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March 18, 2026

Dear shareholders and investors,

Company name Tobila Systems Inc.
Representative Atsushi Akita, Representative Director and President
(Securities code: 4441 Tokyo Stock Exchange Standard)
Contact Norimasa Kanemachi, Director and CFO
(E-mail: ir@tobila.com)

Questions and Answers on Financial Results for the First Quarter of the Fiscal Year Ending October 31, 2026

We hereby disclose the main questions we received from investors regarding our financial results for the First Quarter of the Fiscal Year Ending October 31, 2026, which were announced on March 10, 2026, along with our responses, as set forth below. Certain portions of the content have been supplemented and revised for clarity.

<About the Security Business>

1. Is it possible for other telecom carriers to implement measures similar to making Cable Plus Phone free?

Whether such measures can be implemented depends on the strategic decisions of each carrier; however, we believe this is an initiative that we believe can be replicated by other carriers. As cases of special fraud continue to increase, protecting users has become an important issue for telecommunications carriers as well. Rather than limiting this to a specific carrier, we believe that the most effective way to prevent damage is to create an environment in which users are protected without having to configure anything themselves—where protection works seamlessly in the background. We will continue discussions with telecommunications carriers with the goal of making countermeasures against nuisance calls and SMS a “standard feature.”

2. For the increase in landline users, is it fair to assume that since this increase in landline users was only for January of 2026 (and led to a 27M increase QoQ), that the impact of this user increase for Q2 will likely be more like a 75M increase over the prior baseline?

At J:COM Co., Ltd.’s “Cable Plus Phone” service, the number of users has increased as customers have become able to use the nuisance call blocking function free of charge, which has contributed to our revenue.

On the other hand, as this service is provided in conjunction with “Cable Plus Phone,” the number of users of our service is dependent on the number of subscribers to that service. In addition, the related contract is structured as a renewable agreement, similar to our other contracts, and the terms may be subject to discussion at the time of renewal.

As of the first quarter, we expect the impact on our financial results for the current fiscal year to be in the range of several tens of millions of yen on a revenue basis.

3. J:COM MOBILE has also announced that it will begin offering nuisance call and message blocking free of charge starting in June. Has this been factored into your financial forecasts?

This has not been incorporated into our financial forecasts, as it was not included at the time the initial plan for the fiscal year was formulated. As cases of special fraud continue to increase, we believe it is important to work in collaboration with telecommunications carriers to expand nuisance call and message countermeasures as standard services. Going forward, we will continue discussions with various carriers and promote wider adoption while maintaining a balance between usage expansion and profitability.

<About the Solution Business>

4. Will TobilaPhone Biz Lite only be distributed through sales agents? How will the economics differ from the existing Tobila Phone Biz product?

As with the existing Tobila Phone Biz, distribution will mainly be conducted through sales agents. TobilaPhone Biz Lite is a model with some functionality limited, and therefore it is priced lower than the existing Tobila Phone Biz. The revenue model itself is the same as that of Tobila Phone Biz. Users pay both a device fee and a monthly usage fee. In our financial statements, the device fee is recognized upfront, while the monthly usage fee is recognized over the contract period.

<Other Matters>

5. Anthropic and the idea of the “death of SaaS” have recently become widely discussed. What is your view on this?

As you pointed out, we recognize that the advancement of generative AI may lead some SaaS solutions to face functional substitution or increased price competition.

At the same time, we believe that large volumes of high-quality real-world data are indispensable for improving AI performance.

Our business is built on a nuisance information database that processes approximately 5 billion determinations annually, and the accumulation of such vast real-world data serves as the source of our competitive advantage. We view advanced technologies, including AI, as effective tools for maximizing the value of this data.

For example, in our new service “SagiTore,” we have adopted a system in which AI automates training execution and analysis. In this sense, we are not in a position where AI replaces our services; rather, we are developing our business by leveraging AI to enhance the value of our services.

From our perspective, it is not that SaaS will be replaced by AI, but rather that it will evolve into services that incorporate AI. We are therefore continuing to make development investments in that direction. Going forward, we will continue to strengthen our existing businesses and create new ones in order to achieve the targets of our medium-term management plan, while promoting the development and provision of services designed to the AI era.

Reference

- Non-consolidated Financial Results for the First Three Months of the Fiscal Year Ending October 31, 2026

<https://contents.xj-storage.jp/xcontents/AS05546/51a454d9/c3d7/42ca/bca5/8eea0f31930b/140120260310578827.pdf>

- Results of Operations for the 1Q of the Fiscal Year Ending October 31, 2026

<https://contents.xj-storage.jp/xcontents/AS05546/eb5b98ed/04e4/4e58/a2bb/f9a4bf096e93/140120260309578536.pdf>

Please refer to the following page for other disclosure materials.

<https://tobila.com/forinvestors/library/>

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