Last Updated: June 8, 2023

THE FOLLOWING ADVISORY SERVICES PACKAGE IS ONLY APPLICABLE TO ORDER FORMS THAT WERE EXECUTED THROUGH MARCH 4, 2024.

Advisory Services Package:	Technical Health Check
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:	Twilio will provide a strategic assessment of quarterly trends and underlying drivers within Customer's Twilio Segment workspace, which may include the following: ● Auditing overall Twilio Segment workspace data volume, throughput, and schema trends ● Auditing quarterly Source/Destination variety, volume, and interconnection trends ● Auditing quarterly team usage and success engineering ticket resolution/escalation trends ● Synthesizing trends into key insights around underlying drivers ● Recommendations on how to mitigate issues or improve core metrics
Customer Documentation:	● Technical Health Check Deck
Project Hours:	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. 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. 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.