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.
PAT MALATACK

VP & GM OF MESSAGING
COMMON WAYS BUSINESSES ENGAGE CUSTOMERS

- WIRELESS
- VIDEO
- CHAT
- VOICE
- FAX
- SMS
COMMON WAYS BUSINESSES ENGAGE CUSTOMERS
Master Plan
Step 1. Build a platform.
Step 2. Go deep.
Step 3. Repeat.
KEY TAKEAWAYS

- Massive Opportunity to Modernize Engagement
- Increase Value Capture & Time to Value
- Build vs Buy
ENGAGEMENT OPPORTUNITY
97% of consumers will give more business to companies that respond quickly to them.

33% cancelled their service or switched to a competitor following a negative experience.

81% of consumers complain that it is difficult to communicate with businesses.
COMMON WAYS BUSINESSES ENGAGE CUSTOMERS
COMMON WAYS BUSINESSES ENGAGE CUSTOMERS

1. Verify
2. Acquire
3. Sell
4. Service
5. Support
6. Marketing
7. Sales
8. Security
9. Operations
10. Contact Center

 Technologies:
- Wireless
- Video
- Chat
- Voice
- SMS
- Fax
OMNI-CHANNEL,
CLOUD BASED, API FIRST & FLEXIBLE
INCREASED VALUE CAPTURE, FASTER TIME TO VALUE
COMMON WAYS BUSINESSES ENGAGE CUSTOMERS

SALES
SECURITY
OPERATIONS
MARKETING
CONTACT CENTER

WIRELESS
VIDEO
CHAT
VOICE
SMS
FAX
Omni-Channel

Programmable Voice
Programmable Chat
Programmable SMS
Facebook
Omni-Channel

ivr & bots

Programmable Voice
Programmable Chat
Programmable SMS
Facebook

Studio
Notify
Understand

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Omni-Channel

IVR & Bots

Agent UI & Presence

- Programmable Voice
- Programmable Chat
- Programmable SMS
- Facebook
- Studio
- Notify
- Understand
- Frame
- Sync

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COMMON WAYS BUSINESSES ENGAGE CUSTOMERS
Two-factor authentication on Pinterest

Emanuele Cesena & Amine Kamel | Pinterest engineers, Security

Pinterest is committed to protecting the accounts of Pinners around the world. With an ever-growing user base of more than 175 million people, today we’re announcing that two-factor authentication (2FA) will be rolling out over the coming weeks as an additional layer of security. Here we’ll share how we implemented two-factor authentication on Pinterest.

How 2FA works

Enabling two-factor authentication means you confirm your identity with a combination of two factors each time you log in. In general, the first factor is a password, and the second is through a trusted device like a smartphone. We leverage Twilio’s Authy to provide different methods of verification, including push notifications and SMS messages.
When 2FA is enabled, the login flow is slightly modified to send the user a verification code, in a similar fashion as during the enable flow above.

This update will start rolling out to Pinners over the coming weeks. To opt-in when it’s available to you, visit the security section of your account settings on web and click the button to enable two-factor authentication.

Acknowledgements: 2FA has been a cross team effort. Many thanks to Devin Lundberg, Flavius Popescu, Juan Vasconez, Joseph Zingarelli, Jean Aurambault, and the design, core experience, android, iOS and web teams for all their help and guidance.
AUTHY BASED 2-FACTOR AUTHENTICATION IS COMING!

SECURITY  RICHARD KIRKENDALL  32 COMMENTS

In today's world we live so much of our lives online. We stay in contact with our friends. We shop online. We manage our finances online. And we run our businesses online. The security of our online world is of utmost importance to us, as individuals and as business owners.

At Namecheap, your security is hugely important to us. We want you to be able to experience the full breadth of the Internet securely and seamlessly. Which is why it has been a huge frustration to us here at Namecheap that we have only had 2-Factor Authentication via SMS and have not yet been able to offer 2-Factor Authentication via Authy.
Now, it is coming.

Over the past two and half years we have been doing the painful, yet vital, work to build a new technology platform that will enable us to bring new products and features to market much more quickly.

It will enable us to continuously adapt to your feedback about what you want and what you need: living up to our commitment to put our customers first. Prior to this, we've been operating on a technology system that was built from our birth 17 years ago. Our desire to deliver 2FA became victim to the limitations of this legacy platform.

We have offered 2FA via SMS. And we know that there are some limitations to that approach. We know that we have to do better.

We made the difficult decision to pause all new integrations and features until we could build and deliver a new platform that would set our technology development free. Finally, we are approaching the end of that process.

2FA was the most urgent priority that had to be sidelined while we built that capability. It is now first in the queue to be addressed. As CEO of Namecheap, I give you my commitment that we will deliver true 2FA within the next 60 days.

2FA is coming. Thank you for your patience while you’ve been waiting.
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2FA is coming. Thank you for your patience while you’ve been waiting.
Authy

Software + SMS
Authy
Software + Push
BUILD VS BUY
ENTERPRISE SOFTWARE HAS ALWAYS BEEN BUILD
APIS ARE THE PACKAGING FOR BUILD
BUILD

Flexibility

Differentiated Customer Experience

Roadmap Ownership

Deep Integrations with Existing Systems

BUY

Fast time to Value

Management & Operations tools

Out of the box Integrations

Ability to Customize without Engineers
Flexibility

Fast time to Value

Differentiated Customer Experience

Management & Operations tools

Roadmap Ownership

Out of the box Integrations

Deep Integrations with Existing Systems

Ability to Customize without Engineers
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KEY TAKEAWAYS

Massive Opportunity to Modernize Engagement

Increase Value Capture & Time to Value

Build vs Buy
THANK YOU