



Last Updated: June 17, 2026

Advisory Services Package Name:	Advisory Services: Expert Engagement
Advisory Services Package Start Date:	The Expert Engagement 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 Expert Engagement Package will commence on the Advisory Services Package Start Date for a period of 4 consecutive weeks, unless otherwise extended for a time period agreed to between Customer and Twilio in writing.
Available Channels:	<p>The Expert Engagement 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 Expert Engagement Package is not available for Twilio SendGrid Email.</p> <p>During the duration of the Expert Engagement Package, Customer and Twilio may mutually agree in writing to change Customer's selected channel to another available channel set forth above; provided, however, any such change will not modify the duration of the Expert Engagement Package or any included hours.</p>
Included Hours:	The sessions and activities available below will not exceed a total of 86 hours during the duration of the Expert Engagement Package. If Customer has not used up all 86 hours by the end of the duration of the Expert Engagement 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 Expert Engagement 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● Discovery, Customer Implementation Overview, and Technical Code Review● Architecture Review Workshop● Feature Overview / Demo Workshop● Directed Implementation Workshop● Developer / Build Workshop● Reporting Workshop● Engagement Summary Overview● Closing Call: Project Review and Next Steps
Completion Notice:	Twilio will provide written notice to Customer upon the completion of the foregoing Advisory Services (" Completion Notice "). The foregoing Advisory Services



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	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.