HIPAA Eligible Products and Services

Runtime Tools

- Studio*

- Functions (API and UI)

- Debugger

- API Explorer

- Assets / Private Assets*

- TwiML Bin*

- Sync

Programmable Video

- Small Group Rooms and Group Rooms

  - Datatrack*

  - Recordings

  - Recording Compositions

  - Media Storage

- Network Traversal Service

Programmable Voice and SIP

- Twilio Phone Numbers*

- Programmable Voice Basics

  - Call Recordings and Storage*

  - Call Transcription*

  - Speech Recognition

  - Text to Speech (Basic and Amazon Polly)

  - Answering Machine Detection

  - Dual-channel Recording

  - Media Streams*

  - Voice Insights

  - Global Low Latency (US1 and US2 only)

- VoIP and SIP

  - Twilio Client (Mobile and Web-based VoIP)

  - Secure Trunking*

  - SIP Interface*

  - SIP Registration

* Please refer to <u>Architecting for HIPAA on Twilio</u> to learn more about how to use these features in a HIPAA compliant manner.

HIPAA Eligible Products and Services

- Contact center building blocks

  - Interactive Voice Response

  - Agent Conference

  - Agent Coaching

  - Transfers

  - Outbound Conference API

  - <Pay>

Programmable SMS

- Programmable SMS Basics

- Twilio Phone Numbers

  - Long Codes

  - Toll-free

  - Short Codes

- Messaging Services

  - Advanced Opt-out

  - Fallback to Long Code

  - Geomatch / Area Code Geomatch

  - Sticky Sender

Programmable Chat

- All Chat SDKs

- Media support (except MMS)

- Chat Transcripts

- Message Consumption Horizon and Read Status

Twilio Conversations

- Channels

  - Chat

  - SMS

- Smart content handling

  - Media support (except MMS)

  - Character encoding

  - Opt-out management

Identity Services

- Verify

  - SMS

  - Voice

- Lookup

CHANGE LOG

10/23/2020   Added Verify and Lookup

8/21/2020   Added Sync, Programmable Chat,
              and Twilio Conversations

5/13/2020   Added Studio and Functions under Runtime Tool

3/20/2020   Added Programmable Voice and SIP
              and Programmable SMS

3/10/2020   Amendment to covered products under
              Programmable Video

2/27/2020   First release: Programmable Video
              and Select Runtime Tools

Twilio powers the future of business communications, enabling phones, VoIP, and messaging to be embedded into web, desktop, and mobile software. We take care of the messy telecom hardware and expose a globally available cloud API that developers can interact with to build intelligent and complex communications systems.