



Last Updated: Jun 15, 2023

Advisory Services Package Name	Advisory Services: Flex 2.0 Upgrade Assessment
Advisory Services Package Start Date	The Twilio Flex 2.0 Upgrade Assessment Package will commence on a date mutually agreed to between Customer and Twilio in writing.
Duration of Advisory Services Package	4 weeks commencing from the Advisory Services Package Start Date
Assigned Twilio Personnel	<ul style="list-style-type: none">• 1 Named Technical Program Manager (not exceed to a total of 6 hours^{**})• 1 Named Solution Architect (not exceed to a total of 16 hours^{**}) <p><i>** Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>
Scheduled Sessions	<ul style="list-style-type: none">• Existing chat use-cases• Direct API access to TaskRouter, Programmable Chat or Proxy for SMS use cases.• Custom plug-ins (chat & voice channels)• End customer-facing chat UI
Ad Hoc Activities	<ul style="list-style-type: none">• Question and Answer Sessions
Limitations	<ul style="list-style-type: none">• Project activities are limited to the scheduled sessions listed above
Pausing the Advisory Services	Customer may pause the Advisory Services provided under the Twilio Flex 2.0 Upgrade Assessment Package 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 the Advisory Services and (b) Twilio approves Customer's request for the same in writing. The end date of the Twilio Flex 2.0 Upgrade Assessment Package will be extended by the number of weeks for which the Advisory Services are paused. Twilio will not provide the Advisory Services under the Twilio Flex 2.0 Upgrade Assessment Package while they are paused.



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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.