



Last Updated: May 23, 2024

Advisory Services: Email Deliverability Maintenance	
<b>Advisory Services Package Start Date:</b>	The Email Deliverability Maintenance Package will commence on a date mutually agreed to between Customer and Twilio in writing.
<b>No. of Subusers / Domains / Brands Covered:</b>	3
<b>Duration of Advisory Services Package:</b>	Notwithstanding anything to the contrary in the applicable Order Form, the Email Deliverability Maintenance Package will commence on the Advisory Services Package Start Date and continue for an initial period of 12 months. After the initial 12 month period, the Email Deliverability Maintenance Package will automatically continue for successive 12 month periods, unless the applicable Order Form is terminated or Customer opts out of all future successive 12 month periods by providing Twilio with at least thirty (30) days written notice prior to the commencement of the next successive 12 month period.
<b>Assigned Twilio Personnel:</b>	<ul style="list-style-type: none"><li>• 1 Named Deliverability Consultant</li></ul>
<b>Scheduled Sessions:</b>	<ul style="list-style-type: none"><li>• Quarterly Reviews (60 minutes each)</li></ul>
<b>Ad Hoc Activities:</b>	<ul style="list-style-type: none"><li>• Support via email from Named Deliverability Consultant (not to exceed a total of 3 hours per calendar month)</li></ul>
<b>Included Features:</b>	<ul style="list-style-type: none"><li>• Monthly deliverability reporting</li></ul>
<b>Completion Notice:</b>	Twilio will provide written notice to Customer upon the completion of the foregoing Advisory Services (" <b>Completion Notice</b> "). 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.