



Last Updated: December 20, 2024

Advisory Services Package Name:	Advisory Services: Email Channel Onboarding
Advisory Services Package Start Date:	The Email 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 Email 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 writing.
Available Channels:	Twilio SendGrid Email (maximum of 5 subusers, brands, and/or domains in the aggregate)
Sessions and Activities:	<p>The Email Channel Onboarding Package may include the sessions and activities below, as mutually agreed upon between Customer and Twilio in writing. The sessions and activities below will not exceed a total of 65 hours during the duration of the Email Channel Onboarding Package. If Customer has not used up all 65 hours by the end of the duration of the Email 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.</p> <ul style="list-style-type: none">• Kick Off: Project Outline and Discovery Session• Architecture Proposal: Delivery and Review Session• Strategy Implementation: Working Session• Platform UI Training• Communications Lifecycle Education• Warm Up Metrics Analysis Session• Email Program Health Check• Project Review and Close Session• General Q&A and Support via Email• Troubleshooting Assistance• 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.