Production Outbound Calling — Setup Requirements

What We Need From the Company

1. Twilio Paid Account

- Create a company Twilio account at twilio.com
- Add a payment method and load balance
- **Provide:**
  - `TWILIO_ACCOUNT_SID`
  - `TWILIO_AUTH_TOKEN`

2. Indian Phone Number (+91)

- Purchase a **+91 phone number** with **Voice capability** from Twilio Console
- **Provide:** The purchased phone number (e.g., `+91XXXXXXXXXX`)

3. Regulatory Bundle (Mandatory for India)

Twilio requires these company documents before provisioning an Indian number. Upload them in **Twilio Console → Phone Numbers → Regulatory Compliance → Create a Bundle:**

- Company **PAN Card**
- **GST Registration Certificate**
- **Business Address Proof** (utility bill / bank statement / incorporation certificate)
- **Authorized person's ID** (Aadhaar / Passport of signatory)

4. LiveKit Cloud Account

- Create a company LiveKit Cloud account at cloud.livekit.io
- Choose a plan that supports the required number of concurrent participants
- **Provide:**
  - `LIVEKIT_URL` (e.g., `wss://company-project.livekit.cloud`)
  - `LIVEKIT_API_KEY`
  - `LIVEKIT_API_SECRET`

5. Concurrent Call Limit Increase *(if needed)*

- After Twilio setup, raise a **Twilio Support ticket** requesting increased concurrent call limits

• Mention expected call volume (e.g., "50 simultaneous outbound calls")

Credentials Summary

```
# Twilio (from https://console.twilio.com/)
TWILIO_ACCOUNT_SID=<company_twilio_account_sid>
TWILIO_AUTH_TOKEN=<company_twilio_auth_token>
TWILIO_PHONE_NUMBER=<+91XXXXXXXXXX>

# LiveKit (from https://cloud.livekit.io/)
LIVEKIT_URL=<wss://company-project.livekit.cloud>
LIVEKIT_API_KEY=<company_livekit_api_key>
LIVEKIT_API_SECRET=<company_livekit_api_secret>

# SIP Trunk (created after connecting Twilio to LiveKit)
SIP_TRUNK_ID=<livekit_sip_trunk_id>
```

Estimated Monthly Costs

Item	Cost
Indian phone number	~~$4/month~~ (₹350)
Outbound call to Indian mobile	~~$0.004/min~~ (₹0.34/min)
LiveKit Cloud	Depends on plan (free tier supports ~50 concurrent)