



Last Updated: August 10, 2023

Advisory Services Package Name	Advisory Services: Flex Async Advisory
Advisory Services Package Start Date	The Async Expert Package will commence on a date mutually agreed to between Customer and Twilio in writing.
Duration of Advisory Services Package	4 weeks of service for each unit sold commencing from the Advisory Services Package Start Date.
Assigned Twilio Personnel	Questions will be assigned to a Twilio Professional Services Solution Architect. Solution Architects are allocated based on availability. There is no guarantee that the same resource will respond to each customer inquiry.
Scheduled Sessions	<p>The Async Expert Package is a subscription offering designed to help a customer by providing the ability to ask questions in an asynchronous format. We answer questions about how Twilio products work, and provide options and examples on how to implement features. Twilio's expert advisors help customers evaluate and problem-solve on technical design.</p> <p>The Async Expert Package provides non-outage, non-critical, question-and-answer-style expert responses to advise on architecture and design-related topics including:</p> <ul style="list-style-type: none">● Recommended Twilio technical architecture● Twilio product functionality● Options and examples on how to implement a Twilio feature● Recommendations on specific technical design <p>Twilio subject matter experts will use commercially reasonable efforts to respond to email requests (on average within 2 business days). Responses will be through email and/or Google Drive for efficient sharing, collaboration, and reviews of responses.</p>



Advisory Services Package Name	Advisory Services: Flex Async Advisory
Ad Hoc Activities	<ul style="list-style-type: none">• Support for one question at a time• The Async Expert Package does not cover and is not a substitute for customer or technical support for any of Twilio’s products or services
Limitations	Async Advisory is intended for brief questions and interactions (i.e. up to approximately an hour of effort per question) and up to 20 hrs in any given 4 weeks. Expert advisors will respond on a best effort basis to email requests (on average within 2 business days).
Pausing the Advisory Services	Customer may pause the Advisory Services provided under the Flex Async Advisory 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 Flex Async Advisory 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 Flex Async Advisory Package 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.