

**Registered Office Address**

**1/1, Roshan Road
V.V. Puram
Bengaluru
560 004
India**

6 May 2021

Dear **Surendhar. M**

Congratulations! **Twilio Technology India Private Limited ("Twilio")** is pleased to extend an employment offer to you for the position of **Technical Support Engineer 1** in the **Services** department conditional upon your satisfaction of the terms set out below. This offer is valid in the event that you join on or before **7 June 2021**. The position would be based out of Twilio at **CoWrks, Building 6A, 3rd Floor, RMZ EcoWorld, Outer Ring Road, Devarabeesanahalli Village, Bellandur, Bengaluru, Karnataka -560103, India**.

Twilio's success depends on engaged, talented and innovative employees like you who are eager to share their ideas and embrace our values. We believe you will make a significant contribution and look forward to providing a world of opportunities to learn and grow. With that in mind, we offer the following terms of employment:

Your annual CTC will be **INR 800,934.00 (Eight Lakh Nine Hundred and Thirty Four)**. The detailed break up of your annual CTC and list of benefits has been attached for your reference. All other terms and conditions will be outlined in the letter of appointment that will be issued to you at the time of your joining.

You will initially be on probation for a period of six months from the Effective Date. The confirmation of service with Twilio is subject to your satisfactory performance during the period of probation. Twilio reserves the right to (i) extend the period of probation and (ii) terminate employment at its sole discretion at any time during the probation period without providing notice or payment in lieu thereof.

The Employee will also be entitled to additional bonus of **INR 153,300.00 (Cash Bonus)**. The entitlement to this Cash Bonus is on the completion of one year of continuous employment from the Start Date. However, this amount of Cash Bonus will be paid as an advance for a period of 12 months. This amount will be paid in twelve equal installments, payable with each of the Employee's first twelve payments of salary upon commencing employment with the Company. This amount will be subject to applicable statutory deductions. Except in the circumstances set out below, you shall repay the paid Cash Bonus to Twilio on a gross basis if you give or receive notice to terminate your employment with Twilio within 12 months of the commencement of your employment. The paid Cash Bonus will be repayable to Twilio within 28 days of such termination or notice. By signing this Agreement, you further agree that the amount owing may be deducted from any sum owed to you by Twilio, without prejudice to Twilio's rights to recover any further balance outstanding from you. In the event you fail to repay the paid Cash Bonus pursuant to the time frame set forth above and it is necessary to take legal action against you to collect such amount, you agree to reimburse Twilio for all costs incurred by Twilio to collect such amounts, including attorneys' fees and court costs. The repayment provisions set out above shall not apply if:

- (i) Twilio terminates your employment other than by reason of conduct, capability or due to you having failed your probationary period; or



- (ii) You terminate your employment in response to a fundamental breach of contract by Twilio.

This offer of employment is contingent upon:

- Successfully passing a pre-employment medical check-up;
- Successfully passing a pre-employment background check;
- Your agreement to an Employee Agreement form which contains various obligations including, but not limited to, confidentiality, assignment of patentable inventions and non-competition and non-solicitation; and
- Your ability to demonstrate your authorization to work in India

Please arrive by **9:15am** on your first day of employment **7 June 2021**. All requisite information related to first-day formalities, details related to diagnostic centres for medical tests, and other contact details will be shared with you over an e-mail soon.

We look forward to working with you. I am confident that you will make an outstanding addition to our organization and will find Twilio a challenging and rewarding environment in which to work.



Kindly acknowledge receipt hereof.

Sincerely,

DocuSigned by:

00D1AF9EEFF348D
Christopher Ottosson
Managing Director
Twilio Technology India Private Limited

Appendix

Fixed Compensation (Salary + Allowances)		750,500
Basic (40% of Fixed Comp)	40%	300,200
House Allowance (40% of Basic)	60%	120,080
Cash Allowances (Fixed Comp - Basic + house allowance)		330,220
Retirals (as a % of Basic)		50,434
Provident Fund (12% of Basic)	12%	36,024
Gratuity (4.8% of Basic)	4.80%	14,410
Annual Equity Value in Local Currency		328,050
RSU Grant in USD vesting for over 4 years		\$18,000.00
Annual Total Compensation (CTC) (Fixed Comp + Retirals)		800,934
CTC + RSU		1,128,983.60
Sign on (USD)		