



The following prepared remarks are an excerpt from the 2017 Second Quarter Earnings Conference Call of Endurance International Group Holdings, Inc. To review the contents of the entire call, please refer to the official webcast, which is available in the investor relations section of Endurance’s website at [www.endurance.com](http://www.endurance.com). These prepared remarks should be read in conjunction with Endurance’s 2017 Second Quarter Earnings Presentation slides, which are available at the same location.

*These prepared remarks contain certain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended, including statements concerning: our updated financial guidance for fiscal year 2017; the expected results and benefits of focusing our marketing expenditures on a limited number of key brands; expectations regarding restructuring expenses, changes in deferred revenue and interest payments for the remainder of 2017; expectations regarding declines in total subscribers and revenue in our non-strategic brands; our expectations regarding overall subscriber declines for 2017; our plans to re-launch our website builder in the second half of 2017 and its impact on our position in the web presence ecosystem; our plans to streamline operations for our non-strategic brands, including through use of outsourced services and consolidation of platforms; the anticipated impact of our support center migration on cash flow for the second half of 2017; our planned uses of cash in the future; our plans to reduce our leverage over the medium-term; and our expected financial and operational performance in general. These forward-looking statements include, but are not limited to, plans, objectives, expectations and intentions and other statements contained in these prepared remarks that are not historical facts, and statements identified by words such as “expects,” “anticipates,” “intends,” “plans,” “believes,” “seeks,” “future,” “strive,” “see,” “estimates,” “should,” “may,” “continue,” “confident,” “positions,” “committed,” “looking to,” “scheduled,” “long-term,” and variations of such words or words of similar meaning and the use of future dates. These forward-looking statements reflect our current views about our plans, intentions, expectations, strategies and prospects, which are based on the information currently available to us and on assumptions we have made. Although we believe that our plans, intentions, expectations, strategies and prospects as reflected in or suggested by those forward-looking statements are reasonable, we can give no assurance that these plans, intentions, expectations or strategies will be attained or achieved. Furthermore, actual results may differ materially from those described in the forward-looking statements and will be affected by a variety of risks and factors that are beyond our control including, without limitation, the possibility that our updated fiscal 2017 guidance may differ from expectations; our inability to successfully enhance the customer product and service experience and improve customer satisfaction and retention through operational and infrastructure improvements; an adverse impact on our business from recently announced executive transitions (including the transition of our chief executive officer); difficulties or delays in our efforts to build brand awareness of our key brands; our*

*inability to drive revenue growth by increasing ARPS through cross-selling and other product-related initiatives; the possibility that we will continue to experience decreases in our subscriber base; an adverse impact on our business from litigation or regulatory proceedings; an adverse impact on our business from our substantial indebtedness and the cost of servicing our debt; the rate of growth of the Small and Medium Business (“SMB”) market for our solutions; our inability to grow our subscriber base, increase sales to our existing subscribers, or retain our existing subscribers; system or Internet failures; our inability to maintain or improve our competitive position or market share; the loss of strategic relationships or alliances with third parties; the business risks of international operations; the loss or unavailability of any of our data centers; the occurrence of security or privacy breaches; and other risks and uncertainties discussed in our filings with the SEC, including the “Risk Factors” section of our most recent Quarterly Report on Form 10-Q for the quarter ended March 31, 2017 and other reports we file with the SEC. You can obtain copies of our filings with the SEC for free at the SEC’s website ([www.sec.gov](http://www.sec.gov)). We do not assume any obligation to update any forward-looking statements contained in this document as a result of new information, future events or otherwise.*

*These prepared remarks include data based on our internal estimates. While we believe that our internal estimates are reasonable, no independent source has verified such estimates.*

*The information on, or that can be accessed through, any of our websites is not deemed to be incorporated in these prepared remarks or to be part of these prepared remarks.*

*Non-GAAP Financial Measures: these prepared remarks contain non-GAAP financial measures as defined by the SEC in Regulation G, including adjusted EBITDA, free cash flow, and bank adjusted EBITDA. Definitions of these non-GAAP financial measures and reconciliations to their comparable GAAP measures are included in our 2017 second quarter earnings release and presentation, each dated August 1, 2017, and available in the investor relations section of our website at [www.endurance.com](http://www.endurance.com).*

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**Angela White, VP, Investor Relations**

Good morning. It is my pleasure to welcome you to our second quarter 2017 earnings call. First, we will go through some prepared remarks after which we will turn to Q&A. We have prepared a presentation to accompany our comments which is available in the investor relations section of our website at [ir.endurance.com](http://ir.endurance.com). While not necessary to follow along, we recommend referencing the presentation slides alongside our prepared remarks. As is customary, let me now read the safe harbor statement.

Statements made on today's call will include forward-looking statements about Endurance's future expectations, plans and prospects. All such forward-looking statements are subject to risks and uncertainties. Please refer to the cautionary language in today's earnings release and to our Form 10-Q filed with the SEC on May 9, 2017 for a discussion of the risks and uncertainties that could cause our actual results to be materially different from those contemplated in these forward-looking statements. Endurance does not assume any obligation to update any forward-looking statements.

During this call, we will reference several non-GAAP financial measures, including adjusted EBITDA, free cash flow (FCF), and bank adjusted EBITDA. A reconciliation of these non-GAAP financial measures to the most directly comparable GAAP measures is available in the presentation located in the investor relations section of our website.

Finally, year-over-year pro forma growth rates mentioned on this call are calculated as if we had owned Constant Contact for all of 2016. Please note that these growth rates only reflect the 2016 pro forma results for Constant Contact and are not adjusted for the pre-acquisition periods of any of our smaller acquisitions made during 2016.

With that, I will turn the call over to Hari Ravichandran, our founder and CEO.

**Hari Ravichandran – Founder and CEO**

**Slide 5** Thanks Angela. Good morning everyone, and welcome to our second quarter 2017 earnings call. I'm pleased to review our Q2 performance. GAAP revenue was \$292.3 million. GAAP net loss was \$(35.4) million, and GAAP cash flow from operations was \$48.7 million. Adjusted EBITDA was \$82.5 million, and free cash flow was \$36.8 million. We ended the second quarter with approximately 5.2 million subscribers on platform at an average revenue per subscriber, or ARPS, of \$18.52. We continue to work toward driving profitable growth and strong free cash flow over the long term.

**Slide 6** Operationally, we maintained focus on the initiatives we've set for the year. In our key hosting brands, we saw net aggregate subscriber increases in the quarter as we continued to direct marketing spend to brands that drive high lifetime revenue subscribers. During the quarter, we wrapped up test campaigns on radio and podcast for our HostGator brand, which we believe have contributed to year over year increases in search for the brand. We largely completed our Orem, Utah support center migration to Tempe, Arizona during the quarter. As we look at initiatives for the second half of the year, we plan to extend testing of media campaigns on our Bluehost brand on radio and podcast. On the

product side, we plan to introduce a new onboarding experience for Bluehost WordPress users in Q3. We believe this improvement will make the path to publishing on WordPress even easier for new users. And finally, we plan to allocate resources to build out our sales and support teams in order to create more cross-sell opportunities over time.

Next, in the email marketing segment, Constant Contact demonstrated stable revenue growth this quarter. We see additional cross-sell opportunities for our email marketing product within our web presence subscriber base, and in Q2 began offering this product to HostGator and iPage subscribers on a free-to-paid basis. We are pleased with the early results and conversion to paid. Our roll out of email marketing in India continued under a freemium model in that market. We also prioritized development and operational resources to our core email marketing product, and saw year over year margin expansion. In H2, we plan to begin rolling out email marketing to other international markets, and are working toward integration of additional capabilities with partners.

I'll turn now to website builder, a product that has become an increasingly key path for SMBs to establish a web presence. During the quarter, we made progress toward the re-launch of our builder product, which we expect will augment our position over time in the overall web presence ecosystem. We have centralized support and development, and have completed user interface improvements. In the coming quarters, we will be focusing on ramping up marketing of the product, expanding our channels, and testing branding approaches.

Finally, turning to our non-strategic brands, performance was in-line with our previously communicated expectations. As we continue to focus on operational streamlining and cash flows in these brands, we saw, and continue to expect, declines in subscriber count and revenue. As we look to the second half of the year, we plan to make additional efforts in operational streamlining such as greater use of outsourced chat support. We also plan on working to consolidate platforms for some of our smaller non-strategic hosting brands in order to increase free cash flow.

We have made considerable efforts to concentrate on key opportunities for the future. We are pleased with our 2017 performance to date, and look forward to the remainder of the year. We have seen positive signs as we focus on key brands and initiatives, despite the drag resulting from our decision to de-prioritize certain non-strategic brands. Overall, we remain patient in the near-term, as we believe that these decisions will create a more balanced approach to capturing opportunities longer-term.

With that, I will turn the call over to Marc Montagner, our CFO and interim COO.

**Marc Montagner, Chief Financial Officer & interim Chief Operating Officer**

**Slide 7** Thank you Hari.

**Slide 8** I am pleased to review our second quarter results, which reflect our attention to profitable growth and focus on free cash flow generation.

- GAAP revenue for the second quarter 2017 was \$292.3 million;
- Adjusted EBITDA was \$82.5 million; and
- Free cash flow, defined as cash flow from operations, less capitalized expenditures and capitalized leases, was \$36.8 million.

Looking at the business by segment, web presence revenue totaled \$193.2 million, a decrease of 1 percent from the same period a year ago. As we saw last quarter, revenue growth and subscriber growth in our key web presence brands was positive in the aggregate. Our non-strategic brands continued to see a decline in revenue and subscribers. Email marketing revenue totaled \$99.1 million. Compared to the same period a year ago, the email marketing segment grew approximately 5% year over year. The web presence segment contributed \$36.0 million and the email marketing segment contributed \$46.5 million to adjusted EBITDA in Q2 2017. Lower Q2 adjusted EBITDA margin versus Q1 in the web presence segment was due primarily to lower gross profit, driven by duplicative costs related to the Bluehost support migration. Additionally, cost allocations to the web presence segment have increased as more E&D resources have been re-allocated from Constant Contact.

GAAP cash flow from operations was \$48.7 million. Capex in Q2 2017 was \$11.9 million, or 4.1 percent of GAAP revenue, and free cash flow was \$36.8 million. During the quarter, cash from operations and free cash flow were negatively impacted by approximately \$4.6 million in restructuring costs related primarily to streamlining of our operations and migration of our Bluehost support from Utah to Arizona.

**Slide 9** Looking at the company performance year-to-date, on a reported pro forma basis, which reflects the impact of Constant Contact for all of H1 2016, revenue grew 3% year over year. During the same period, adjusted EBITDA grew 31% year over year on a pro forma basis. Note that the H1 fiscal 2016 pro forma results reflect the negative impact of a purchase accounting adjustment of approximately \$14.2 million on revenue and adjusted EBITDA related to the Constant Contact acquisition. Year over year growth rates would have been lower if factoring in the purchase accounting adjustment.

**Slide 10** Turning now to operating metrics, we ended Q2 2017 with approximately 5.217 million subscribers. Total subscribers decreased by approximately 87,000 from the end of last quarter, with a net aggregate increase in subscribers in our key brands, and continued declines in our non-strategic brands. Combined average revenue per subscriber (ARPS) was \$18.52. ARPS for the web presence segment was \$13.62 and for the email marketing segment was \$61.88.

Our decision to re-allocate marketing spend to our key brands will continue to result in overall subscriber decreases across our non-strategic brands. With the discontinuation of actively marketing our non-strategic brands, we continue to expect an overall reduction in the number of subscribers for 2017.

A breakdown of our revenue mix during Q2 2017 is as follows:

- Hosting services and add-ons such as security, mobile optimization, and e-commerce integration represented approximately 49 percent of our revenue;
- email marketing was approximately 33 percent;
- domain registrations was approximately 12 percent;
- and the remainder of the business, such as domain monetization and co-marketing funds, accounted for approximately 5 percent.

**Slide 11** Turning now to guidance. For the full year 2017, we are increasing both our revenue and adjusted EBITDA expectations from the prior guidance midpoints by approximately \$8 million and \$6 million, respectively. On a year over year basis, we now expect:

- GAAP revenue growth of 5 to 5.5% percent versus initial guidance of 4 to 5%; and
- Adjusted EBITDA growth of approximately 14 to 16% versus initial guidance of 12 to 14%.

We are reducing our free cash flow guidance by approximately \$10 million. As previously stated, we continue to focus on a more concentrated set of brands and higher lifetime revenue subscribers. As we move away from other non-strategic brands and related operations, we accelerated cost cutting and streamlining of operations, which we expect to be accretive to free cash flow in 2018. As a result, in 2017 we expect higher than anticipated restructuring costs of approximately \$20 million versus our original expectation of \$11 million. Additionally, as we de-emphasize our non-strategic brands and focus more marketing spend on higher quality subscribers, we now expect lower change in deferred revenue in 2017. These impacts will be offset by the lower interest payments in 2017 associated with the recent refinancing of our term loan in June.

We now expect:

- Free cash flow growth of approximately 25% versus 35% initially.

Relative to H1 free cash flow of \$59.2 million, we expect our H2 free cash flow to benefit from completion of support center migration and lower variable costs as we wind down gateway products introduced in 2015 and 2016. Additionally, we expect to realize the bulk of our 2017 cash interest savings in H2.

Separately, we continue to expect that for the full year 2017 our key uses of cash will be:

- Capital expenditures, including capitalized leases, of approximately \$50 million;
- Principal term loan debt pay down of approximately \$100 million;
- Deferred consideration and related payments of approximately \$30 million.

**Slide 12** As announced in mid-June, we refinanced our original term loan of \$981 million, priced at L+548, and our incremental term loan of \$717 million, priced at L+500. The new refinanced term loan of \$1,697 million priced at L+400, matures in February 2023.

The transaction closed on June 14, 2017. This refinancing of our term loans allowed us to extend maturity on our original term loan. And, importantly, the refinancing has positioned us to reduce our interest payments for the remainder of the fiscal year by approximately \$8 million.

**Slide 13** We ended Q2 2017 with \$2,039 million in total senior debt. Including other deferred obligations and capital leases of \$14 million, and total cash on the balance sheet of \$85 million, total net debt at the end of the period was \$1,968 million. Our revolving credit facility remains at a zero balance and we maintain an available credit balance of \$165 million.

Turning now to our calculation of bank adjusted EBITDA as defined in our credit agreement, our senior debt covenants are based on last twelve-months bank adjusted EBITDA, which was \$354.0 million in Q2 2017. Our senior debt leverage ratio was 4.56x bank adjusted EBITDA at Q2 quarter end. We remain well below our maximum senior secured leverage ratio of 6.25x. We are still committed to reducing our secured debt to bank adjusted EBITDA leverage ratio to less than 4x in the medium term.

To conclude, we are pleased with our H1 performance. Our results continue to reflect a year of transition, but we remain focused on the right investments that we believe will position us well for years to come. We continue to push for strong free cash flow generation, which we believe will enable us to

de-lever and provide more flexibility in the future. We continue to believe in this balanced approach.  
Thank you for joining us today, and now I'll turn the call back to the operator to begin Q&A.