



ORDER FORM

Customer: Texas A&M University System
Billing Address: 301 Tarrow Street, Suite 721 | College Station, TX
 77840-7896
Billing E-Mail: mstone@tamus.edu

Twilio Inc.
 375 Beale Street, Suite 300
 San Francisco, CA 94105
 invoicing@twilio.com
 (referred to herein as "**Twilio**")

ORDER FORM DETAILS

Twilio Account SID(s)¹:	AC4146377b54f534e4ef6ba2f24f9b45a5	Order Form Type:	New Order Form
SendGrid UID(s)¹:	N/A	Billing Currency:	USD
Order Form Start Date:	January 1, 2021	Billing Method:	Invoicing
Initial Term:	12 months from Order Form Start Date	Customer Signature Deadline:	December 31, 2020
Auto Renewal:	Yes		
Renewal Term:	12 month terms after Initial Term		
Non-Renewal Notice Period:	At least thirty (30) days prior to date of auto-renewal from either party		

The Initial Term and all applicable Renewal Terms are collectively referred to herein as the "**Order Form Term**". This Order Form is effective as of the Order Form Start Date until the end of the Order Form Term. This Order Form (a) solely applies to the Account ID(s) (as defined in the footer below) and (b) hereby terminates and replaces, in its entirety, any existing order forms and pricing agreements between Customer and Twilio for the Account ID(s) as of the Order Form Start Date.

Rates: Customer will be charged the rates set forth in the Rate Schedule(s) attached to this Order Form as an exhibit(s).

Minimum Spend Overview

For each Minimum Spend Period during the Order Form Term, Customer will pay the greater of the applicable Minimum Spend Amount or Customer's actual fees incurred. All of Customer's actual fees incurred on the Twilio Account SID(s) (as referenced in the footer below) will be applied toward the applicable Minimum Spend Amount for each Minimum Spend Period. If Customer's actual fees incurred during a particular Minimum Spend Period exceed the applicable Minimum Spend Amount, then such excess amount will not be applied to the Minimum Spend Amount for any future Minimum Spend Period. If Customer terminates this Order Form prior to the expiration of the Initial Term or then-current Renewal Term (except to the extent such termination is due to Twilio's failure to cure a material breach in accordance with the Agreement (as defined below)), then Customer is responsible for paying the Minimum Spend Amount(s) for the remaining portion of the Initial Term or then-current Renewal Term immediately upon termination. For the avoidance of doubt, any actual fees incurred in connection with Customer's use of the SendGrid Services will not be applied toward any Minimum Spend Amount.

Minimum Spend Period: Monthly

Minimum Spend Amount:

January 1, 2021 - January 31, 2021	\$ 9,212.50
February 1, 2021 - February 28, 2021 and each Minimum Spend Period thereafter.	\$ 312.50

Other Terms & Conditions:

Agreement: This Order Form is governed by the Twilio Terms of Service as set forth at <https://www.twilio.com/legal/tos> ("**Agreement**") to which Customer hereby agrees and accepts. Capitalized terms used but not defined in this Order Form will have the meanings provided to them in the Agreement. In the event of any direct conflict between the terms of this Order Form and the terms of the Agreement, the terms of this Order Form will control. The person executing this Order Form on behalf of Customer represents that it has the full authority

¹ "**Account ID(s)**" means (a), as applicable, the Twilio Account SID(s) and the SendGrid UID(s) that are set forth above to which this Order Form will apply as of the Order Form Start Date and (b) any Twilio Account SID(s) and SendGrid UID(s) that Customer subsequently requests to be subject to this Order Form which, if approved by Twilio, will be subject to this Order Form as of the date communicated to Customer by Twilio in writing.

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to execute and bind Customer to this Order Form. Any purchase order terms or similar terms issued by Customer in connection with this Order Form will have no effect even if executed by Twilio. This Order Form will only be valid and binding if executed by both parties. This Order Form may be executed in one or more counterparts, each of which is an original, and all of which taken together constitute one single document. Twilio may reject this Order Form if it is executed by Customer after the Customer Signature Deadline set forth above regardless of whether this Order Form has been executed by Twilio.

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DocuSigned by:
Texas A&M University System
By: *Jeff Zimmermann*
E2BE2924E69547F...
Name: Jeff Zimmermann
Title: Director, Procurement & Business Services
Date: 12/11/2020 | 12:41:41 CST

DocuSigned by:
Twilio Inc.
By: *Hayden Miller*
414435A9425147C...
Name: Hayden Miller
Title: Sr Director, Finance
Date: December 10, 2020



Exhibit A**Rate Schedule**

The rates in this Rate Schedule will apply to the Account ID(s) expressly set forth in this Order Form **as of the Order Form Start Date, except as otherwise set forth in this Rate Schedule, for the Order Form Term.** At the end of the Order Form Term, each product in this Rate Schedule will be charged at its then-current rate available at <http://www.twilio.com/pricing>.

To the extent a rate for a product which Customer uses is not expressly set forth in this Order Form or any other order form(s) in effect for the Account ID(s), Customer will be charged at such product's then-current rate available at <http://www.twilio.com/pricing>. All rates that Customer is charged, including the rates in this Rate Schedule, will be exclusive of taxes.

*** Carrier Fees:** Additional applicable carrier fees set forth at <http://www.twilio.com/sms/pricing> will apply. Carrier fees are subject to change without notice.

Fixed Rates

Product	Effective Rate	Unit
Programmable Messaging		
UNITED STATES Inbound Shortcode SMS - AT&T	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound Shortcode SMS - Other	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound Shortcode SMS - Sprint	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound Shortcode SMS - T-Mobile	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound Shortcode SMS - US Cellular	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound Shortcode SMS - Verizon	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound SMS - AT&T	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound SMS - Other	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound SMS - Sprint	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound SMS - T-Mobile	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound SMS - US Cellular	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Inbound SMS - Verizon	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound Shortcode SMS - AT&T	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound Shortcode SMS - Other	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound Shortcode SMS - Sprint	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound Shortcode SMS - T-Mobile	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound Shortcode SMS - US Cellular	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound Shortcode SMS - Verizon	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound SMS - AT&T	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound SMS - Other	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound SMS - Sprint	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound SMS - T-Mobile	\$0.00562 + Carrier Fees*	Per Segment
UNITED STATES Outbound SMS - US Cellular	\$0.00562 + Carrier Fees*	Per Segment

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UNITED STATES Outbound SMS - Verizon		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Inbound SMS - AT&T		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Inbound SMS - Other		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Inbound SMS - Sprint		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Inbound SMS - T-Mobile		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Inbound SMS - US Cellular		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Inbound SMS - Verizon		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Outbound SMS - AT&T		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Outbound SMS - Other		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Outbound SMS - Sprint		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Outbound SMS - T-Mobile		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Outbound SMS - US Cellular		\$0.00562 + Carrier Fees*		Per Segment
UNITED STATES Toll Free Outbound SMS - Verizon		\$0.00562 + Carrier Fees*		Per Segment
Programmable Voice				
Programmable Outbound Minute - United States & Canada		\$0.00975		Per Minute
Programmable Outbound Minute - United States & Canada - Toll Free		\$0.00975		Per Minute
Programmable Outbound Minute - United States - Alaska		\$0.0675		Per Minute
Programmable Outbound Minute - United States - Hawaii		\$0.00975		Per Minute
UNITED STATES & CANADA Toll Free Inbound Minute		\$0.0165		Per Minute
UNITED STATES Local Incoming Minutes		\$0.00638		Per Minute
Other				
Studio per Execution - Enterprise		\$0.00075		Per Execution
TaskRouter - Tasks Created		\$0.01875		Each
UNITED STATES & CANADA Toll Free Phone Number		\$1.50		Per Month
UNITED STATES Local Phone Number		\$0.75		Per Month
United States Short Code (12 Months) - Setup Fee		\$650.00		One Time
Autopilot - Messaging		\$0.00075		Per Message
Autopilot - Voice		\$0.03		Per Minute
Recurring Charges				
Customer will be charged the rates below for each billing cycle. If Customer is purchasing a quantity of units for a product below and exceeds such quantity of units before the end of a billing cycle, then Customer will be charged the corresponding rate for each additional unit. At the end of a billing cycle, any unused units for a product below will not carry over to the next billing cycle.				
Product	Effective Rate	Units Purchased	Billing Cycle	Effective Rate Valid for
Other				
US Short code - Twilio	\$8250.00	N/A	Yearly	Jan. 1, 2021 - end of Order Form Term

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leased random short code (12 Months)				
Production Support	4% of monthly spend (or \$250 Minimum)	N/A	Monthly	Jan. 1, 2021 - end of Order Form Term