

TWILIO TRANSPARENCY REPORT *January 1, 2022 - June 30, 2022*

Twilio’s developer ecosystem, customers and end users expect Twilio to protect their personal information, sensitive data and user privacy. As part of our [commitment to the privacy of your data](#), and core principle of “no shenanigans,” we produce this semi-annual report to provide visibility to the Twilio community around governmental requests for customer data.

This is Twilio’s fifteenth transparency report detailing requests for customer information by municipal, state, provincial and federal governments globally for the first six months of 2022. It details the total volume of government requests for information received by Twilio, how Twilio responded to the requests, and how often Twilio was permitted to notify its users of the requests. Current and archival transparency reports are available on the [Twilio website](#).

What type of government requests for user information did Twilio receive?

Government Requests by Request Type First Half of 2022 (January 1, 2022 - June 30, 2022)	Total
Total U.S. Requests	874
Court Order	142
Emergency Disclosure Request	3
Pen Register/Trap & Trace Order	0
Preservation Request	79
Search Warrant	49
Subpoena (or equivalent)	601
Wiretap Order	0
Total International Requests	1106
Total Worldwide Requests	1980

Which countries issued government requests for information to Twilio?

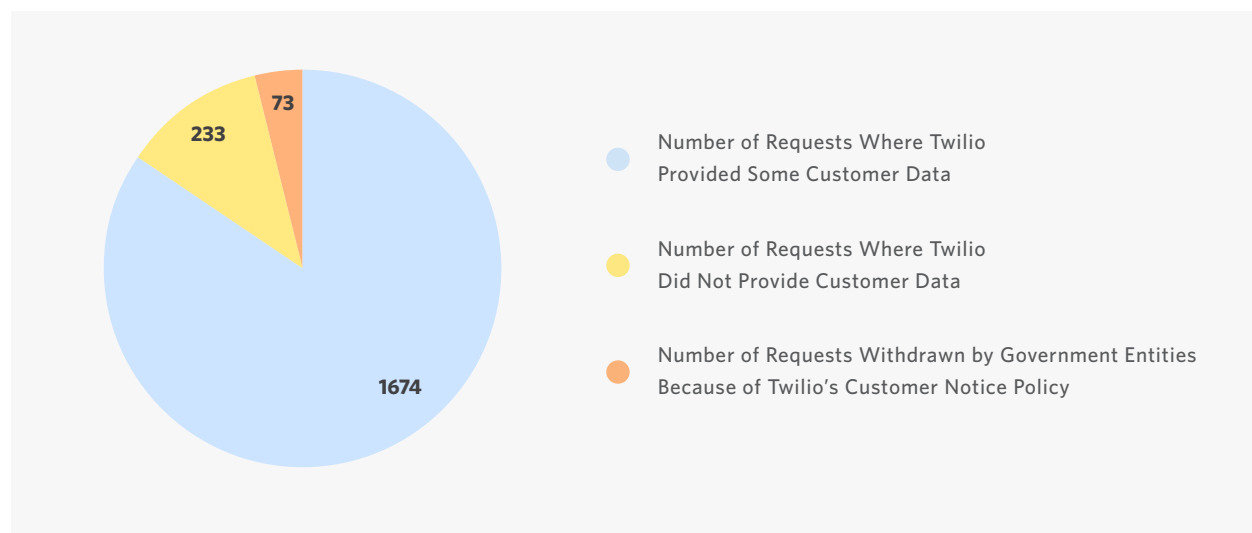
Requests Received from Agencies Worldwide First Half of 2022 (January 1, 2022 - June 30, 2022)	Number of Requests Received	Number of Requests Where Some Customer Data Was Provided
Canada (CA)	80	66
Puerto Rico (PR)	1	0
United States (US)	874	656
Total Americas	955	722
Australia (AU)	5	2
India (IN)	1	1
Japan (JP)	81	75
Singapore (SG)	29	24
Total APAC	116	102
Austria (AT)	12	9
Belgium (BE)	18	16
France (FR)	585	578
Germany (DE)	215	194
Ireland (IE)	1	0
Spain (ES)	3	0
Switzerland (CH)	2	2
United Kingdom (UK)	73	51
Total EMEA	909	850
Total Worldwide	1980	1674

Twilio Notifications to Customers Regarding Government Requests

In accordance with Twilio's [Privacy Notice](#), Twilio notifies customers of compliance with a government request for information unless we are prohibited from doing so by law. The rules governing when a provider like Twilio can notify our customers vary by jurisdiction. We therefore evaluate each request individually and notify customers whenever possible. And we will provide notice after a legal prohibition is lifted, such as when a statutory or court-ordered non-disclosure requirement has expired.

Between January 1 and June 30, 2022, Twilio received 1,886 government requests for customer information that Twilio was prohibited by law from notifying its customers about.¹ During the same time, Twilio was legally permitted to notify customers of 94 government requests for information, and did in fact notify these customers.

Number of Government Requests Received Worldwide and How Twilio Responded



1. Prior to the Transparency Report for July 1 to December 31, 2021, this category of information was labeled "Number of Requests Where Twilio Did Not Notify Customers that User Information Was Produced." We changed this to clarify that even though Twilio was legally prohibited from notifying its customers about these requests, Twilio did not in fact produce customer data in response to all of these requests.

Twilio's Comment on National Security Letters

In certain circumstances, the U.S. government can issue National Security Letters (NSLs), which are similar to but more limited in scope than a subpoena. Using an NSL, the FBI can seek limited Twilio customer data, such as the name, address, and length of service of a subscriber. NSLs are typically accompanied by a non-disclosure requirement, which limits what Twilio can disclose about whether and how many NSLs it has received. Twilio has long had concerns about these types of non-disclosure obligations, particularly where they are indefinite in nature.

Due to the restrictions of the current laws, Twilio is prohibited from providing a full accounting of requests that comes through NSLs. However, Twilio has the ability to petition the U.S. Department of Justice to withdraw or modify the nondisclosure components of these requests, and it has previously had success doing so. In the second half of 2017, for example, Twilio received permission to publish two National Security Letters and was able to include these two specific requests in its semi-annual transparency report.

Twilio will continue to publish any future letters where Twilio seeks and obtains permission from the Department of Justice to do so; and will restate the ranges of National Security Letters received, for the time period it was received in.

Reporting Period	National Security Letters Received and Responded to by Twilio	Accounts Affected by National Security Letter Requests
2022 - First Half	0-999	0-999
2021 - Second Half	0-999	0-999
2021 - First Half	0-999	0-999
2020 - Second Half	0-999	0-999
2020 - First Half	0-999	0-999
2019 - Second Half	0-999	0-999
2019 - First Half	0-999	0-999
2018 - Second Half	0-999	0-999
2018 - First Half	0-999	0-999
2017 - Second Half	2-999	2-999
2017 - First Half	0-999	0-999
2016 - Second Half	0-999	0-999
2016 - First Half	0-999	0-999
2015 - Second Half	0-999	0-999
2015 - First Half	0-999	0-999