—	—	
Other (income) expense, net, excluding TRA liability remeasurement (benefit) expense	(66.4)		—	—	—	65.6	(0.8)	
Income (loss) before income taxes	**194.6**		**192.3**	**$72.3**	**7.4**	**(65.6)**	**401.1**	
Income tax expense (benefit)	131.4		—	—	—	(93.8)	37.6	
Net income (loss)	**$63.2**	**6%**	**$192.3**	**$72.3**	**$7.4**	**$28.2**	**$363.5**	**33%**
Diluted net income (loss) per share	**$0.16**						**$0.88**	
Common Stock WASO – diluted (in millions)	403						411	

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

Three months ended December 31, 2021 ($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	**$222.3**		**$—**	**$1.9**	**$—**	**$—**	**$224.2**	
Cost of service	29.3	13%	(3.7)	—	(0.3)	—	25.3	11%
Amortization of acquired technology	11.1	5%	—	(11.1)	—	—	—	
Gross profit	**181.9**	**82%**	**3.7**	**13.0**	**0.3**	**—**	**199.0**	**89%**
Sales and marketing	77.1	35%	(13.1)	—	(3.2)	—	60.8	27%
Research and development	40.9	18%	(11.1)	—	(0.4)	—	29.5	13%
General and administrative	28.3	13%	(5.4)	—	(0.6)	—	22.3	10%
Amortization of other acquired intangibles	5.3		—	(5.3)	—	—	—	
Restructuring and transaction related expenses	6.1		—	—	(6.1)	—	—	
Total operating expenses	157.7		(29.6)	(5.3)	(10.3)	—	112.6	
Income (loss) from operations	**$24.2**	**11%**	**$33.3**	**$18.3**	**$10.6**	**$—**	**$86.4**	**39%**
Interest expense, net	13.4		—	—	—	—	13.4	
Loss on debt modification and extinguishment	—		—	—	—	—	—	
Other (income) expense, net, excluding TRA liability remeasurement (benefit) expense	(39.1)		—	—	—	39.2	0.2	
Income (loss) before income taxes	**49.9**		**33.3**	**18.3**	**10.6**	**(39.2)**	**72.8**	
Income tax expense (benefit)	(95.3)		—	—	—	94.8	(0.5)	
Net income (loss)	**$145.2**	**65%**	**$33.3**	**$18.3**	**$10.6**	**$(134.0)**	**$73.2**	**33%**
Diluted net income (loss) per share	**$0.36**						**$0.18**	
Class A WASO – diluted (in millions)	403						407	

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

Twelve months ended December 31, 2021 ($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	**$747.2**		**$—**	**$4.6**	**$—**	**$—**	**$751.8**	
Cost of service	101.4	14%	(13.2)	—	(2.1)	—	86.0	11%
Amortization of acquired technology	35.3	5%	—	(35.3)	—	—	—	
Gross profit	**610.5**	**82%**	**13.2**	**39.9**	**2.1**	**—**	**665.8**	**89%**
Sales and marketing	241.1	32%	(38.2)	—	(6.1)	—	196.8	26%
Research and development	119.7	16%	(24.3)	—	(5.8)	—	89.7	12%
General and administrative	92.4	12%	(17.3)	—	(2.4)	—	72.7	10%
Amortization of other acquired intangibles	20.3		—	(20.3)	—	—	—	
Restructuring and transaction related expenses	23.7		—	—	(23.7)	—	—	
Total operating expenses	497.2		(79.8)	(20.3)	(38.0)	—	359.2	
Income (loss) from operations	**$113.3**	**15%**	**$93.0**	**$60.2**	**$40.1**	**$—**	**$306.6**	**41%**
Interest expense, net	43.9		—	—	—	—	43.9	
Loss on debt modification and extinguishment	7.7		—	—	(7.7)	—	—	
Other (income) expense, net, excluding TRA liability remeasurement (benefit) expense	(39.3)		—	—	—	39.5	0.3	
Income (loss) before income taxes	**101.0**		**93.0**	**60.2**	**47.8**	**(39.5)**	**262.5**	
Income tax expense (benefit)	6.1		—	—	—	25.3	31.4	
Net income (loss)	**$94.9**	**13%**	**$93.0**	**$60.2**	**$47.8**	**$(64.8)**	**$231.1**	**31%**
Diluted net income (loss) per share	**$0.43**						**$0.57**	
Class A WASO – diluted (in millions)	394						405	