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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. The final prospectus and these periodic reports, current reports, proxy statements and other information are available for review at the SEC's website at http://www.sec.gov.

# What is Twilio?

The world's leading Customer Engagement Platform to build differentiated experiences, at scale.

**9M+**
Developers

**200K+**
Businesses

**100+**
Countries

# What is Twilio?

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A collection of APIs and tools that you can use in your applications and businesses to connect or communicate with your users.
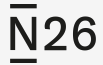
**9M+**
Developers

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# Leading brands build customer engagement with Twilio

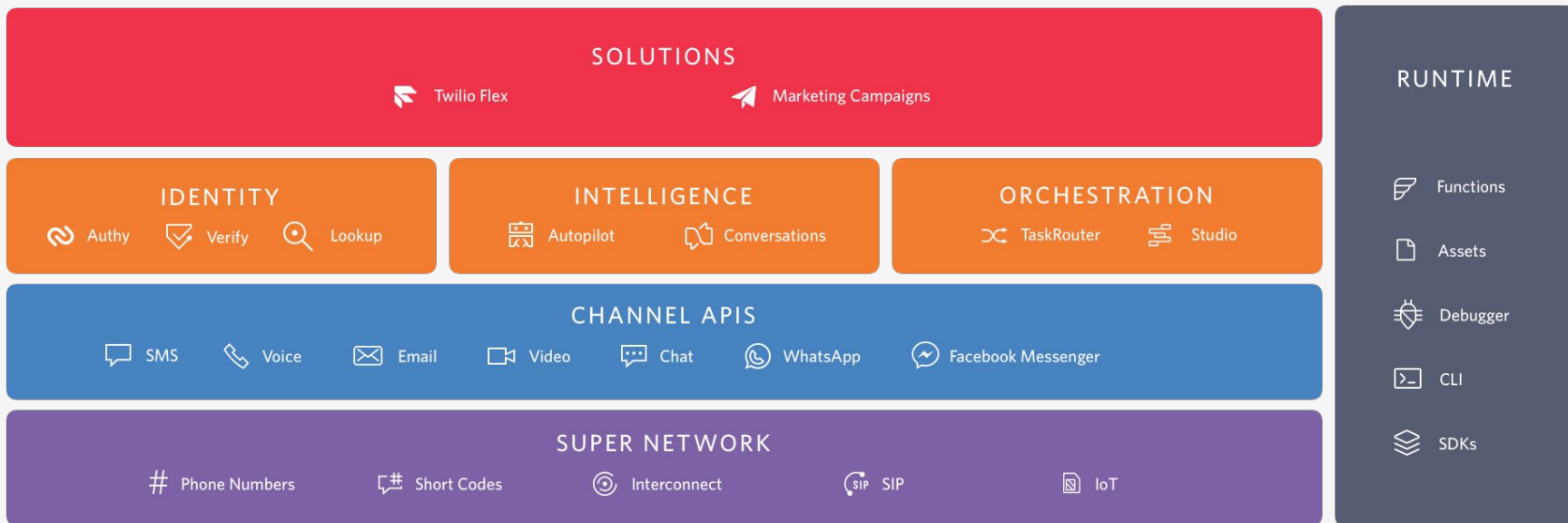| Financial services | Travel & hospitality | High technology | Retail | .org |
|---|---|---|---|---|
| ING | Uber | Atlassian | shopify | be my eyes |
| Morgan Stanley | deliveroo | box | MARKS & SPENCER | CipherHealth The Patient Engagement Company |
| Capital One | lyft | HubSpot | mercado libre | VOLUNTEER VISION |
| N26 | tripadvisor® | twitch | 1·800 flowers.com | CRISIS TEXT LINE |
| Standard Chartered | Lime | salesforce | sears | CAREMESSAGE |

**94%** of businesses report that they have great communications with their customers.

**96%** of consumers disagree.

# The Twilio Customer Engagement Platform

## SOLUTIONS

- Twilio Flex
- Marketing Campaigns

## IDENTITY

- Authy
- Verify
- Lookup

## INTELLIGENCE

- Autopilot
- Conversations

## ORCHESTRATION

- TaskRouter
- Studio

## CHANNEL APIS

- SMS
- Voice
- Email
- Video
- Chat
- WhatsApp
- Facebook Messenger

## SUPER NETWORK

- Phone Numbers
- Short Codes
- Interconnect
- SIP
- IoT

## RUNTIME

- Functions
- Assets
- Debugger
- CLI
- SDKs

# Create differentiated customer engagement across your business

## Twilio Customer Engagement Platform

Any channel

Faster time-to-market

Personalized engagement

Global scale



Marketing

- Promotions
- Lead conversion
- Customer loyalty

Service

- Contact center
- IVR & bots
- Field service & conversations

Operations

- Asset management
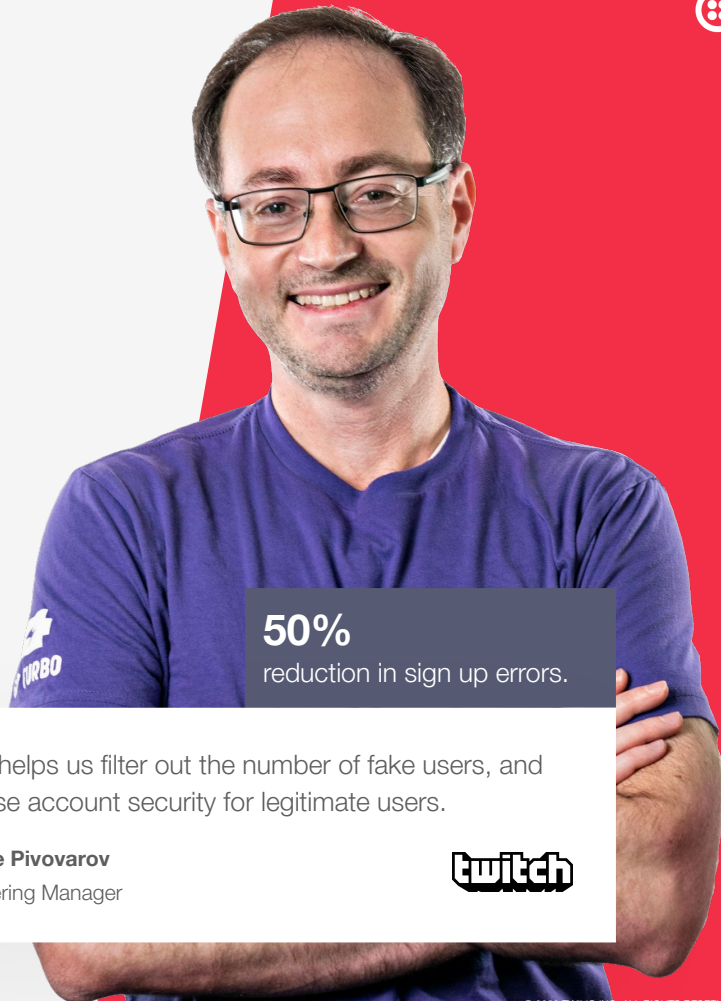- Alerts & notifications
- Identity & verification

# Identity and Verification

## Fight fraud and protect customer accounts with Twilio authy

Verify users via email, SMS, and Voice with a single API

Eliminate carrier filtering with templated messages, automatic translation, and global regulations compliance

Block toll fraud with custom rate limits and built-in security controls

**50%**
reduction in sign up errors.

Authy helps us filter out the number of fake users, and increase account security for legitimate users.

**Eugene Pivovarov**
Engineering Manager

# Alerts and Notifications

## Increase customer engagement rates across Email, SMS and OTT

Customize alerts with flexible APIs that integrate with any CRM, ERP or custom database

Reach users everywhere with channel APIs and global phone numbers

Reliably communicate with APIs powered by a redundant infrastructure and software to detect issues before you're impacted
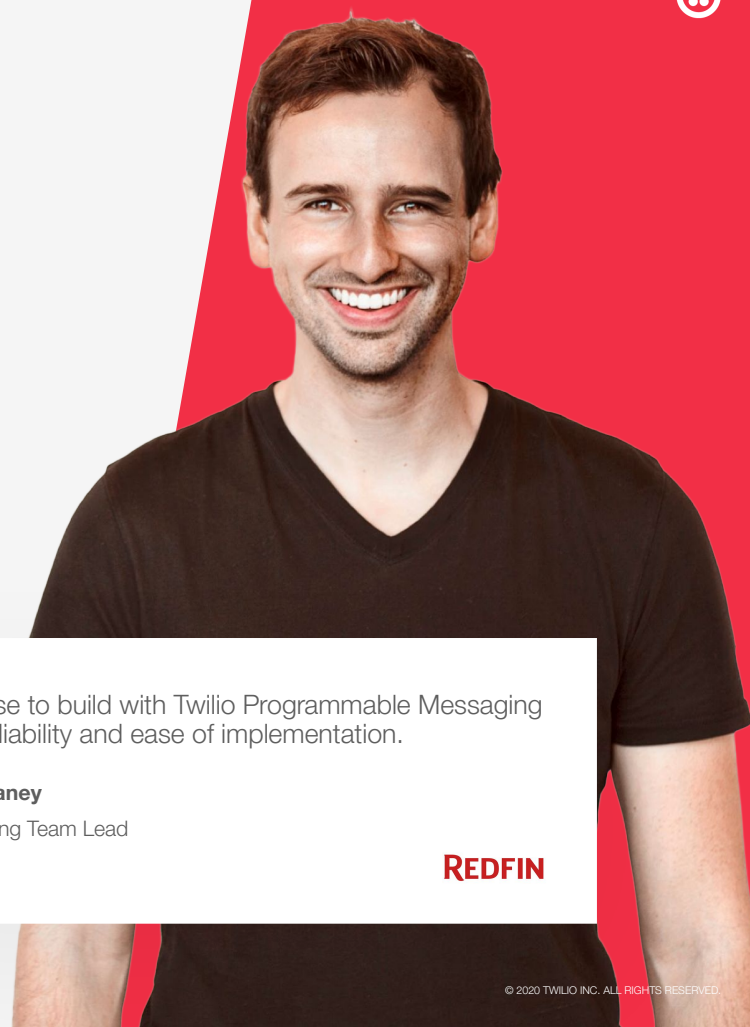
> We chose to build with Twilio Programmable Messaging for its reliability and ease of implementation.
>
> **David Ganey**
>
> Engineering Team Lead
>
> **REDFIN**

# Useful links

## twilio.com

Click on 'Talk to an expert' and a member of the team will be in touch

## twilio.com/customers

Read how businesses around the world have created exceptional experiences for their customers by leveraging the power of Twilio

## twilio.com/blog

Cloud communications trends, customer stories, and tips for building scalabe voice and SMS applications with Twilio's APIs

## twilio.com/code-exchange

See what you can build with Twilio. Get started with code samples.

Thank you!

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