

MASTER SERVICES AGREEMENT This MASTER SERVICES AGREEMENT (this "Agreement") is entered into as of May 31, 2024 (the "Effective Date"), by and between: (A) Twilio Inc., a Delaware corporation with offices at 101 Spear Street, 1st Floor, San Francisco, CA 94105 ("Provider"), and (B) General Electric Company, a New York corporation with offices at 5 Necco Street, Boston, MA 02210 ("Customer"). WHEREAS, Provider is engaged in the business of providing global communications platform-as-a-service (CPaaS) solutions, and Customer desires to engage Provider for the delivery of such services pursuant to the terms hereof.

1. Definitions 1.1 "Affiliate" means, with respect to a party, any entity that directly or indirectly controls, is controlled by, or is under common control with such party, where "control" shall mean the possession, directly or indirectly, of the power to direct or cause the direction of the management and policies of an entity, whether through ownership of voting securities, by contract, or otherwise. 1.2 "Order" means any written order, statement of work ("SOW"), or similar document executed by both parties which references this Agreement and describes the specific Services to be provided and the applicable pricing, unless expressly stated otherwise herein. 1.3 "Services" refers to the communications platform offerings and related support, implementation, and professional services provided by Provider to Customer or its Affiliates hereunder, as further described in any Order, SOW, or annex. 1.4 "Confidential Information" has the meaning in § 7.1. 1.5 "Service Level Agreement" or "SLA" refers to the performance metrics and service credits set forth in the Commercial Annex, as may be amended by the parties in writing from time to time. 1.6 "Data Protection Laws" means all data privacy, security, and information laws and regulations applicable to Customer Data or the Services, including without limitation the General Data Protection Regulation (EU) 2016/679 ("GDPR"), the California Consumer Privacy Act ("CCPA"), and any analogous laws in other jurisdictions. 1.7 "Customer Data" means all data, content, and information submitted by or on behalf of Customer or its Users to the Services, including any personally identifiable information or regulated data elements. 2. Scope of Agreement 2.1 This Agreement governs Provider's provision of, and Customer's use of, the Services, including any related deliverables, software, support, or professional services, subject to the terms and conditions set forth herein and in any applicable Order or SOW, which shall be incorporated herein by reference upon execution. 2.2 Provider will provide the Services in a manner consistent with industry standards and in accordance with the applicable Order and the SLA; provided, however, Customer acknowledges that Provider's obligations shall be subject to compliance with Applicable Law, relevant carrier and regulatory requirements, and any limitations expressly stated in this Agreement or an Order. 2.3 No service, feature, or product shall be deemed included in the scope of the Services except as expressly described in an Order or SOW, and Customer's right to access and use the Services is non-exclusive, non-transferable (except as permitted under § 17), and subject to the payment of all applicable Fees and compliance with the terms of this Agreement. 2.4 In the event of any conflict between the terms of an Order, SOW, this Agreement, or an annex, the following order of precedence shall apply (unless otherwise expressly agreed in writing): (a) the main body of this Agreement; (b) the Telecom Annex; (c) the Commercial Annex; (d) the relevant Order or SOW. 3. Orders and Statements of Work 3.1 Customer may purchase Services by executing an Order or SOW, each of which must reference this Agreement and set forth at a minimum: (a) a description of the Services; (b) Fees and payment terms; (c) any applicable milestones or deadlines; and (d) any other terms mutually agreed in writing. Each Order or SOW shall be deemed incorporated herein by reference. 3.2 No amendment, waiver, or modification to any Order or SOW shall be effective unless executed in writing by authorized representatives of both parties, and any such amendment or modification shall apply solely to the specific Order or SOW referenced therein, unless otherwise expressly stated. 3.3 Customer may request changes in the scope or performance of the Services under any Order or SOW; Provider will promptly notify Customer of the effect (if any) on Fees, schedule, or performance, and no such change shall be binding unless memorialized in a written Change Order executed by both parties. 3.4 If, notwithstanding the foregoing, any Services are performed or delivered without a duly executed Order or SOW, such Services shall be deemed subject to the terms and conditions of this Agreement and Provider's then-current standard pricing, unless otherwise agreed in writing by the parties. 4. Fees, Invoicing, and Taxes 4.1 Customer shall pay Provider the Fees described in each applicable Order, SOW, or the Commercial Annex, in U.S. Dollars, within thirty (30) days from the date of Provider's undisputed invoice, unless a different payment period is expressly agreed in the relevant Order. 4.2 All Fees are exclusive of any taxes, duties, levies, or similar governmental assessments of any nature (collectively, "Taxes"). Customer shall be responsible for all Taxes associated with its receipt or use of the Services, except for taxes based on Provider's net income, property, or employees; Provider shall invoice Taxes as a separate line item where required by law. 4.3 Provider may suspend Services for non-payment upon written notice if any undisputed amounts remain unpaid for more than fifteen (15) days following the due date, provided that Provider may not suspend Services if (a) Customer provides written notice of a good-faith dispute prior to the due date and (b) pays all undisputed amounts; Provider's right to suspend shall not limit any other rights or remedies under this Agreement or at law. 4.4 Customer may withhold payment of disputed Fees, provided that Customer notifies Provider in writing of the basis for the dispute within ten (10) days of receipt of the applicable invoice and pays any undisputed portion in accordance with § 4.1; the parties shall cooperate in good faith to resolve any such disputes promptly. 5. Service Levels and Credits 5.1 Provider will deliver the Services in accordance with the applicable SLA, which shall set forth the minimum performance standards, availability, response times, and any applicable service credits (the "Service Credits") for failure to meet such standards; Service Credits, if any, shall be Customer's sole and exclusive remedy for any failure by Provider to meet the SLA, except as otherwise expressly provided herein. 5.2 Provider shall not be responsible for Service Level failures to the extent caused by (a) acts or omissions of Customer or its Users; (b) scheduled maintenance or reasonable emergency maintenance with prior notice where practicable; (c) force majeure events as described in § 16; or (d) failures or limitations of telecommunications or internet service providers outside of Provider's reasonable control. 5.3 To receive any applicable Service Credit, Customer must notify Provider in writing within thirty (30) days of the occurrence giving rise to the claim, and provide sufficient detail to enable Provider to verify the claim; Provider will apply valid Service Credits to future invoices or, if none remain, refund such amounts to Customer, except as otherwise set forth in an Order. 5.4 Service Credits shall not accrue or be payable with respect to any Services that are subject to a breach by Customer of its payment or usage obligations, or for any period during which Customer is in material breach of this Agreement.

6. Security and Protection of Customer Data 6.1 Provider shall implement and maintain commercially reasonable administrative, technical, and physical safeguards designed to (a) protect the security, integrity, and confidentiality of Customer Data, (b) prevent unauthorized access to or use or disclosure of Customer Data, and (c) comply with applicable Data Protection Laws, as further described in the Commercial Annex and any applicable Data Protection Addendum. 6.2 Customer acknowledges and agrees that Provider may process, transmit, and store Customer Data in the United States or any other jurisdiction in which Provider or its subprocessors maintain facilities, provided that such processing is subject to appropriate safeguards required by Data Protection Laws; Customer shall be responsible for providing any legally required notices to, and obtaining consents from, its Users with respect to such data processing. 6.3 Provider shall promptly notify Customer in writing, without undue delay, upon becoming aware of any actual or reasonably suspected unauthorized access to or disclosure of Customer Data in Provider's possession or control (a "Security Incident"), and shall cooperate with Customer, at Customer's reasonable expense, in investigating, mitigating, and remediating any such Security Incident, including providing information reasonably requested by Customer and complying with any legally required notifications. 6.4 Provider shall ensure that all personnel with access to Customer Data are subject to appropriate confidentiality and security obligations, and shall not disclose Customer Data to any third party except as necessary to perform the Services, comply with law, or as otherwise permitted under this Agreement. 6.5 Provider's obligations under this Section 6 are subject to the limitations and exclusions set forth in the Data Protection Addendum, if any, and to the extent of any conflict, the Data Protection Addendum shall control. 7. Confidentiality 7.1 "Confidential Information" means all written, electronic, or oral information disclosed by or on behalf of either party ("Discloser") to the other party ("Recipient") that is designated as confidential, or that, given the nature of the information or the circumstances of disclosure, reasonably should be understood to be confidential, including, without limitation, technical, business, financial, or customer information, pricing, trade secrets, and any non-public information regarding the Services. 7.2 Recipient agrees not to use or disclose Discloser's Confidential Information except as necessary to perform its obligations or exercise its rights under this Agreement, and to protect such information using the same degree of care that it uses to protect its own confidential information of like kind (but in no event less than reasonable care); Recipient may disclose Confidential Information to its employees, agents, or contractors with a nondisclosure obligation, provided they are bound by confidentiality obligations no less restrictive than those herein. 7.3 The obligations in this Section 7 shall not apply to any information that: (a) is or becomes generally known to the public through no act or omission of Recipient; (b) is lawfully received by Recipient from a third party without breach of any obligation of confidentiality; (c) is independently developed by Recipient without use of or reference to Discloser's Confidential Information; or (d) is required to be disclosed by law, court order, or regulatory authority, provided that Recipient (where legally permitted) gives prompt written notice and cooperates with Discloser to seek a protective order or other appropriate remedy. 7.4 Upon termination or expiration of this Agreement, or upon Discloser's written request, Recipient shall return or destroy all Confidential Information of Discloser in its possession or control, subject to any retention required by law or for archival purposes, provided that all such information shall remain subject to the confidentiality obligations herein. 8. Compliance with Laws; Export Control 8.1 Each party shall comply with all applicable laws, rules, and regulations in connection with its performance or receipt of the Services, including, without limitation, anti-bribery and anti-corruption laws, Data Protection Laws, and U.S. export control and sanctions laws (collectively, "Applicable Law"). 8.2 Customer represents and warrants that it will not use the Services in violation of Applicable Law or for any unlawful, fraudulent, or infringing purpose, and will not permit any User to do so; without limiting the foregoing, Customer shall not permit any User or third party to access or use the Services in any U.S. embargoed country or territory, or by any person or entity identified on any U.S. government restricted party lists. 8.3 Provider may suspend or terminate access to the Services, or remove or disable access to Customer Data, if Provider reasonably determines that Customer's use of the Services is in violation of Applicable Law or poses a material risk to Provider, its network, or other customers, provided that Provider will use commercially reasonable efforts to provide advance notice and cooperate in good faith to resolve the issue. 8.4 Nothing in this Agreement shall require Provider to perform any act or provide any Service that would cause it to be in violation of Applicable Law; in the event of any change in Applicable Law that materially affects Provider's ability to provide the Services, the parties shall negotiate in good faith to implement such changes "mutatis mutandis". 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6. Security and Customer Proprietary Network Information 6.1 Provider shall implement, maintain, and, at its own cost, periodically review technical, administrative, and physical safeguards reasonably designed to protect Customer Data and Customer Proprietary Network Information ("CPNI") from unauthorized access, use, or disclosure, including at minimum: (a) logical access controls and authentication protocols; (b) encryption of Customer Data and CPNI in transit and at rest using industry-standard cryptographic methods; (c) vulnerability management and patching procedures; and (d) personnel training and background screening, provided that such measures are reviewed at least annually or following a material security incident, and subject further to Provider's written information security policy as made available to Customer upon request. 6.2 Customer acknowledges that Provider may process, store, or transmit Customer Data and CPNI via networks, facilities, and subprocessors located outside the United States, and consents to such international processing, provided that Provider shall remain liable for the acts and omissions of its subprocessors as if they were its own; Provider shall ensure, by written contract and periodic audit, that any such subprocessors implement safeguards materially equivalent to those required hereunder. 6.3 In the event of any actual or reasonably suspected unauthorized access to or acquisition of Customer Data or CPNI in Provider's custody or control (a "Security Incident"), Provider will notify Customer without undue delay, in no event later than seventy-two (72) hours after confirmation, and will provide reasonable cooperation, including (a) information sufficient for Customer to assess the incident's nature and scope, (b) prompt updates regarding investigation and remediation, and (c) assistance with legally required notifications, with the parties each bearing their respective costs except to the extent the incident results from Provider's gross negligence or willful misconduct. 6.4 Provider's obligations under this Section shall survive for so long as Provider retains any Customer Data or CPNI in its possession or control, and are subject to the limitations in the Data Protection Addendum (if any), which shall prevail in the event of conflict. 7. Compliance with Laws; Export 7.1 Each party shall at all times comply with all applicable laws, statutes, regulations, and rules of any governmental or quasi-governmental authority with jurisdiction over its activities hereunder, including, without limitation, the Communications Act of 1934 (as amended), the Telephone Consumer Protection Act, the CAN-SPAM Act, U.S. export control laws and sanctions, the General Data Protection Regulation (EU) 2016/679, and any analogous foreign or state law ("Applicable Law"), provided that Provider will not be required to take any action that would cause it to violate, or be subject to penalty under, Applicable Law in any relevant jurisdiction. 7.2 Customer represents and warrants that it will not use the Services or permit its Users to use the Services in a manner that violates Applicable Law, or for any unlawful, infringing, deceptive, or fraudulent purpose, and will not export, re-export, or transfer any portion of the Services, or permit access thereto, to any country, entity, or person prohibited by U.S. or other applicable law, or otherwise in violation of any embargo, prohibition, or restriction; Provider may suspend or terminate access to the Services or any portion thereof upon reasonable notice if Provider determines, in good faith, that Customer's use is, or is likely to be, in violation of this Section, provided that Provider shall cooperate in good faith to restore access after resolution of the underlying issue. 7.3 Without limiting the foregoing, Provider is not responsible for determining whether Customer's intended use of the Services complies with any specific legal or regulatory requirements applicable to Customer's business, and Customer is solely responsible for such compliance. 7.4 § 7.4 intentionally omitted. 8. Indemnification 8.1 Provider, at its sole expense, shall defend, indemnify, and hold harmless Customer, its Affiliates, and their respective officers, directors, employees, and agents ("Customer Indemnitees") from and against any and all losses, damages, liabilities, fines, penalties, judgments, costs, and expenses (including reasonable attorneys' fees and costs of investigation) ("Losses") incurred as a result of any third party claim, action, suit, or proceeding alleging (a) infringement or misappropriation of any U.S. patent, copyright, trademark, or trade secret by the Services as provided by Provider, or (b) bodily injury, death, or tangible property damage caused by Provider's gross negligence or willful misconduct, except to the extent such Losses arise from modifications to the Services not authorized by Provider, combination of the Services with products or data not provided or expressly approved by Provider, or Customer's breach of this Agreement. 8.2 Customer shall defend, indemnify, and hold harmless Provider, its Affiliates, and their respective officers, directors, employees, and agents ("Provider Indemnitees") from and against all Losses arising from any third party claim relating to: (a) Customer Data or CPNI (except to the extent resulting from Provider's breach of this Agreement), including any claim that Customer Data or CPNI, as provided to Provider, violates any law or infringes any intellectual property or privacy rights; (b) Customer's or its Users' use of the Services in breach of this Agreement or Applicable Law; or (c) any content or communications transmitted via or through the Services by or on behalf of Customer. 8.3 The indemnified party shall promptly notify the indemnifier in writing of any claim subject to indemnification, provided, however, that failure to give prompt notice will not relieve the indemnifier of its obligations except to the extent prejudiced thereby; the indemnifier shall have control of the defense and settlement (except that it may not settle any claim without the indemnified party's prior written consent if such settlement imposes any liability or admission of fault on the indemnified party), and the indemnified party will cooperate as reasonably requested, at the indemnifier's expense.

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12. Governing Law; Dispute Resolution 12.1 This Agreement and all claims or disputes arising out of or relating hereto, or to its subject matter, shall be governed by and construed in accordance with the laws of the State of New York, without regard to conflict of law principles. 12.2 The United Nations Convention on Contracts for the International Sale of Goods shall not apply. 12.3 Prior to initiating legal proceedings, the parties shall attempt in good faith to resolve any dispute, controversy, or claim arising out of or relating to this Agreement through escalation in accordance with the escalation procedures set forth in the Commercial Annex; if such dispute is not resolved within thirty (30) days following written notice, either party may pursue any remedies available at law or in equity, provided that either party may seek injunctive or equitable relief at any time to prevent actual or threatened misuse of its confidential information or intellectual property. 12.4 EACH PARTY WAIVES ANY RIGHT TO A JURY TRIAL IN ANY PROCEEDING BROUGHT BY OR AGAINST THE OTHER PARTY RELATING TO THIS AGREEMENT. 13. Miscellaneous 13.1 Notices under this Agreement must be in writing and delivered by hand, overnight courier, electronic mail (with confirmation of receipt), or certified mail (return receipt requested), addressed to the party's address set forth on the cover page or to such other address as may be provided by written notice; notices are deemed effective upon receipt. 13.2 The failure of either party to enforce any provision herein shall not constitute a waiver of such provision or of the right to enforce it thereafter. 13.3 This Agreement, including all annexes and Orders or SOWs, constitutes the entire understanding of the parties and supersedes all prior agreements and representations, written or oral, concerning its subject matter; any amendment must be in writing and signed by both parties. 13.4 If any provision herein is determined to be invalid, illegal, or unenforceable, such provision shall be deemed modified to the minimum extent necessary to make it enforceable, or, if not possible, severed, and the remaining provisions shall remain in full force and effect, provided the overall allocation of risks and benefits remains substantially as negotiated. 13.5 Neither party may assign or transfer this Agreement, in whole or in part, without the prior written consent of the other party, except that either party may assign this Agreement in connection with a merger, acquisition, or sale of all or substantially all assets, provided that the assignee assumes all obligations hereunder. 13.6 No third party is intended to benefit from or may enforce any provision of this Agreement except as expressly stated. 13.7 The headings used in this Agreement are for convenience only and shall not affect the interpretation of any provision. 13.8 Section references are to sections of this Agreement unless otherwise indicated. 13.9 For additional terms regarding Provider's obligations in the event of a Force Majeure Event, see § 21.4(c)(iv).

