Twilio Becomes the Only Cloud Communications Provider with Direct 10DLC and Toll-Free Connections Across All Major Carriers in the United States and Canada

March 24, 2026

Twilio's direct connections provide faster throughput, better reliability, and a more secure and compliant messaging ecosystem.

Twilio's continued commitment to delivering a trusted communications ecosystem now enables customers to onboard communications workloads in days, not weeks.

SAN FRANCISCO--(BUSINESS WIRE)--Mar. 24, 2026-- Twilio (NYSE: TWLO), the customer engagement platform that drives real-time, personalized experiences for today's leading brands, announced it is now the only Communications Platform as a Service (CPaaS) provider to offer direct connections across all major carriers in the United States and Canada.

Building on existing direct Toll-Free messaging connectivity across all major U.S. carriers, Twilio has added direct 10DLC (10-Digit Long Code) connections across AT&T, T-Mobile, and Verizon in the United States, and Bell & Virgin, Rogers, and Telus in Canada. Twilio also recently added RCS general availability in Canada, adding to existing RCS general availability in the United States.

Twilio's direct connections with carriers streamlines the onboarding process for new customers. Additional advantages include improved reliability and deliverability, increased speed with higher throughput, and a more simplified, trusted, and compliant communications ecosystem.

"Twilio already carries significant messaging volume in North America," said Kathryn Murphy, Senior Vice President of Product, Communications Platform, at Twilio. *"The expansion of direct 10DLC connections in the United States and Canada across all major carriers further solidifies our mission to provide trusted, direct connections for our customers."*

With Twilio's direct 10DLC connections, customers can expect:

- **A trusted foundation:** Infrastructure that empowers businesses to connect confidently at scale, with secure, compliant, reliable, and real-time interactions.
- **Faster onboarding:** Register 10DLC numbers in days instead of weeks when relying on third-party aggregators.
- **Intelligent optimization and resiliency:** Twilio's Traffic Optimization Engine works across networks to intelligently manage traffic, ensuring low latency and high deliverability.
- **Reliability at scale:** Twilio handled over 2.5 trillion interactions in 2025, with 99.999% API availability.

"Our research shows that nearly three of four (74.1%) respondents will ignore a call or text if the caller ID displays an unknown or blocked number," said Raul Castanon, Senior Research Analyst at 451 Research from S&P Global Energy Horizons. *"This shift in consumer behavior could derail organizations' digital transformation initiatives, which increasingly rely on digital communications to enable interactive, conversational experiences. Foundational protocols like 10DLC are now the price of admission for outbound enterprise communications, and direct connections come with the added benefits of speed, reliability and compliance."*

About Twilio

Today's leading companies trust Twilio's Customer Engagement Platform (CEP) to build direct, personalized relationships with their customers everywhere in the world. Twilio enables companies to use communications and data to add intelligence and security to every step of the customer journey, from sales to marketing to growth, customer service and many more engagement use cases in a flexible, programmatic way. Across 180 countries, millions of developers and hundreds of thousands of businesses use Twilio to create magical experiences for their customers. For more information about Twilio (NYSE: TWLO), visit: www.twilio.com.

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