Last Updated: May 4, 2023

Advisory Services Package:	Advisory Services: Engage Messaging and Email Onboarding
Advisory Services Package Start Date:	The Engage Messaging and Email Onboarding Package will commence on a date mutually agreed to between Customer and Twilio in writing.
Duration of Advisory Services Package:	Notwithstanding anything to the contrary in the applicable Order Form, the Engage Messaging and Email Onboarding Package will commence on the Advisory Services Package Start Date for a period of 4 weeks.
Assigned Twilio Personnel:	1 Named Technical Onboarding Manager (not exceed to a total of 15 hours*) ** Hours spent during the scheduled sessions set forth below contribute to this limit*
Scheduled Sessions:	● Kick Off: Project Outline and Discovery Session (30 minutes) ● Email Best Practice and Setup Session (60 minutes) ● SMS Best Practice and Engage Setup Session (60 minutes) ● Email and SMS Usage and Statistics Review (60 Minutes) ● Closing Call: Project Review (30 minutes)
Ad Hoc Activities:	● 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.