

Last Updated: June 8, 2023

DISCLAIMER: THE ADVISORY SERVICES SET FORTH BELOW DO NOT CONSTITUTE LEGAL OR COMPLIANCE ADVICE OR GUIDANCE. CUSTOMER IS SOLELY RESPONSIBLE FOR ITS RELIANCE UPON THE ADVISORY SERVICES SET FORTH BELOW.

Advisory Services Package:	Hourly Advisory Guidance: Data Migration Services
Advisory Services Package Term:	Notwithstanding anything to the contrary in the applicable Order Form, the provision of the Advisory Services will commence on the date of last signature on the applicable Order Form and end the earlier of (a) the consumption of all Project Hours set forth in the applicable Order Form or (b) the one (1) year anniversary of the date of last signature on the applicable Order Form, unless Customer and Twilio mutually agree to extend the Advisory Services Package Term in writing.
Scope:	<p>The Hourly Advisory Guidance: Data Migration Services Advisory Services Package consists of the following migration and configuration assistance:</p> <ul style="list-style-type: none"> ● Copying the Customer’s U.S. Twilio Segment workspace to a newly created E.U. Twilio Segment workspace: <ul style="list-style-type: none"> ○ Copy users ○ Copy groups ○ Copy roles ○ Copy labels ○ Copy sources <ul style="list-style-type: none"> ■ Sources ■ Destinations ○ Copy destinations ○ Copy destination filters ○ Copy warehouses ○ Copy Protocols (For Protocols customers only) <ul style="list-style-type: none"> ■ Copy tracking plans ■ Copy schema-controls ○ Copy policies ○ Copy Personas (For Personas customers only) ● Migration Validation - Twilio Advisory Services will validate the U.S. to E.U. Twilio Segment workspace migration progress of: <ul style="list-style-type: none"> ○ Users ○ Sources / Source Functions ○ Destinations / Destination Functions / Destination Filters ○ Warehouses ● Customer Engagement: Twilio Advisory Services will engage with the Customer’s designated engineer to: <ul style="list-style-type: none"> ○ Confirm that the Customer agrees to slug naming convention ○ Confirm replays for all sources or specific sources ○ Change API write-key of sources ○ Login to workspace and add warehouse connection credentials ○ Configure Transformations, if Customer is a Protocols user ○ Apply User Suppressions ● Data Migration: <ul style="list-style-type: none"> ○ Twilio Advisory Services will migrate historical data from Customer’s U.S. Twilio Segment workspace to a newly created E.U. Twilio

	<p>Segment workspace, provided that Twilio Advisory Services will only support the migration of historical data that goes back no more than twelve (12) months from the date the Advisory Services Package Term starts.</p> <ul style="list-style-type: none"> ● Post-Data Migration: <ul style="list-style-type: none"> ○ Once the migration from Customer’s U.S. Twilio Segment workspace to a newly created E.U. Twilio Segment workspace is complete, Twilio Personnel will walk Customer through that newly created E.U. Twilio Segment workspace to ensure that all features and data have been migrated correctly.
<p>Customer Obligations:</p>	<p>Customer must delete its U.S. Twilio Segment workspace, and all data therein, within sixty (60) days from the date Customer provides its approval to Twilio Advisory Services indicating the successful U.S. to E.U. Segment workspace migration.</p>
<p>Customer Documentation:</p>	<p>N/A</p>
<p>Project Hours:</p>	<p>The Project Hours that Customer has purchased are set forth in the applicable Order Form. Activities that consume the Project Hours will be scheduled as mutually agreed to between Customer and Twilio in writing. The Advisory Services will be deemed delivered and accepted as Project Hours are consumed.</p> <p>If Customer purchases more than one (1) Hourly Advisory Guidance Advisory Services Package under the same applicable Order Form, the Project Hours, in the aggregate, will be applied across all purchased Hourly Advisory Guidance Advisory Services Packages as such Project Hours are consumed.</p> <p>Project Hours must be consumed by the end of the Advisory Services Package Term. Any unused Project Hours will not be available, or otherwise reserved, for consumption after the Advisory Services Package Term. No refunds or credits will be provided to Customer for any unused Project Hours.</p> <p>If the Advisory Services are provided on-site at Customer’s place of business, the Project Hours include a portion of hours that are necessary for Twilio Personnel to travel to and from Customer’s place of business.</p>