



Last Updated: October 17, 2023

Advisory Services Package:	Advisory Services: WhatsApp Onboarding	Advisory Services: WhatsApp Onboarding Advanced
Advisory Services Package Start Date:	The applicable Advisory Services 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 WhatsApp Onboarding Package will commence on the Advisory Services Package Start Date for a period of 4 weeks.	Notwithstanding anything to the contrary in the applicable Order Form, the WhatsApp Onboarding Advanced Package will commence on the Advisory Services Package Start Date for a period of 8 weeks.
Assigned Twilio Personnel:	<ul style="list-style-type: none"> ● 1 Named Technical Onboarding Manager (not exceed to a total of 12 hours*) ● 1 Named Onboarding Engineer (not exceed to a total of 12 hours*) <p><i>*Hours spent during the scheduled sessions set forth below contribute to this limit</i></p>	<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 and Discovery Session (60 minutes) ● Architecture Proposal: Account Structure and WhatsApp Business API Workflow (60 minutes) ● WhatsApp Business Account Registration and Discussion (60 minutes) ● WhatsApp Template Registration and Best Practices (Warmup) (60 minutes) ● Troubleshooting Session: Pre-Production / Pilot Stage Guidance Troubleshoot Known Issues Throttling Issue Assistance (60 minutes) ● Closing Call: Project Review (30 minutes) 	<ul style="list-style-type: none"> ● Kick Off: Project Outline & Discovery Session (60 minutes) ● Architecture Proposal: Account Structure and WhatsApp Business API Workflow (60 minutes) ● WhatsApp Business Account Registration and Discussion (60 minutes) ● WhatsApp Template Registration and Best Practices (Warmup) (60 minutes) ● Troubleshooting Session: Pre-Production / Pilot Stage Guidance Troubleshoot known issues Throttling Issue assistance (60 minutes) ● Closing Call: Project Review (30 minutes)
Ad Hoc Activities:	<ul style="list-style-type: none"> ● Troubleshooting Assistance ● Email Support 	<ul style="list-style-type: none"> ● Troubleshooting Assistance ● Email Support



Advisory Services Package:	Advisory Services: WhatsApp Onboarding	Advisory Services: WhatsApp Onboarding Advanced
Ad Hoc Activities:	N/A	<ul style="list-style-type: none"> Weekly calls to discuss the onboarding of new customers of Customer and a tracker sheet to check status of WhatsApp onboarding for those new customers
Limitations:	<ul style="list-style-type: none"> Support for only 2 WhatsApp Business Accounts during the registration process Twilio makes no guarantees regarding the deliverability of WhatsApp messages 	<ul style="list-style-type: none"> Onboard 20 of Customer’s customers each month with not more than 2 phone numbers per Customer’s customer Twilio makes no guarantees regarding the deliverability of WhatsApp messages
Pausing the Advisory Services:	<p>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.</p>	
Completion Notice:	<p>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.</p>	