Last Updated: June 8, 2023

Professional Services Package:	Hourly Custom Coding: Script which wraps analytics.js
Professional Services Package Term:	Notwithstanding anything to the contrary in the applicable Order Form, the provision of the Professional 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 Professional Services Package Term in writing.
Scope:	Twilio will assist with the enabling the loading of analytics.js only when complex conditions are met, which may include the following: ● Alignment on detailed script requirements ● Development of script code in a local development environment ● QA and refinement of code based on iterative end-to-end testing ● Delivery of an "as built" spec for the finalized script
Customer Documentation:	N/A
Deliverable(s):	● Custom script(s), function(s), or integration(s) *Any support or maintenance for the foregoing Deliverable(s), if applicable, will not be provided after the end of the Professional Services Package Term.*
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 Professional Services will be deemed delivered and accepted as Project Hours are consumed. If Customer purchases more than one (1) Hourly Custom Coding Professional Services Package under the same applicable Order Form, the Project Hours, in the aggregate, will be applied across all purchased Hourly Custom Coding Professional Services Packages as such Project Hours are consumed. Project Hours must be consumed by the end of the Professional Services Package Term. Any unused Project Hours will not be available, or otherwise reserved, for consumption after the Professional Services Package Term. No refunds or credits will be provided to Customer for any unused Project Hours. If the Professional 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.