## UNITED STATES SECURITIES AND EXCHANGE COMMISSION

WASHINGTON, D.C. 20549

## FORM 8-K

#### **CURRENT REPORT**

Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): May 4, 2023

## FIVE9, INC.

(Exact name of Registrant as specified in its charter)

Delaware (State or other jurisdiction of incorporation) 001-36383 (Commission File No.) 94-3394123 (I.R.S. Employer Identification No.)

3001 Bishop Drive, Suite 350 San Ramon, CA 94583 (Address of Principal Executive Offices) (Zip Code)

Registrant's telephone number, including area code: (925) 201-2000

Not Applicable

(Former name or former address if changed since last report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

□ Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)

□ Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)

Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))

Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

5	Securities registered pursuant to Section 12(b) of the Act:	
Title of Each Class	Trading Symbol(s)	Name of Each Exchange on Which Registered
Common stock, par value \$0.001 per share	FIVN	The NASDAQ Global Market

Indicated by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging Growth Company  $\Box$ 

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

#### Item 2.02 Results of Operations and Financial Condition.

On May 4, 2023, Five9, Inc. (the "Company") announced its financial results for the fiscal quarter ended March 31, 2023. The full text of the press release issued in connection with the announcement is furnished as Exhibit 99.1 to this Current Report on Form 8-K.

The information in Item 2.02 of this Current Report on Form 8-K (including Exhibit 99.1 furnished herewith) shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934 (the "Exchange Act") or otherwise subject to the liabilities of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933 or the Exchange Act, except as expressly set forth by specific reference in such a filing.

#### Item 9.01 Financial Statements and Exhibits.

(d) Exhibits	
Exhibit No.	Description
<u>99.1</u>	Press Release issued by the Company on May 4, 2023.
104	The cover page from this Current Report on Form 8-K, formatted in Inline XBRL.

#### SIGNATURES

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

FIVE9, INC.

By:

Date: May 4, 2023

/s/ Barry Zwarenstein

Barry Zwarenstein Chief Financial Officer



#### Five9 Reports First Quarter Revenue Growth of 20% to a Record \$218.4 Million

31% Growth in LTM Enterprise Subscription Revenue 48% Growth in LTM International Revenue Record GAAP Operating Cash Flow of \$33.4 Million

SAN RAMON, Calif. - May 4, 2023 - Five9, Inc. (NASDAQ:FIVN), a leading provider of cloud contact center software, today reported results for the first quarter ended March 31, 2023.

#### **First Quarter 2023 Financial Results**

- Revenue for the first quarter of 2023 increased 20% to a record \$218.4 million, compared to \$182.8 million for the first quarter of 2022.
- GAAP gross margin was 52.0% for the first quarter of 2023, compared to 51.4% for the first quarter of 2022.
- Adjusted gross margin was 60.4% for the first quarter of 2023, compared to 60.5% for the first quarter of 2022.
- GAAP net loss for the first quarter of 2023 was \$(27.2) million, or \$(0.38) per basic share, and (12.5)% of revenue, compared to GAAP net loss of \$(34.1) million, or \$(0.49) per basic share, and (18.7)% of revenue, for the first quarter 2022.
- Non-GAAP net income for the first quarter of 2023 was \$29.4 million, or \$0.41 per diluted share, and 13.5% of revenue, compared to non-GAAP net income of \$15.6 million, or \$0.22 per diluted share, and 8.6% of revenue, for the first quarter of 2022.
- Adjusted EBITDA for the first quarter of 2023 was \$35.1 million, or 16.1% of revenue, compared to \$24.5 million, or 13.4% of revenue, for the first quarter of 2022.
- GAAP operating cash flow for the first quarter of 2023 was \$33.4 million, compared to GAAP operating cash flow of \$28.7 million for the first quarter of 2022.

"We are pleased to report strong first quarter results with revenue growing 20% year-over-year to a record \$218.4 million, exceeding our expectations. This growth was driven by the continued strength of our Enterprise business where LTM subscription revenue grew 31% year-over-year. Our investments in international expansion are also paying off as LTM international revenue grew 48% year-over-year. In the first quarter, we achieved another record for GAAP operating cash flow, driven by adjusted EBITDA margin reaching 16%. These financial results demonstrate that we continue to be

a leader in delivering on a massive, under-penetrated market opportunity. We continue to be a leader in the industry in AI and Automation, which is becoming front and center in the contact center and CX market, and we are focused on leveraging our unique position to harness its power in a way that will deliver the most value for customers. We had a strong start to the year and are keenly focused on executing against our long-term market opportunity as we take advantage of the growing strategic importance of delivering enhanced customer experience through our intelligent CX platform."

- Mike Burkland, Chairman and CEO, Five9

#### **Business Outlook**

Five9 provides guidance based on current market conditions and expectations. Five9 emphasizes that the guidance is subject to various important cautionary factors referenced in the section entitled "Forward-Looking Statements" below, including risks and uncertainties associated with the ongoing macroeconomic deterioration.

#### • For the full year 2023, Five9 expects to report:

- Revenue in the range of \$906.0 to \$909.0 million.
- GAAP net loss per share in the range of \$(1.48) to \$(1.39), assuming basic shares outstanding of approximately 72.0 million.
- Non-GAAP net income per share in the range of \$1.73 to \$1.77, assuming diluted shares outstanding of approximately 73.4 million.

#### • For the second quarter of 2023, Five9 expects to report:

- Revenue in the range of \$213.5 to \$214.5 million.
- GAAP net loss per share in the range of \$(0.45) to \$(0.40), assuming basic shares outstanding of approximately 71.6 million.
- Non-GAAP net income per share in the range of \$0.38 to \$0.40, assuming diluted shares outstanding of approximately 72.8 million.

With respect to Five9's guidance as provided above, please refer to the "Reconciliation of GAAP Net Loss to Non-GAAP net income - Guidance" table for more details, including important assumptions upon which such guidance is based.

#### **Conference Call Details**

Five9 will discuss its first quarter 2023 results today, May 4, 2023, via Zoom webinar at 4:30 p.m. Eastern Time. To access the webinar, please register by <u>clicking here</u>. A copy of this press release will be furnished to the Securities and Exchange Commission on a Current Report on Form 8-K and will be posted to our website, prior to the conference call.

A live webcast and a replay will be available on the Investor Relations section of the Company's web-site at http://investors.five9.com/.

#### **Non-GAAP Financial Measures**

In addition to disclosing financial measures prepared in accordance with U.S. generally accepted accounting principles (GAAP), this press release and the accompanying tables contain certain non-GAAP financial measures. We calculate adjusted gross profit and adjusted gross margin by adding back the following items to gross profit: depreciation, intangibles amortization, stock-based compensation, exit costs related to the closure and relocation of our Russian operations, and acquisition-related transaction and one-time integration costs. We calculate adjusted EBITDA by adding back or removing the following items to or from GAAP net loss: depreciation and amortization, stock-based compensation, interest expense, interest (income) and other, exit costs related to closure and relocation of our Russian operations, acquisition-related transaction costs and one-time integration costs, contingent consideration expense and provision for income taxes. We calculate non-GAAP operating income by adding back or removing the following items to or from GAAP loss from operations: stock-based compensation, intangibles amortization, exit costs related to the closure and relocation of our Russian operations, acquisition-related transaction and one-time integration costs, and contingent consideration expense. We calculate non-GAAP net income by adding back or removing the following items to or from GAAP net loss: stock-based compensation, intangibles amortization, amortization of discount and issuance costs on convertible senior notes, exit costs related to the closure and relocation of our Russian operations, acquisition-related transaction costs and one-time integration costs, contingent consideration expense and tax provision associated with acquired companies. For the periods presented, these adjustments from GAAP net loss to non-GAAP net income do not include any presentation of the net tax effect of such adjustments given our significant net operating loss carryforwards. Non-GAAP financial measures do not have any standardized meaning and are therefore unlikely to be comparable to similarly titled measures presented by other companies. The Company considers these non-GAAP financial measures to be important because they provide useful measures of the operating performance of the Company, exclusive of factors that do not directly affect what we consider to be our core operating performance, as well as unusual events. The Company's management uses these measures to (i) illustrate underlying trends in the Company's business that could otherwise be masked by the effect of income or expenses that are excluded from non-GAAP measures, and (ii) establish budgets and operational goals for managing the Company's business and evaluating its performance. In addition, investors often use similar measures to evaluate the operating performance of a company. Non-GAAP financial measures are presented only as supplemental information for purposes of understanding the Company's operating results. The non-GAAP financial measures should not be considered a substitute for financial information presented in accordance with GAAP. Please see the reconciliation of non-GAAP financial measures set forth in this release.

#### **Forward-Looking Statements**

This news release contains certain forward-looking statements, including the statements in the quotes from our Chairman and Chief Executive Officer, including statements regarding Five9's market opportunity and ability to capitalize on that opportunity, Five9's business strategies and market position, Five9's AI and automation initiatives and the potential value thereof, and the second quarter and full year 2023 financial projections set forth under the caption "Business Outlook," that are based on our current expectations and involve numerous risks and uncertainties that may cause these forward-looking statements to be inaccurate. Risks that may cause these forward-looking statements to be inaccurate include, among others: (i) the impact of adverse economic conditions, including the impact of macroeconomic deterioration, including increased inflation, increased interest rates, supply chain disruptions, decreased economic output and fluctuations in currency rates, the impact of the

Russia-Ukraine conflict, and other factors, that may continue to harm our business; (ii) if we are unable to attract new clients or sell additional services and functionality to our existing clients, our revenue and revenue growth will be harmed; (iii) if our existing clients terminate their subscriptions, reduce their subscriptions and related usage, or fail to grow subscriptions at the rate they have in the past or that we might expect, our revenues and gross margins will be harmed and we will be required to spend more money to grow our client base; (iv) because a significant percentage of our revenue is derived from existing clients, downturns or upturns in new sales will not be immediately reflected in our operating results and may be difficult to discern: (v) we have established, and are continuing to increase, our network of technology solution brokers and resellers to sell our solution; our failure to effectively develop, manage, and maintain this network could materially harm our revenues; (vi) our quarterly and annual results may fluctuate significantly, including as a result of the timing and success of new product and feature introductions by us, and may not fully reflect the underlying performance of our business and may result in decreases in the price of our common stock: (vii) our recent rapid growth may not be indicative of our future growth, and even if we continue to grow rapidly. we may fail to manage our growth effectively; (viii) our recent Chief Executive Officer transition could disrupt our operations, result in additional executive and personnel transitions and make it more difficult for us to hire and retain employees; (ix) failure to adequately retain and expand our sales force will impede our growth; (x) if we fail to manage our technical operations infrastructure, our existing clients may experience service outages, our new clients may experience delays in the deployment of our solution and we could be subject to, among other things, claims for credits or damages; (xi) our growth depends in part on the success of our strategic relationships with third parties and our failure to successfully maintain, grow and manage these relationships could harm our business; (xii) the markets in which we participate involve a high number of competitors that are continuing to increase, and if we do not compete effectively, our operating results could be harmed; (xiii) we continue to expand our international operations, which exposes us to significant macroeconomic and other risks; (xiv) security breaches and improper access to or disclosure of our data or our clients' data, or other cyber attacks on our systems, could result in litigation and regulatory risk, harm our reputation and our business; (xv) we may acquire other companies or technologies, or be the target of strategic transactions, or be impacted by transactions by other companies, which could divert our management's attention, result in additional dilution to our stockholders or use a significant amount of our cash resources and otherwise disrupt our operations and harm our operating results; (xvi) we sell our solution to larger organizations that require longer sales and implementation cycles and often demand more configuration and integration services or customized features and functions that we may not offer, any of which could delay or prevent these sales and harm our growth rates, business and operating results; (xvii) we rely on third-party telecommunications and internet service providers to provide our clients and their customers with telecommunication services and connectivity to our cloud contact center software and any failure by these service providers to provide reliable services could cause us to lose clients and subject us to claims for credits or damages, among other things; (xviii) we have a history of losses and we may be unable to achieve or sustain profitability; (xix) the contact center software solutions market is subject to rapid technological change, and we must develop and sell incremental and new cloud contact center solutions, which we refer to as our solution, in order to maintain and grow our business; (xx) our stock price has been volatile, may continue to be volatile and may decline, including due to factors beyond our control; (xxi) we may not be able to secure additional financing on favorable terms, or at all, to meet our future capital needs; (xxii) failure to comply with laws and regulations could harm our business and our reputation; (xxiii) we may not have sufficient cash to service our convertible senior notes and repay such notes, if required, and other risks attendant to our convertible senior notes and increased debt levels; and (xxiv) the other risks detailed from time-to-time under the caption "Risk Factors" and elsewhere in our Securities and Exchange Commission filings and reports, including, but not limited to, our most recent annual report on Form 10-K and quarterly reports on Form 10-Q. Such forward-looking statements speak only as of the date hereof and readers should not

unduly rely on such statements. We undertake no obligation to update the information contained in this press release, including in any forward-looking statements.

#### **About Five9**

Five9 is a leading provider of cloud contact center software for the intelligent contact center space, bringing the power of cloud innovation to customers. Five9 provides end-to-end solutions with omnichannel routing, analytics, WFO and AI to increase agent productivity and deliver tangible business results. The Five9 Genius platform is reliable, secure, compliant and scalable; designed to create exceptional personalized customer experiences. For more information, visit <u>www.five9.com</u>.

#### CONDENSED CONSOLIDATED BALANCE SHEETS

(In thousands) (Unaudited)

March 31, 202         December 31, 202           ASSETS         Current assets:           Cash and cash equivalents         \$ 141,359         \$ 180,520           Marketable investments         488,381         433,743           Accounts receivable, net         880,085         647,444           Prepaid expenses and other current assets         32,018         29,711           Deferred contract acquisition costs, net         50,566         47,242           Total current assets         800,409         778,710           Operating lease right-of-use assets         43,333         44,120           Intangible asset, net         25,346         28,192           Cododvill         165,420         110,57           Deferred contract acquisition costs, net — less current portion         113,498         8885           Other assets         5         1,244,485         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$         2,2461         \$         23,629           Accrounts payable         \$         2,2461         \$         23,629           Accrount fact denal frees         3,360         2,471         \$         23,629           Accrou	(Onaddited)					
Current assets         S         141,359         \$         180,520           Marketable investments         488,381         4433,743           Accounts receivable, net         880,085         87,494           Prepaid expenses and other current assets         32,018         29,711           Deferred contract acquisition costs, net         50,556         47,242           Total current assets         800,409         778,710           Operating lease right-of-use assets         45,339         44,120           Intangible assets, net         25,346         28,193           Goodwill         115,240         110,057           Operating lease right-of-use assets         15,240         110,057           Other assets         15,240         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,800           Total assets         5         1,246,405         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,800           Total assets         5         1,246,405         13,042           Accounts payable         5         2,2461         \$         23,029           Accounts payable         5         2,209         2,373		Μ	larch 31, 2023	December 31, 2022		
Cash and cash equivalents         \$         141,359         \$         180,520           Marketable investments         488,381         433,743           Accounts receivable, net         88,085         87,494           Prepaid expenses and other current assets         32,018         29,711           Deferred contract acquisition costs, net         50,566         47,222           Total current assets         800,409         778,710           Property and equipment, net         101,057         101,221           Operating lease right-of-us assets         45,339         44,120           Goodwill         165,420         165,420           Marketable investments         13,498         885           Other assets         13,249         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$         1,244,485         11,739           Current liabilities         62,196         \$         3,002           Accounts payable         \$         2,2461         \$         2,3629           Account and other current liabilities         2,209         2,2073         10,6216         5         3,002         2,4711           Sale tax liabilitities <th>ASSETS</th> <th></th> <th></th> <th></th> <th></th>	ASSETS					
Marketable investments         488,381         433,743           Accounts receivable, net         88,085         87,494           Prepaid expenses and other current assets         32,018         29,711           Deferred contract acquisition costs, net         50,566         47,242           Total current assets         800,409         778,710           Property and equipment, net         101,057         101,221           Goodwill         165,420         165,420           Intangible assets, net         13,498         8865           Other assets         13,498         8865           Other assets         11,5240         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         5         22,461         \$ 23,629           Accounts payable         62,196         53,002         0perating lease itabilities         62,196         53,002           Operating lease inductions         117,39         10,626         3,269         2,973         58,082         57,816           Convertible senior notes         169         169         169         169         169           Total aurent liabilities         esta unatilitities         4,913         3,900<						
Accounts receivable, net         88,085         87,494           Prepaid expenses and other current assets         32,018         29,711           Deferred contract acquisition costs, net         50,566         47,242           Total current assets         800,409         778,710           Property and equipment, net         101,057         101,221           Operating lease right-of-use assets         45,333         44,120           Intangible assets, net         25,346         28,192           Goodwill         165,420         165,420           Marketable investments         13,498         885           Other assets         11,057         114,850           Iofal assets         \$ 1,286,108         \$ 1,244,485           LIABLITIES AND STOCKHOLDERS' EQUITY         5         23,669           Accured and other current liabilities         62,106         53,092           Accured lead fleera         \$ 2,261         \$ 2,3629           Accured and other current liabilities         5,1240         10,626           Convertible senior notes         11,739         10,626           Convertible senior notes         169         169           Total current liabilities         3,360         2,471           Sales tax liabilities — l	Cash and cash equivalents	\$	141,359	\$	180,520	
Prepaid expenses and other current assets         32,018         29,711           Deferred contract acquisition costs, net         50,566         47,242           Droperty and equipment, net         101,057         101,221           Operating lease right-of-use assets         45,339         44,120           Intrangible assets, net         25,346         28,192           Goodwill         165,420         165,420           Marketable investments         13,498         8885           Other assets         113,498         8885           LIABILITIES AND STOCKHOLDERS' EQUITY         114,880         5           Current liabilities         5         2,2461         \$           Accounds payable         \$         2,209         2,973           Accrued and other current liabilities         11,739         10,626           Accrued federal frees         3,360         2,441           Sales tax liabilities         11,739         10,626           Accrued red other current protion         7,812         10,626           Accrued federal frees         3,360         2,441           Sales tax liabilities         169         169           Total current liabilities         199         169           Total current liabilitie	Marketable investments		488,381		433,743	
Deferred contract acquisition costs, net         50,566         47,242           Total current assets         800,409         778,710           Property and equipment, net         101,057         101,221           Operating lease right-of-use assets         45,339         44,120           Intangible assets, net         25,346         28,192           Goodwill         165,420         165,420           Marketable investments         13,498         885           Obeferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$         1,286,108         \$         1,244,485           LIABLITITES AND STOCKHOLDERS' EQUITY         Current liabilities         62,196         53,092           Carcend and other current liabilities         62,196         53,092         3,360         2,471           Sales tax liabilities         11,739         10,626         3,360         2,471           Sales tax liabilities         11,739         10,626         3,360         2,471           Sales tax liabilities         169         169         169         169           Convertible senion notes         169         169         169         169           Total current liabilities <td< td=""><td></td><td></td><td></td><td></td><td></td></td<>						
Total current assets         800,409         778,710           Property and equipment, net         101,057         101,221           Operating lease right-of-use assets         45,339         44,120           Intangible assets, net         25,346         28,192           Godwill         165,420         165,420           Marketable investments         13,498         885           Other assets         13,498         885           Other assets         119,799         114,880           Total assets         \$ 1,286,108         \$ 1,244,485           LIABILITTES AND STOCKHOLDERS' EQUITY						
Property and equipment, net         101,057         101,221           Operating lease right-of-use assets         45,339         44,120           Intangible assets, net         25,346         28,192           Goddwill         105,420         165,420           Marketable investments         13,498         8855           Other assets         15,240         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$ 1,286,108         \$ 1,244,485           LIABLITTIES AND STOCKHOLDERS' EQUITY	Deferred contract acquisition costs, net		50,566		47,242	
Operating lease right-of-use assets         45,339         44,120           Intangible assets, net         25,346         28,192           Goodwill         165,420         165,420           Marketable investments         13,498         885           Other assets         15,240         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$         1,226,108         \$         1,244,485           LIABILITTES AND STOCKHOLDERS' EQUITY         *         23,600         \$         2,2461         \$         23,602           Accrued and other current liabilities         62,196         \$         23,602         \$         23,609         \$         24,4455           Accrued facteral fees         3,360         2,471         \$         20,692         \$         20,99         2,091         3,600         2,471         \$         20,992         \$         2,029         2,029         2,029         3,600         2,471         \$         3,660         2,471         \$         5         5,082         5,7,816         \$         169         169         169         169         169         169         169         169         169         169<	Total current assets		800,409			
Intangible assets, net         25,346         28,192           GodWill         165,420         165,420           Marketable investments         13,498         885           Other assets         15,240         11,057           Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$ 1,286,108         \$ 1,244,485           LIABILITIES AND STOCKHOLDERS' EQUITY         Current liabilities:         62,196         53,092           Accounts payable         62,2461         \$ 23,629         Accrued and other current liabilities         62,196         53,092           Operating lease liabilities         11,739         10,626         Accrued federal fees         3,360         2,471           Sales tax liabilities         2,209         2,973         Deferred revenue         58,082         57,816           Convertible senior notes         169         169         169         169         169           Total current liabilities         -less current portion         739,284         738,376         Sales tax liabilities — less current portion         906         899           Operating lease liabilities — less current portion         41,703         41,389         3,080           Total liabilities         -l	Property and equipment, net		101,057			
Goodwill $165,420$ $165,420$ Marketable investments $13,498$ $885$ Other assets $15,240$ $11,057$ Deferred contract acquisition costs, net — less current portion $119,799$ $114,880$ Total assets\$ $1,226,108$ \$ $1,244,485$ LIABLLTTES AND STOCKHOLDERS' EQUITYCurrent liabilities $62,196$ \$ $23,629$ Accurds payable\$ $22,461$ \$ $23,629$ Accured and other current liabilities $62,196$ $53,092$ Operating lease liabilities $11,739$ $10,626$ Accured federal fees $3,360$ $2,471$ Sales tax liabilities $2,209$ $2,973$ Deferred revenue $56,082$ $57,816$ Convertible senior notes $169$ $169$ Total current liabilities $906$ $899$ Operating lease liabilities — less current portion $917,022$ $934,520$ Operating lease liabilities — less current portion $41,703$ $41,339$ Other long-term liabilities $947,022$ $934,520$ Stockholders' equity: $72$ $71$ Additional paid-in capital $690,339$ $635,668$ Accumulated other comprehensive loss $(961)$ $(2,688)$ Accumulated deficit $(350,334)$ $(322,086)$	Operating lease right-of-use assets		45,339		44,120	
Marketable investments13,498885Other assets15,24011,057Deferred contract acquisition costs, net — less current portion119,799114,880Ital assets\$1,286,08\$1,244,485LIABILITIES AND STOCKHOLDERS' EQUITY </td <td>Intangible assets, net</td> <td></td> <td>25,346</td> <td></td> <td>28,192</td>	Intangible assets, net		25,346		28,192	
Other assets15,24011,057Deferred contract acquisition costs, net — less current portion119,799114,880Total assets\$1,286,108\$1,244,485LIABILITIES AND STOCKHOLDERS' EQUITYCurrent liabilities522,461\$23,629Accrued and other current liabilities62,19653,0920perating lease liabilities62,19653,092Operating lease liabilities62,19633,3002,4713ales tax liabilities2,2092,973Deferred revenue58,08257,81660,2161669169Convertible senior notes1691669169169Total current liabilities9068999999947,022934,520Other long-term liabilities906899947,022934,520Total liabilitiesless current portion41,70341,38930,000Other long-term liabilities947,022934,520934,520Stockholders' equity:717171Additional paid-in capital690,309635,6687271Additional paid-in capital690,309635,668339,086339,086Accumulated deficit(350,334)(323,086)339,086309,965	Goodwill		165,420		165,420	
Deferred contract acquisition costs, net — less current portion         119,799         114,880           Total assets         \$         1,286,108         \$         1,244,485           LABRLITIES AND STOCKHOLDERS' EQUITY              Current liabilities:               Accounds payable         \$         22,461         \$         23,629           Accounds and other current liabilities         62,196         5         23,629           Operating lease liabilities         62,196         5         23,629           Operating lease liabilities         62,196         5         23,629           Operating lease liabilities         62,196         53,092         2,973           Deferred revenue         58,082         57,816         50,076           Convertible senior notes         160         169         169           Total current liabilities         less current portion         739,284         738,376           Sales tax liabilities — less current portion         41,703         41,389         947,022         934,520           Other long-term liabilities         less current portion         71         3,480         3,880         947,022         934,520           Oth	Marketable investments		13,498		885	
Total assets         §         1,286,108         §         1,244,485           LIABILITIES AND STOCKHOLDERS' EQUITY	Other assets		15,240		11,057	
LIABILITIES AND STOCKHOLDERS' EQUITYCurrent liabilities:Accounts payable\$ 22,461\$ 23,629Accrued and other current liabilities62,19653,092Operating lease liabilities11,73910,626Operating lease liabilities3,3602,471Sales tax liabilities2,2092,973Deferred revenue58,08257,816Convertible senior notes169169Total current liabilities160,216150,776Convertible senior notes - less current portion739,284738,376Sales tax liabilities — less current portion906899Operating lease liabilities — less current portion906899Operating lease liabilities — less current portion947,022934,520Stockholders' equity:7171Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)309,965309,965Accumulated deficit(350,334)(323,086)309,965	Deferred contract acquisition costs, net — less current portion		119,799		114,880	
Current liabilities:         S         22,461         \$         23,629           Accrued and other current liabilities         62,196         53,092           Operating lease liabilities         62,196         53,092           Operating lease liabilities         11,739         10,626           Sales tax liabilities         2,209         2,973           Deferred revenue         58,082         57,816           Convertible senior notes         169         169           Total current liabilities         160,216         150,776           Convertible senior notes - less current portion         739,284         738,376           Sales tax liabilities — less current portion         906         899           Operating lease liabilities — less current portion         914,333         3,080           Other long-term liabilities         4,913         3,080           Total liabilities         947,022         934,520           Stockholders' equity:         71         71           Common stock         72         71           Additional paid-in capital         690,309         635,668           Accumulated other comprehensive loss         (961)         (2,689)           Accumulated deficit         (350,334)         (323,086) <td>Total assets</td> <td>\$</td> <td>1,286,108</td> <td>\$</td> <td>1,244,485</td>	Total assets	\$	1,286,108	\$	1,244,485	
Accounts payable       \$       22,461       \$       23,629         Accrued and other current liabilities       62,196       53,092         Operating lease liabilities       11,739       10,626         Accrued federal fees       3,360       2,471         Sales tax liabilities       2,209       2,973         Deferred revenue       58,082       57,816         Convertible senior notes       169       169         Total current liabilities       160,216       150,776         Convertible senior notes - less current portion       739,284       738,376         Sales tax liabilities — less current portion       739,284       738,376         Sales tax liabilities — less current portion       906       899         Operating lease liabilities — less current portion       41,703       41,389         Other long-term liabilities       947,022       934,520         Stockholders' equity:       71       71         Additional paid-in capital       690,309       635,668         Accumulated other comprehensive loss       (961)       (2,688)         Accumulated deficit       (350,334)       (323,086)         Total stockholders' equity       339,086       309,965	LIABILITIES AND STOCKHOLDERS' EQUITY					
Accrued and other current liabilities         62,196         53,092           Operating lease liabilities         11,739         10,626           Accrued federal fees         3,360         2,471           Sales tax liabilities         2,209         2,973           Deferred revenue         58,082         57,816           Convertible senior notes         169         169           Total current liabilities         160,216         150,776           Convertible senior notes - less current portion         739,284         738,376           Sales tax liabilities — less current portion         739,284         738,376           Sales tax liabilities — less current portion         906         899           Operating lease liabilities — less current portion         913         3,080           Other long-term liabilities         947,022         934,520           Stockholders' equity:         72         71           Additional paid-in capital         690,309         635,668           Accumulated other comprehensive loss         (961)         (2,683)           Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Current liabilities:					
Operating lease liabilities         11,739         10,626           Accrued federal fees         3,360         2,471           Sales tax liabilities         2,209         2,973           Deferred revenue         58,082         57,816           Convertible senior notes         169         169           Total current liabilities         160,216         150,776           Convertible senior notes - less current portion         739,284         738,376           Sales tax liabilities — less current portion         739,284         738,376           Sales tax liabilities — less current portion         906         899           Operating lease liabilities — less current portion         914,703         41,389           Other long-term liabilities         947,022         934,520           Stockholders' equity:         72         71           Additional paid-in capital         690,309         635,668           Accumulated other comprehensive loss         (961)         (2,688)           Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Accounts payable	\$	22,461	\$	23,629	
Accrued federal fees       3,360       2,471         Sales tax liabilities       2,209       2,973         Deferred revenue       58,082       57,816         Convertible senior notes       169       169         Total current liabilities       160,216       150,776         Convertible senior notes - less current portion       739,284       738,376         Sales tax liabilities — less current portion       906       899         Operating lease liabilities — less current portion       41,703       41,389         Other long-term liabilities       44,703       3,080         Total liabilities       947,022       934,520         Stockholders' equity:       72       71         Additional paid-in capital       690,309       635,668         Accumulated other comprehensive loss       (961)       (2,688)         Accumulated deficit       (350,334)       (323,086)         Total stockholders' equity       339,086       309,965	Accrued and other current liabilities		62,196		53,092	
Sales tax liabilities         2,209         2,973           Deferred revenue         58,082         57,816           Convertible senior notes         169         169           Total current liabilities         160,216         150,776           Convertible senior notes - less current portion         739,284         738,376           Sales tax liabilities — less current portion         906         899           Operating lease liabilities — less current portion         906         899           Other long-term liabilities         4,913         3,080           Total liabilities         947,022         934,520           Stockholders' equity:         72         71           Additional paid-in capital         690,309         635,668           Accumulated other comprehensive loss         (961)         (2,688)           Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Operating lease liabilities		11,739		10,626	
Deferred revenue         58,082         57,816           Convertible senior notes         169         169           Total current liabilities         160,216         150,776           Convertible senior notes - less current portion         739,284         738,376           Sales tax liabilities — less current portion         906         899           Operating lease liabilities — less current portion         41,703         41,389           Other long-term liabilities         4,913         3,080           Total liabilities         947,022         934,520           Stockholders' equity:         72         71           Additional paid-in capital         690,309         635,668           Accumulated other comprehensive loss         (961)         (2,688)           Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Accrued federal fees		3,360		2,471	
Convertible senior notes169169Total current liabilities160,216150,776Convertible senior notes - less current portion739,284738,376Sales tax liabilities — less current portion906899Operating lease liabilities — less current portion41,70341,389Other long-term liabilities4,9133,080Total liabilities947,022934,520Stockholders' equity:7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Sales tax liabilities		2,209		2,973	
Total current liabilities160,216150,776Convertible senior notes - less current portion739,284738,376Sales tax liabilities — less current portion906899Operating lease liabilities — less current portion41,70341,389Other long-term liabilities4,9133,080Total liabilities947,022934,520Stockholders' equity:7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Deferred revenue		58,082		57,816	
Convertible senior notes - less current portion739,284738,376Sales tax liabilities — less current portion906899Operating lease liabilities — less current portion41,70341,389Other long-term liabilities4,9133,080Total liabilities947,022934,520Stockholders' equity:71Common stock7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Convertible senior notes		169		169	
Sales tax liabilities — less current portion906899Operating lease liabilities — less current portion41,70341,389Other long-term liabilities4,9133,080Total liabilities947,022934,520Stockholders' equity:947,022934,520Common stock7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Total current liabilities		160,216		150,776	
Operating lease liabilities — less current portion41,70341,389Other long-term liabilities4,9133,080Total liabilities947,022934,520Stockholders' equity:947,022934,520Common stock7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Convertible senior notes - less current portion		739,284		738,376	
Other long-term liabilities4,9133,080Total liabilities947,022934,520Stockholders' equity:71Common stock7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Sales tax liabilities — less current portion		906		899	
Total liabilities947,022934,520Stockholders' equity:Common stock7271Additional paid-in capital690,309635,668Accumulated other comprehensive loss(961)(2,688)Accumulated deficit(350,334)(323,086)Total stockholders' equity339,086309,965	Operating lease liabilities — less current portion		41,703		41,389	
Stockholders' equity:Image: Common stockCommon stock72Additional paid-in capital690,309Accumulated other comprehensive loss(961)Accumulated deficit(350,334)Total stockholders' equity339,086	Other long-term liabilities		4,913		3,080	
Common stock         72         71           Additional paid-in capital         690,309         635,668           Accumulated other comprehensive loss         (961)         (2,688)           Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Total liabilities		947,022		934,520	
Additional paid-in capital       690,309       635,668         Accumulated other comprehensive loss       (961)       (2,688)         Accumulated deficit       (350,334)       (323,086)         Total stockholders' equity       339,086       309,965	Stockholders' equity:					
Accumulated other comprehensive loss         (961)         (2,688)           Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Common stock		72		71	
Accumulated deficit         (350,334)         (323,086)           Total stockholders' equity         339,086         309,965	Additional paid-in capital		690,309		635,668	
Total stockholders' equity339,086309,965	Accumulated other comprehensive loss		(961)		(2,688)	
Total stockholders' equity339,086309,965	Accumulated deficit		(350,334)		(323,086)	
<b>Total liabilities and stockholders' equity \$</b> 1,286,108 <b>\$</b> 1,244,485	Total stockholders' equity		339,086			
	Total liabilities and stockholders' equity	\$	1,286,108	\$	1,244,485	

#### CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS

(In thousands, except per share data)

#### (Unaudited)

		Three Months Ended				
	Ma	arch 31, 2023	Ma	rch 31, 2022		
Revenue	\$	218,439	\$	182,777		
Cost of revenue		104,756		88,867		
Gross profit		113,683		93,910		
Operating expenses:						
Research and development		38,108		35,824		
Sales and marketing		76,314		64,611		
General and administrative		28,258		24,314		
Total operating expenses		142,680		124,749		
Loss from operations		(28,997)		(30,839)		
Other (expense) income, net:						
Interest expense		(1,845)		(1,870)		
Interest income and other		4,121		845		
Total other income (expense), net		2,276		(1,025)		
Loss before income taxes		(26,721)		(31,864)		
Provision for income taxes		527		2,256		
Net loss	\$	(27,248)	\$	(34,120)		
Net loss per share:						
Basic and diluted	<u>\$</u>	(0.38)	\$	(0.49)		
Shares used in computing net loss per share:						
Basic and diluted		71,259		68,974		

### FIVE9, INC. CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS (In thousands) (Unaudited)

(Onaumeu)		Three Month	c Ended	
	Mar	rch 31, 2023	March 31, 2022	
Cash flows from operating activities:			March 51, 2022	
Net loss	\$	(27,248)	\$ (34,120)	
Adjustments to reconcile net loss to net cash provided by operating activities:				
Depreciation and amortization		11,347	10,795	
Amortization of operating lease right-of-use assets		2,934	2,403	
Amortization of deferred contract acquisition costs		12,423	8,678	
(Accretion of discount) amortization of premium on marketable investments		(1,863)	700	
Provision for credit losses		317	222	
Stock-based compensation		50,743	39,394	
Amortization of discount and issuance costs on convertible senior notes		908	930	
Deferred taxes		59	1,889	
Other		439	470	
Changes in operating assets and liabilities:				
Accounts receivable		(908)	5,566	
Prepaid expenses and other current assets		(2,307)	(2,162)	
Deferred contract acquisition costs		(20,665)	(20,160)	
Other assets		(4,231)	234	
Accounts payable		1,557	11,133	
Accrued and other current liabilities		7,599	2,096	
Accrued federal fees and sales tax liability		133	(1,239)	
Deferred revenue		181	2,659	
Other liabilities		1,994	(764)	
Net cash provided by operating activities		33,412	28,724	
Cash flows from investing activities:				
Purchases of marketable investments		(140,892)	(105,277)	
Proceeds from sales of marketable investments		—	600	
Proceeds from maturities of marketable investments		76,940	130,821	
Purchases of property and equipment		(9,928)	(12,398)	
Capitalization of software development costs		(1,806)	(569)	
Cash paid for an equity investment in a privately-held company		—	(2,000)	
Net cash (used in) provided by investing activities		(75,686)	11,177	
Cash flows from financing activities:				
Repurchase of a portion of 2023 convertible senior notes, net of costs		—	(31,905)	
Proceeds from exercise of common stock options		3,125	1,277	
Net cash provided by (used in) financing activities		3,125	(30,628)	
Net (decrease) increase in cash and cash equivalents		(39,149)	9,273	
Cash, cash equivalents and restricted cash:				
Beginning of period		180,987	90,878	
End of period	\$	141,838	\$ 100,151	
•				

#### RECONCILIATION OF GAAP GROSS PROFIT TO ADJUSTED GROSS PROFIT

#### (In thousands, except percentages)

#### (Unaudited)

		Three Mo	nths En	ded
	Μ	arch 31, 2023		March 31, 2022
GAAP gross profit	\$	113,683	\$	93,910
GAAP gross margin		52.0 %		51.4 %
Non-GAAP adjustments:				
Depreciation		6,061		5,553
Intangibles amortization		2,846		2,947
Stock-based compensation		9,333		7,793
Exit costs related to closure and relocation of Russian operations		23		380
Acquisition-related and one-time integration costs		34		48
Adjusted gross profit	\$	131,980	\$	110,631
Adjusted gross margin		60.4 %		60.5 %

#### FIVE9, INC.

#### RECONCILIATION OF GAAP NET LOSS TO ADJUSTED EBITDA

#### (In thousands, except percentages)

#### (Unaudited)

		Three Mo	onths End	ed
	Μ	arch 31, 2023	]	March 31, 2022
GAAP net loss	\$	(27,248)	\$	(34,120)
Non-GAAP adjustments:				
Depreciation and amortization		11,347		10,795
Stock-based compensation		50,743		39,394
Interest expense		1,845		1,870
Interest (income) and other		(4,121)		(845)
Exit costs related to closure and relocation of Russian operations <sup>(1)</sup>		596		3,227
Acquisition-related transaction and one-time integration costs		1,455		1,638
Contingent consideration expense				260
Provision for income taxes		527		2,256
Adjusted EBITDA	\$	35,144	\$	24,475
Adjusted EBITDA as % of revenue		16.1 %		13.4 %

(1) Exit costs related to the closure and relocation of our Russian operations was \$0.7 million and \$2.7 million during the three months ended March 31, 2023 and 2022, respectively. The \$0.6 million and \$3.2 million adjustments presented above were net of \$0.0 million and \$0.1 million included in "Depreciation and amortization" and \$0.1 million and \$(0.6) million included in "Interest (income) and other."

#### RECONCILIATION OF GAAP OPERATING LOSS TO NON-GAAP OPERATING INCOME

#### (In thousands)

#### (Unaudited)

		Three Mo	nths Endec	1
	Mar	rch 31, 2023	Ma	arch 31, 2022
Loss from operations	\$	(28,997)	\$	(30,839)
Non-GAAP adjustments:				
Stock-based compensation		50,743		39,394
Intangibles amortization		2,846		2,947
Exit costs related to closure and relocation of Russian operations		596		3,332
Acquisition-related transaction and one-time integration costs		1,455		1,638
Contingent consideration expense				260
Non-GAAP operating income	\$	26,643	\$	16,732

#### RECONCILIATION OF GAAP NET LOSS TO NON-GAAP NET INCOME

#### (In thousands, except per share data)

#### (Unaudited)

		Three Mo	nths Ende	d
	Ma	rch 31, 2023	M	arch 31, 2022
GAAP net loss	\$	(27,248)	\$	(34,120)
Non-GAAP adjustments:				
Stock-based compensation		50,743		39,394
Intangibles amortization		2,846		2,947
Amortization of discount and issuance costs on convertible senior notes		908		930
Exit costs related to closure and relocation of Russian operations		741		2,749
Acquisition-related transaction and one-time integration costs		1,455		1,638
Contingent consideration expense		—		260
Tax provision associated with acquired companies		—		1,830
Non-GAAP net income	\$	29,445	\$	15,628
GAAP net loss per share:				
Basic and diluted	\$	(0.38)	\$	(0.49)
Non-GAAP net income per share:				
Basic	\$	0.41	\$	0.23
Diluted	\$	0.41	\$	0.22
Shares used in computing GAAP net loss per share:				
Basic and diluted		71,259		68,974
Shares used in computing non-GAAP net income per share:				
Basic		71,259		68,974
Diluted		72,330		70,671

# SUMMARY OF STOCK-BASED COMPENSATION, DEPRECIATION AND INTANGIBLES AMORTIZATION (In thousands)

#### (Unaudited)

			(Onau	uncuj										
	Three Months Ended													
	 March 31, 2023							Marc	h 31, 2022					
	Stock-Based Compensation Depreciatio		Depreciation		tangibles ortization			8		Depreciation				tangibles ortization
Cost of revenue	\$ 9,333	\$	6,061	\$	2,846	\$	7,793	\$	5,553	\$	2,947			
Research and development	12,382		872				10,145		825		_			
Sales and marketing	17,045		1		—		13,424		1		_			
General and administrative	11,983		1,567		—		8,032		1,469					
Total	\$ 50,743	\$	8,501	\$	2,846	\$	39,394	\$	7,848	\$	2,947			

#### RECONCILIATION OF GAAP NET LOSS TO NON-GAAP NET INCOME – GUIDANCE<sup>(1)</sup>

(In thousands, except per share data)

(Unaudited)

	Three Months Ending June 30, 2023				Year Ending December 31, 2023				
	 Low		High		Low		High		
GAAP net loss	\$ (32,392)	\$	(28,936)	\$	(106,701)	\$	(99,765)		
Non-GAAP adjustments:									
Stock-based compensation <sup>(2)</sup>	55,554		53,554		214,196		210,196		
Intangibles amortization	2,884		2,884		11,498		11,498		
Amortization of discount and issuance costs on convertible senior notes	931		931		3,894		3,894		
Exit costs related to closure and relocation of Russian operations	687		687		2,628		2,628		
Acquisition-related transaction and one-time integration costs <sup>(3)</sup>	—		—		1,455		1,455		
Income tax expense effects <sup>(4)</sup>	 								
Non-GAAP net income	\$ 27,664	\$	29,120	\$	126,970	\$	129,906		
GAAP net loss per share, basic and diluted Non-GAAP net income per share:	\$ (0.45)	\$	(0.40)	\$	(1.48)	\$	(1.39)		
Basic	\$ 0.39	\$	0.41	\$	1.76	\$	1.80		
Diluted	\$ 0.38	\$	0.40	\$	1.73	\$	1.77		
Shares used in computing GAAP net loss per share and non-GAAP net income per share:	 								
Basic	 71,600		71,600		72,000		72,000		
Diluted	 72,800		72,800		73,400		73,400		

(1) Represents guidance discussed on May 4, 2023. Reader shall not construe presentation of this information after May 4, 2023 as an update or reaffirmation of such guidance.

(2) Stock-based compensation expenses are based on a range of probable significance, assuming market price for our common stock that is approximately consistent with current levels.

(3) Acquisition-related one-time integration costs are based on a range of probable significance for completed acquisitions, and no new acquisitions are assumed.

(4) Non-GAAP adjustments do not have an impact on our income tax provision due to past non-GAAP losses.

#### **Investor Relations Contacts:**

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