

Certification of Federal Universal Service Fund Exemption Calendar Year:

Customer (the “Customer”) requests an exemption from payment of any charges assessed by Twilio, Inc. and its affiliates (Twilio) due to contribution to the Federal Universal Service Fund (the “FUSF”) established by the Federal Communications Commission (FCC). Contribution to the FUSF is required for telecommunications providers or interconnected Voice over Internet Protocol (VoIP).

The Customer acknowledges that Twilio’s determination of exemption will be based upon the information provided by the Customer in this certification (Certification). If the Customer does not provide accurate or timely information to Twilio or does not keep its Certification updated, the Customer may be responsible for payment to both Twilio and the Universal Service Administrator for contribution to the FUSF. Lastly, the Customer agrees to indemnify and hold harmless Twilio from any and all claims arising from any breaches of the information, representations or certifications made hereunder.

The Customer represents and certifies as follows for the purposes of this Certification.

- Customer certifies that it is exempt from paying FUSF as a result of providing non-interconnected VoIP, information, or unregulated services.
- Customer certifies that it is a 499 Filer ID and already contributes to the FUSF.
- Customer is purchasing the services for resale and has a reasonable expectation that their end user customer(s) will contribute directly to the FUSF based on their own revenues collected.
- Customer meets the FUSF *de minimis* exception (less than \$10,000 interstate and international telecommunications revenue annually).

Customer: _____
Legal Name: _____
499 Filer ID Number: _____
Billing Address: _____

Customer Contact Person: _____
Phone Number: _____
Email: _____

1. The Customer has filed a Telecommunications Reporting Worksheet (FCC Form 499) with the Universal Service Administrator and will continue to file such Worksheets or other documentation as required by the FCC.
2. The Customer acknowledges that Twilio may provide a copy of this Certification to the Universal Service Administrator, the FCC, state regulatory authorities, legal counsel, or an auditor.

3. If, at any time, the Customer's information, representations or certifications made hereunder are no longer accurate, the Customer will notify Twilio within thirty (30) calendar days by completing and submitting a new Certification. Otherwise, this Certification will remain in effect during _____ in its entirety. In the event Customer's representations or certifications made in this Certificate are no longer accurate and Customer submits a new Certification within the calendar year of _____, such changes will apply prospectively only and Twilio shall have no obligation to either retroactively charge or credit any FUSF fees that may be affected by changes to this Certification.

BY EXECUTING THIS CERTIFICATION, CUSTOMER CERTIFIES THAT ANY AND ALL SERVICES PROVIDED BY TWILIO THAT ARE INCLUDED FOR BILLING PURPOSES IN THE ACCOUNT NUMBERS IDENTIFIED BELOW FULLY MEET THE EXEMPTION ELIGIBLE PROVISIONS ESTABLISHED BY THE FCC. CUSTOMER FURTHER CERTIFIES THAT IN THE EVENT ANY PORTION OF THE SERVICES PROVIDED BY TWILIO WHICH ARE INCLUDED FOR BILLING PURPOSES IN THE ACCOUNT NUMBERS IDENTIFIED BELOW DO NOT FULLY MEET THE EXEMPTION ELIGIBLE PROVISIONS ESTABLISHED BY THE FCC THAT CUSTOMER MUST NOTIFY TWILIO THAT SUCH SERVICES SHOULD BE ASSESSED BY TWILIO SEPARATELY FROM OTHER SERVICES SUBJECT TO THIS CERTIFICATION.

I certify under penalty of perjury that Customer either directly contributes or has a reasonable expectation that another entity in the chain of resellers directly contributes to the FUSF support mechanisms on the assessable portion of revenues from service offerings that incorporate the purchased services. I also certify that I am duly authorized by the Customer to make the representations and certifications contained herein on behalf of the Customer.

Signature: _____

Date: _____