Note: This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the original shall prevail.

July 9, 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 Second Quarter of the Fiscal Year Ending October 31, 2026 (Part 2)

We hereby disclose below the principal questions received from investors and our responses thereto regarding our financial results for the second quarter of the fiscal year ending October 31, 2026 and other related matters, following the publication of the "Questions and Answers on Financial Results for the Second Quarter of the Fiscal Year Ending October 31, 2026" on June 15, 2026. Please note that certain portions of the content have been supplemented and revised for ease of understanding.

<About the Solution Business>

1. Is it possible to differentiate the target customers for TobilaPhone Biz and TobilaPhone Biz Lite?

TobilaPhone Biz and TobilaPhone Biz Lite differ in the number of channels they can support, and therefore their primary target customer segments and use cases differ.
TobilaPhone Biz Lite is a plan designed to meet the needs of small-scale customers who require a simple set of functions and an affordable price range. Accordingly, we believe that the likelihood of significant cannibalization between the two services is low.

2. When is the replacement of TobilaPhone Biz expected to begin? How do you plan to inform customers about the replacement?

We expect replacements of TobilaPhone Biz to gradually increase from next year onward. For customers subject to replacement, we generally plan to provide guidance directly from the Company, while guidance will also be provided through our sales agents. We will consider disclosing information on the progress and ratio of replacements as necessary.

3. What initiatives are you implementing to expand sales of TobilaPhone Cloud?

To expand sales of TobilaPhone Cloud, we are working to strengthen both our direct sales capabilities and our sales partner network.

In addition to enhancing our own direct sales activities, we will seek to create and expand sales opportunities through sales partners, thereby promoting our approach to a broader customer base.

4. For sales of TobilaPhone Cloud, will you focus more on direct sales or sales through sales agents?

TobilaPhone Cloud is currently sold mainly through direct sales, but going forward, we would like to grow sales through sales agents.

In direct sales, our proposals are primarily focused on customers launching new businesses or relocating their offices. On the other hand, sales through sales agents enable us to capture demand from customers switching from existing lines, and we therefore consider this to be an important channel for future sales expansion.

5. When do you expect the personnel hired during the current fiscal year to begin contributing to business performance?

As the personnel hired during the current fiscal year are mainly mid-career hires, we expect them to contribute to business performance within a relatively short period of time.

In particular, we expect personnel in the sales planning department to gradually begin contributing to business performance from the next fiscal year onward.

At the same time, we will assess the specific timing and impact of their contribution while monitoring each employee's progress in becoming fully operational, as well as the progress of related initiatives.

＜Financial and Cash Flow Matters＞

6. What were the factors behind the significant non-recurring revenue in the second quarter?

The main factors were an increase in the number of TobilaPhone Biz units sold, as well as the recording of initial fees associated with the increase in contracts for TobilaPhone Cloud.

In addition, demand for desktop phones increased among customers who subscribed to TobilaPhone Cloud, resulting in higher device sales, which also contributed to the non-recurring revenue.

7. Please provide details regarding the ¥50 million loan recorded in the interim statement of cash flows. You mentioned that it was a loan to a director, but could you provide further details?

The ¥50 million loan recorded in the interim statement of cash flows is a loan to Norimasa Kanemachi, Director and CFO of the Company.

With respect to this matter, at the Board of Directors meeting held on April 2, 2026, the Board conducted the necessary deliberations, including with regard to the loan terms, repayment feasibility and the protection of the Company's interests, and resolved to provide the loan to the director. The director used the proceeds of this loan to acquire shares of the Company.

The Company believes that the acquisition of the Company’s shares by the director will further enhance his commitment to increasing the Company’s medium- to long-term corporate value.

Reference

・Results of Operations for the 2Q of the Fiscal Year Ending October 31, 2026
https://contents.xj-storage.jp/xcontents/AS05546/64a52852/c2ee/4d89/9cdb/d4c167a83371/140120260609566757.pdf

・Non-consolidated Financial Results for the First Six Months of the Fiscal Year Ending October 31, 2026 (Six Months Ended April 30, 2026)
https://contents.xj-storage.jp/xcontents/AS05546/5c9c82cc/fa0e/460c/a2a0/3b316d6d9129/140120260609566759.pdf

・Questions and Answers on Financial Results for the Second Quarter of the Fiscal Year Ending October 31, 2026
https://contents.xj-storage.jp/xcontents/AS05546/af405e8f/cf60/4bcf/8928/54ad6eaed5ec/140120260615570858.pdf

Please refer to the following page for other disclosure materials.
https://tobila.com/forinvestors/library/

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