

# CERTIFICATE OF REGISTRATION

## Information Security Management System – ISO/IEC 27001:2013

Coalfire Certification, Inc. certifies that the following organization operates an Information Security Management System (ISMS) that conforms to the requirements of ISO/IEC 27001:2013 per the scope and boundaries statement detailed below:

COMPANY:	Twilio Inc.	ADDRESS:	101 Spear Street, 5th Floor San Francisco, CA 94105 United States
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### Scope:

The certificate scope comprises the Information Security Management System supporting the operations underlying the following Twilio offerings: Programmable Voice, Programmable Video, Programmable Messaging, Studio, Twilio Flex, Twilio Conversations, Verify, Lookup, Authy, Twilio Frontline, TaskRouter, WhatsApp Business API, Phone Numbers, Short Codes, Elastic SIP Trunking, Interconnect, Runtime, and Sync. The organizational scope includes the Legal, Security, Human Resources, TechOps, Engineering, and Facilities teams affecting the Information Security Management System. These activities are governed by the implemented controls in accordance with the organizational Statement of Applicability which further extends to the additional controls defined within ISO/IEC 27017:2015 and ISO/IEC 27018:2019.

### STATEMENT OF APPLICABILITY:

VERSION: v.17

ON BEHALF OF COALFIRE CERTIFICATION, INC.

DATE: March 27, 2024

### Original Registration Date:

December 24, 2016

### Certificate Issuance Date:

June 26, 2024

### Expiration Date:

June 25, 2025



Jimmy Dilz, Accreditation Leader



This certificate relates to the Information Security Management System, and not to the products or services of the certified organization. The certification reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotional material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate.

**Address:**

**Key Processes and Activities:**

Central Office  
101 Spear Street, 5th Floor  
San Francisco, CA 94105  
United States

- Operational control and authority for the management system
- Facilities and property management

Satellite Office #1  
78 Sir John Rogerson's Quay  
Dublin 2, D02 HD32  
Ireland

- Operational control and authority for the management system
- Facilities and property management