SUPER NETWORK
December 2017
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This presentation also includes certain non-GAAP financial measures. These non-GAAP financial measures are in addition to, and not as a substitute for or superior to measures of financial performance prepared in accordance with GAAP. There are a number of limitations related to the use of these non-GAAP financial measures versus their nearest GAAP equivalents. For example, other companies may calculate non-GAAP financial measures differently or may use other measures to evaluate their performance, all of which could reduce the usefulness of the Company’s non-GAAP financial measures as tools for comparison. The Company has provided a reconciliation of those measures to the most directly comparable GAAP measures, which is available in the appendix.

For further information with respect to Twilio, we refer you to our most recent quarterly report on Form 10-Q filed with the SEC. In addition, we are subject to the information and reporting requirements of the Securities Exchange Act of 1934 and, accordingly, file periodic reports, current reports, proxy statements and other information with the SEC. These periodic reports, current reports, proxy statements and other information are available for review at the SEC’s website at http://www.sec.gov.
CHRISTINE ROBERTS
VP & GM OF SUPER NETWORK
KEY TAKEAWAYS

Software Intelligence + Connectivity

Global Reach

Continuous Improvement
Master Plan

Step 1. Build a platform.
Step 2. Go deep.
Step 3. Repeat.
INTELLIGENT CONNECTIVITY

ENGAGEMENT CLOUD

PROGRAMMABLE COMMUNICATIONS CLOUD

Multi-channel Communications APIs | Intelligent Services

SUPER NETWORK

Global coverage | Elastic capacity | Network learning | Instant provisioning | Phone numbers
GLOBALLY DISTRIBUTED COMMUNICATIONS NETWORK
SOFTWARE NETWORK
CONTINUOUSLY IMPROVING
call = client.calls.create(
    to="+14155551212",
    from="+15017250604",
    url="voice.xml"
)
SUPER NETWORK
IS A NETWORK OF NETWORKS

Twilio has virtualized the world of telecommunications
UNDERLYING NETWORK DISRUPTIONS HAPPEN OFTEN
THE SUPER NETWORK ENSURES THAT CUSTOMERS AREN’T IMPACTED

Customers on Twilio affected by those outages

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Most telco issues are caught and automatically re-routed before our carrier partners even have a chance to notify us of an incident...

...because Twilio monitors over a billion data points for end-to-end performance every day.
We can’t afford any downtime. We have to have 100% reliability....

NANCY LUBLIN | CEO, CRISIS TEXT LINE
GLOBAL PHONE NUMBERS CATALOG

BROADER CHOICE  USE CASE DRIVEN  POWERFUL SEARCH
100+ Countries
THE SUPER NETWORK IS CONSTANTLY EXPANDING OUR REACH TO NEW COUNTRIES
EXAMPLE PHONE NUMBER COVERAGE

TWILIO

637 Localities

OTHERS

4-5 Localities

AT GREATER DEPTH
FLYWHEEL THAT GETS BETTER

- More Customers
- More Volume
- More Connectivity
- More Data
- Lower Costs
- Higher Quality
KEY TAKEAWAYS

Software Intelligence + Connectivity

Global Reach

Continuous Improvement
THANK YOU