# Critical Information Summary: Twilio Programmable Voice

Twilio Programmable Voice is an API and platform that combines connectivity and programmability to allow developers to integrate trusted and flexible voice experiences with existing tools and new technology like GenAI. The Super Network underpins Twilio Voice, streamlining telecom challenges with efficient carrier interconnection management, proactive quality control, and elastic, scalable cloud capacity.

The platform empowers developers to quickly prototype ideas, track call performance, manage phone number reputation, leverage AI for contact center automation, speech recognition, and real-time transcriptions, and deliver quality voice interactions to 180+ countries across notifications, self-service automation, contact centers, and marketing use cases.

TwiML (the Twilio Markup Language) is a set of instructions customers can use to tell Twilio what to do when you receive an incoming call or send an outbound call. TwiML is an extensible markup language (XML) document with special tags defined by Twilio to help Customers build their applications using Programmable Voice. Twilio Programmable Voice service includes the following additional features (optional):

|   | Features | Descriptions |
|---|----------|--------------|
| 1 | Local/national calls | Twilio's virtual phone numbers give you access to local and national numbers for your voice calls and applications. Customers can leverage local numbers to make or receive calls or use their own numbers. Customers can then use Twilio's Programmable Voice API or Voice SDK with such phone numbers to make, receive, and manage calls programmatically. |
| 2 | Mobile Calls | Twilio's virtual phone numbers give you access to mobile numbers for your voice calls and applications. Customers can leverage such mobile numbers to make or receive calls or use their own numbers. Customers can then use Twilio's Programmable Voice API or Voice SDK with such phone numbers to make, receive, and manage calls programmatically. |
| 3 | Toll-free calls | Twilio's virtual phone numbers give you access to toll-free numbers for your voice calls and applications. Customers can leverage such toll-free numbers to make or receive calls or use their own numbers. Customers can then use Twilio's Programmable Voice API or Voice SDK with such phone numbers to make, receive, and manage calls programmatically. |
| 4 | Browser/App Calling | Programmable Voice SDKs enable customers to add VoIP calling directly into their web and native mobile applications. Twilio currently offers four Voice SDKs, depending upon the platform and application built by the customer. In order to build an application with any of the Voice SDKs, the following are some of the requirements needed: (a) Twilio Account, (b) one or more Twilio Phone Numbers, (c) endpoint that can handle and respond to HTTP requests from Twilio, (d) AccessTokens, (e) one of the Voice SDKs, and (f) a Helper Library to generate AccessTokens and TwiML (depending on customers use case). |

| 5 | Programmable Voice SIP (Session Initiation Protocol) Interface | Use existing SIP communications infrastructure (on-site or virtual Private Branch Exchange (PBX) or VoIP) to initiate SIP sessions with the Twilio Cloud (sending and receiving SIP to and from Twilio). SIP Interfaces uses Twilio's TwiML language and/or Twilio's REST APIs to create advanced voice applications. |
|---|---|---|
| 6 | "Bring-Your-Own-Carrier" Trunking | Use existing PSTN Voice Carrier partners(s), keep your phone numbers with that Carrier, and add Twilio Programmable Voice capabilities to those calls/numbers. |
| 7 | Secure Media | Secure Media enables encryption to ensure that the call media and associated signalling remains private during transmission. Transport Layer Security (TLS) provides encryption for SIP signaling. Secure Real-time Transport Protocol (SRTP) provides encryption for call content and media packets. |
| 8 | Conference Calls | Use Programmable Voice to create and manage conference calls with your web application. |
| 9 | Answering Machine Detection | Programmatically detect whether a human or answering machine picked up a call and use Programmable Voice APIs to tailor your call flow accordingly (leave a voicemail, connect agent only if a human answers, |
| 10 | Elastic SIP Trunking | Connect IP communications infrastructure to Twilio to make/receive telephone calls over the PSTN. |

1. Charges are based on usage. The Usage page in Twilio Console allows customers to review their Twilio account usage and spend history. Twilio Console Usage page information is available at [Getting started with the Twilio Console Usage page - Twilio Help Center](#).
2. Pricing information is available at [Programmable Voice Pricing in Australia | Twilio](#). Prices may change from time to time without notice. You are advised to check the prevailing rates at the website.
3. Product specific terms, limitations, restrictions and qualifications are listed on [Twilio Voice Services Policy](#) and [Service and Country Specific Requirements | Twilio](#).
4. More information is available at [Programmable Voice | Twilio](#) and [Australia: Voice Guidelines | Twilio](#).
5. Third party terms apply for integrations with other platforms.
6. Payments to Twilio will be via credit card or for customers who qualify for invoicing, then by inward bank transfer on invoices issued by Twilio.

## Do you need further support? Twilio can help

Visit [Help Center](#) for our support options. Call **+61 7 4519 4014** to speak to someone about your plan or to obtain a copy of this Critical Information Summary in an alternative /accessible format.