



Company Update:
Management's Prepared Remarks and Q&A
Sept 18 2018

Operator:

Ladies and gentlemen, welcome to the RADCOM Ltd. Company Update Conference Call. Thank you for standing by. All participants are currently in listen-only mode. Following the presentation, instructions will be given for the question-and-answer session. For operator assistance during the conference, please press star-zero. As a reminder, this conference is being recorded, and will be available for replay on the company's website at www.radcom.com from September 19th, 2018. On the call today is Yaron Ravkaie, RADCOM's CEO; Ran Vered, RADCOM's current CFO; and Amir Hai, RADCOM's incoming CFO. Before we begin, I would like to review the Safe Harbor provision. Forward-looking statements in the conference call involve a number of risks and uncertainties, including but not limited to the company's statements about its 2018 revenue and other performance guidance, business strategy, NFV transformation, potential future acquisitions, success of trials and translations thereof into actual sales, industry trends and their effect on the company, and projected sales cycles, orders, engagements, and expanding relationships with customers. The company does not undertake to update forward-looking statements. The full Safe Harbor provisions, including risks that could cause actual results to differ from those forward-looking statements are outlined in the company's SEC filings. Now, I'd like to turn over the call to Yaron. Please go ahead.

Yaron Ravkaie:

Thank you, Operator. And thank you all for joining us today. We scheduled this conference call to address the recent trading activity in the company stock. Our commitment to our shareholders includes remaining transparent to the extent we can and making sure that trading in our shares is done in a fair manner.

We hope this call will answer some of the questions we've been hearing from the investor community, and to provide both clarity and reassurance as to where we are now and where we are heading. I want to start by addressing rumors and speculations regarding the company. As a general matter, we do not respond to rumors. However, it is possible that confusion was caused by a rumor regarding the impact of the typhoon in the Philippines, and by a rumor regarding an offer that the company may have made in connection with M&A activity.

With regard to the Philippines, we do not know of any impact to our business and are keeping in touch with our customers regarding any potential impact. With regard to M&A activity, we have said for quite some time now that we are continuously looking for ways to grow our business, and our product offerings, through both organic and inorganic means. With this we continue to explore new product partner, and even acquisition opportunities, that will strengthen our core business and allow us to cement our position as an industry leader. As of today, we have nothing to announce.

As we are all on the call today, I want to emphasize that there have been no changes in any of our relationships with our key customers. Our relationship with AT&T remains as strong as ever,

and as stated on our call last month, we look forward to working with AT&T on their 5G rollout. The same can be said with regard to our other key customers, including the tier-one customer, Globe, Telefonica and others. Our relationships with them are strong and we continue to work together to support deployed solutions, and to deploy new features and products, and to create expansion opportunities.

We've also made strides with new potential customers, as we continue to make progress on new proof-of-concept demonstrations. While NFV's long-term prospects are as promising as ever, we have seen a recent slowdown in the pace of transition to NFV. As a result, and because our customers are the ones controlling the pace of NFV transformations, we see a lengthening of the sales and deployment cycles of our solutions. Certain opportunities are getting delayed beyond the timeframe we initially forecasted, as we wait for operators to take their next steps. We are seeing this with our new tier-one operator, and with the Galaxy operator that we previously reported, where internal processes are taking longer and schedules slipping further out than anticipated, although joint work and planning with these customers continue.

The net effect of these changes to market conditions is still being evaluated. We do not intend on this call to provide updated guidance, as the quarter is still underway and there are still many moving parts. After the end of this quarter, we will hold an investor update call to provide a detailed business update. In the meantime, we continue to place a strong emphasis on sales, and are working on evaluating our sales strategies and personnel so as to best position RADCOM in the changing NFV market.

I would like to conclude by again stating that we remain confident in RADCOM's future and its growth. With our solution portfolio, our industry knowhow, our strong technical teams, our unique industry experience, and our strong balance sheet, we have been, we are, and we expect to remain well-positioned to execute on our strategy. We are staying close to our customers and potential customers to guide them to the operational decisions which will support and bring about the transformation to NFV and the adoption of our solutions. With this, back to you, Operator, for Q&A.

Operator:

Thank you. Ladies and gentlemen, at this time, we will begin the question and answer session. If you have a question, please press star-one. If you wish to cancel your request, please press star-two. If you are using speaker equipment, kindly lift the handset before pressing the numbers. Your questions will be polled in the order they are received. Please stand by we poll for your questions. *[pause]* The first question is from Alex Henderson of Needham and Company. Please go ahead.

Alex Henderson:

Great. Thank you very much. Yaron, sounds like there's virtually no change, and the only reason you're doing this is because the stock was down, as opposed to something that would have done otherwise. The comments about some delays in the role of NFV, I think that's pretty consistent with what you had said off the Q2 results, as we had taken our numbers down for that reason at that point. Is there something in addition to what you'd said off of Q2? Or is this just a statement of the fact that the environment that you're in – has accelerated, or changed your trajectory over the last month?

Yaron Ravkaie:

Look, I – first of all, you are right, from the fact that the call is a result from yesterday's trade and we wanted to make sure that we're in front of analysts and investors to answer any questions that we might have. We still didn't finish the quarter, we don't – we don't have anything smart to say on the remainder of the year before we finish the quarter and do the assessment. We do see in the last several weeks, some slowdown that we didn't see, like, you know, on the last investor call, and I didn't want to wait till next quarter to mention it. That's why we are mentioning it now. But we are not accompanying it with any numbers because everything is still work in progress, you know, on the quarter, and on the year.

Alex Henderson:

So, to paraphrase, there is a little bit of additional slowdown.

Yaron Ravkaie:

Yeah. I don't think there is any, like, so let's say I look at it a little bit different, okay. There is no – there is – the situation with NFV, I think, remains the future, okay? So NFV is – I think there's a consensus in the industry that operators are migrating to NFV. And then when we look at both existing migrations that we're participating in – and maybe I'll leave AT&T outside of it, because they are unique, they are very transformational – and opportunities that are ahead of us, that through, you know, the various proof-of-concepts that we've discussed in the past, and the engagements and workshops that I mentioned and we continue to do, and everything is very active, we do feel that there is some slowness and hesitation and slowness in the rollout, and we are, you know, pointing it out because it can have an effect on our business.

Alex Henderson:

Okay. Is this a function of, you know, more focus on 5G, and – gee, how do I wind NFV into a, you know, virtualized 5G architecture? Or is it something else that you think is causing some hesitation in the rate of ramp in the sector?

Yaron Ravkaie:

No, I think it's – I don't think there is – I don't think there is, like, something macro happening. I think there is hesitation of exactly the strategy that the operators need to deploy. I'm sure that 5G, as you mention, is helping that hesitation. You know, at the end of the day, I don't think they are hesitating if to do it, it's exactly how to do it, but it's slowing down their decision processes.

Alex Henderson:

Right. Okay. I'll cede the floor. Thanks.

Yaron Ravkaie:

Okay. Thanks, Alex.

Operator:

If there are any additional questions, please press star-one. If you would like to cancel your request, please press star-two. Please stand by while we poll for your questions. *[pause]* The next question is from Matt Stotler of William Blair. Please go ahead.

Matt Stotler:

Hi, thanks for taking my question. So just a couple here. On your last conference call, you had talked about this kind of second tier-one win being a Q3 or Q4 event. Sounds like that's more of a Q4 or beyond time frame. Is that a correct assumption? Or is that a fair assumption?

Yaron Ravkaie:

Look, we haven't closed the quarter. So even if we look at it from a, maybe, a different perspective, even if it does close in the next couple of weeks, there won't be revenue impact on it this quarter. Any way that we will do it, it won't impact this quarter. Like I mentioned in the

script, you know, the – we're in active discussions with all of these. So, things might budge next week, or they can, you know, take several weeks longer. Truth is, I don't know.

Matt Stotler:

Right. Okay. That's helpful. And my other question is, just regarding the, kind of, commentary yesterday about Globe. You already mentioned that there's not a ton of visibility there, but if you kind of think about your pricing model, it doesn't seem like there should be much risk of any impact, given it's, you know, per VNF, and not on a user basis. Is that a fair assumption as well?

Yaron Ravkaie:

Look, Globe specifically, we've disclosed in the past that we have – we've – you know, we have a long-term contract with them. I don't think we see any connection between the typhoon and the long-term contract with them. It was mentioned, you know, all – I don't know how to relate to it, you know, we're – we haven't heard anything from them, as I mentioned in the script. I don't want to say something that is, like, an absolute, if tomorrow – because a typhoon did go there. So, if tomorrow they call me, and they ask for some equipment, for some – some help, I don't know, it might have some effect. So that's why we're a little cautious on that. But as of now, you know, there isn't – an impact didn't happen, you know, today. Okay?

Matt Stotler:

Right. Okay. Very helpful. Thank you for taking my questions.

Operator:

The next question is from Josh Goldberg of G2 Investment Partners. Please go ahead.

Josh Goldberg:

Yaron, how are you?

Yaron Ravkaie:

Doing okay. *Gmar hatima tova.*

Josh Goldberg:

Thank you. I just wanted to ask a couple of questions and maybe just highlight something for the shareholders on the phone.

You know, you're really at the mercy of some of these massive customers around the world. And you've talked repeatedly about the lumpiness of the business. That there's times when you can't predict any quarters, that these are very long, very important sales cycles for these carriers. And I do appreciate the transparency today. But I think one thing that might be helpful for people is to explain how – does it really matter if you have a good quarter or a bad quarter, in the third quarter? Because you have a bunch of cash, you have about seven dollars of cash, and the more important thing is what you've accomplished in the first nine months about landing these big tier-ones, and the ability for you to grow within these tier-ones, to probably a size that you didn't even expect about nine months ago.

So whether the timing is this quarter, next quarter, or even into 2019 – can you give some comfort to investors today, that when you look at what you see out there, and what you see as an opportunity with some of these very big carriers, and the fact that 5G is being pushed in brings them even more interested in doing NFV, should get investors even more excited about the future, regardless of how the third quarter is. Can you talk about that a little bit?

Yaron Ravkaie:

Sure, Josh. So, couple of things. First of all, we did mention in the past, and not for – not for the sake of just mentioning it, that we are exposed to lumpiness. And I'm not going to reiterate everything that I've said in the past, and I'll be, you know, once I'm in a position yet to talk about Q3 and Q4 and many other quarters that we encounter coming up, you know, investors have been with me, and I think, you know that the details that I go into. So, we will continue to do that.

When I look – let's maybe go back even a year ago, okay? And even more. So, the way that the industry is coming about, or came about, and continues to come about, no-one can really predict the future, right? But what we've seen and what has been speculated not by me but by the industry experts, and, you know, we see it in our business – is that AT&T started, you know, a massive transformation in the industry. It's not only AT&T. Others have started that. But AT&T took a very, very aggressive position in the industry to be transformational.

And I've mentioned in the past that other carriers, they believe in NFV, but they will take a less transformational approach. So our belief – and I said it in conferences, and I said it on investors calls – that we will see, you know, deals and migrations to NFV, but we are likely less to see like a big bang approach like AT&T's, and it has impact, you know, on RADCOM, but it's not – I am talking about their transformation, not only RADCOM. When – and we've progressed. We were

able, as we continue to progress, to start a relationship with another very meaningful tier-one, which has, you know, very – I would say good potential – on their journey.

But these carriers, and I'm not talking, you know, specif– I need to be careful not to talk about a specific carrier or plans because they are private to them, and some of these are publicly traded companies. They have their own pace of transformation. What does it mean? They start to – they have a strategy, and the pace that they're transforming the network is usually a conservative pace, okay? Where it comes to AT&T, they're more aggressive in their transformation. So, they will be coming to this transformation in a more conservative pace, doing, finding areas, cementing them, making sure that they succeed, and move on. For us, it's not such a bad thing, overall – long-term, because it allows us to take all the experience and knowledge that we are gaining, and really work with these carriers so their transformations will be successful. And this is what we've been doing. And when they change their pace, or things like that, it means that instead of taking, you know, several months for a certain milestone, they might add another month or two to it. They might change some priorities, they might add 5G, and accelerate 5G and then see how does it impact their virtualization tone, till they finish their planning stage, that has some impact as well. That's all happening.

Now, the good news, I think, is, we have – the strategy of the company is intact. We have – we're engaged with the right tier-ones, we'll continue to get positive input on our technology, and everything that they're seeing. And especially, we are getting, you know, a lot of points and a lot of appreciation from the market on all the experience that we've gained from AT&T. That is not going to change. And how this gets transformed into projects is going to get a life of its own, and it is getting a life of its own. And, you know, it will change, one quarter we will be a little behind, you know, in the future maybe we will be a little bit ahead. I don't – the truth is, I don't know how to predict it.

I do know that we're engaged with the right ones, and it will be under a certain pace. Now, at the end, I think the market forces are all pushing us forward. The company is very stable. It's very important the company continues to invest in the R&D, to be at the cutting edge, okay. We're not planning to do any change of strategy or anything like that. We're planning to be heads down, executing, everything that we need to do in order to do, you know, a great job with AT&T, a great job with all the other customers that are taking us on, and to really be a leader in this transformation.

We have, you know, we have a strong balance sheet to do it. That's one of the reasons why we, you know, insisted to go into this entire journey with a very strong balance sheet, because we did understand that we are, you know, we are – we can experience changes, lumpiness, deceleration, acceleration, changes in the business, and this is exactly where we're at. And, you know, we're pretty confident – not pretty, we're confident in our strategy, we're confident in the feedback that we're getting. So – that's it.

Josh Goldberg:

Okay. Yaron, two other questions. First, fair to say that nothing's changed, that these customers that it was second source that you failed certain things in the labs that made you feel less confident now, it's really just the timing delay, right? Anything technology-wise. And also, as investors, isn't it better for us for you not to have to get the deal closed by September 30th, or by the end of the year, where you have to do pricing concessions, offering things that you don't want to offer, and let it just play out as the timing that the clients and the carriers want? Then I have one follow-up.

Yaron Ravkaie:

Okay. So – just a – what was the first question? I,

Josh Goldberg:

About being dual sourced, or losing anything technology-wise.

Yaron Ravkaie:

So, look, first of all, when we're looking at the NFV transformations, and these important relationships which we've already announced, we haven't lost any of these relationships, we continue to be focused on them. Now, we – once in a while, when I look at the legacy business, we still have a legacy business. Not huge, but sometimes companies buying probes that they bought, you know, in 2014 and in 2013, and et cetera. And sometimes there's RFPs and tenders on this. It's not that – we are not winning 100% of the tenders, okay? No company is. Not NetScout, not any of our competitors. And on the legacy business, once in a while there is a tender, there's a lot of sensitivity to price on the legacy tenders. By the way, we give it in the company a secondary priority, because the entire company is focused –

Josh Goldberg:

Right. But just –

[speaking together]

Yaron Ravkaie:

...

Josh Goldberg:

... software products. The NFV software products, though. Those are not tenders that you're losing.

Yaron Ravkaie:

No.

Josh Goldberg:

Right. And the idea of waiting on them to come back to you for deals, rather than trying to get something closed. Can you just talk about that for these investors?

Yaron Ravkaie:

Yeah – no – so, I look at it a little bit different. Look, these deals take time. You – I think everybody remembers how we talked about the, you know, the nine-month trials of AT&T. And then, I think, when you looked at how we did the other tier-one, which was very important for us, it took – the actual physical work took six months, but there was a lot of pre-work before that, and building relationships, and engaging them, et cetera. So, I would say it's maybe even took nine months or towards a year, if I count everything that happened before. And when I look at now, at what's happening, it's in these timeframes.

Now, tactically, you know, and a month here, a month there, I don't think at the end of the day in these things a small discount, or even a significant discount, is what is driving it. In some of these – in some of these things it's the way that they are transforming their networks, it's the way of the timing of when they want to do the spend.

There is, overall, you know, some cycles on, you know, on – sometimes these carriers finish the year, it's a little too early for that, but as Q4 goes, sometimes some budgets remain. In some years we were able to tap into it.

It's too early to say how that will affect us. But I wouldn't put too much into exactly it's better for us, or it's not better for us. I would look at it more as, it is what it is, we need to be heads down in the relationship, showing them all the time the superior technology and helping them through this transformation, which a lot of them don't know how to do. You know, at the end of

the day, AT&T is massive compared to these operators, and sometimes, they are just running slower because they don't know what to do. And that's where we're coming in. Not – I don't want to say that we're solving world hunger for them, but specifically in our domain, we're helping them a lot.

Josh Goldberg:

Okay. Last question. Just, about the CFO transition. Can you just give comfort to investors, there's no issue related to the ... statements, or the disclosures, or anything that has a problem which caused this change in the CFO.

Yaron Ravkaie:

Okay. So, first of all, thanks for asking that, because I did want to address it. Both CFOs are here on the call, so if somebody wants to ask something specific of them, you know, you guys can. Ran is leaving on very good terms, he's done, I would say, a very good job in the last two and a half years. Decided to move on to something that is of interest for him, did it in a very friendly and professional way. And Amir coming in, exactly the same from the opposite side. Is coming in very enthusiastic, with a lot of experience, you know, with the – exactly what we need in the company to continue all the progress that Ran has made. So, I think it's a natural change of executives that has no relation whatsoever to anything, you know, operationally. *[pause]* Hello?

Josh Goldberg:

Thank you so much. Thank you so much.

Yaron Ravkaie:

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Operator:

The next question is from A.J. Strasser of Cooper Creek Partners. Please go ahead.

A.J. Strasser:

Hey, Yaron. Thank you for doing this. How are you?

Yaron Ravkaie:

Doing okay. Hi, AJ.

A.J. Strasser:

Hi. Can you just – again, very helpful to hear that the AT&T contract is – and the relationship is healthy. Can you just remind investors, in terms of the nature of the current contract, when it needs to be resigned, perhaps, just so we can get comfort that you feel comfortable in the continuation from the current revenue from AT&T? Sounds like it is, I just wanted to make sure we understand the dynamics.

Yaron Ravkaie:

Okay. So – first of all, several things so investors will have comfort. The AT&T contract is disclosed in our 20-F filings. So, people, you know, it's some sensitive information is eradicated there. But everyone can go in and look at the contract and get their own comfort level. I've shared in the past and reiterate that the contract basically takes us through the end of the year. But it doesn't mean that AT&T stop to use the technology next year, okay. On the contrary. You know, deployments are continuing, work is continuing. And as I mentioned in the past, I'm expecting that Q4 will be a quarter that we will be working with AT&T on defining how their future years will look like. You know, we're confident that we are very important to AT&T.

I don't know to say at this stage will the run rate stay exactly the same, will it be higher, will it be lower. Yeah, I think, you know, we're working on this. I don't expect any collapse of the business. And as we, you know, continue to progress the relationship, including the opportunities ahead of us with AT&T [*coughs*] – Excuse me, I'm a little bit under the weather. But we will, of course, be sharing it as we can share these types of things.

A.J. Strasser:

Okay. Let me just ask it a slightly different way. None of the delays as they result – as they relate to the industry or other customers – you don't think that will have any impact on the nature of your signing with AT&T in Q4. Which is to say that you are as confident in, kind of, the relationship today as you were, perhaps, two months ago. And I'm asking, AT&T specifically.

Yaron Ravkaie:

Yes. Yes. The answer is yes, we are confident.

Operator:

We have a follow-up question from Alex Henderson of Needham and Company. Please go ahead.

Alex Henderson:

Great. Thanks. Yaron, I wanted to just push a little bit harder on the 5G stuff for a second. So, in the reading I've been doing in this space, relative to the rollout of RAND 5G, not so much fixed 5G, but in RAND 5G. There seems to be a high degree of requirements for network function virtualization, and therefore for performance analysis, your type of systems, in managing that. So, I would think that as we move closer and closer to the RAND's portion of 5G, as opposed to the wireless piece, that that would actually cause eventual acceleration in your business, and an expansion in your TAM. Can you talk to how important your product is for the success of 5G deployment?

Yaron Ravkaie:

Okay. So, it's a little different from the theory that you just outlaid. At the high level, there is – we do think there is a future connection between the 5G transformation and our TAM, et cetera. No, there's not a lot of research on it, so I don't know how to speculate too much numbers. We can invent them together, if you want, but it's, you know, numbers, numbers, numbers. At the end of the day, when you now double-click on 5G like you've done, the RAND portion is pretty much more of the same, okay.

So, when you see CSPs doing some RAND work on 5G, what they are doing is they're just deploying antennas, they're using this microwave – excuse me, millimeter wave technology, for the accelerated speed, and they're using the same core. That short-term strategy doesn't have a huge impact on us. The – because it doesn't generate demand, and this is something – and when you hear about the trials, this is what they're doing.

They're checking the RAND technology. But some of them, what they are doing in parallel, they are changing their core. So, to give you an example, when 5G – the core in 5G – it's a little bit technical, but there is a separation between something called control plane and user plane. So, basically, the control plane is how you ena– how you set up a connection – let's take an example, to the internet.

The user plane is your actual browsing or video streaming or what you are doing on the internet. In 4G, it's together. In 5G, there is a separation. This separation is – in the beginning, it's tactical, okay, it's not something strategic. But that drives needs that might – that we see the beginning of that driving, a need for – for assurance, because they need to assure that separation.

Now, as 5G continues to evolve in the core, two things you will be hearing about. Edge computing, and network slicing.

Edge computing will, in our mind, and we see it already with the customers, is starting, okay. Which basically, what it means, it's in order to provide very low latency, which 5G is expecting to give, you need the connection to the internet to be as close as you can to the subscriber. So what companies are doing, the carriers are planning to do, some of them have already start to do it, is they are taking their core and they are decentralizing it to what they call the edge. So, you will see now many, and they are doing it in a virtualized way. So, we expect to see – not, you know, maybe, instead of, like, a handful of data centers in a very large operator, we will see many, many, many data centers that are closer to the customers, that will enable that low latency. That also will drive assurance to assure that low-latency application, and this is a lot of cutting-edge stuff that we are working on.

The last thing is something called network slicing. This is something that we expect at this stage to maybe come – maybe we'll see some early adoption of it next year, but it's more, I think, a 2020 thing. That the idea is to create a different SLA of slices in the network. So, like, for example, let's say, a carrier is selling, you know, smart meters as an IOP device, it will have a different SLA than they're selling now, a solution for hospitals to do remote surgery. Okay? That need very high SLA. So, they'll be able to adjust the network to give different SLAs to different applications. That, of course, will have a very interesting and positive impact on our stuff, but it's long term. So, we are working in the R&D on a lot of cutting-edge stuff, you know, we have a very strong relationship with AT&T on these things, and AT&T are hitting some of this stuff so it's very positive for us. And we will continue to invest it, given what I said previously, that this is, you know, we have the dollars and the appetites, and the right strategy, I think, is important, to invest in these types of things.

Alex Henderson:

Great. Thank you very much.

Operator:

The next question is from Karen Hooi of IPI. Please go ahead.

Karen Hooi:

Hi there. Could I confirm on the M&A strategy, that this still remains a sort of, you know, bolt-on type of deal that you're looking for, rather than, sort of, anything really transformational? Thanks.

Yaron Ravkaie:

Look, I don't know to say specifics, because, I can tell you that the strategy of the company will be to look at things that are very synergetic. So, at everything that we will look at, we will be – we will do only something that we feel is one plus one equals three. We won't do anything just for the sake of doing something, and that this is where our energy at. But I don't know to rule out, you know, specifics, and you know, theoretical stuff. So [pause] –

Karen Hooi:

Okay. Thanks. Could I follow up that – would you be looking out to, sort of, compared to, sort of, similar profile, in order to gain some skill, especially when you're dealing with MNOs, and you're seeing some sale cycle ..., that this might help? Reduce some of the sale cycle issue?

Yaron Ravkaie:

I'll answer it in theory, okay. In theory, it can be a good strategy, and companies have done those things in the past. When you look at our situation, just think about it, we have the differentiated technology. So for us to do some sort of consolidation in our specific place, might not make 100% sense, because of the fact that we are coming with a better technology. So what will we buy? We will buy contracts and then we will need to migrate them to different technology. So –

Karen Hooi:

Yeah.

Yaron Ravkaie:

It's not exactly the nature of this business. Now, don't want to say – never say never, right? Because you will never know, if the right opportunity will be in front of us, that will meet the guidance of one plus one equals three, so I'm not ruling out anything. But in general, when you look at our business, just think about us as coming with a disruptive technology, with a cutting-edge technology, so I – in our specific area, I don't need to go and buy anything.

Karen Hooi:

So, it's more something that you would add on, in terms of technological knowhow, or adjacent ...

Yaron Ravkaie:

An adjacent technology that will – an adjacent technology that will create one plus one with our technology, not equal two, but equal three, is something that we will want to look at and invest.

Karen Hooi:

Okay. All right. Thank you.

[pause]

Operator:

This ends the question-and-answer session. This concludes the RADCOM Ltd. Company Update conference call. You may go ahead and disconnect.

[End of conference call]