

# CHARTER OF THE TECHNOLOGY AND AI COMMITTEE OF THE BOARD OF DIRECTORS OF FIVE9, INC.

(As Adopted by the Board of Directors on October 24, 2025)

## 1. Purpose

The primary purpose of the Technology and AI Committee (the “*Committee*”) of the Board of Directors (the “*Board*”) of Five9, Inc. (the “*Company*”) is to provide oversight and guidance on the Company’s technology strategies, artificial intelligence (“*AI*”) initiatives and the related risks of such strategies and initiatives. The Committee will focus on technology and AI initiatives that can drive innovation, growth and stronger financial performance.

## 2. Composition of the Committee

The Committee shall consist of no fewer than two members, each of whom shall have experience as a technologist and/or has served, currently or formerly, in a senior leadership position of a technology company. The Board will select the members and the chair of the Committee. If the Board fails to appoint a chair, the members of the Committee may designate a chair by a majority vote of the full Committee. Each Committee member will serve at the pleasure of the Board for such term as the Board may decide or until such Committee member is no longer a member of the Board.

## 3. Duties and Responsibilities

The Committee will:

- *Risks Related to Technology Strategies*: analyze and evaluate the Company’s assessment and management of risks associated with the scope and direction of the Company’s technology strategies, including its research and development programs, technological capabilities and use, competitive positioning and intellectual property protection.
- *Technology Trends and Opportunities*: identify, analyze and evaluate market trends in technology strategies. The Committee will assist the Board in evaluating new opportunities and key risks for major technology strategies, particularly those related to AI and emerging technologies.
- *Investments in Emerging Technologies*: review and make recommendations to the Board regarding the Company’s resource allocation and investments in emerging technologies and AI.
- *New and Significant Products*: if requested by the Board, assist with the review of risks and opportunities related to new and significant products based on new technologies or innovations to the Company’s existing technologies.
- *Technology Workforce Planning*: review and make recommendations to the Board and management regarding skill requirements of the Company’s workforce needed to support the Company’s technology strategies and research and development activities.
- *Technology Training*: support the training of the Board and management on topics pertaining to emerging technologies and AI, as needed.

- *Board Reports*: report its activities, along with any recommendations, to the Board in such a manner and at such times as the Committee or the Board deems appropriate.
- *Charter Review*: at least annually, review and reassess this charter and, if appropriate, recommend proposed changes to the Board.
- *Other Functions*: perform any other activities consistent with this charter and applicable laws, rules and regulations. The Committee may perform such other duties and responsibilities as may be assigned to the Committee by the Board.

#### **4. Meetings**

The Committee will meet as necessary or appropriate and will generally meet at least once per fiscal quarter. The Committee may also hold special meetings or act by unanimous written consent (which may be provided in writing or by electronic transmission) as the Committee may decide. The agenda for each meeting will be prepared by the chair (with the assistance of the Company) and circulated to each member of the Committee prior to the meeting date. The Committee, as it may determine to be appropriate, may meet in separate sessions with other directors, the chief executive officer and other Company employees, agents, attorneys or representatives invited by the Committee. Other members of the Board may participate in meetings of the Committee at their option.

#### **5. Procedures**

The Committee may establish its own procedures, including the formation and delegation of authority to subcommittees, in a manner not inconsistent with this charter, applicable law, the Company's bylaws or Nasdaq rules. The chair or a majority of the Committee members may call meetings of the Committee. Unless the Committee or the Board adopts other procedures, the provisions of the Company's bylaws applicable to meetings of Board committees will govern meetings of the Committee. The Committee shall keep written minutes of its meetings and deliver copies of the minutes to the corporate secretary for inclusion in the corporate records.

#### **6. Access and Resources**

The Committee is at all times authorized to have direct, independent access to the Company's other directors, management, legal and other advisors and personnel, as well as books, records and facilities to carry out the Committee's purposes, duties and responsibilities. The Committee is authorized to communicate in confidence with any of these individuals. The Committee is authorized to conduct investigations, and to retain, at the expense of the Company, independent legal, accounting, financial, technology, governance or other professional consultants selected by the Committee, for any matters relating to the purposes of the Committee. The Company shall provide for adequate funding, as determined by the Committee, for payment of compensation to the advisers engaged by the Committee.

Nothing in this charter is intended to preclude or impair the protection provided in Section 141(e) of the General Corporation Law of the State of Delaware for good faith reliance by members of the Committee on reports or other information provided by others.