



Last Updated: July 18, 2023

Advisory Services Package Name	Advisory Services: Expert on Demand
Advisory Services Package Start Date	The Expert on Demand 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. Customer and Twilio may extend the duration of the Advisory Services: Expert on Demand Package for additional 1 week increments via an Order Form for each extension.
Assigned Twilio Personnel	<ul style="list-style-type: none"> • 1 Named Technical Program Manager (not exceed to a total of 16 hours^{**}) • 1 Named Solutions Architect (not exceed to a total of 70 hours^{**}) <p>^{**} Hours spent during the scheduled sessions set forth below contribute to this limit</p>
Scheduled Sessions	<ul style="list-style-type: none"> • Program Kick-off • Program Communication • Program Collaboration • Program Wrap-up
Ad Hoc Activities	<ul style="list-style-type: none"> • Advisory and consulting services • Troubleshooting Assistance • Email Support
Limitations	<ul style="list-style-type: none"> • Solution Architect allocation of 17.5 hours/wk • Technical Program Manage; allocation of 4 hours/wk • Customer will be responsible for all features requiring access or modification of Customer data or will provide API access to the data and services. • Expert on Demand is intended to provide advisory services and not developer activities or specific deliverables • Customer will provide development resources and access to key systems (i.e. APIs, integrations, backend systems) as necessary. If APIs or other systems are unavailable, a mocked system representing the system will be used. • Customer will ensure team members have the necessary connectivity and development environment configured to access the Twilio APIs and Webhooks. Customer developers will review relevant quickstarts and Twilio docs prior to the engagement available at: https://www.twilio.com/docs • Customer supports the use of Google Drive for efficient sharing, collaboration, and reviews of deliverables. • Customer will provide access to their code repository or use Twilio Advisory Services code repository for sharing code (where required)



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Pausing the Advisory Services	Customer may pause the Advisory Services provided under the Expert on Demand Package for up to 4 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 Expert on Demand 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 Expert on Demand 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.