



Last Updated: May 1, 2023

Advisory Services Package Name	Advisory Services: Flex Rapid Deploy small
Advisory Services Package Start Date	The Flex Rapid Deploy Small 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 16 hours^{**})• 1 Named Solutions Architect (not exceed to a total of 70 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">• Project Kick-off• Configuration Collection• Questionnaire Review• Configuration• Demo and Feedback Session• Handover• Project Review and Close Session
Ad Hoc Activities	<ul style="list-style-type: none">• Troubleshooting Assistance• Email Support
Limitations	The Flex Rapid Deploy Small Package only supports the deployment of a basic (out of box) Flex environment, coupled with advisory consulting to help your team get familiar with Flex basics.
Pausing the Advisory Services	Customer may pause the Advisory Services provided under the Flex Rapid Deploy Small 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 Rapid Deploy 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 Rapid Deploy 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.