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## **AMDOCS Q2 2026 CONFERENCE CALL SCRIPT - FINAL**

**May 13, 2026**

**5:00 pm**

Matthew Smith, Head of Investor Relations

### **Slide 2: Disclaimer**

Thank you, operator. Before we begin, I need to call your attention to our disclaimer statement on slide 2 of the presentation. It notes that some of our comments today may be forward-looking statements and are subject to risks, uncertainties, and other important factors, including as described in Amdocs' SEC filings, and that we will discuss certain financial information that is not prepared in accordance with GAAP. For more information regarding our use of non-GAAP financial measures, including reconciliations of these measures, we refer you to today's earnings release, which will also be furnished with the SEC on Form 6-K.

### **Slide 3: Today's Speakers**

Participating on the call with me today are Shimie Hortig, President and Chief Executive Officer of Amdocs Management Limited and Tamar Rapaport-Dagim, Chief Financial and Operating Officer.

### **Slide 4: Earnings Call Agenda**

To support today's earnings call we are providing a presentation which can be found on the Investor Relations section of our website, and, as always, a copy of today's prepared remarks will also be posted immediately following the conclusion of this call.

On today's agenda, Shimie will recap our business and financial achievements for the second fiscal quarter 2026 and will present his vision as Amdocs' new CEO for the agentic era.

Shimie will finish by addressing our financial and business outlook, after which Tamar will provide additional details on our second quarter financial performance, and guidance for the full fiscal year 2026.

And with that, I'll turn it over to Shimie.

### **Slide 5: Welcome & Opening Remarks**

Thanks Matt, and good afternoon to everyone joining us today for Amdocs' fiscal second quarter 2026 earnings call. I'm pleased to join you today, live from our Amdocs NJ offices.

When I spoke to you in February, I talked about my excitement to lead Amdocs in its next chapter. Several weeks into the CEO role, and after spending more time with our

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customers, partners and global teams, I'm **even more excited** and **convinced** about the opportunity ahead of us.

### **Slide 6: Today's Focus**

As laid out on slide 6, today I'll divide my comments into two parts:

- First, I'll begin by laying out some initial thoughts on the future **vision** for Amdocs where we plan to become the **primary partner** of choice to our customers in their agentic journey, leveraging our unique domain expertise and deep industry knowledge
- From there, I'll highlight the company's **solid** second quarter performance, including **new** deals we've won, and the **operational milestones** achieved for our customers that reflect the **strength** and **discipline** of our global teams

### **Slide 7: Part I: Future Vision**

Divider slide

### **Slide 8: A Glimpse of Our Vision**

To begin with on slide 8, I want to spend a few minutes sharing my initial view of how I'm thinking about Amdocs in the agentic era—what's changing in our industry, what I believe Amdocs is uniquely positioned to do, and my **vision** of how we plan to turn this opportunity into **meaningful outcomes** for our customers.

**The Agentic era is an exciting opportunity for our industry—and for our customers.**

- For communications service providers globally, the agentic revolution is a unique moment in time to fundamentally **transform their IT and network ecosystems** in a **non-linear fashion**: simplifying complexity, rethinking critical workflows end-to-end, and **unlocking** the ability to accelerate the launch of new offerings.

**I strongly believe that Amdocs is in the best position to lead our customers and turn this agentic opportunity into reality.**

**Let me break down the reasons why.**

1. **First, we have in Amdocs decades of deep industry knowledge and domain expertise.**
  - We have an industry context based on telco taxonomy, ontology, and the core business workflows that will power the agentic era. This is our native language.

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2. **Second**, Amdocs has a strong **engineering pedigree**, a commitment to **innovation**, and a **long** history of leading our customers through major technological shifts.
3. **Third**, we understand what it takes to design, build, deliver and operate mission critical systems, and we are therefore **best placed** to lead our customers through the complex agentic transformation.
4. **Fourth, we have always been—and continue to be—an outcome-based company.**
  - Amdocs has long-supported customers under long-term engagements, committing to pre-defined KPIs, and this remains highly relevant as our customers look for measurable GenAI-driven outcomes.

### **Slide 9: Amdocs Agentic Strategy Building Blocks**

**To support this vision, our focus will be on the following areas highlighted on slide 9:**

- A. **We will evolve our product portfolio to be agentic and automated.** Our portfolio is already moving in this direction with Amdocs aOS—our agentic operating system for telco.
- B. We will partner with each customer to design a **tailored** agentic roadmap. We recognize that every service provider has a **unique baseline**, and we will guide each to a fully agentic operation that unlocks meaningful value.
- C. We will continue to work closely with leading AI and cloud partners to accelerate this vision, taking a **strategic ecosystem** approach in support of our customers' agentic journey, and
- D. **We will accelerate our internal transformation to become a GenAI-native organization.** We are leading by example and deploying agentic technologies and capabilities across our own engineering, delivery, and operations. We will adjust our way of working and become a more agile organization.

This vision sets the foundation for a stronger future at Amdocs in the agentic era--one defined by a **sharper technology** focus and **greater agility**. It positions Amdocs to **expand** our addressable market in telco. It also presents a potential opportunity to **extend our reach** into a new industry.

With that said, we are still in the process of **refining our strategy** and we will continue to update you as things progress over the next couple of quarters.

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I also realize that this is **going to be a journey**, but in this context, I am glad to report that we have already made initial progress.

I will explain more on slide 10.

### **Slide 10: aOS — Successful MWC 2026 Launch & Initial Commercial Traction**

At Mobile World Congress last quarter, we officially launched aOS – Amdocs’ agentic operating system purpose-built for telco. So far, we have received excellent feedback from the market, and I am happy to share that we already have several initial commercial agreements with customers to launch and implement aOS.

**These include the following customers: Cricket, Lumen, Bell Canada, Echostar, and PLDT.** In PLDT, we can already report early signs of business success where more than 90% of customer requests are now resolved through the aOS platform, enabling faster handling times and higher productivity in their retail stores.

### **Slide 11: Part II: Q2 Overview & Outlook**

Divider Slide

### **Slide 12: Part II: Q2 Financial Highlights**

Now, let me turn to **part II** and address the key financial highlights, significant deals and operational milestones we achieved for the second fiscal quarter.

Starting on slide 12, our second quarter results were **solid** with revenue of \$1.17 billion and non-GAAP diluted earnings per share of \$1.78, both **above** the midpoint of our guidance.

Our results included year-over-year revenue growth in North America, as well as **record** revenue in Europe and strong revenue **performance** in Rest of World.

Non-GAAP operating margin improved by 20 bps from a year ago as we continued to **balance** our investments for growth with a focus on operational excellence.

Overall, we closed the quarter with twelve-month backlog of \$4.28 billion, up \$30 million sequentially, and 2.6% from a year ago.

### **Slide 13: Q2 Commercial Progress**

Beyond the already mentioned aOS wins this quarter, we secured several significant deals which demonstrate wide-ranging demand for our products and services and the **confidence** customers have in Amdocs.

Slide 13 highlights many of these deal wins, but here are a few examples:

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- In **AT&T Cricket Wireless**, we signed an expanded, multi-year extension of our managed services agreement, including dealer onboarding modernization to enhance partner experience and drive faster market expansion.
- In **Vodafone Spain**, we secured a five-year agreement covering CRM and OSS modernization alongside long-term support and enhancement services, and
- In South Korea, **KT** has extended its multi-year agreement with Amdocs to upgrade, modernize and operate its charging system, empowering faster service rollout, and advanced 5G monetization.

**Our cloud-based platform solutions also generated significant customer momentum in Q2.**

- **Connexx X added multiple new names, including:**
  - **Vanta Wireless**, which will launch a unique mobile service with AT&T using AI-driven connectivity,
  - **Qué tal Móvil**, a U.S.-based MVNO servicing Hispanic communities, and
  - In Singapore, a **leading operator** went live with the platform to accelerate digital modernization.
- Additionally, Amdocs eSIM was chosen by **Cielo** in Brazil to support payment terminal connectivity, and by **MobiFone** in Vietnam for seamless, zero-touch customer activation.

#### **Slide 14: Q2 Project Execution & Delivery**

**Amdocs' project execution** was another **highlight** for the company in Q2.

We achieved a high number of project milestones across different programs for flagship customers such as AT&T, Optimum, Vodafone Germany, Elisa, and PLDT.

To highlight a few of them:

- In **AT&T**, Amdocs is now servicing significant part of **AT&T's 5G SA** subscribers in our Next-Gen charging platform, and we played a key role in the recent launch of AT&T's new OneConnect plan.
- In **Vodafone Germany**, we marked a pivotal milestone in our journey as we reached commercial launch.
- At **Elisa** in Finland, we delivered a key milestone in supports of its mainframe to Google cloud migration.
- I'm also pleased to share that **Brightspeed**, a U.S.-based fiber, broadband, and telecommunications provider, has gone live with Amdocs Resource Manager.

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This smooth deployment enables **Brightspeed** to strengthen its network inventory management and streamline operational processes.

### **Slide 15: Reiterating FY 2026 Outlook**

Now, moving to the outlook on slide 15.

We are **reiterating** the midpoint of our revenue growth guidance of 3% in constant currency for the full year fiscal 2026, which is within a tightened range of 2% to 4%.

Likewise, we are **reiterating** the midpoint of our guidance for non-GAAP diluted earnings per share growth of roughly 6% in fiscal 2026, which is within a tightened range of 5.0% to 7.0%.

That said, we are of course **closely monitoring** customer demand and spending behavior within the current global macroeconomic climate.

### **Slide 16: Bringing it All Together**

To wrap-up:

- We believe Amdocs is **best positioned** to turn agentic vision into reality for our customers.
- We are **shaping** our strategic direction based on the vision and directions I discussed with you today, and I will continue to share more over the next couple of quarters.
- We know this will be a journey for us and for our customers, but in this context, we already have initial commercial engagement on aOS.
- We are building our strategy on strong business foundations, demonstrated by our solid Q2 results, and
- We are on track to hit our full year financial targets, while monitoring our customers' spending behavior within the current macroeconomic climate.

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### **Slide 17: CFO Transition**

Before we move to the financial overview, I would like to spend a few minutes talking about the CFO transition.

First and foremost, I would like to thank Tamar for her remarkable contribution to Amdocs over the last 19 years as CFO, including the past 8 years serving as both CFO and COO, and 22 years overall with the company. I've known her for a long time and I can say that she has been an **exceptional** business partner and a **personal** friend. Tamar played an instrumental role in the evolution of Amdocs, and I know she will be missed by the entire Amdocs family.

On behalf of all of us, Tamar, please accept our sincere appreciation for your endless dedication and service to Amdocs through the years and we wish you nothing but the best on your well-deserved retirement.

I'm excited to introduce you to Tal Rozenfeld and welcome him as Amdocs' next CFO.

Tal has played a major part of Amdocs' finance organization over his **impressive** 20-year career with us, during which he's acquired extensive experience across senior and management roles in accounting and finance.

Tal is also a **proven business performer**. He has served as a division business leader for APAC and he is currently General Manager Head of Finance, where he has responsibility for managing the entire finance organization, reporting directly to Tamar.

I've known Tal for his entire career at Amdocs, and having worked closely with him on many occasions, I am well aware of his great leadership qualities. I strongly believe he is the best fit for this role. Congratulations Tal, and welcome to my leadership team. I look forward to working together to take Amdocs to the next chapter.

Tal will say a few words in a moment but first let me hand the floor to Tamar.

### **Tamar Rapaport-Dagim**

Thank you, Shimie, for your kind words and hello to everybody on the call today.

Amdocs has indeed been a family to me, but as Shimie said, I've decided to retire and finally take some time for myself.

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As you can appreciate, making this decision was neither quick nor easy, but after almost twenty years as CFO, I felt that now was the appropriate time for me to retire. My decision was made easier by how seamlessly Shimie has transitioned into the CEO position over the past few months, and by the strong team he has built around him.

This includes Tal, of whom I could not be prouder. I personally recruited Tal to Amdocs Finance 20 years ago and I've been preparing him for CFO as part of an **internal succession** plan for some time. I believe he is **undoubtedly** the **perfect person** for this role.

Congratulations on your appointment, Tal.

### **Tal Rozenfeld**

Shimie and Tamar, thank you both for your warm words.

Tamar, I want to thank you personally for your mentorship, guidance, and partnership over the years—your leadership and friendship have meant a great deal to me and I wish you only the best.

Shimie – I'm excited by the opportunity to step into the CFO role. I'm looking forward to building on Amdocs' strong foundations and supporting you and the leadership team as we lead the company forward.

### **Shimie Hortig.**

Thank you, Tal. Now, let's get back to business. Tamar, would you like to take us through the quarterly financial summary?

### **Slide 18: Financial Review & Outlook**

Divider Slide

### **Slide 19: Solid Q2 FY2026 Financial Results**

Yes, thank you, Shimie.

Starting on slide 19.

Q2 revenue of approximately \$1.172 billion was up 3.9% year-over-year as reported. Revenue was above the midpoint of our guidance, including a **positive** impact from foreign currency movements of approximately \$2 million compared to our guidance assumptions.

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In constant currency, revenue was up 2.2% from a year ago.

On a regional basis:

- North America revenue of \$754 million was up more than 2% from a year ago but was slightly lower on a sequential basis due to normal fluctuations in customer activity.
- Outside North America, our international growth continued.
  - **Europe** delivered **record** revenue of \$192 million, up more than 6% year-over-year on a mix of organic growth, and the impact of Matrixx.
  - **Rest of World** revenue grew by 8% year-over-year to \$226 million – the highest since fiscal Q3, 2024. Rest of World remains on track to grow in fiscal 2026, driven by the strong sales momentum of recent quarters.
  - As a reminder, quarterly trends in both Europe and Rest of World may fluctuate given the project orientation of our customer activities in these regions.
- Shifting down the income statement, non-GAAP operating margin of 21.5% was up by 20 basis points from a year ago, reflecting internal cost and efficiency gains resulting from a focus on operational excellence, automation and the deployment of AI - based tools, balanced against long-term growth investments, including the development and go to market costs of our next generation aOS platform.
- On a sequential basis, non-GAAP operating margin declined by 10 basis points. As a reminder, our non-GAAP operating margin may fluctuate slightly on a quarter-to-quarter basis.
- Interest and other expenses amounted to roughly \$14 million in Q2, which included a few million dollars for the accounting net losses of equity-related investments activities in the quarter.
- On the bottom-line, non-GAAP diluted EPS of \$1.78 was 2 cents **above** the guidance midpoint, primarily due to items below the operating line and a lower share count.
- Diluted GAAP EPS of \$1.28 exceeded the guidance midpoint, also due to items below the operating line and a lower share count. Diluted GAAP EPS included a restructuring charge of nearly 10 cents per share which was not included in our guidance for the quarter, and the positive impact of realized and unrealized gains from equity investments, among other.

**Slide 20: Managed Services: Supporting Visibility and Business resilience**

Turning to slide 20, managed services revenue of \$759 million was up 1.6% from the prior year in the second fiscal quarter.

As a share of total revenue, managed services accounted for roughly 65%, consistent with the last several quarters. Renewal rates remained typically high during Q2, underpinning our business resiliency as we signed expanded, multi-year engagements with multiple customers. In North America, for instance, we expanded and extended our managed services contract with **Cricket Wireless** for BSS and OSS services including aOS capabilities, driving faster time to market and improved customer experience.

**Slide 21: Strong Balance Sheet & Cash Flow**

Moving to the balance sheet and cash flow highlights on slide 21, DSOs of 73 days decreased by 4 days from a year ago and 3 days sequentially.

Unbilled receivables net of deferred revenue decreased by \$42 million versus a year ago, and by \$2 million sequentially in Q2, aggregating the short-term and long-term balances. As a reminder, the net difference between unbilled receivables and deferred revenue fluctuates from quarter to quarter, in line with normal business activities, as well as our progress on multi-year engagements.

Free cash flow before restructuring payments was \$97 million in Q2. This includes the seasonal timing of bonus payments for the prior fiscal year, which typically occurs in the second quarter. Highlighting strong free cash flow for the year so far, we've already achieved nearly 50% of our fiscal 2026 target.

Including restructuring payments of \$17 million, reported free cash flow was \$80 million in the quarter.

As a further update, in fiscal Q2 we established a U.S. commercial paper program of up to \$800 million to further enhance our financial flexibility and optimize Amdocs' short-term funding mix. Proceeds from issuances under the program will be used for general corporate purposes.

We also upsized our revolving credit facility from \$500 million to \$800 million, which supports the commercial paper program and further enhances our overall funding flexibility.

Overall, we ended Q2 with a healthy cash balance of approximately \$214 million, and aggregate borrowings of roughly \$900 million, including our \$650 million senior note maturing in June 2030, and short-term financing arrangements of \$250 million.

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As of March 31, 2026, there was no outstanding borrowing amount under the commercial paper program, and \$630 million remains available on the revolving credit facility.

Overall, we have **ample liquidity** to support our ongoing business needs while retaining the capacity to fund our future strategic growth.

### **Slide 22: Disciplined Capital Allocation**

Switching to capital allocation on slide 22, this quarter we repurchased \$138 million of our shares, leaving us with up to \$702 million of remaining repurchase authority as of March 31, 2026.

We paid cash dividends of \$57 million in the second fiscal quarter.

In the last week of fiscal Q2, we acquired the business of Connect44, a **European-**based provider of end-to-end network planning, building, and management solutions, for approximately \$21 million net cash at closing plus future potential contingent consideration.

Looking to fiscal 2026, we are on track to generate free cash flow of between \$710 million to \$730 million, not including payments we expect to make under our current restructuring program.

Our free cash flow outlook equates to a conversion rate of roughly 90% relative to expected non-GAAP net income and translates to a healthy free cash flow yield of roughly 10% relative to Amdocs' current market capitalization.

Regarding our capital allocations for the coming year, we expect to return the majority of our free cash flow to shareholders.

### **Slide 23: Leading Indicators & Visibility: 12-Month Backlog**

Moving to slide 23, 12-month backlog was \$4.28 billion at the end of Q2, up \$30 million sequentially and 2.6% from a year ago. We believe 12-month backlog remains a good leading indicator of our business and forward visibility.

### **Slide 24: FY2026 Revenue Growth Outlook**

Now, turning to our revenue outlook on slide 24 we are continuing to closely monitor the prevailing level of macro-economic, geopolitical, business, and operational uncertainty,

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including our customers' spending behavior in the current business environment. The third quarter and full fiscal year 2026 financial guidance reflects what we consider to be the most likely outcomes based on the information we have today, but we cannot predict all possible scenarios.

For the full fiscal year 2026, we have tightened our revenue growth outlook to between 2.6% and 4.6% as reported, the midpoint of which is 10 basis points better than our prior outlook of 1.5% to 5.5%, due to foreign currency tailwinds which are now expected to benefit by roughly 0.6% this year as compared to 0.5% previously.

Consistent with our prior guidance, we expect that roughly half of the expected growth in fiscal 2026 will be inorganic in nature.

On a constant currency basis, we are **reiterating** the 3% midpoint of our revenue growth outlook which we have tightened to a new range of between 2% and 4% for the full fiscal year, as compared with our prior outlook of 1% to 5%.

As to the third fiscal quarter, we expect revenue of between \$1.155 billion to \$1.195 billion.

### **Slide 25: Sustained Margin Expansion, Balancing Strategic Growth Investments with Ongoing Cost Efficiency Benefits**

Moving down the income statement, as we anticipated in the beginning of the fiscal year, we are on track to deliver non-GAAP operating margins within our target range of 21.3% to 21.9% in fiscal 2026, the midpoint of which is roughly 20 basis points higher than the prior year of 21.4%.

Our profitability outlook reflects an intentional decision to accelerate our investments in GenAI and our next-gen agentic operating system, including R&D, sales, and marketing, while balancing this with our focus on operational excellence and initiatives to drive efficiencies.

Below the operating line, we expect non-GAAP net interest and other expenses to be impacted by higher finance costs this year resulting from a reduced cash balance, and short term borrowing to fund working capital.

As anticipated in the beginning of the year, we expect our non-GAAP effective tax rate to be within an annual target range of 16% to 19% for the full fiscal year 2026.

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**Slide 26: FY2026 Non-GAAP Diluted EPS Growth Outlook**

As summarized on slide 26, we are **reiterating** the midpoint of our guidance for non-GAAP diluted earnings per share growth of roughly 6% in fiscal 2026, which is within a tightened range of 5% to 7% as compared with 4% to 8% previously.

With that, back to you, Shimie

**Slide 27: Q&A**

Thank you, Tamar for everything, and again, the best of luck in your future retirement

With that, we are happy to take your questions.

Operator?