



Last Updated: Oct 26, 2023

**DISCLAIMER: THE ADVISORY SERVICES SET FORTH BELOW DO NOT CONSTITUTE LEGAL OR COMPLIANCE ADVICE OR GUIDANCE. CUSTOMER IS SOLELY RESPONSIBLE FOR ITS RELIANCE UPON THE ADVISORY SERVICES SET FORTH BELOW.**

Advisory Services Package:	Advisory Services: Messaging A2P Compliance Advisory
<b>Advisory Services Package Start Date:</b>	The Messaging A2P Compliance Advisory Package will commence on a date mutually agreed to between Customer and Twilio in writing.
<b>Duration of Advisory Services Package:</b>	Notwithstanding anything to the contrary in the applicable Order Form, the Messaging A2P Compliance Advisory Package will commence on the Advisory Services Package Start Date for a period of 4 weeks, unless Customer and Twilio extend the duration of the Messaging A2P Compliance Advisory Package in additional 4 week increments via an Order Form for each extension.
<b>Assigned Twilio Personnel:</b>	<ul style="list-style-type: none"><li>• 1 Named Technical Onboarding Manager (not exceed to a total of 12 hours*)</li><li>• 1 Named Onboarding Engineer (not exceed to a total of 12 hours*)</li></ul> <p><i>* Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>
<b>Scheduled Sessions:</b>	<ul style="list-style-type: none"><li>• Kick-off and Discovery Call</li><li>• Account Architecture Review and Best Practices</li><li>• Number Type Discussion and Review - Messaging Compliance and Sending Best Practices for Relevant Number Type</li><li>• Closing Call - How to Work Effectively with Twilio Support</li></ul>
<b>Ad Hoc Activities:</b>	<ul style="list-style-type: none"><li>• Troubleshooting Assistance</li><li>• Email Support</li></ul>
<b>Limitations:</b>	<ul style="list-style-type: none"><li>• The Messaging A2P Compliance Advisory Package only supports 2 Programmable Messaging use cases.</li><li>• The following Programmable Messaging use cases are not supported:<ul style="list-style-type: none"><li>○ Lead Generation</li><li>○ Short Term Credit Services (e.g., Payday Loans), Debt Collection, or Mortgage Brokers</li></ul></li></ul>



**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.