



Last Updated: February 28, 2024

Advisory Services Package:	Advisory Services: Communications Expert Engagement
<b>Advisory Services Package Start Date:</b>	The Communications Expert Engagement Package will commence on a date mutually agreed to between Customer and Twilio in writing.
<b>Duration of Advisory Services Package:</b>	Notwithstanding anything to the contrary in the applicable Order Form, the Communications Expert Engagement Package will commence on the Advisory Services Package Start Date for a period of 4 weeks.
<b>Assigned Twilio Personnel:</b>	<ul style="list-style-type: none"><li>● 1 Named Technical Program Manager (not exceed to a total of 20 hours*)</li><li>● 1 Named Solutions Architect (not exceed to a total of 40 hours*)</li></ul> <p><i>* Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>
<b>Scheduled Sessions:</b>	<ul style="list-style-type: none"><li>● Kick Off: Project Outline and Discovery Session (60 minutes)</li><li>● Discovery and Customer Implementation Overview (2 60-minute sessions)<ul style="list-style-type: none"><li>○ Technical Code Review</li></ul></li><li>● Up to 7 Workshops (60 minutes each) covering a combination of the following based on the single Focus Area that Customer selects<ul style="list-style-type: none"><li>○ Architecture Review</li><li>○ Feature Overview / Demo</li><li>○ Directed Implementation</li><li>○ Developer / Build</li></ul></li><li>● Reporting Workshop (60 minutes)</li><li>● Engagement Summary Overview (60 minutes)</li><li>● Closing Call: Project Review and Next Steps (60 minutes)</li></ul>
<b>Ad Hoc Activities:</b>	<ul style="list-style-type: none"><li>● Troubleshooting Assistance</li><li>● Email Support</li></ul>



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<b>Focus Areas:</b>	<p>Customer will pick a single Focus Area set forth below for the Advisory Services provided under this Communications Expert Engagement Package:</p> <ol style="list-style-type: none"><li>1. Advanced Interactive Voice Response (IVR) Implementation<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert guidance in relation to implementing advanced self-service IVR capabilities using Twilio Functions, Studio, and API Calls and aligning Customer's IVR solution with industry best practices.</li></ul></li><li>2. Programmable Voice Diagnostics<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert analysis in reviewing Customer's Programmable Voice implementation due to reported voice call quality issues by Customer, help diagnose the root cause of the reported voice call quality issues, and provide actionable recommendations and guidance.</li></ul></li><li>3. User Authentication &amp; Identity<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert guidance regarding the implementation of advanced User Authentication &amp; Identity products, such as Identity Match, SIM Swap, Line Type Intelligence, Silent Network Authentication, and push authentication, and alignment with industry best practices.</li></ul></li><li>4. Developers Workshop for Programmable Messaging<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert guidance regarding the implementation of Programmable Messaging capabilities and ensure alignment with industry best practices.</li></ul></li><li>5. Developers Workshop for Programmable Voice<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert guidance regarding the implementation of Programmable Voice capabilities and ensure alignment with industry best practices.</li></ul></li><li>6. Developers Workshop for Conversations<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert guidance regarding the implementation of Conversations capabilities and ensure alignment with industry best practices.</li></ul></li><li>7. Developers Workshop for Twilio Flex<ul style="list-style-type: none"><li>○ Twilio Personnel will provide expert guidance regarding the implementation of Twilio Flex capabilities and ensure alignment with industry best practices.</li></ul></li></ol>



<b>Pausing the Advisory Services:</b>	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.
<b>Completion Notice:</b>	Twilio will provide written notice to Customer upon the completion of the foregoing Advisory Services (" <b>Completion Notice</b> "). 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.