



Last Updated: May 4, 2023

Advisory Services Package:	Advisory Services: Voice Onboarding
Advisory Services Package Start Date:	The Voice Onboarding Package will commence on a date mutually agreed to between Customer and Twilio in writing.
Duration of Advisory Services Package:	Notwithstanding anything to the contrary in the applicable Order Form, the Voice Onboarding Package will commence on the Advisory Services Package Start date for a period of 8 weeks, unless Customer and Twilio extend the duration of the Voice Onboarding Package in additional 4 week increments via an Order Form for each extension.
Assigned Twilio Personnel:	<ul style="list-style-type: none">• 1 Named Technical Onboarding Manager (not exceed to a total of 25 hours*)• 1 Named Onboarding Engineer (not exceed to a total of 25 hours*) <p><i>* Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>
Scheduled Sessions:	<ul style="list-style-type: none">• Kick Off: Project Outline (30 minutes)• Project Discovery and Customer Requirements Review (60 minutes)• Twilio SIP Trunking Platform Overview (60 minutes)• Account and Platform Architecture Recommendations (60 minutes)• Twilio Phone Numbers Onboarding (60 minutes)• Twilio Programmable Voice, Interactive Voice Response (IVR) Best Practices, and Building an IVR on Twilio Studio (60 minutes) or Implementing Twilio Interconnect (60 minutes)• Monitoring and Supporting Twilio Voice - Voice Insights and Working with Twilio Support (60 minutes)• Project Review and Close Session (30 minutes)
Ad Hoc Activities:	<ul style="list-style-type: none">• Troubleshooting Assistance• Email Support
Limitations:	<ul style="list-style-type: none">• The Voice Onboarding Package only supports 2 IVR or call flows and excludes any phone number porting services.



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Pausing the Advisory Services:	Customer may pause the foregoing Advisory Services for up to 6 weeks, provided that (a) Customer notifies Twilio in writing with the length of time for which Customer would like to pause such Advisory Services and (b) Twilio approves Customer's request for the same in writing. The end date of the foregoing Advisory Services will be extended by the number of weeks for which such Advisory Services are paused. Twilio will not provide the foregoing Advisory Services while they are paused.
Completion Notice:	Twilio will provide written notice to Customer upon the completion of the foregoing Advisory Services (" Completion Notice "). 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.