



Last Updated: May 4, 2023

Advisory Services Package:	Advisory Services: Verify Onboarding	Advisory Services: Verify Onboarding Advanced
Advisory Services Package Start Date:	The applicable Advisory Services 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 Verify Onboarding Package will commence on the Advisory Services Package Start Date for a period of 4 weeks.	Notwithstanding anything to the contrary in the applicable Order Form, the Verify Onboarding Advanced Package will commence on the Advisory Services Package Start Date for a period of 8 weeks.
Assigned Twilio Personnel:	<ul style="list-style-type: none"> ● 1 Named Technical Onboarding Manager (not exceed to a total of 14 hours*) ● 1 Named Onboarding Engineer (not exceed to a total of 10 hours*) <p><i>* Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>	<ul style="list-style-type: none"> ● 1 Named Technical Onboarding Manager (not exceed to a total of 24 hours*) ● 1 Named Onboarding Engineer (not exceed to a total of 24 hours*) <p><i>* Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>
Scheduled Sessions:	<ul style="list-style-type: none"> ● Kick Off: Project Outline (30 minutes) ● Verify Best Practice (60 minutes) ● Account Structure and API Workflow (60 minutes) ● 2 Implementation Working Sessions (60 minutes) ● Project Review and Close Session (60 minutes) 	<ul style="list-style-type: none"> ● Kick Off: Project Outline (30 minutes) ● Verify Best Practice (60 minutes) ● Account Structure (60 minutes) ● API Workflow (60 minutes) ● TOTP and SNA Education (60 minutes) ● 3-5 Channel Sessions (60 minutes) ● Post-Launch Statistics (60 minutes) ● Project Review and Close Session (60 minutes)
Ad Hoc Activities:	<ul style="list-style-type: none"> ● Troubleshooting Assistance ● Email Support 	<ul style="list-style-type: none"> ● Troubleshooting Assistance ● Email Support



Advisory Services Package:	Advisory Services: Verify Onboarding	Advisory Services: Verify Onboarding Advanced
Pausing the Advisory Services:	Customer may pause the foregoing Advisory Services for up to 6 weeks, provided that (a) Customer notifies Twilio in writing with the length of time for which Customer would like to pause such Advisory Services and (b) Twilio approves Customer's request for the same in writing. The end date of the foregoing Advisory Services will be extended by the number of weeks for which such Advisory Services are paused. Twilio will not provide the foregoing Advisory Services while they are paused.	
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.	