

# Twilio Transparency Report

Twilio's developer ecosystem, customers, and end users expect Twilio to protect their personal information and sensitive data. As part of our commitment to [your privacy](#) and our core principle of “no shenanigans,” we produce annual transparency reports to show how many government requests for information Twilio receives, how Twilio responds, and how often Twilio is permitted by law to notify its customers of these requests.

This is Twilio's twenty-first transparency report. It details requests for customer information made by municipal, state, provincial and federal governments from around the world for the year 2025. Current and previous transparency reports are available on the Twilio [website](#).

## What types of government legal requests did Twilio receive in 2025?

Requests for disclosure of customer information

Types of government requests for information	Number of requests
<b>U.S. Requests</b>	1,775
Court Order	32 <sup>1</sup>
Emergency Disclosure Request	64
Pen Register/Trap & Trace Order	3
Search Warrant	184 <sup>2</sup>
Subpoena (or equivalent)	1,492 <sup>3</sup>
Wiretap Order	0
<b>International Requests</b>	3,067 <sup>4</sup>
<b>Total Worldwide</b>	4,842

<sup>1</sup> One of these court orders was for SendGrid customer information, and one was for Authy customer information.

<sup>2</sup> Two of these search warrants were for SendGrid customer information, and two were for ZipWhip customer information.

<sup>3</sup> Six of these subpoenas were for SendGrid customer information, nine were for ZipWhip customer information, and two were for Authy customer information.

<sup>4</sup> Sixteen of these requests were for SendGrid customer information, and two were for Authy customer information.

## Requests for preservation of customer information

Types of government requests for information	Number of requests
U.S. Requests	133 <sup>5</sup>
International Requests	10
<b>Total Worldwide</b>	143

## Where did these government legal requests originate?

## Requests for disclosure of customer information

Jurisdiction	Requests received	Requests for which some customer information was provided
Brazil	1	1
Canada	453	447
United States	1,775	1,385
<b>Total Americas</b>	<b>2,229</b>	<b>1,833</b>
Australia	26	22
India	1	0
Japan	329	317
Singapore	2	2
<b>Total APAC</b>	<b>358</b>	<b>341</b>
Austria	24	21
Belgium	47	47
Czech Republic	2	1
Estonia	2	2
Finland	8	8
France	1,016	981

<sup>5</sup> One of these preservation requests was for ZipWhip customer information.

Georgia	1	0
Germany	630	577
Ireland	2	2
Israel	2	2
Italy	3	1
Liechtenstein	1	0
Lithuania	2	2
The Netherlands	2	2
Poland	22	17
Romania	1	1
Spain	17	14
Sweden	3	3
Switzerland	89	76
United Kingdom	381	354
<b>Total EMEA</b>	<b>2,255</b>	<b>2,111</b>
<b>Total Worldwide</b>	<b>4,842</b>	<b>4,285</b>

Requests for preservation of customer information

<b>Jurisdiction</b>	<b>Requests received</b>	<b>Requests for which some customer information was preserved</b>
Australia	1	1
Canada	7	7
France	2	2
United States	133	128
<b>Total Worldwide</b>	<b>143</b>	<b>138</b>

## How Did Twilio Respond to These Government Requests for Customer Information?

Of the 4,842 government requests for customer information that Twilio received in 2025, Twilio provided some customer information in response to 4,285 and did not provide customer information for 556 requests. Twilio does not provide customer information for various reasons, including when Twilio assesses that government requests are legally insufficient; no responsive records are found; and when government agencies withdraw their requests. Sometimes, government agencies withdraw their requests after Twilio informs them of our customer notification policy.

Pursuant to Twilio's [Privacy Notice](#), when Twilio is required by law to disclose the personal information of our customers or their end users, we notify our customers of the disclosure requirement unless we are prohibited by law from doing so. The rules governing when a provider like Twilio can notify our customers of information disclosure obligations vary by jurisdiction. We therefore evaluate each request individually and notify customers whenever possible. We provide notice after a legal prohibition ends, such as when a statutory non-disclosure requirement or a court's non-disclosure order expires. In 2025, Twilio notified customers of 215 government requests.

## Twilio's Comment on National Security Letters

In certain circumstances, the United States government can issue National Security Letters (NSLs), which are similar to but more limited in scope than subpoenas. Using an NSL, government agencies can seek limited Twilio customer information, such as the name, address, and length of service of a subscriber. NSLs are typically accompanied by a non-disclosure requirement. Twilio has long had concerns about this type of non-disclosure obligation, particularly when it is indefinite in nature.

Twilio is prohibited by law from providing a full accounting of requests for customer information that we receive via NSLs. However, Twilio reports NSLs within bands permitted by law, and may petition the government to withdraw or modify nondisclosure components of NSLs. For example, Twilio received permission to publish two NSLs issued in 2017 and is able to include these two specific requests in its transparency reporting. Twilio intends to publish any additional NSLs that we are permitted by law to publish. Twilio transparency reports that post-date such approval will include updates to the reporting bands listed below.

<b>Reporting Period</b>	<b>National Security Letters Received and Responded to by Twilio</b>	<b>Accounts Affected by National Security Letter Requests</b>
2025	0-999	0-999
2024 – Second Half	0-999	0-999
2024 – First Half	0-999	0-999
2023 – Second Half	0-999	0-999
2023 – First Half	0-999	0-999
2022 – Second Half	0-999	0-999
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