

Last Updated: June 8, 2023

Professional Services Package:	Resident Architect
Professional Services Package Term:	Notwithstanding anything to the contrary in the applicable Order Form, the Professional Services will commence on the date the Initial Term (as defined in the applicable Order Form) begins and be provided solely for the duration of the Initial Term.
Scope:	<p>The Resident Architect Professional Services Package may include guidance and assistance from the Twilio Personnel for the following:</p> <ul style="list-style-type: none"> ● Project and change management ● Ongoing product trainings ● User definition and permission configuration ● Creation of universal event standard and data architecture ● Support of destination creation ● Collaboration with partners to enable connectors to Twilio Segment CDP ● Advice on data ingestion to and from third-party marketing SaaS applications via webhooks
Customer Documentation:	<p>The Resident Architect Professional Services Package may include the following Customer Documentation:</p> <ul style="list-style-type: none"> ● Audit insights Deck ● Audit Mapping Workbook ● Interactive Data Flows ● Technical Health Check Deck ● Presentation or document summarizing key challenges and recommendations associated with guidance topics
Deliverable(s):	<ul style="list-style-type: none"> ● Custom script(s), function(s), query code(s), or integration(s) if applicable
	<p><i>Any support or maintenance for the foregoing Deliverable(s), if applicable, will not be provided after the end of the Professional Services Package Term.</i></p>
Project Hours:	<p>The total number Project Hours that Customer has purchased are set forth in the applicable Order Form; provided, however, Twilio will provide the Professional Services up to a maximum number of Project Hours per calendar week, which will be equal to the total number of Project Hours set forth in the applicable Order Form divided by the number of calendar weeks during the Professional Services Package Term. The Professional Services provided in a calendar week will be deemed delivered and accepted at the end of such calendar week. Activities that consume the Project Hours per calendar week will be scheduled as mutually agreed to between Customer and Twilio in writing.</p> <p>Project Hours allotted for a calendar week must be consumed by the end of such calendar week during the Professional Services Package Term. Any unused Project Hours in a calendar week will not be available, or otherwise reserved, for consumption in a subsequent calendar week during the Professional Services Package Term. No refunds or credits will be provided to Customer for any unused Project Hours during a calendar week.</p> <p>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.</p>