



Last Updated: June 17, 2026

Advisory Services Package Name:	Advisory Services: Program Management
Advisory Services Package Start Date:	The Program Management 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 Program Management Package will commence on the Advisory Services Package Start Date and continue for an initial period of 12 months. After the initial 12 month period, the Program Management Package will automatically continue for successive 12 month periods, unless the applicable Order Form is terminated or Customer opts out of all future successive 12 month periods by providing Twilio with at least 30 days written notice prior to the commencement of the next successive 12 month period.
Available Products:	<p>The Program Management 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 Program Management Package is not available for Twilio SendGrid Email.</p> <p>During the duration of the Program Management 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 Program Management Package or any included hours.</p>
Included Hours:	The sessions and activities available below will not exceed a total of 23 hours per calendar month during the duration of the Program Management Package. If Customer has not used up all 23 hours by the end of a calendar month, Customer will not (a) be able to use or otherwise reserve the unused hours for a subsequent calendar month or any other Advisory Services package or (b) receive any refunds or credits attributable to the unused hours in a given calendar month.



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Available Sessions and Activities:	<p>The Program Management 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• Strategy Implementation: Working Session and Examples of Best Practices• Architecture Recommendation: Delivery and Review Session• Platform UI / Console Education Session• Deployment and Progress Session• Health Check• Troubleshooting Assistance• Tailored Product Feature and Beta Demos• Continuous Integration and Continuous Delivery / Deployment Practice Guidance• General Q&A and Support• Usage and Optimization Reviews• Detailed Project Tracker• Communication Regarding Relevant Industry Updates via Email• Collaborative Working Sessions with Twilio Engineering, Product Management, and Customer Support, as needed
Completion Notice:	<p>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.</p>