This presentation and the accompanying oral presentation contain forward-looking statements. All statements other than statements of historical fact contained in this presentation, including statements as to future results of operations and financial position, planned products and services, business strategy and plans, objectives of management for future operations of Twilio Inc. and its subsidiaries (“Twilio” or the “Company”), market size and growth opportunities, competitive position and technological and market trends, are forward-looking statements. In some cases, you can identify forward-looking statements by terms such as “expect,” “plan,” “anticipate,” “intend,” “target,” “project,” “predict,” “potential,” “explore” or “continue” or the negative of these terms or other similar words. Twilio has based these forward-looking statements largely on its current expectations and assumptions and on information available as of the date of this presentation. The Company assumes no obligation to update any forward-looking statements after the date of this presentation, except as required by law.

The forward-looking statements contained in this presentation and the accompanying oral presentation are subject to known and unknown risks, uncertainties, assumptions and other factors that may cause actual results or outcomes to be materially different from any future results or outcomes expressed or implied by the forward-looking statements. These risks, uncertainties, assumptions and other factors include, but are not limited to, those related to the Company’s business and financial performance, the Company’s ability to attract and retain customers, the Company’s ability to develop new products and services and enhance existing products and services, the Company’s ability to respond rapidly to emerging technology trends, the Company’s ability to execute on its business strategy, the Company’s ability to compete effectively and the Company’s ability to manage growth. Moreover, the Company operates in a very competitive and rapidly changing environment, and new risks may emerge from time to time. It is not possible for the Company to predict all risks, nor can the Company assess the impact of all factors on its business or the extent to which any factor, or combination of factors, may cause actual results or outcomes to differ materially from those contained in any forward-looking statements the Company may make.

This presentation also contains estimates and other statistical data made by independent parties and by the Company relating to market size and growth and other industry data. These data involve a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. The Company has not independently verified the statistical and other industry data generated by independent parties and contained in this presentation and, accordingly, it cannot guarantee their accuracy or completeness. In addition, projections, assumptions and estimates of its future performance and the future performance of the markets in which the Company competes are necessarily subject to a high degree of uncertainty and risk due to a variety of factors. These and other factors could cause results or outcomes to differ materially from those expressed in the estimates made by the independent parties and by Twilio.

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.
KEY TAKEAWAYS

Huge and growing opportunity

World class developer experience

Highly differentiated strategic platform
Master Plan

Step 1. Build a platform.
Step 2. Go deep.
Step 3. Repeat.
call = client.calls.create(
    to="+14155551212",
    from_="+15017250604",
    url="http://twiliodomemo.com/voice.xml"
)
BUILDING BLOCKS FOR VIRTUALLY ANY USE CASE

ENGAGEMENT CLOUD

PROGRAMMABLE COMMUNICATIONS CLOUD

Multi-channel Communications APIs | Intelligent Services

SUPER NETWORK

Global coverage | Elastic capacity | Network learning | Instant provisioning | Clean numbers

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COMMUNICATIONS APIs FOR ANY USE CASE
COMMUNICATIONS API FOR ANY USE CASE
FUTURe PROOF STRATEGIC PLATFORM
FUTURE PROOF STRATEGIC PLATFORM
FLEXIBLE BUILDING BLOCKS UNLOCK MASSIVE OPPORTUNITIES

CONTACT CENTER
E-COMMERCE
LOGISTICS
MARKETING
COLLABORATION
ACCOUNT SECURITY
ONE PLATFORM UNLOCKS GLOBAL OPPORTUNITY

GLOBAL INFRASTRUCTURE
9 regions, 27 datacenters
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WORLD CLASS DEVELOPER ON-BOARDING

SELF SERVICE MODEL

UNIQUE DEVELOPER EXPERIENCE

RUNTIME PLATFORM
TWILIO RUNTIME PLATFORM

• Improved funnel conversion
• Lower support costs
• Enterprise ready

Faster Time to Market
Twilio Functions, Twilio Assets

Intuitive Real-time Data Management
Twilio Sync

Unparalleled Application Insight
Twilio Debugger

Reactive Event Driven Monitoring
Alert Triggers, Usage Triggers

Secure-by-Default
API Keys, Audit Events, RBAC, SSO
CUSTOMERS CHOOSE TWILIO FOR...

QUALITY & RELIABILITY

BUILDING BLOCKS
FOR THEIR USE CASE

TOOLING TO OPERATE
AT GLOBAL SCALE
CUSTOMERS CHOOSE TWILIO FOR...

QUALITY & RELIABILITY

BUILDING BLOCKS FOR THEIR USE CASE

TOOLING TO OPERATE AT GLOBAL SCALE
## WHAT DOES FIVE NINES MEAN TO A CUSTOMER

<table>
<thead>
<tr>
<th></th>
<th>Downtime per year</th>
<th>Downtime per month</th>
<th>Downtime per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>99.0% (two nines)</td>
<td>3.65 days</td>
<td>7.20 hours</td>
<td>1.68 hours</td>
</tr>
<tr>
<td>99.9% (three nines)</td>
<td>8.76 hours</td>
<td>43.8 minutes</td>
<td>10.1 minutes</td>
</tr>
<tr>
<td>99.95%</td>
<td>4.38 hours</td>
<td>21.56 minutes</td>
<td>5.04 minutes</td>
</tr>
<tr>
<td>99.99% (four nines)</td>
<td>52.56 minutes</td>
<td>4.38 minutes</td>
<td>1.01 minutes</td>
</tr>
<tr>
<td>99.999% (five nines)</td>
<td>5.26 minutes</td>
<td>25.9 seconds</td>
<td>6.05 seconds</td>
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## WHAT DOES FIVE NINES MEAN TO A CUSTOMER

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</tbody>
</table>
# Enterprise Grade Security and Reliability

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform Uptime</td>
<td>99.999%</td>
</tr>
<tr>
<td>Success Rate</td>
<td>99.999%</td>
</tr>
<tr>
<td>Windows</td>
<td>No maintenance</td>
</tr>
<tr>
<td>GDPR Support</td>
<td>(coming soon)</td>
</tr>
</tbody>
</table>

![GDPR Support](image1.png)
![ISO 27001](image2.png)
![AICPA SOC 2](image3.png)
CUSTOMERS CHOOSE TWILIO FOR...

QUALITY & RELIABILITY

BUILDING BLOCKS FOR THEIR USE CASE

TOOLING TO OPERATE AT GLOBAL SCALE
PROGRAMMABLE VOICE IN 2008

CONNECT CALLS

PLAY MEDIA
PROGRAMMABLE VOICE

- Connect Calls
- Play Media
- Call Queueing
- Text to Speech
- Recordings
- IVR
- Conferencing
- Multi Channel
- Agent Conference
- Speech Recognition
- Voice Insights
- Global Low Latency Routing

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PROGRAMMABLE MESSAGING IN 2010

MOBILES

SEND MESSAGES

RECEIVE MESSAGES

MOBILES

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PROGRAMMABLE MESSAGING

SEND MESSAGES

RECEIVE MESSAGES

DELIVERY COPILOT

FEEDBACK API

COMPLIANCE COPILOT

CONTENT COPILOT

INSIGHTS

GLOBAL ROUTING

SMS

MMS

12345

SHORT CODES

MESSENGER

CHANNELS

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CUSTOMERS CHOOSE TWILIO FOR...

QUALITY & RELIABILITY
BUILDING BLOCKS FOR THEIR USE CASE
TOOLING TO OPERATE AT GLOBAL SCALE
PRODUCTS TO OPERATE AT SCALE

- Visibility through Insights APIs
- Diagnostics for Operators
- Analytics platform for troubleshooting
STRATEGIC SOFTWARE PLATFORM

COMMUNICATION APIs + CHANNELS

INTELLIGENT SERVICES
TWILIO <UNDERSTAND>

Natural Language Understanding for Communications
STRATEGIC SOFTWARE PLATFORM OF THE FUTURE

COMMUNICATION APIS + CHANNELS

INTELLIGENT SERVICES

MACHINE LEARNING & AI
KEY TAKEAWAYS

Huge and growing opportunity

World class developer experience

Highly differentiated strategic platform
THANK YOU