



Last Updated: June 17, 2026

Advisory Services Package Name:	Advisory Services: Channel Onboarding
Advisory Services Package Start Date:	The Channel Onboarding Package will commence on a date mutually agreed to between Customer and Twilio in writing.
Duration of Advisory Services Package:	Notwithstanding anything to the contrary in the applicable Order Form, the Channel Onboarding Package will commence on the Advisory Services Package Start Date for a period of 8 consecutive weeks, unless otherwise extended for a time period agreed to between Customer and Twilio in writing.
Available Products:	<p>The Channel Onboarding Package will apply to only 1 platform-based product that Twilio provides, which Customer and Twilio will mutually agree to in writing prior to the Advisory Services Package Start Date. For clarity, the Channel Onboarding Package is not available for Twilio SendGrid Email.</p> <p>During the duration of the Channel Onboarding Package, Customer and Twilio may mutually agree in writing to change the selected platform-based product; provided, however, any such change will not modify the duration of the Channel Onboarding Package or any included hours.</p>
Included Hours:	The sessions and activities available below will not exceed a total of 57 hours during the duration of the Channel Onboarding Package. If Customer has not used up all 57 hours by the end of the duration of the Channel Onboarding Package, Customer will not (a) be able to use or otherwise reserve the unused hours for any other Advisory Services package or (b) receive any refunds or credits attributable to the unused hours.
Available Sessions and Activities:	<p>The Channel Onboarding Package may include the sessions and activities below, as mutually agreed upon between Customer and Twilio in writing:</p> <ul style="list-style-type: none">● Kick Off: Project Outline and Discovery Session● Architecture Proposal: Delivery and Review Session● Strategy Implementation: Working Session and Examples of Twilio Product Compliance Best Practices● Platform UI / Console Education Session● Program Deployment and Progress Session● Program Health Check● Project Review and Close Session● General Q&A and Support via Email● Troubleshooting Assistance



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	<ul style="list-style-type: none">• Usage and Optimization Reviews
Completion Notice:	Twilio will provide written notice to Customer upon the completion of the foregoing Advisory Services (“ Completion Notice ”). The 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 Advisory Services will be deemed completed.