



U.S. Department of Justice

Federal Bureau of Investigation

In reply, please refer to

File No. NSL-17-130020

San Diego Field Office
10385 VISTA SORRENTO
PARKWAY
San Diego, CA 92121
May 19, 2017



Twilio, Inc.
Attention: Legal Department
375 Beale Street, Suite 300
San Francisco, CA 94105
(415) 800-4153

Dear [Redacted]:

Pursuant to Title 18, United States Code (U.S.C.), Section 2709 (Section 201 of the Electronic Communications Privacy Act of 1986), you are hereby directed to provide to the Federal Bureau of Investigation (FBI) the name, address, length of service for all services, as well as all accounts, provided to the individual(s) or identifier(s) listed below:

Table with 2 columns: Account, For Following Date(s) (YYYY-MM-DD). Row 1: [Redacted], From 2016-10-01 to Present

If the period noted above is from "inception," that term applies to the current account holder only. If the period noted above is to the "present," that term directs production of information to the date you process this letter. Information that is responsive to this request may include information that falls within the "billing cycle" that you use. For example, if the request is for January 1 through February 1, but you maintain account information based on a billing cycle that runs from the 15th of the month, then you may provide information before January 1 and after February 1 so long as the information falls within your billing cycle.

While fulfilling your obligations under this letter, please do not disable, suspend, lock, cancel, or interrupt service to the

[REDACTED]

above-described subscriber(s) or accounts. A service interruption or degradation may alert the subscriber(s) and account users(s) to the investigative action. If you are not able to fulfill your obligations under this letter without alerting the subscriber(s) and account user(s), please contact the FBI prior to proceeding.

In accordance with 18 U.S.C. § 2709(b), I certify the information sought is relevant to an authorized investigation to protect against international terrorism or clandestine intelligence activities, and such an investigation of a United States person is not conducted solely on the basis of activities protected by the First Amendment to the Constitution of the United States.

NONDISCLOSURE REQUIREMENT

In accordance with 18 U.S.C. § 2709(c)(1), I certify disclosure of the fact the FBI has sought or obtained access to the information or records sought by this letter may result in a danger to the national security of the United States; interference with a criminal, counterterrorism, or counterintelligence investigation; interference with diplomatic relations; or danger to the life or physical safety of any person, that is related to an authorized investigation to protect against international terrorism or clandestine intelligence activities.

In accordance with 18 U.S.C. § 2709(c)(2), you, any officer, employee, or agent of yours are prohibited from disclosing this letter or disclosing that the FBI has sought or obtained access to information, other than to those to whom disclosure is necessary to comply with the letter or to an attorney to obtain legal advice or legal assistance with respect to this letter.

In accordance with 18 U.S.C. § 2709(c)(2), you are directed to notify any persons to whom you have disclosed this letter that they are also subject to the nondisclosure requirement and are therefore also prohibited from disclosing the letter to anyone else.

In accordance with 18 U.S.C. § 2709(c)(2), if the FBI asks for the information, you should identify any person to whom such disclosure has been made or to whom such disclosure will be made. In no instance will you be required to identify any attorney to whom disclosure was made or will be made in order to obtain legal advice or legal assistance with respect to this letter.

In accordance with 18 U.S.C. § 3511(a), you have the right to seek in an appropriate United States district court an order modifying or setting aside this request, if compliance would be unreasonable, oppressive, or otherwise unlawful. In accordance with 18 U.S.C. § 3511(b), you also have the right to have a court review the nondisclosure requirement imposed in connection with this letter. If you wish to have

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[REDACTED]

a court conduct such a review, you may file a petition for judicial review in any court described in 18 U.S.C. § 3511(a). In the alternative, you may notify the FBI of your desire for judicial review of the nondisclosure requirement. Written notice may be mailed or faxed to the FBI San Diego Field Office, with a copy mailed to FBI Headquarters, 935 Pennsylvania Avenue NW, Washington, DC 20535, Attention: General Counsel. Your notice should reference the date of this letter and the File Number listed on the upper left corner of this letter. If the FBI determines that the nondisclosure requirement continues to be appropriate, not later than 30 days after the date of the FBI's receipt of the notice, the FBI shall apply in a court described in 18 U.S.C. § 3511(b)(1)(B) for an order prohibiting the disclosure of the existence or contents of this letter. The nondisclosure requirement shall remain in effect during the pendency of the legal proceedings relating to the nondisclosure requirement.

The USA FREEDOM Act of 2015 mandates that the Attorney General adopt, with respect to nondisclosure requirements issued in NSLs, procedures that require the FBI to conduct reviews at appropriate intervals to assess whether the facts supporting nondisclosure continue to exist. Pursuant to the Attorney General Termination Procedures for National Security Letter Nondisclosure Requirement, the FBI will review the nondisclosure requirement at the appropriate times and notify you if the nondisclosure requirement has been terminated.

GUIDANCE ON RESPONDING TO THE FBI

In accordance with 18 U.S.C. § 3511(c), an unlawful failure to comply with this letter, including any nondisclosure requirement, may result in the United States bringing an enforcement action.

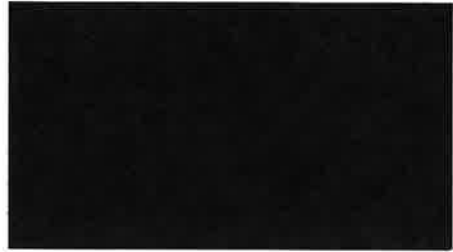
If you are able, please provide records responsive to this letter in an electronic format on either a CD or DVD.

You are directed to provide the records responsive to this letter within 10 business days of receipt of this letter to the FBI San Diego Field Office or a representative of the FBI San Francisco Field Office. Please provide your response through personal delivery.

Direct any questions you have regarding this letter to the FBI San Diego Field Office. Due to security considerations, you should NOT disclose the substance of this letter in any telephone conversation. When responding to this letter, please refer to File No. NSL-17-430020.



Your cooperation in this matter is greatly appreciated.





U.S. Department of Justice
Federal Bureau of Investigation

Washington, D. C. 20535-0001

August 21, 2017

[REDACTED]
Twilio, Inc.
375 Beale, Suite 300
San Francisco, CA 94105

Re: File No. 17-430020

Dear [REDACTED]

Your letter to [REDACTED] the FBI's San Diego Field Office, dated July 19, 2017, provided notice to the FBI that Twilio, Inc. (Twilio) desires the government to initiate judicial review of the nondisclosure requirement imposed in connection with one National Security Letter (NSL No. 17-430020) issued by the FBI.

Please be advised that the FBI has reviewed the nondisclosure requirement imposed in connection with the NSL at issue and determined that the facts and circumstances supporting nondisclosure under 18 U.S.C. § 2709(c) no longer continue to exist. Consequently, the government is lifting the nondisclosure requirement imposed in connection with the NSL at issue. Based on privacy and safety considerations, however, the FBI requests that your client continue to maintain the confidentiality of the name and telephone number of the Special Agents, contained in two places in the body of the NSL. In light of this notification that the nondisclosure requirement is lifted, there is no need for judicial review pursuant to the provisions of 18 U.S.C. § 3511(b).

Further, the FBI is withdrawing its request for information contained within NSL No. 17-430020.

Sincerely,

A handwritten signature in blue ink that reads "Karen D. Miller". The signature is written in a cursive style.

Karen D. Miller
Acting Deputy General Counsel

1 - Christopher Hardee
United States Department of Justice
National Security Division