Last Updated: May 23, 2024

Advisory Services Package:	Advisory Services: Onboarding	Advisory Services: Onboarding & Strategy
Advisory Services Package Start Date:	The applicable Advisory Services Package will commence on a date mutually agreed to between Customer and Twilio in writing.	
Available Channels:	The Onboarding Package will apply to only one of the available channels below, which Customer will select and inform Twilio in writing prior to the Advisory Services Package Start Date: ● Programmable Messaging ● Programmable Voice ● Verify ● WhatsApp Customer may not change the channel above which it has selected on or after the Advisory Services Package Start Date.	Twilio SendGrid Email
Duration of Advisory Services Package:	Notwithstanding anything to the contrary in the applicable Order Form, the applicable Advisory Services Package will commence on the Advisory Services Package Start Date for a period of 8 weeks.	
Assigned Twilio Personnel:	● 1 Named Technical Onboarding Manager (not to exceed a total of 25 hours*) ● 1 Named Onboarding Engineer (not to exceed a total of 25 hours*) *Hours spent during the scheduled sessions set forth below contribute to this limit*	● 1 Named Technical Onboarding Manager (not to exceed a total of 25 hours*) ● 1 Named Onboarding Engineer (not to exceed a total of 25 hours*) ● 1 Named Specialist (not to exceed a total of 22 hours*) *Hours spent during the scheduled sessions set forth below contribute to this limit*

Advisory Services: Onboarding and Onboarding & Strategy

Advisory Services Package:	Advisory Services: Onboarding	Advisory Services: Onboarding & Strategy
Scheduled Sessions:	- Kick Off: Project Outline and Discovery Session (60 minutes) - Account Recommendation: Phone Number Decision-Making and Optimal Account Structure (30-60 minutes) - API Walkthrough: Technical API Overview (60 minutes) - UI / Console Education Session (60 minutes) - Strategy Implementation Working Sessions (60 minutes) - Closing Call: Project Review (60 minutes)	- Kick Off: Project Outline and Discovery Session (60 minutes) - Architecture Proposal: Delivery and Review Session (60 minutes) - Strategy Implementation: Working Session (60 minutes) - UI / Console Education Session (60 minutes) - Deliverability Education (60 minutes) - Deliverability/Warm Up Metrics Analysis Session (30 minutes) - Program Health Check (60 minutes) - Project Review and Close Session (60 minutes)
Ad Hoc Activities:	- Troubleshooting Assistance - Email Support	- Troubleshooting Assistance - Email Support
Pausing the Advisory Services:	Customer may pause the foregoing Advisory Services for up to 6 weeks, provided that (a) Customer notifies Twilio in writing with the length of time for which Customer would like to pause such Advisory Services and (b) Twilio approves Customer's request for the same in writing. The end date of the foregoing Advisory Services will be extended by the number of weeks for which such Advisory Services are paused. Twilio will not provide the foregoing Advisory Services while they are paused.	
Completion Notice:	Twilio will provide written notice to Customer upon the completion of the foregoing Advisory Services ("**Completion Notice**"). The foregoing Advisory Services will be deemed completed upon Customer's confirmation in writing of the same to Twilio via email. If Customer does not provide written confirmation of completion to Twilio via email within seven (7) days of the date of the Completion Notice, the foregoing Advisory Services will be deemed completed.	

Advisory Services: Onboarding and Onboarding & Strategy