

Five9 Selects Internap for its East Coast Data Center to Provide Geographic Redundancy for Call Centers in the Cloud

New data center provides East Coast presence for the leader in on-demand call center software

PLEASANTON, Calif. – August 10th, 2010 – Five9, Inc., the leader in on-demand call center software, announced today that it has selected Internap for a second data center location on the East Coast of the United States to improve the resiliency and scalability of its on-demand [call centers in the cloud](#).

Five9's new redundant data center facility is hosted by Internap Network Services Corporation in New York City, New York and will provide geographical redundancy for the tens of thousands of call center agents using Five9 on-demand call center software on five continents. Internap's SAS 70 Type II certified facility features multiple layers of hardened physical security and is staffed and secured twenty-four hours per day, three hundred and sixty-five days per year (24x7x365) and is equipped with fully-redundant power and HVAC systems to ensure service continuity. Located in the heart of the main East Coast telecommunications hub, Five9's state-of-the-art data center can easily access hundreds of telecommunications carriers worldwide providing high-quality voice services and Internet connectivity.

“We chose the Internap facility for several reasons, chief among them the East Coast location for geographical redundancy and high level of availability, as well as proximity to hundreds of telecommunication carriers,” said Jim Dvorkin, CTO of Five9. “Further, selecting an East Coast location was strategic for us, because we can use it in the future as a stepping stone for continued expansion into Europe. The New York facility is as close to Europe as our Silicon Valley data center is to the East Coast. Therefore, we can serve our customers in the Asia-Pacific region from our West Coast data center in San Jose and customers in Europe from our East Coast data center in New York. Gaining direct access to the Internap's internet backbone also played a role in our data center selection process, as it ensures that our clients have high quality and reliable connectivity to our on-demand call center software service.”

Five9 pioneered the on-demand call center software market in 2001, and with the largest engineering team in the on-demand call center industry, continues to grow and enhance its product platform to deliver reliable, scalable on-demand call centers quickly, to companies of all sizes, at a cost of ownership far lower than traditional premise-based solutions.

About Five9

Five9 is the leading global provider of on-demand [call center software](#) for telemarketing, customer service, and business continuity. The award-winning Five9 [Virtual Call Center](#) and [Predictive Dialer](#) serve customers of all sizes on five continents. Customers profit from Five9's reliable, robust functionality that is fast, easy, and affordable to

deploy. For more information, visit www.Five9.com. Become a fan of Five9
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