

CM.com reports 9% revenue growth and 47% EBITDA growth in Q3 2026

Positive net result in Q3, 2026 outlook raised

Breda, the Netherlands, October 16, 2026 – CM.com publishes its 2026 third-quarter results

Financial Highlights Q3 2026

- Revenue € 67.3 million, up 9% year-on-year
- Gross profit € 21.4 million, up 1% year-on-year, and 4.4% quarter-on-quarter
- OPEX € 13.4 million, a decrease of 15% year-on-year
- EBITDA € 8.0 million, up 47% year-on-year
- Net profit € 1.0 million, up from a net loss of € 2.4 million in Q3 2025

Business Highlights Q3 2026

- CPaaS, our founding business, delivered 8% year-on-year growth in gross profit
- Messaging volumes reached 2.8 billion in Q3, up 17% year-on-year, with growth across all channels
- Rich messaging volumes grew 40% year-on-year. During the quarter, CM.com was also named a Meta Premier Partner for WhatsApp Business
- HALO's contribution to Annual Recurring Revenue (ARR) more than doubled year-on-year to € 4.0 million, from € 1.7 million in Q3 2025

x € million - unaudited	Q3 2026	Q3 2025 ¹	YoY %
Revenue	67.3	61.4	9%
Gross profit	21.4	21.2	1%
Gross margin (%)	31.8%	34.5%	
OPEX	(13.4)	(15.8)	(15%)
EBITDA	8.0	5.4	47%
EBIT	2.6	(0.6)	
Net result	1.0	(2.4)	
Adjusted OPEX	(13.3)	(15.2)	(12%)
Adjusted EBITDA	8.1	6.0	34%
Adjusted EBITDA margin (%)	12.0%	9.8%	
Adjusted EBITDA CC	7.9	6.0	31%
FTE ²	574	628	(9%)
TTM Gross profit / FTE (x € 1.000)	142	133	7%
Net debt	55.7	59.8	(7%)
Adjusted Leverage ratio	2.1x	3.1x	

¹ Restated, as announced in the Q2 2026 press release.

² Full time equivalent, excluding interns, measured per end of the period.

CEO Statement from Jeroen van Glabbeek

"Q3 2026 confirms that our strategy is working. We have reached an important financial milestone, delivering a net profit for the quarter. Together with positive cash flow and lower debt, this gives us a stronger financial foundation for the next phase of growth.

CPaaS, the business on which CM.com was founded, continues to deliver strong, profitable growth across our international markets. HALO, our AI agent platform, is growing rapidly from a modest base. Ticketing maintains a strong position in a challenging market. In Pay, we are seeing the first benefits of our investments, but growth is not yet at the pace we want.

To accelerate growth in 2027, we are sharpening our commercial focus on our customers and their industries. Under the leadership of our new Chief Commercial Officer, Frank Timmermans, we are organizing our sales around four industry groups: Experience Economy; Regulated Business; Technology, Media & Telecom; and Retail & E-commerce. This approach is designed to deepen our understanding of customers' needs and help them get more value from our integrated platform across their customer journeys.

Together, as one team, we stand behind our customers' long-term success."

Business and Financial Performance Q3 2026

CM.com delivered a net profit of € 1.0 million in Q3, compared with a net loss of € 2.4 million in Q3 2025. Adjusted EBITDA increased 34% year-on-year to € 8.1 million, with an adjusted EBITDA margin of 12.0%.

Revenue increased 9% year-on-year to € 67.3 million, supported by growth across all messaging channels, particularly rich messaging, and increasing AI adoption.

Gross profit increased 1% year-on-year to € 21.4 million. Compared with the previous quarter, gross profit increased by € 0.9 million, or 4.4%, while revenue remained broadly stable.

Gross margin was 31.8%, compared with 34.5% in Q3 2025 and 30.6% in Q2 2026. The year-on-year decline primarily reflected a greater share of lower-margin messaging revenue. Growth in these channels contributed to gross profit in absolute terms, while reducing the overall gross margin percentage.

Operational efficiency continued to improve, supported by AI-driven processes. The number of full-time equivalents (FTEs) decreased 9% year-on-year to 574. Trailing-twelve-month gross profit per FTE increased 7% year-on-year to € 142 thousand.

Net debt declined to € 55.7 million, from € 59.8 million at the end of Q2, supported by our operating performance and further improvements in working capital. During the quarter, we repaid € 5 million, reducing the amount drawn under our revolving credit facility from € 75 million to € 70 million. Cash at bank was € 14.3 million at quarter-end, compared with € 15.2 million at the end of Q2.

The Adjusted Leverage ratio improved to 2.1x, from 2.4x at the end of Q2 2026 and 3.1x at year-end 2025.

Outlook

We are raising our full-year 2026 outlook and now expect adjusted EBITDA of € 27.6 million to € 28.6 million, representing year-on-year growth of 39% to 44%, compared with our previous guidance of more than 30%. For Q4, we expect adjusted EBITDA of € 7 million to € 8 million.

2027 Financial Calendar & Events

Date	Topic
• February 19, 2027	Release FY 2026 results CM.com + webcast
• April 16, 2027	Release Q1 2027 results
• April 23, 2027	Annual General Meeting
• July 23, 2027	Release HY 2027 results CM.com + webcast
• October 15, 2027	Release Q3 2027 results

Investor Relations

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About CM.com

CM.com (AMS: CMCOM) is a leading European technology company that helps organizations worldwide improve customer interactions through integrated solutions for communications, payments, and AI. Headquartered in Breda, the Netherlands, CM.com serves customers in more than 100 countries and provides a scalable platform to automate and personalize customer journeys.

Forward Looking Statements

Statements included in this press release are not historical facts (including any statements concerning investment objectives, other plans, and objectives of management for future operations or economic performance, or assumptions or forecasts related thereto) are forward-looking statements. These statements are only predictions and are not guarantees. Actual events or the results of CM.com's operations could differ materially from those expressed or implied in the forward-looking statements. Forward-looking statements are typically identified using terms such as "may," "will," "should," "expect," "could," "intend," "plan," "anticipate," "estimate," "believe," "continue," "predict," "potential" and/or the negative of such terms and other comparable terminology. The forward-looking statements are based upon the current expectations of CM.com, plans, estimates, assumptions, and beliefs that involve numerous risks and uncertainties. Assumptions relating to the foregoing involve judgments with respect to, among other things, future economic, competitive and market conditions and future business decisions, all of which are difficult or impossible to predict accurately and many of which are beyond the control of CM.com. Although CM.com believes that the expectations reflected in such forward-looking statements are based on reasonable assumptions, actual results and performance could differ materially from those set forth in the forward-looking statements.

Alternative Performance Measures

Several alternative performance (non-IFRS) measures are disclosed in this press release. The reason for disclosing alternative performance measures is to provide information to our diverse group of stakeholders interested not only in IFRS measures, but also in non-IFRS measures. Furthermore, CM.com has provided guidance on several of these (non-IFRS) financial measures, derived from the consolidated financial statements. An overview of the alternative performance measures with their definitions is provided below:

Alternative Performance Measures

Adjusted EBITDA	EBITDA adjusted for one-offs
Adjusted Leverage ratio	Net debt divided by trailing twelve months Adjusted EBITDA
Adjusted OPEX	OPEX adjusted for one-offs
Annual Recurring Revenue (ARR)	Annual Recurring Revenue streams from customers at the end of the period, related to subscription-based product pricing
CAPEX	Investments in intangible fixed assets and tangible fixed assets
Constant Currencies (CC)	Income and expenses, in local currencies, are recalculated to euros, using the average exchange rates of the comparison period in previous calendar year (Q3 2025: €/€ 1.17)
EBIT	Earnings before interest and tax
EBITDA	Operating result before amortization, depreciation, and impairments (if any)
Gross margin %	Gross profit divided by Revenue
Gross profit	Revenue less cost of services
TTM Gross profit / FTE	Trailing twelve months gross profit divided by FTE
Net debt	Nominal value of the outstanding revolving credit facility, less unrestricted cash at bank.
Net Working Capital	Changes in inventories, trade and other receivables, trade and other payables, and contract liabilities, excluding receivables from and payables to merchants and financial institutions
One-offs	Non-recurring, extraordinary or non-core items, being restructuring costs
OPEX	Employee benefits, other operating expenses, and other operating income

Not all companies calculate alternative performance measures in the same manner or on a consistent basis. As a result, these measures and ratios may not be comparable to measures used by other companies under the same name or similar definitions.