

8X8 INC /DE/
Form 10-Q
November 01, 2011

UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

FORM 10-Q

QUARTERLY REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the quarterly period ended September 30, 2011

OR

TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the transition period from _____ to _____

Commission file number 000-21783

[8X8, INC.](#)

(Exact name of Registrant as Specified in its Charter)

Delaware

(State or Other Jurisdiction of Incorporation or Organization)

77-0142404

(I.R.S. Employer Identification Number)

810 West Maude Avenue
Sunnyvale, CA 94085

(Address of Principal Executive Offices)

(408) 727-1885

(Registrant's Telephone Number, including Area Code)

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Indicate by check mark whether the registrant (1) has filed all reports required to be filed by Section 13 or 15 (d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file reports), and (2) has been subject to such filing requirements for the past 90 days. YES NO

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T (§232.405 of this chapter) during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). YES

NO

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer or a smaller reporting company. See definitions of "large accelerated filer," "accelerated filer" and "smaller reporting company" in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer Accelerated filer Non-accelerated filer Smaller reporting company
(Do not check if a smaller reporting company)

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act).
YES NO

The number of shares of the Registrant's Common Stock outstanding as of October 26, 2011 was 69,384,591.

FORM 10-Q PDF as a courtesy
TABLE OF CONTENTS

PART I. FINANCIAL INFORMATION	<u>Page No.</u>
Item 1. Financial Statements:	
Condensed Consolidated Balance Sheets at September 30, 2011 and March 31, 2011	<u>3</u>
Condensed Consolidated Statements of Income for the three and six months ended September 30, 2011 and 2010	<u>4</u>
Condensed Consolidated Statements of Cash Flows for the six months ended September 30, 2011 and 2010	<u>5</u>
Notes to Unaudited Condensed Consolidated Financial Statements	<u>6</u>
Item 2. Management's Discussion and Analysis of Financial Condition and Results of Operations	<u>22</u>
Item 3. Quantitative and Qualitative Disclosures About Market Risk	<u>27</u>
Item 4. Controls and Procedures	<u>28</u>
PART II. OTHER INFORMATION	
Item 1. Legal Proceedings	<u>28</u>
Item 1A. Risk Factors	<u>28</u>
Item 6. Exhibits	<u>33</u>
Signature	<u>34</u>

Part I -- FINANCIAL INFORMATION

ITEM 1. FINANCIAL STATEMENTS

8X8, Inc.
CONDENSED CONSOLIDATED BALANCE SHEETS
(In thousands, unaudited)

	September 30, 2011	March 31, 2011
ASSETS		
Current assets:		
Cash and cash equivalents	\$ 17,200	\$ 16,474
Restricted cash	28	-
Short-term investments	1,904	1,927
Accounts receivable, net	1,796	863
Inventory	654	2,105
Deferred cost of goods sold	137	123
Other current assets	1,058	584
Total current assets	22,777	22,076
Property and equipment, net	3,252	2,398
Intangible assets, net	12,336	214
Goodwill	22,642	1,210
Other assets	660	686
Total assets	\$ 61,667	\$ 26,584
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current liabilities:		
Accounts payable	\$ 4,719	\$ 4,551
Accrued compensation	2,611	1,722
Accrued warranty	391	362
Accrued taxes	1,701	1,828
Deferred revenue	1,323	835
Other accrued liabilities	2,372	1,386
Total current liabilities	13,117	10,684
Other liabilities	409	39
Total liabilities	13,526	10,723
Commitments and contingencies (Note 9)		
Stockholders' equity:		
Common stock	62	62
Additional paid-in capital	237,742	208,218
Accumulated other comprehensive loss	(96)	(73)
Accumulated deficit	(189,567)	(192,346)
Total stockholders' equity	48,141	15,861
Total liabilities and stockholders' equity	\$ 61,667	\$ 26,584

The accompanying notes are an integral part of these unaudited condensed consolidated financial statements.

8X8, Inc.

CONDENSED CONSOLIDATED STATEMENTS OF INCOME

(In thousands, except per share amounts; unaudited)

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Service revenue	\$ 18,013	\$ 16,071	\$ 35,034	\$ 31,434
Product revenue	1,806	1,296	3,292	2,767
Total revenue	19,819	17,367	38,326	34,201
Operating expenses:				
Cost of service revenue	4,059	3,589	7,874	6,971
Cost of product revenue	2,613	2,031	4,883	4,057
Research and development	1,540	1,271	2,947	2,497
Selling, general and administrative	10,742	8,525	20,151	17,883
Total operating expenses	18,954	15,416	35,855	31,408
Income from operations	865	1,951	2,471	2,793
Other income (expense), net	(11)	12	9	34
Income on change in fair value of warrant liability	-	9	-	167
Income before provision (benefit) for income taxes	854	1,972	2,480	2,994
Provision (benefit) for income taxes	22	3	(299)	7
Net income	\$ 832	\$ 1,969	\$ 2,779	\$ 2,987
Net income per share:				
Basic	\$ 0.01	\$ 0.03	\$ 0.04	\$ 0.05
Diluted	\$ 0.01	\$ 0.03	\$ 0.04	\$ 0.05
Weighted average number of shares:				
Basic	63,710	63,383	62,989	63,495
Diluted	67,759	64,847	66,833	64,807

The accompanying notes are an integral part of these unaudited condensed consolidated financial statements.

8X8, Inc.

CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS

(In thousands, unaudited)

	2011	Six Months Ended September 30,	2010
Cash flows from operating activities:			
Net income	\$ 2,779		\$ 2,987
Adjustments to reconcile net income to net cash provided by operating activities:			
Depreciation and amortization	790		599
Stock compensation	595		129
Change in fair value of warrant liability	-		(167)
Deferred income tax benefit	(336)		-
Other	37		34
Changes in assets and liabilities			
Accounts receivable, net	(438)		(268)
Inventory	1,491		634
Other current and noncurrent assets	153		(134)
Deferred cost of goods sold	(14)		(2)
Accounts payable	(1,737)		782
Accrued compensation	(366)		197
Accrued warranty	29		49
Accrued taxes and fees	(127)		268
Deferred revenue	235		203
Other current and noncurrent liabilities	151		(1,017)
Net cash provided by operating activities	3,242		4,294
Cash flows from investing activities:			
Purchases of property and equipment	(1,211)		(1,080)
Purchase of strategic investment	-		(315)
Acquisition of businesses, net of cash acquired	(713)		(998)
Sale of property and equipment	-		1
Net cash used in investing activities	(1,924)		(2,392)
Cash flows from financing activities:			
Capital lease payments	(247)		(18)
Repurchase of common stock	(1,038)		(2,700)
Proceeds from issuance of common stock	-		278
Proceeds from issuance of common stock under employee stock plans	693		357
Net cash used in financing activities	(592)		(2,083)
Net increase in cash and cash equivalents	726		(181)
Cash and cash equivalents at the beginning of the period	16,474		18,056
Cash and cash equivalents at the end of the period	\$ 17,200		\$ 17,875
Supplemental cash flow information			
Issuance of common stock in connection with acquisitions of businesses	\$ 29,125		\$ 600
Acquisition of property and equipment, net in connection with acquisitions of businesses	372		80
Acquisition of capital lease in connection with acquisitions of businesses	297		-
Transfer of net assets in purchase of strategic investment	-		41

The accompanying notes are an integral part of these unaudited condensed consolidated financial statements.

8X8, Inc.
NOTES TO UNAUDITED CONDENSED CONSOLIDATED
FINANCIAL STATEMENTS

1. DESCRIPTION OF THE BUSINESS

THE COMPANY

8x8, Inc. ("8x8" or the "Company") develops and markets telecommunications services for Internet protocol, or IP, telephony and video applications as well as web-based conferencing, unified communications services, managed hosting and cloud-based computing services. As of September 30, 2011, the Company had more than 26,700 business customers.

The Company was incorporated in California in February 1987 and was reincorporated in Delaware in December 1996. The Company's fiscal year ends on March 31 of each calendar year. Each reference to a fiscal year in these notes to the consolidated financial statements refers to the fiscal year ending March 31 of the calendar year indicated (for example, fiscal 2012 refers to the fiscal year ending March 31, 2012).

2. BASIS OF PRESENTATION

The accompanying interim condensed consolidated financial statements are unaudited and have been prepared on substantially the same basis as our annual financial statements for the fiscal year ended March 31, 2011. In the opinion of the Company's management, these financial statements reflect all adjustments (consisting only of normal recurring adjustments) considered necessary for a fair statement of our financial position, results of operations and cash flows for the periods presented. The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the condensed consolidated financial statements and the reported amounts of revenue and expenses during the reporting periods. Actual results could differ from these estimates.

The March 31, 2011 year-end condensed consolidated balance sheet data in this document were derived from audited consolidated financial statements and do not include all of the disclosures required by U.S. generally accepted accounting principles. These financial statements should be read in conjunction with the Company's audited consolidated financial statements as of and for the fiscal year ended March 31, 2011 and notes thereto included in the Company's fiscal 2011 Annual Report on Form 10-K.

The results of operations and cash flows for the interim periods included in these financial statements are not necessarily indicative of the results to be expected for any future period or the entire fiscal year.

Service Revenue

The Company recognizes new subscriber revenue in the month in which the new order is shipped, net of an allowance for expected cancellations. The allowance for expected cancellations is based on the Company's history of subscriber cancellations within the 30-day trial period offered with new services.

Financial Accounting Standards Board ("FASB") Accounting Standards Codification ("ASC") 605-25 requires that revenue arrangements with multiple deliverables be divided into separate units of accounting if the deliverables in the arrangement meet specific criteria. In addition, arrangement consideration must be allocated among the separate units of accounting based on their relative fair values, with certain limitations. The provisioning of the 8x8 service with the accompanying IP phone equipment constitutes a revenue arrangement with multiple deliverables. In accordance with the guidance of ASC 605-25, the Company allocates revenue from new subscriptions, including activation fees,

between the IP phone equipment and subscriber services. Revenue allocated to the IP phone equipment is recognized as product revenue during the period of the sale less the allowance for estimated returns during the 30-day trial period. All other revenue is recognized when the related services are provided.

Product revenue

The Company recognizes revenue from product sales for which there are no related services to be rendered upon shipment to partners and end users provided that persuasive evidence of an arrangement exists, the price is fixed, title has transferred, collection of resulting receivables is reasonably assured, there are no customer acceptance requirements, and there are no remaining significant obligations. Gross outbound shipping and handling charges are recorded as revenue, and the related costs are included in cost of goods sold. Reserves for returns and allowances for partner and end user sales are recorded at the time of shipment. In accordance with the ASC 985-605, the Company records shipments to distributors, retailers, and resellers, where the right of return exists, as deferred revenue. The Company defers recognition of revenue on sales to distributors, retailers, and resellers until products are resold to the end user.

Deferred Cost of Goods Sold

Deferred cost of goods sold represents the cost of products sold for which the customer has a right of return. The cost of the products sold is recognized contemporaneously with the recognition of revenue.

Goodwill and Other Intangible Assets

Goodwill and intangible assets with indefinite useful lives are not amortized. Intangible assets with finite useful lives are amortized on a straight-line basis over the periods benefited. The Company reviews the recoverability of its long-lived assets, such as plant and equipment, when events or changes in circumstances occur that indicate that the carrying value of the asset or asset group may not be recoverable. The assessment of possible impairment is based on the Company's ability to recover the carrying value of the asset or asset group from the expected future pre-tax cash flows (undiscounted and without interest charges) of the related operations. If these cash flows are less than the carrying value of such asset, an impairment loss is recognized for the difference between estimated fair value and carrying value. The measurement of impairment requires management to estimate future cash flows and the fair value of long-lived assets.

Amortization expense for the customer relationship intangible asset is included in selling, general and administrative expenses. Amortization expense for technology is included in cost of service revenue. The carrying values of intangible assets as of September 30, 2011 and 2010 were as follows (in thousands):

	September 30, 2011			September 30, 2010		
	Gross Carrying Amount	Accumulated Amortization	Net Carrying Amount	Gross Carrying Amount	Accumulated Amortization	Net Carrying Amount
Technology	\$ 8,242	\$ (20)	\$ 8,222	\$ -	\$ -	\$ -
Customer relationships	3,305	(148)	3,157	308	(43)	265
Trade names/domains	957	-	957	-	-	-
Total acquired identifiable intangible assets	\$ 12,504	\$ (168)	\$ 12,336	\$ 308	\$ (43)	\$ 265

Annual amortization of intangible assets, based upon our existing intangible assets and current useful lives, is estimated to be the following as of September 30, 2011 (in thousands):

	Amount
Remaining 2012	\$ 714
2013	1,428
2014	1,334
2015	1,325
2016	1,325
Thereafter	5,253
Total	\$ 11,379

Warrant Liability

The Company previously had two outstanding warrants that were classified as liabilities, which expired on December 19, 2010. The Company accounts for its warrants in accordance with ASC 480-10 which requires warrants to be classified as permanent equity, temporary equity or as assets or liabilities. In general, warrants that either require net-cash settlement or are presumed to require net-cash settlement are recorded as assets and liabilities at fair value and warrants that require settlement in shares are recorded as equity instruments.

Accounting for Stock-Based Compensation

The Company accounts for stock-based compensation under ASC 718 - *Stock Compensation* which establishes standards for the accounting for equity instruments exchanged for employee services. Under the provisions of ASC 718, share-based compensation cost is measured at the grant date, based on the estimated fair value of the award, and is recognized as an expense over the employee's requisite service period (generally the vesting period of the equity grant), net of estimated forfeitures.

Stock-based compensation expense recognized in the Company's condensed consolidated statements of income for the three and six months ended September 30, 2011 included the unvested portion of stock-based awards granted. Stock-based awards were measured based on ASC 718 criteria and the compensation expense for all share-based payment awards granted is recognized using the straight-line single-option method. Stock-based compensation expense includes the impact of estimated forfeitures. ASC 718 requires forfeitures to be estimated at the time of grant and revised, if necessary, in subsequent periods if actual forfeitures differ from those estimates.

Stock-based Compensation Plans

The Company has several stock-based compensation plans that are described in Note 5 "Stockholders' Equity" of the Notes to Consolidated Financial Statements contained in the Company's Annual Report on Form 10-K for the fiscal year ended March 31, 2011. The Company, under its various equity plans, grants stock-based awards for shares of common stock to employees, non-employee directors and consultants.

As of September 30, 2011, the 1992 Stock Plan, 1996 Stock Plan and 1996 Director Option Plan had expired and the 1999 Nonstatutory Stock Option Plan had been cancelled by the Board, but there were unexercised options granted under these plans. Options granted under these plans generally vested over four years, were granted at fair market value on the date of the grant and expire ten years from that date.

The Company has reserved a total of 7,000,000 shares of common stock for issuance under its 2006 Stock Plan (the "2006 Plan"). The 2006 Plan is the Company's only active plan for providing stock-based incentive compensation ("awards") to its eligible employees, non-employee directors or consultants. Awards that may be granted under the 2006 Plan include incentive stock options, nonstatutory stock options and stock purchase rights. The exercise price of incentive stock options granted and purchase price of stock purchase rights may not be less than the fair market value on the effective date of the grant. Other types of options and awards under the 2006 Plan may be granted at any price approved by the administrator, which generally will be the board of directors. Options and stock purchase rights generally vest over four years and expire ten years after grant. The 2006 Plan expires in May 2016.

In the second fiscal quarter of 2012, the Company assumed the Amended and Restated Contactual, Inc. 2003 Stock Option Plan (the "2003 Contactual Plan") and registered an aggregate of 171,974 shares of the Company's common stock that may be issued upon the exercise of stock options previously granted under the 2003 Contactual Plan. No new grants can be granted under 2003 Contactual Plan.

Option and Stock Purchase Right Activity

Stock purchase right activity since March 31, 2011 is summarized as follows:

	Number of Shares	Weighted Average Grant-Date Fair Market Value	Weighted Average Remaining Contractual Term (in Years)
Balance at March 31, 2011	886,445	\$ 1.51	
Granted	401,568	3.41	
Released	(136,576)	1.24	
Forfeited	-	-	
Balance at September 30, 2011	1,151,437	\$ 2.20	2.91

Option activity since March 31, 2011 is summarized as follows:

	Shares Available for Grant	Shares Subject to Options Outstanding	Weighted Average Exercise Price Per Share
Balance at March 31, 2011	1,553,979	6,969,196	\$ 1.56
Granted (1)(2)	(567,568)	337,974	3.77
Exercised	-	(252,772)	1.38
Canceled/forfeited	10,000	(10,000)	2.58
Termination of plans	-	-	-
Balance at September 30, 2011	996,411	7,044,398	\$ 1.65

(1) The reduction to shares available for grant includes awards granted of 401,568.

(2) The increase to shares subject to options outstanding includes 171,974 options assumed under the 2003 Contactual Plan.

The following table summarizes the stock options outstanding and exercisable at September 30, 2011:

	Options Outstanding				Options Exercisable			
	Shares	Weighted Average Exercise Price Per Share	Weighted Average Remaining Contractual Life (Years)	Aggregate Intrinsic Value	Shares	Weighted Average Exercise Price Per Share	Aggregate Intrinsic Value	
\$0.01 - \$1.15	1,438,641	\$ 0.87	6.38	\$ 4,584,830	1,438,641	\$ 0.87	\$ 4,584,830	
\$1.16 - \$1.27	1,832,990	\$ 1.25	4.92	5,149,017	1,832,990	\$ 1.25	5,149,017	
\$1.28 - \$1.72	1,409,098	\$ 1.50	3.99	3,605,214	1,409,098	\$ 1.50	3,605,214	
\$1.73 - \$2.69	1,423,169	\$ 1.92	4.08	3,048,963	1,239,452	\$ 1.85	2,741,702	
\$2.70 - \$4.95	940,500	\$ 3.43	6.62	756,375	399,500	\$ 3.62	251,355	
	7,044,398			\$ 17,144,399	6,319,681		\$ 16,332,118	

Stock-based Compensation Expense

As of September 30, 2011, there was \$3.2 million of unamortized stock-based compensation expense related to unvested stock awards which is expected to be recognized over a weighted average period of 3.38 years.

To value option grants and other awards for actual and pro forma stock-based compensation, the Company has used the Black-Scholes option valuation model. When the measurement date is certain, the fair value of each option grant is estimated on the date of grant. Fair value determined using Black-Scholes varies based on assumptions used for the expected stock price volatility, expected life, risk-free interest rates and future dividend payments. During the three and six month periods ended September 30, 2011 and 2010, the Company used historical volatility of the common stock over a period equal to the expected life of the options to estimate their fair value. The expected life assumption represents the weighted-average period stock-based awards are expected to remain outstanding. These expected life assumptions are established through the review of historical exercise behavior of stock-based award grants with similar vesting periods. The risk-free interest rate is based on the closing market bid yields on actively traded U.S. treasury securities in the over-the-counter market for the expected term equal to the expected term of the option. The dividend yield assumption is based on the Company's history and expectation of future dividend payouts.

The following table summarizes the weighted average assumptions used to compute reported stock-based compensation to employees and directors for the three and six months ended September 30, 2011 and 2010:

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Expected volatility	76%	-	76%	-
Expected dividend yield	-	-	-	-
Risk-free interest rate	0.31%	-	0.33%	-
Weighted average expected option term	3.00 years	-	3.00 years	-
Weighted average fair value of options granted	\$ 2.27	\$ -	\$ 2.25	\$ -

In accordance with ASC 718, the Company recorded \$214,000 and \$37,000 in compensation expense relative to stock-based awards for the three months ended September 30, 2011 and 2010 and \$400,000 and \$56,000 for the six months ended September 30, 2011 and 2010, respectively.

Employee Stock Purchase Plan

Under the Company's Employee Stock Purchase Plan, eligible employees can participate and purchase common stock semi-annually through payroll deductions at a price equal to 85% of the fair market value of the common stock at the beginning of each one year offering period or the end of the applicable six month purchase period within that offering period, whichever is lower. The contribution amount may not exceed 10% of an employee's base

compensation, including commissions but not including bonuses and overtime. The Company accounts for the Employee Stock Purchase Plan as a compensatory plan and recorded compensation expense of \$115,000 and \$19,000 for the three months ended September 30, 2011 and 2010 and \$195,000 and \$73,000 for the six months ended September 30, 2011 and 2010, respectively, in accordance with ASC 718.

The estimated fair value of stock purchase rights granted under the Employee Stock Purchase Plan was estimated at the date of grant using the Black-Scholes pricing model with the following weighted-average assumptions:

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Expected volatility	68%	64%	68%	64%
Expected dividend yield	-	-	-	-
Risk-free interest rate	0.10%	0.24%	0.10%	0.24%
Weighted average expected option term	0.75 years	0.75 years	0.75 years	0.75 years
Weighted average fair value of options granted	\$ 1.49	\$ 0.53	\$ 1.49	\$ 0.53

As of September 30, 2011, there was \$225,000 of total unrecognized compensation cost related to employee stock purchases. These costs are expected to be recognized over a weighted average period of 0.6 years.

ASC 718 requires the benefits of tax deductions in excess of recognized compensation costs to be reported as a financing cash flow, rather than as an operating cash flow. The future realization of tax benefits related to stock compensation is dependent upon the timing of employee exercises and future taxable income, among other factors. The Company did not realize any tax benefit from the stock compensation charge incurred during the three and six months ended September 30, 2011 and 2010 as the Company believes that it is more likely than not that it will not realize the benefit from tax deductions related to such equity compensation.

The following table summarizes the distribution of stock-based compensation expense related to employee stock options and employee stock purchases under ASC 718 among the Company's operating functions for the three and six months ended September 30, 2011 and 2010 which was recorded as follows (in thousands):

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Cost of service revenues	\$ 26	\$ 7	\$ 46	\$ 16
Cost of product revenues	-	-	-	-
Research and development	56	15	104	37
Selling, general and administrative	247	34	445	76
Total stock-based compensation expense related to employee stock options and employee stock purchases, pre-tax	329	56	595	129
Tax benefit	-	-	-	-
Stock based compensation expense related to employee stock options and employee stock purchases, net of tax	\$ 329	\$ 56	\$ 595	\$ 129

Recent Accounting Pronouncements

In December 2010, FASB issued ASU 2010-29, "Business Combinations (Topic 805): Disclosure of Supplementary Pro Forma Information for Business Combinations (a consensus of the FASB Emerging Issues Task Force)." ASU 2010-29 provides amendments to subtopic 805-10 of the FASB ASC, that requires a public entity to disclose pro forma information for business combinations that occurred in the current reporting period. ASU 2010-29 is effective

prospectively for business combinations for which the acquisition date is on or after the beginning of the first annual reporting period beginning on or after December 15, 2010, with early adoption permitted. The adoption of ASU 2010-29 did not have a material impact on the Company's consolidated results of operation and financial condition.

In May 2011, the FASB issued ASU 2011-04, "Fair Value Measurement (Topic 820): Amendments to Achieve Common Fair Value Measurement and Disclosure Requirements in U.S. GAAP and International Financial Reporting Standards ("IFRSs")." Under ASU 2011-04, the guidance amends certain accounting and disclosure requirements related to fair value measurements to ensure that fair value has the same meaning in U.S. GAAP and in IFRSs and that their respective fair value measurement and disclosure requirements are the same. ASU 2011-03 is effective for public entities during interim and annual periods beginning after December 15, 2011. Early adoption by public entities is not permitted. The Company does not believe that the adoption of ASU 2011-04 will have a material impact on the Company's consolidated results of operation and financial condition.

In June 2011, the FASB issued ASU No. 2011-05, "Comprehensive Income (ASC Topic 220): Presentation of Comprehensive Income," ("ASU 2011-05") which amends current comprehensive income guidance. This accounting update eliminates the option to present the components of other comprehensive income as part of the statement of shareholders' equity. Instead, we must report comprehensive income in either a single continuous statement of comprehensive income which contains two sections, net income and other comprehensive income, or in two separate but consecutive statements. ASU 2011-05 will be effective for public companies during the interim and annual periods beginning after Dec. 15, 2011 with early adoption permitted. The Company does not believe that the adoption of ASU 2011-05 will have a material impact on the Company's consolidated results of operation and financial condition.

In September 2011, the FASB issued ASU No. 2011-08, "Intangibles - Goodwill and Other (Topic 350): Testing Goodwill for Impairment," ("ASU 2011-08") which simplifies how entities test goodwill for impairment. This accounting update permits an entity to first assess qualitative factors to determine whether it is more likely than not that the fair value of a reporting unit is less than its carrying amount as a basis for determining whether it is necessary to perform the two-step good will impairment test described in Topic 350. The more-likely-than-not threshold is defined as having a likelihood of more than 50 percent. ASU 2011-08 will be effective for annual and interim goodwill impairment tests performed for fiscal years beginning after December 15, 2011 with early adoption permitted. We do not believe that the adoption of ASU 2011-08 will have a material impact on the Company's consolidated results of operation and financial condition.

3. FAIR VALUE MEASUREMENT

Fair value is defined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. When determining the fair value measurements for assets and liabilities required or permitted to be recorded at fair value, the Company considers the principal market or the most advantageous market in which it would transact.

The accounting guidance for fair value measurement requires the Company to maximize the use of observable inputs and minimize the use of unobservable inputs when measuring fair value. Observable inputs are inputs that reflect the assumptions market participants would use in valuing the asset or liability and are developed based on market data obtained from sources independent of the Company. Unobservable inputs are inputs that reflect the Company's assumptions about the factors that market participants would use in valuing the asset or liability developed based on the best information available in the circumstances.

The standard establishes a fair value hierarchy based on the level of independent, objective evidence surrounding the inputs used to measure fair value by requiring that the most observable inputs be used when available. A financial instrument's categorization within the fair value hierarchy is based upon the lowest level of input that is significant to the fair value measurement. The fair value hierarchy is as follows:

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- Level 1 applies to assets or liabilities for which there are quoted prices in active markets for identical assets or liabilities that the Company has the ability to access at the measurement date.
- Level 2 applies to assets or liabilities for which there are inputs other than quoted prices included in Level 1 that are observable for the asset or liability, either directly or indirectly, such as quoted prices for similar assets or liabilities in active markets; quoted prices for identical assets or liabilities in markets with insufficient volume or infrequent transactions (less active markets).

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- Level 3 applies to assets or liabilities for which fair value is derived from valuation techniques in which one or more significant inputs are unobservable, including the Company's own assumptions.

The following table presents the Company's fair value hierarchy for assets and liabilities measured at fair value on a recurring basis at September 30, 2011 (in thousands):

	Quoted Prices in Active Markets for Identical Assets (Level 1)	Other Observable Inputs (Level 2)	Significant Unobservable Inputs (Level 3)	Balance at 9/30/2011
Cash equivalents:				
Money market funds	\$ 14,362	\$ -	\$ -	\$ 14,362
Short-term investments:				
Mutual funds (1)	-	1,904	-	1,904
Total	\$ 14,362	\$ 1,904	\$ -	\$ 16,266

(1) The fair value of mutual funds is determined based on published net asset values. The Company uses such pricing data as the primary input to make its assessments and determinations as to the ultimate valuation of its investment portfolio.

4. BALANCE SHEET DETAIL

	September 30, 2011	March 31, 2011
Inventory (in thousands):		
Work-in-process	\$ 142	\$ 1,510
Finished goods	512	595
	\$ 654	\$ 2,105

5. NET INCOME PER SHARE

Basic net income per share is computed by dividing net income available to common stockholders (numerator) by the weighted average number of vested, unrestricted common shares outstanding during the period (denominator). Diluted net income per share is computed on the basis of the weighted average number of shares of common stock outstanding plus the effect of dilutive potential common shares outstanding during the period using the treasury stock method. Dilutive potential common shares include shares issuable upon exercise of outstanding stock options and warrants and under the employee stock purchase plan.

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
	(in thousands, except per share amounts)			
Numerator:				
Net income available to common stockholders	\$ 832	\$ 1,969	\$ 2,779	\$ 2,987
Denominator:				
Common shares	63,710	63,383	62,989	63,495
Denominator for basic calculation	63,710	63,383	62,989	63,495
Employee stock options	3,622	1,331	3,443	1,184
Stock purchase rights	427	133	401	128
Employee stock purchase plan	-	-	-	-
Warrants	-	-	-	-
Denominator for diluted calculation	67,759	64,847	66,833	64,807
Net income per share				
Basic	\$ 0.01	\$ 0.03	\$ 0.04	\$ 0.05
Diluted	\$ 0.01	\$ 0.03	\$ 0.04	\$ 0.05

The following shares attributable to outstanding stock options and warrants were excluded from the calculation of diluted earnings per share because their inclusion would have been anti-dilutive (in thousands):

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Employee stock options	174	4,258	549	4,797
Warrants	-	1,786	-	1,786
	174	6,044	549	6,583

6. COMPREHENSIVE INCOME

Comprehensive income, as defined, includes all changes in equity (net assets) during a period from non-owner sources. The difference between the Company's net income and comprehensive income is due primarily to an unrealized loss on investments classified as available-for-sale. Comprehensive income for the three and six months ended September 30, 2011 and 2010 were as follows (in thousands):

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Net income, as reported	\$ 832	\$ 1,969	\$ 2,779	\$ 2,987
Unrealized loss on investments in securities	(38)	-	(23)	-
Comprehensive income	\$ 794	\$ 1,969	\$ 2,756	\$ 2,987

7. SEGMENT REPORTING

ASC 280 - *Segment Reporting* establishes annual and interim reporting standards for an enterprise's business segments and related disclosures about its products, services, geographic areas and major customers. The method for determining what information to report is based upon the way management organizes the operating segments within the Company for making operating decisions and assessing financial performance. The Company has determined that it has only one reportable segment. Revenue for this segment is presented by groupings of similar products and services (in thousands) in the following table:

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
8x8 service, equipment and other	\$ 19,818	\$ 17,290	\$ 38,324	\$ 34,118
Technology licensing and related software	1	77	2	83
Total revenues	\$ 19,819	\$ 17,367	\$ 38,326	\$ 34,201

No customer represented greater than 10% of the Company's total revenue for the three and six months ended September 30, 2011 or 2010. Revenue from customers outside the United States was not material for either the three or six months ended September 30, 2011 or 2010.

8. INCOME TAXES

Income taxes are accounted for using the asset and liability approach. Under the asset and liability approach, a current tax liability or asset is recognized for the estimated taxes payable or refundable on tax returns for the current year. A deferred tax liability or asset is recognized for the estimated future tax effects attributed to temporary differences and carryforwards. If necessary, the deferred tax assets are reduced by a valuation allowance that takes into account the amount of benefits that the Company determines, based on available evidence, is more likely than not to be realized. Other than accruals for state gross receipt and franchise taxes and the foreign subsidiary taxes, the Company made no provision for income taxes in any periods presented in the accompanying condensed consolidated financial statements because of net losses incurred, or because it expects to utilize net operating loss carryforwards for which there is a valuation allowance.

The Company accounts for the uncertainty in income taxes under the provisions of ASC 740 - *Income Taxes* which clarifies the accounting and disclosure for uncertainty in income taxes recognized in an enterprise's financial statements. This interpretation requires that the Company recognize in its financial statements the impact of a tax position if that position is more likely than not to be sustained on audit, based on the technical merits of the position.

The Company believes that any income tax filing positions and deductions not sustained on audit will not result in a material change to its financial position or results of operations.

At March 31, 2011, the total amount of unrecognized tax benefits that, if recognized, would have affected the effective tax rate was \$1.7 million, but any such effect would have been fully offset by the application of the valuation allowance. The Company does not believe that there has been any change in the unrecognized tax benefits in the three and six month periods ended September 30, 2011 and does not believe it is reasonably possible that the unrecognized tax benefit will materially change in the next 12 months. To the extent that the unrecognized tax benefits are ultimately recognized they may have an impact on the effective tax rate in future periods; however, such impact on the effective tax rate would only occur if the recognition of such unrecognized tax benefits occurs in a future period when the Company has already determined it is more likely than not that its deferred tax assets are realizable.

The Company is subject to taxation in the U.S., California and various other states and foreign jurisdictions in which it has or had a subsidiary or branch operations or it is collecting sales tax. All tax returns from fiscal 1995 to fiscal 2011 may be subject to examination by the Internal Revenue Service, California and various other states. The Company extended the filing date of the 2011 federal tax return and all state income tax returns. As of October 26, 2011, there were no active federal or state income tax audits. Returns filed in foreign jurisdictions may be subject to examination for the fiscal years 2007 to 2011.

The Company's policy for recording interest and penalties associated with audits is to record such items as a component of operating expense income before taxes. During the three and six months ended September 30, 2011 and 2010, the Company did not recognize any interest or penalties related to unrecognized tax benefits.

9. COMMITMENTS AND CONTINGENCIES

Guarantees

Indemnifications

In the normal course of business, the Company or its subsidiaries have agreed or otherwise obligated to indemnify other parties, including customers, lessors and parties to other transactions with the Company, with respect to certain matters. Under these arrangements, the Company typically agrees to hold the other party harmless against losses arising from a breach of representations or covenants, intellectual property infringement or other claims made against certain parties. These agreements may limit the time within which an indemnification claim can be made and the amount of the claim. In addition, the Company has entered into indemnification agreements with its officers and directors.

It is not possible to determine the maximum potential amount of the Company's exposure under these indemnification agreements due to the limited history of indemnification claims and the unique facts and circumstances involved in each particular agreement. Historically, payments made by the Company under these agreements have not had a material impact on the Company's operating results, financial position or cash flows. Under some of these agreements, however, the Company's potential indemnification liability might not have a contractual limit.

Product Warranties

The Company accrues for the estimated costs that may be incurred under its product warranties upon revenue recognition. Changes in the Company's product warranty liability, which is included in cost of product revenue in the condensed consolidated statements of income, during the three and six months ended September 30, 2011 and 2010 were as follows (in thousands):

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
Balance at beginning of period	\$ 378	\$ 356	\$ 362	\$ 331
Accruals for warranties	130	134	268	278
Settlements	(117)	(110)	(239)	(229)
Balance at end of period	\$ 391	\$ 380	\$ 391	\$ 380

Leases

In May 2009, the Company entered into a three-year lease for its primary facility in Sunnyvale, California that expires in fiscal 2013. The Company has the option to accelerate the termination date of the lease to the 12th, 18th, 24th, or 30th full calendar month of the lease term by providing six months advance notice. In the event the Company exercises this early termination option, the Company will be required to pay a fee to the landlord equal to the unamortized portion of any leasing commission and the unamortized portion of the initial alteration expenses incurred by the landlord as summarized in a current report on Form 8-K filed by the Company with the SEC on May 7, 2009.

In September 2011, the Company assumed a lease for Contactual's headquarters facility in Redwood City, California that expires in fiscal 2013. At September 30, 2011, future minimum annual lease payments under current operating leases were as follows (in thousands):

Year ending March 31:		
Remaining 2012	\$	460
2013		403
Total minimum payments	\$	863

In each of March 2007 and August 2009, the Company entered into a series of noncancelable capital lease agreements for office equipment bearing interest at various rates and in September 2011, the Company assumed noncancelable capital lease agreements for equipment and software bearing interest at various rates with the acquisition of Contactual. At September 30, 2011, future minimum annual lease payments under noncancelable capital leases were as follows (in thousands):

Year ending March 31:		
Remaining 2012	\$	40
2013		48
2014		11
Total minimum payments		99
Less: Amount representing interest		(5)
		94
Less: Short-term portion of capital lease obligations		(63)
Long-term portion of capital lease obligations	\$	31

Capital leases included in computer equipment, office equipment and software were \$525,000 at September 30, 2011. Total accumulated depreciation was \$280,000 at September 30, 2011. Amortization expense for assets recorded under capital leases is included in depreciation expense.

Minimum Third Party Customer Support Commitments

In the third quarter of fiscal 2010, the Company amended a contract with one of its third party customer support vendors containing a minimum monthly commitment of approximately \$430,000. The agreement requires a 150-day notice to terminate. The total remaining obligation under the amended contract is \$2.2 million.

Minimum Third Party Network Service Provider Commitments

The Company entered into contracts with multiple vendors for third party network services that expire on various dates through fiscal 2015. At September 30, 2011, future minimum annual payments under these third party network service contracts were \$593,000 in 2012, \$538,000 in 2013, \$70,000 in 2014 and \$7,000 in 2015.

Legal Proceedings

From time to time, the Company may become involved in various legal claims and litigation that arise in the normal course of its operations. While the results of such claims and litigation cannot be predicted with certainty, the Company is not currently aware of any such matters that it believes would have a material adverse effect on its financial position, results of operations or cash flows.

On March 15, 2011, the Company was named a defendant in a lawsuit, Bear Creek Technologies, Inc. v. 8x8, Inc. et al., along with more than 20 other defendants. On August 17, 2011, the Company was dismissed without prejudice from this lawsuit under Rule 21 of the Federal Rules of Civil Procedure. On August 17, 2011, the Company was sued again by Bear Creek Technologies, Inc. in the United States District Court for the District of Delaware. The Company believes it has factual and legal defenses to these claims and is presenting a vigorous defense. The plaintiff has not made a specific monetary demand, and the Company cannot estimate potential liability in this case at this early stage of litigation.

On October 25, 2011, the Company was named a defendant in a lawsuit, Klausner Technologies, Inc. v. Oracle Corporation et al., along with 30 other defendants. The Company believes it has factual and legal defenses to these claims and is presenting a vigorous defense. The plaintiff has not made a specific monetary demand and the Company cannot estimate potential liability in this case at this early stage of litigation.

Non-Income Based State and Municipal Taxes

From time to time, the Company has received inquiries from a number of state and municipal taxing agencies with respect to the remittance of non-income based taxes. The Company collects or has accrued for taxes that it believes are required to be remitted. The amounts that have been remitted have historically been within the accruals established by the Company.

10. STOCK REPURCHASES

On October 19, 2010, the Company's board of directors authorized the Company to create a new stock repurchase plan to purchase up to \$10.0 million of its common stock from time to time until October 19, 2011. The stock repurchase plan expired on October 19, 2011. The remaining authorized repurchase amount at September 30, 2011 under the \$10.0 million repurchase plan was \$4.1 million. The stock repurchase activity for the six months ended September 30, 2011 is summarized as follows:

	Shares Repurchased	Weighted Average Price Per Share	Amount Repurchased
Balance at March 31, 2011	3,870,985	\$ 2.26	\$ 8,022,690
Repurchase of common stock	301,800	2.95	888,964
Balance at September 30, 2011	4,172,785	\$ 2.33	\$ 8,911,654

The total purchase prices of the common stock repurchased and retired were reflected as a reduction to stockholders' equity during the period of repurchase.

11. ACQUISITIONS

Zerigo, Inc.

On June 16, 2011, the Company entered into an agreement with Zerigo, Inc. ("Zerigo"), a provider of cloud services pursuant to which the Company acquired 100% of the outstanding stock of Zerigo from its sole shareholder. Under the terms of the agreement, the Company paid the selling shareholder \$750,000 in cash and issued 207,756 shares of its common stock. In addition, the Company agreed to pay the selling shareholder an earn-out of up to \$500,000 cash upon the achievement of specified software development milestones by December 31, 2011. The fair value of the consideration transferred consisted of the following (in thousands):

Cash	\$ 750
Contingent payments	441
Fair value of shares of stock issued	750
Total purchase price	\$ 1,941

The Company recorded the acquired tangible and identifiable intangible assets and liabilities assumed based on their estimated fair values. The excess of the consideration transferred over the aggregate fair values of the assets acquired and liabilities assumed is recorded as goodwill. The amount of goodwill recognized is primarily attributable to the operating synergies expected to be realized through the acquisition of Zerigo and the workforce of the acquired business. The fair value assigned to identifiable intangible assets acquired was based on estimates and assumptions made by management. Intangible assets will be amortized on a straight-line basis.

The estimated fair values of the assets acquired and liabilities assumed are as follows (in thousands):

	Estimated Fair Value
Assets acquired:	
Cash	\$ 35
Property and equipment, net	25
Intangible assets	1,046
Total assets acquired	1,106
Liabilities assumed	
Accounts payable	(8)
Deferred income tax liability, non-current	(413)
Total liabilities assumed	(421)
Net identifiable assets acquired	685
Goodwill	1,256
Total purchase price	\$ 1,941

Contactual, Inc.

On September 15, 2011, the Company entered into an agreement with Contactual, Inc. ("Contactual"), a provider of cloud-based call center and customer interaction management solutions pursuant to which the Company acquired 100% of the outstanding shares of capital stock of Contactual from its shareholders. Under the terms of the agreement, the Company issued 6,700,000 shares of common stock. The share amount was reduced at closing by 215,100 shares of common stock in exchange for 8x8's agreement to pay statutory tax withholding on behalf of five former executives of Contactual. The preliminary estimated fair value of the consideration transferred consisted of the following (in thousands):

Cash	\$ 892
Fair value of shares of stock issued	28,375
Total purchase price	\$ 29,267

The Company recorded the acquisition of tangible and identifiable intangible assets and liabilities assumed based on their estimated fair values. The excess of the consideration transferred over the aggregate fair values of the assets acquired and liabilities assumed is recorded as goodwill. The amount of goodwill recognized is primarily attributable to the operating synergies expected to be realized through the acquisition of Contactual and the workforce of the acquired business. The fair value assigned to identifiable intangible assets acquired was based on estimates and assumptions made by management. Intangible assets will be amortized on a straight-line basis.

The preliminary estimated fair values of the assets acquired and liabilities assumed are as follows:

	Estimated Fair Value
Assets acquired:	
Cash	\$ 894
Restricted cash	28
Accounts receivable, net	572
Prepays and other assets	265
Property and equipment, net	347
Intangible assets	11,150
Total assets acquired	13,256
Liabilities assumed	
Accounts payable	(2,059)
Accrued compensation	(1,255)
Deferred revenue	(253)
Other accrued liabilities	(166)
Total current liabilities	(3,733)
Deferred income tax liability, non-current	(301)
Accrued liabilities, non-current	(131)
Total liabilities assumed	(4,165)
Net identifiable assets acquired	9,091
Goodwill	20,176
Total purchase price	\$ 29,267

The above estimated fair values of consideration transferred and assets acquired and liabilities assumed are provisional and are based on the information that was available as of the acquisition date. Measurement period adjustments reflect new information obtained about facts and circumstances that existed as of the acquisition date. The Company believes that information provides a reasonable basis for estimating the fair values of assets acquired and liabilities assumed but the Company is waiting for additional information necessary to finalize those fair values. Thus, the provisional measurements of fair value set forth above are subject to change. Such changes could be significant. The Company expects to finalize the valuation as soon as practicable but no later than one-year from the acquisition date.

Unaudited Pro Forma Financial Information

The unaudited pro forma financial information in the table below summarizes the combined results of operations for the Company and Contactual as if the merger occurred at the beginning of each of the reporting periods presented. The pro forma financial information for all periods presented also includes the business combination accounting effects resulting from this acquisition including the acquisition costs of \$0.5 million and amortization charges from acquired intangible assets. The pro forma financial information as presented below is for informational purposes only and is not indicative of the results of operations that would have been achieved if the acquisition had taken place at the beginning of each reporting period presented.

The unaudited pro forma financial information for the three and six months ended September 30, 2011 combined the historical results of the Company for the three and six months ended September 30, 2011, the historical results of Contactual for the three and six months ended June 30, 2011, and the effects of the pro forma adjustments described above.

The unaudited pro forma financial information for the three and six months ended September 30, 2010 combined the historical results of the Company for the three and six months ended September 30, 2010, the historical results of Contactual for the three and six months ended June 30, 2010 and the effects of the pro forma adjustments described above.

	Three Months Ended September 30,		Six Months Ended September 30,	
	2011	2010	2011	2010
	(In thousands, except per share data)			
Pro forma net revenue	\$ 21,664	\$ 19,196	\$ 42,216	\$ 37,736
Pro forma net income	\$ 695	\$ 1,364	\$ 2,007	\$ 1,495
Pro forma net income per share (basic)	\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.02
Pro forma net income per share (diluted)	\$ 0.01	\$ 0.02	\$ 0.03	\$ 0.02

There is no impact to the Company's tax provision for the three and six months ended September 30, 2011 and 2010 from the pro forma adjustments since the Contactual had tax losses and the Company had a 100% valuation allowance on deferred tax assets in those periods.

ITEM 2. MANAGEMENT'S DISCUSSION AND ANALYSIS OF FINANCIAL CONDITION AND RESULTS OF OPERATIONS

FORWARD-LOOKING STATEMENTS

This Management Discussion and Analysis of Financial Condition and Results of Operations contains forward-looking statements within the meaning of Section 27A of the Securities Act and Section 21E of the Exchange Act. Any statements contained herein that are not statements of historical fact may be deemed to be forward-looking statements. For example, words such as "may," "will," "should," "estimates," "predicts," "potential," "continue," "strategy," "believes," "anticipates," "plans," "expects," "intends," and similar expressions are intended to identify forward-looking statements. You should not place undue reliance on these forward-looking statements. Actual results and trends may differ materially from historical results or those projected in any such forward-looking statements depending on a variety of factors. These factors include, but are not limited to, customer acceptance and demand for our voice over Internet protocol, or VoIP, telephony products and services, the reliability of our services, the prices for our services, customer renewal rates, customer acquisition costs, actions by our competitors, including price reductions for their telephone services, potential federal and state regulatory actions, compliance costs, potential warranty claims and product defects, our needs for and the availability of adequate working capital, our ability to innovate technologically, the timely supply of products by our contract manufacturers, potential future intellectual property infringement claims that could adversely affect our business and operating results, and our ability to retain our listing on the NASDAQ Capital Market. All forward-looking statements included in this report are based on information available to us on the date hereof, and we assume no obligation to update any such forward-looking statements. In addition to those factors discussed elsewhere in this Form 10-Q, see the Risk Factors discussion in Item 1A of our 2011 Form 10-K and Part II, Item 1A of this Form 10-Q. The forward-looking statements included in this Form 10-Q are made only as of the date of this report, and we undertake no obligation to update the forward-looking statements to reflect subsequent events or circumstances.

BUSINESS OVERVIEW

We develop and market telecommunications services for Internet protocol, or IP, telephony and video applications as well as web-based conferencing, unified communications services, managed hosting, and cloud-based computing services. As of September 30, 2011, we had more than 26,700 business customers. Since fiscal 2004, substantially all of our revenue has been generated from the sale, license and provision of VoIP products, services and technology. Prior to fiscal 2003, our focus was on our VoIP semiconductor business.

Our fiscal year ends on March 31 of each calendar year. Each reference to a fiscal year in this report refers to the fiscal year ending March 31 of the calendar year indicated (for example, fiscal 2012 refers to the fiscal year ending March 31, 2012).

CRITICAL ACCOUNTING POLICIES & ESTIMATES

The discussion and analysis of our financial condition and results of operations are based upon our consolidated financial statements, which have been prepared in accordance with accounting principles generally accepted in the United States. The preparation of these financial statements requires us to make estimates and judgments that affect the reported amounts of assets, liabilities, revenue and expenses, and related disclosure of assets and liabilities. On an on-going basis, we evaluate our critical accounting policies and estimates. We base our estimates on historical experience and on various other assumptions that we believe to be reasonable under the circumstances, the results of which form the basis for making judgments about the carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates under different assumptions or conditions. Our critical accounting policies and estimates are discussed in our Annual Report on Form 10-K for the fiscal year ended March 31, 2011. As of September 30, 2011, there had been no material changes to our critical accounting policies and estimates.

RECENT ACCOUNTING PRONOUNCEMENTS

See Item 1 of Part I, "Financial Statements - Note 2 - Basis of Presentation - Recent Accounting Pronouncements."

SELECTED OPERATING STATISTICS

We periodically review certain key business metrics, within the context of our articulated performance goals, in order to evaluate the effectiveness of our operational strategies, allocate resources and maximize the financial performance of our business. The selected operating statistics include the following:

	Selected Operating Statistics							
	Sept. 30, 2011	June 30, 2011	March 31, 2011	Dec 31, 2010	Sept. 30, 2010	June 30, 2010	March 31, 2010	Dec 31, 2009
Gross business customer additions (1)	3,176	2,897	3,009	2,798	2,450	2,756	2,875	2,785
Gross business customer cancellations (less cancellations within 30 days of sign-up)	1,620	1,593	1,645	1,524	1,459	1,592	1,616	1,331
Business customer churn (less cancellations within 30 days of sign-up) (2)	2.1%	2.1%	2.3%	2.2%	2.2%	2.5%	2.7%	2.4%
Total business customers (3)	26,727	25,455	24,385	23,251	22,167	21,362	20,428	19,407
Business customer average monthly service revenue per customer (4)	\$ 207	\$ 200	\$ 204	\$ 209	\$ 209	\$ 208	\$ 204	\$ 204
Overall service margin	77%	78%	78%	77%	78%	78%	77%	78%
Overall product margin	-45%	-53%	-73%	-65%	-57%	-38%	-43%	-59%
Overall gross margin	66%	67%	67%	68%	68%	68%	68%	68%
Business subscriber acquisition cost per service (5)	\$ 101	\$ 89	\$ 91	\$ 99	\$ 108	\$ 109	\$ 97	\$ 102
Average number of services subscribed to per business customer	9.0	8.4	8.0	7.8	7.7	7.5	7.5	7.3
Business customer subscriber acquisition cost (6)	\$ 906	\$ 743	\$ 725	\$ 768	\$ 826	\$ 818	\$ 723	\$ 749

- (1) Includes 49 and 250 customers acquired directly from our acquisitions in the first quarter of fiscal 2011 and second quarter of fiscal 2012 from Central Host, Inc. ("Central Host") and Contactual, Inc. ("Contactual"), respectively, and does not include customers of Virtual Office Solo or Zerigo, Inc. ("Zerigo").
- (2) Business customer churn is calculated by dividing the number of business customers that terminated (after the expiration of the 30-day trial) during that period by the simple average number of business

customers during the period and dividing the result by the number of months in the period. The simple average number of business customers during the period is the number of business customers on the first day of the period plus the number of business customers on the last day of the period divided by two.

- (3) Business customers are defined as customers paying for service. Customers that are currently in the 30-day trial period are considered to be customers that are paying for service. Customers subscribing to Virtual Office Solo or Zerigo services are not included as business customers.
- (4) Business customer average monthly service revenue per customer is service revenue from business customers in the period divided by the number of months in the period divided by the simple average number of business customers during the period.

- (5) Business subscriber acquisition cost per service is defined as the combined costs of advertising, marketing, promotions, sales commissions and equipment subsidies for business services sold during the period divided by the number of gross business services added during the period.
- (6) Business customer subscriber acquisition cost is business subscriber acquisition cost per service times the average number of services subscribed to per business customer.

RESULTS OF OPERATIONS

The following discussion should be read in conjunction with our condensed consolidated financial statements and the notes thereto.

<u>Service revenue</u>	September 30,		Dollar Change	Percent Change
	2011	2010		
	(dollar amounts in thousands)			
Three months ended	\$ 18,013	\$ 16,071	\$ 1,942	12.1%
Percentage of total revenue	90.9%	92.5%		
Six months ended	\$ 35,034	\$ 31,434	\$ 3,600	11.5%
Percentage of total revenue	91.4%	91.9%		

Service revenue consists primarily of revenue attributable to the provision of our service and royalties earned under our VoIP technology licenses. We expect that service revenue will continue to comprise nearly all of our revenue for the foreseeable future. Service revenue increased in the second quarter of fiscal 2012 primarily due to the increase in our business customer subscriber base, which grew from approximately 22,200 business customers on September 30, 2010, to 26,727 on September 30, 2011 and the acquisition of Contactual in September 2011. The increase for the first six months of fiscal 2012 was primarily attributable to the increase in our business customer base from approximately 24,000 businesses on April 1, 2011 to 26,727 on September 30, 2011 and the acquisition of Contactual in September 2011.

<u>Product revenue</u>	September 30,	Dollar	Percent
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