

## TWILIO INC.

### SECURITYHOLDER COMMUNICATION POLICY

The Board of Directors (the “Board”) of Twilio Inc. (the “Company”) provides to every securityholder the ability to communicate with the Board, as a whole, and with individual directors on the Board through an established process for securityholder communication (as that term is defined by the rules of the Securities and Exchange Commission) (“Securityholder Communication”) as follows:

- For a Securityholder Communication directed to the Board as a whole, securityholders may send such communication to the attention of the Company’s General Counsel via U.S. Mail or Expedited Delivery Service to the address listed below or by email to [investors@twilio.com](mailto:investors@twilio.com):

Twilio Inc.  
101 Spear Street, First Floor  
San Francisco, CA 94105  
Attn: General Counsel

- For a Securityholder Communication directed to an individual director in his or her capacity as a member of the Board, securityholders may send such communication to the attention of the individual director via U.S. Mail or Expedited Delivery Service to the address listed below or by email to [investors@twilio.com](mailto:investors@twilio.com):

Twilio Inc.  
101 Spear Street, First Floor  
San Francisco, CA 94105  
Attn: **Name of Individual Director**

The Company will forward by U.S. Mail any such Securityholder Communication to each director, and the Chairman of the Audit Committee of the Board in his or her capacity as a representative of the Board, to whom such Securityholder Communication is addressed to the address specified by each such director and the Chairman of the Audit Committee of the Board.

Communications from an officer or director of the Company and proposals submitted by securityholders to be included in the Company’s annual proxy statement, pursuant to Rule 14a-8 of the Securities Exchange Act of 1934, as amended (and related communications) will not be viewed as a Securityholder Communication. Communications from an employee or agent of the Company will be viewed as Securityholder Communication only if such communications are made solely in such employee’s or agent’s capacity as a securityholder.

ADOPTED: January 25, 2016

AMENDED: March 5, 2020