



## The Five9 CX Bracket Challenge Tournament Terms and Conditions

March 16, 2023

### The Grand Prize \$10,000 Five9 Donation

Five9 Inc will donate \$10,000 to the NCAA-affiliated college or university of the winner's choice.

The donation will be made in the name of the winner's choosing, e.g., their own name, in the name of a loved one, or anonymously.

### Eligibility for The Grand Prize

The Grand Prize winner will be picked at random from all eligible entries.

Eligible entries are participants who have submitted their bracket and are willing to validate the following in a phone call with Five9 Inc.

The winner must meet the following conditions:

- The person works for a company, government agency, non-profit organization, educational institution or other 501(c)(3) entity that has a contact center and is located in North or South America.
  - Examples of a contact center include teams that perform work customer service, sales, support, etc.
- The following are not eligible: Five9 employees, employees of official Five9 partners, journalists, analysts, influencers, or family members of a Five9 employee unless they work in a contact center.
- The person has submitted only 1 entry. Multiple entries from the same individual is a disqualification.